



## AGENT OF RECORD POLICY

The following summarizes the procedures we will follow in establishing the agent of record for ATRIO members.

1. We will recognize the signing agent on an individual Application or Plan Change/Change of Status form as the Agent of Record for the balance of the plan year in which the member is enrolling.
2. We will not process AOR change requests for mid-year changes on individual business, either Medicare or Commercial.
3. Members who seek to change the agent with whom they are working may do so at any time, but change requests received will be processed with an effective date assigned the first of the year following.
4. For small group business, if we receive an agent change request from the group, on group letterhead and signed by an authorized group representative, we will notify the existing agent of record and allow 10 business days for receipt of a rescission letter. If one is not received by us, we will process the change request for the first of the month following the date of approval.

As always, there will be exceptions for which we reserve the right to determine our handling on a case by case basis. For example, valid mid-year changes may include such situations as the sale of a book of business, transfers due to producer changes within an agency, etc.

Exceptions may be made when we determine it is in the best interest of the parties involved.

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