

Medicare Agent of Record (AOR) Job Aid

REFERENCE THE BELOW FOR AOR CHANGE GUIDELINES

Aetna

AOR is not permitted on Medicare Supplement plans except on the sale of a book of business. For MAPD, MA and PDP plans, the beneficiary can call member services at 800-624-0756 and request an agent of record change. This can be done at any time, except during AEP. The client can also be transferred with a book of business sale.

Anthem

AOR is not permitted on Medicare Supplement plans. For MAPD, MA and PDP plans, beneficiaries can call member services at 844-802-2224 and request an agent of record change.

BCBSM/BCN

The beneficiary needs to write a letter requesting a new AOR. The letter must include the beneficiary subscriber id number, be signed and dated by the beneficiary and submitted by the new AOR to BCBSM as a case in Individual Business Agent Community (IBAC). [Click Here](#) to download a letter template.

Cigna

AOR is not permitted on Medicare Supplement plans. For MAPD, MA and PDP plans, beneficiaries can call member services at 800-668-3813 and request an agent of record change.

Humana

For Medicare Supplement, MAPD, MA, and PDP beneficiaries can request an agent of record by calling the member services number: MAPD/MA 800-457-4708, PDP 800-281-6918, Medicare Supplement 800-866-0581.

Mutual of Omaha

AOR is not permitted on Medicare Supplement plans. Mutual of Omaha does not offer MAPD, MA, or PDP plans.

Priority Health

AOR changes are limited to no more than 24 per agent, per year and no more than two per beneficiary per year. [Click here](#) for instructions for using the agent of record change form. Use the [agent of record change form](#) only when your client wants to make an agent change. If they want to change plans and agents, they need to complete a new application.

United HealthCare

AOR is not permitted on any plans - Medicare Supplement, MAPD, MA, or PDP plans.

Wellabe

AOR is not permitted on Medicare Supplement plans. Wellabe does not offer MAPD, MA, or PDP plans.

Wellcare

[Click here](#) to access the Wellcare Broker of Record Transfer Form.

Please note that during AEP the AOR is determined by the last app in up to 12/7 (all carriers). The same is true for OEP (1/1-3/31) for MA/MAPD plans.