



Contracting

Hierarchy Change Requests (MA/PDP)

Quick Reference Guide (QRG)

Overview



Purpose

To give an understanding of the processes followed for various types of hierarchy change requests.



Objectives

This QRG will help you to:
Describe the process for raising and executing hierarchy change requests.



Target Audience

This guide is intended for the following business roles:
Frontline Brokers

Please note:

All screenshots were pulled at a point in time and may look slightly different than the production environment.

Glossary

Here are some of the key terms used in this QRG:

Key Term	Explanation
Hierarchy Change Request	A formal request submitted by a broker to modify their position or relationships within the organizational hierarchy, such as changing their upline or reporting structure.
Top Upline Agency	The highest-level agency in the broker hierarchy, typically responsible for approving hierarchy change requests submitted by brokers lower in the hierarchy.
New Upline	Required actions of the new agency or upline that is set to receive a broker as part of a hierarchy change request in EvolveNXT, including their role in reviewing and approving the transfer.
Previous Upline	The current agency or upline from which a broker is being transferred during a hierarchy change request in EvolveNXT, responsible for reviewing and releasing the broker.
Topline	A healthcare agency contracted at the highest level, responsible for overseeing downline agencies and brokers.

Glossary

Here are some of the key terms used in this QRG:

Key Term	Explanation
NPN (National Producer Number)	A unique identifier assigned to licensed insurance brokers and agencies by the National Insurance Producer Registry (NIPR).
NIPR (National Insurance Producer Registry)	A centralized database used to validate and manage licensing information for insurance producers.
Sales Level Change	Refers to updating an agent’s commission level or tier for sales-related earnings.
Advance level change	Refers to updating the advance payment tier an agent qualifies for — typically used when commissions are paid in advance (before the actual premium is collected from the client).
Downline	A broker who operates under and reports to a higher-level broker or agency.

Remember

Agencies wishing to change their Topline hierarchies can view the rules and requirements in the Rules of Engagement on the agency portal.

Submit a Hierarchy Change Request

Hierarchy Change Request (MA/PDP)

Requestor

Perform the following steps to understand how you, as a broker, will submit a hierarchy change request for MA:

1. Log in to the HSB, select **Contracting**, and click **My Account** from the left panel. The sub-section will expand.
2. Click **My Hierarchy Info**. The hierarchy list will show up on screen.



Hierarchy Change Request (MA/PDP)

Requestor

- 3. Click **CHANGE** to begin the process of raising a hierarchy change request. The details of the broker will be displayed.

My Hierarchy Info										
	LOB	Rep	NPN	Start Date	End Date	Sales Level	Upline Name	Assigned Comp Name	Sub Type	Rep Type
3 CHANGE	MA			10/17/2024		01 - Agent			Downline Only	External Broker

Hierarchy Change Request (MA/PDP)

Requestor

4. Select the relevant option from the **Hierarchy Change Options** dropdown.

The screenshot shows a form titled "Producer Type and Hierarchy Management". At the top, there are two tables. The first table has columns: Rep NPN, Rep Name, Rep Type, and Current Sub Type. The second table has columns: Current Next Upline Broker/Agency, Current Commission Assign, Start Date, and End Date. Below the tables, there is a section titled "Hierarchy Change Options" with a dropdown menu. The dropdown menu is open, showing three options: "Request Hierarchy Change" (highlighted in blue) and "Request Payment change with my current Upline". A red circle with the number 4 is next to the dropdown menu.

Rep NPN	Rep Name	Rep Type	Current Sub Type
		External Broker	Downline Only

Current Next Upline Broker/Agency	Current Commission Assign	Start Date	End Date
		10/17/2024	

Producer Type and Hierarchy Management

Hierarchy Change Options

- Request Hierarchy Change
- Request Payment change with my current Upline

5. Select the relevant option from the **New Sub-Type Options** dropdown. You can click the **information icon** to view definitions for each item.

The screenshot shows the same form as before, but now the "New Sub-Type Options" dropdown menu is open. The dropdown menu shows "Nothing selected" at the top, followed by four options: "Leave my upline and become Direct sub type", "Join a new upline as Downline Only sub type", "Join a new upline as Licensed Only Agent sub type", and "Join a new upline as Dual Assignment sub type". A red circle with the number 5 is next to the dropdown menu.

Producer Type and Hierarchy Management

Hierarchy Change Options

New Sub-Type Options

- Nothing selected
- Leave my upline and become Direct sub type
- Join a new upline as Downline Only sub type
- Join a new upline as Licensed Only Agent sub type
- Join a new upline as Dual Assignment sub type

Hierarchy Change Request (MA/PDP)

Requestor

- 6. Click **SEARCH** to view the upline that you would like to join.

Producer Type and Hierarchy Management

Hierarchy Change Options

Request Hierarchy Change

New Sub Type Options

Join a new upline as **Downline Only** sub type

Next Upline

SEARCH

- 7. Enter the required details in the **Upline Name** or **Upline NPN** field.
- 8. Click **Search** to view the details of the required upline.

New Next Upline Search

Upline Name

Upline NPN

Search

- 9. Click **SELECT** to select the upline from the search results.

New Next Upline Search

Upline Name

Upline NPN

Search

	Rep Name	Rep NPN
SELECT		

Hierarchy Change Request (MA/PDP)

Requestor

10. Add your **comments** and click **UPDATE** to proceed with the changes. Please note that the comments you add here are visible to all involved stakeholders, including your current hierarchy.

Rep NPN	Rep Name	Rep Type	Current Sub Type
		External Broker	Downline Only

Current Next Upline Broker/Agency	Current Commission Assign	Start Date	End Date
		10/17/2024	

Producer Type and Hierarchy Management

Hierarchy Change Options
Request Hierarchy Change

New Sub Type Options
Join a new upline as Downline Only sub type

Next Upline SEARCH

Add a comment to this workflow request:

UPDATE

11. Click **SUBMIT REQUEST** in the **Hierarchy Change Request Summary** pop-up to complete the request.

Hierarchy Change Request Summary

Your request will be sent to for approval.

Hierarchy change execution date: The hierarchy execution date will be set to **90 days** after submission of this request and will execute if approves this request.

Please note: As part of this request you will be asked to review your W9 and banking information to ensure accurate information is on file.

CANCEL SUBMIT REQUEST

Hierarchy Change Request (MA/PDP)

Requestor

You will be redirected to your **payment details**. These will be pre-filled.
You can make edits, if needed.

The screenshot displays a web form titled "W9 Form" with a tab labeled "Payment Information". The form is divided into two main sections: "Payee" and "Banking Information".

Payee Section:

- A red note states: "Fields marked with an asterisk (*) are required."
- A heading "Payee" is followed by explanatory text: "You are eligible to declare a private company, that you legally represent or own, to be your payee. This means that any money earned is paid to the Tax ID of this company. It also means that the 1099 tax form issued to you will be in the name and Tax ID of this company. If you chose to declare a payee, you will be prompted to sign a W9 form for your declared company payee. If you chose to not declare a company as your payee, then you will be the payee on record. This means that the 1099 tax form issued to you will be in your name and SSN. You will be prompted to sign a W9 form with your information."
- A dropdown menu is labeled "Do you want to declare a private company to be your payee? *".

Banking Information Section:

- A heading "Banking Information" is followed by a dropdown menu labeled "Payment Method *", which is currently set to "ACH (Direct Deposit)".
- A dropdown menu labeled "Account Type *" is shown below.
- A text input field labeled "Account Number: *" is shown below.
- A text input field labeled "Verify Account Number *" is shown below.
- A text input field labeled "Routing Number: *" is shown below.

The form is enclosed in a light blue border, and a vertical scrollbar is visible on the right side.

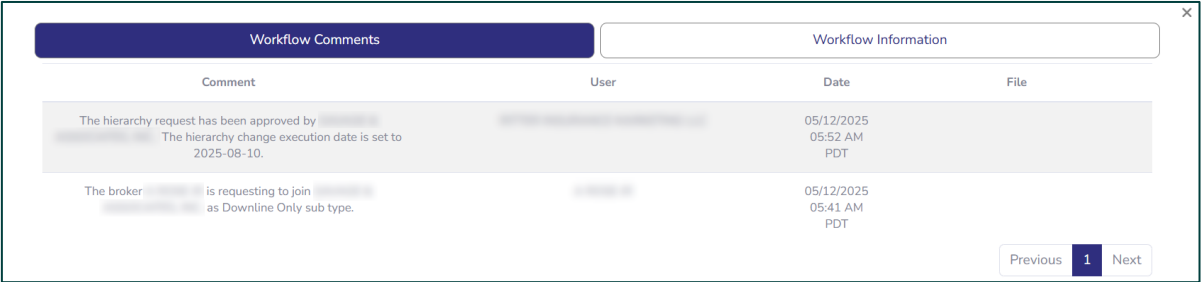
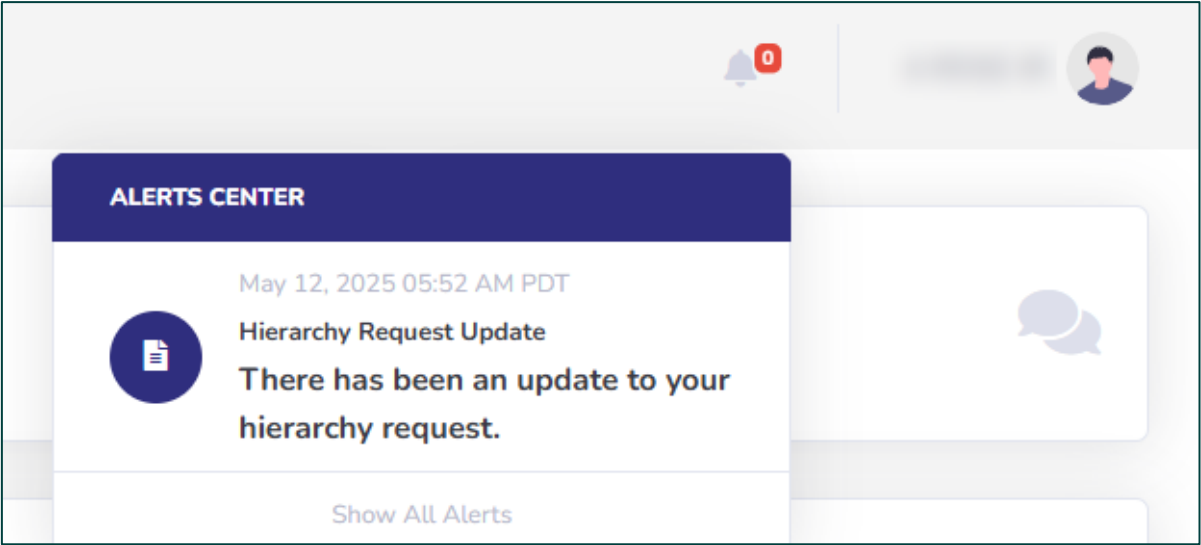


Note: The approval for hierarchy change will be provided by the topline agency.

Hierarchy Change Request (MA/PDP)

Requestor

At each stage of the process, the broker will receive relevant notifications. The approvals are also visible in the Workflows tab on EvolveNXT. Clicking **View** will enable the broker to see the workflow comments and information.



Sales Level Change Request (MA/PDP)



Hierarchy Change Request (MA/PDP)

Sales Level Change Request

Follow the steps given below to submit a sales level change request:

1. Login to the HSB and click **My Downline Brokers** from the left panel to expand it.
2. Click **Broker Hierarchies** to view the Medicare hierarchy list.

The screenshot shows the EVOLVENXT dashboard. On the left, a dark blue sidebar contains a navigation menu with the following items: Dashboard, Statements, Payment History, HRA Status, My Downline Brokers (highlighted with a red box and a green circle with the number 1), Broker Credentials, Onboarding Management, Bulk Onboarding, Terminate DL Brokers, Broker Hierarchies (highlighted with a red box and a green circle with the number 2), and My Documents. The main content area is titled 'Dashboard' and features three tabs: Status (selected), Enrollments, and Statements. Below the tabs, there are two status boxes: 'Current Status' showing 'Active/Certified' in green, and '2026 AEP Status' showing two red warning icons with the messages '2026 Recertification Pending' and 'My Principal is Not AEP Ready'. At the bottom, there is a 'Credentials' table with the following data:

Type	Number of Active	Number of Expired	Status
License	13	0	All Valid
Training			Inactive
POL	0		Inactive

Hierarchy Change Request (MA/PDP)

Sales Level Change Request

- Click **SEARCH** to view all the broker Medicare hierarchy records.

EVOLVENXT Broker Hierarchies

Rep Name Rep NPN Sub Type

Sales Level Next Name Next NPN

3

- Click **CHANGE** to submit a sales level change request. The sales level needs to be changed for brokers with sales level other than 01.

EVOLVENXT Broker Hierarchies

Rep Name Rep NPN Sub Type

Sales Level Next Name Next NPN

Show entries

Rep Name	NPN	Start Date	End Date	Sales Level	Next Update	Assigned Comp Name	Sub Type	Rep Type
		02/01/2024		01 - Agent			Downline Only	External Broker
		02/01/2024		01 - Agent			Downline Only	External Broker
		02/01/2024		01 - Agent			Downline Only	External Broker
		06/13/2024		01 - Agent			Dual Assignment	External Broker
		09/09/2024		01 - Agent			Licensed Only Agent	External Broker
		09/26/2024		01 - Agent			Downline Only	External Broker
		02/01/2024		01 - Agent			Downline Only	External Broker
		02/17/2025		01 - Agent			Downline Only	External Broker
		03/21/2024		01 - Agent			Downline Only	External Broker
		02/01/2024		10 - GA			Downline Only	Agency

4

Hierarchy Change Request (MA/PDP)

Sales Level Change Request

- 5. Select the **Request Sales Level Change** option from the **Hierarchy Change Options** dropdown.

The screenshot shows a web form titled "Hierarchy Change Request (MA/PDP)". It contains two tables. The first table has columns: Rep NPN, Rep Name, Rep Type, and Current Sub Type. The second table has columns: Current Next Upline Broker/Agency, Current Commission Assign, Start Date, and End Date. Below the tables is a section titled "Producer Type and Hierarchy Management". It features a dropdown menu labeled "Hierarchy Change Options". The option "Request Sales Level Change" is highlighted with an orange border and a green circle with the number 5 next to it.

Rep NPN	Rep Name	Rep Type	Current Sub Type
		Agency	Downline Only

Current Next Upline Broker/Agency	Current Commission Assign	Start Date	End Date
		02/01/2024	

Producer Type and Hierarchy Management

Hierarchy Change Options: **Request Sales Level Change**

- 6. Click **SEARCH** to search for the next upline agency.

The screenshot shows the same web form as before. The "Hierarchy Change Options" dropdown is now set to "Request Sales Level Change". Below it is a "Next Upline" input field. To the right of the input field is a blue button labeled "SEARCH", which is highlighted with an orange border and a green circle with the number 6 next to it.

Rep NPN	Rep Name	Rep Type	Current Sub Type
		Agency	Downline Only

Current Next Upline Broker/Agency	Current Commission Assign	Start Date	End Date
		02/01/2024	

Producer Type and Hierarchy Management

Hierarchy Change Options: Request Sales Level Change

Next Upline: **SEARCH**

Hierarchy Change Request (MA/PDP)

Sales Level Change Request

7. Enter the required upline name and **NPN** in the **Upline Name** or **Upline NPN** field, then click **SEARCH** to display the required results..
8. Click **SELECT** against the required broker or agency to choose the next upline.

New Next Upline Search

Upline Name Upline NPN **Search**

	Rep Name	Rep NPN
SELECT		
SELECT		
SELECT		
SELECT		
SELECT		

Hierarchy Change Request (MA/PDP)

Sales Level Change Request

9. Select the required sales level from the **Sales Level** dropdown.
10. Enter the required comment in the **Add a comment to the workflow request** field.
11. Click the **sales level change form** link to download the request form. Fill in the required details, sign the form, and upload it.
12. Click **BROWSE** to upload the signed sales level change form.
13. Click **UPDATE** to submit the sales level change request.

The screenshot shows a web application window titled "Producer Type and Hierarchy Management". At the top, there are two tables. The first table has columns: Rep NPN, Rep Name, Rep Type (Agency), and Current Sub Type (Downline Only). The second table has columns: Current Next Upline Broker/Agency, Current Commission Assign, Start Date (02/01/2024), and End Date. Below the tables is a "Hierarchy Change Options" dropdown menu set to "Request Sales Level Change". A "Next Upline" field with a "SEARCH" button is next to it. Callout 9 points to the "Sales Level" dropdown menu. Callout 10 points to the "Add a comment to this workflow request:" text area. Callout 11 points to a link labeled "sales level change form". Callout 12 points to the "BROWSE" button. Callout 13 points to the "UPDATE" button. A note at the bottom states: "Please note: Sales level change requests will be reviewed and processed by a Cigna... Please be sure to attach the completed and signed sales level change form".

Rep NPN	Rep Name	Rep Type	Current Sub Type
		Agency	Downline Only

Current Next Upline Broker/Agency	Current Commission Assign	Start Date	End Date
		02/01/2024	

Producer Type and Hierarchy Management

Hierarchy Change Options: Request Sales Level Change

Next Upline: [Field] [SEARCH]

9 Sales Level: [Dropdown]

10 Add a comment to this workflow request: [Text Area]

11 sales level change form [Link]

12 BROWSE [Button]

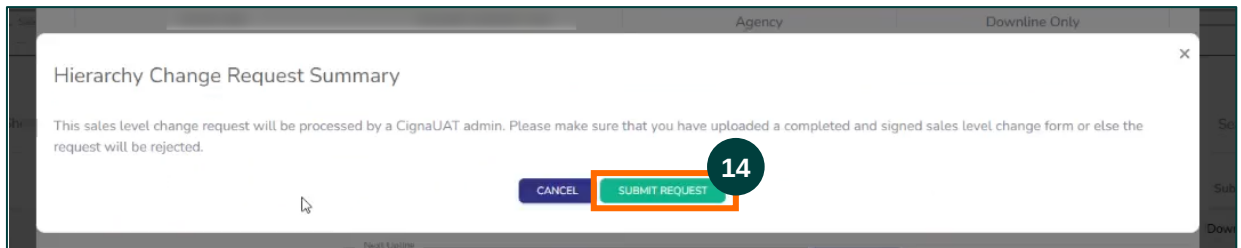
13 UPDATE [Button]

Please note: Sales level change requests will be reviewed and processed by a Cigna... Please be sure to attach the completed and signed sales level change form

Hierarchy Change Request (MA/PDP)

Sales Level Change Request

14. The **Hierarchy Change Request Summary** pop-up appears. Click **SUBMIT REQUEST** to submit the sales level change request.



Thank You!



HCSC

Health Care Service Corporation, a Mutual Legal Reserve Company