Business Technology Enhancements – HealthSpring℠ Supplemental Benefits (HSB) Agents

Frequently Asked Questions – Contracting

New agents

Q: How will new agent kits be delivered?

A: New agent kits will now be electronic. Agents will no longer receive printed materials.

Q: When is an agent considered ready-to-sell?

A: Agents are considered ready-to-sell if they are licensed (in at least one state, including Line of Authority requirements for that license), are contracted, and are pre-appointed (for pre-appointment states), or are eligible to be appointed to a Just-In Time (JIT) state.

Banking

Q: Can agents have more than one Electronic Funds Transfer (EFT) account if they have multiple writing numbers?

A: No. Agents can have only one EFT, or direct deposit, account for all commissions received across all writing numbers. If an agent makes any changes to their EFT account, this change will apply across all active and inactive writing numbers associated with this agent.

Q: What happens if an agent's bank account is unable to be verified during the contracting process?

A: If an agent's account is unable to be verified during the contracting process, the agent will receive paper checks instead of direct deposit.

Hierarchies

Q: Do toplines need to approve an agent request for a hierarchy release?

A: Yes. Toplines must approve hierarchy changes. Uplines and toplines will be notified of the change.

Q: How are hierarchy change requests processed?

A: Topline change requests can now be completed via the self-service site. Required approvals will be automated. If an agent does not get upline approval, the "release" clock will start from the time the request was submitted.

Agent details

Q: Where can agent status details be accessed?

A: Hierarchy or agent status details can be viewed in the contracting portal. This includes information such as agent demographics and other identifiers (e.g., agent number, SSN, phone number, fax, email, ready-to-sell status, direct deposit details, advance code, status date, contract date, address, states and charters, and more).

Q: How do agents know what contact information is on file with HealthSpring?

A: In the new contracting system, the agent's contracting agency and name will mirror the data in the National Insurance Producer Registry (NIPR). Agents should log in to https://nipr.com to verify their information is correct. They should also log in to HealthSpringForBrokers to ensure their information from NIPR has been transferred correctly.

Q: How will agent demographic information be updated moving forward?

A: Agents will update their email, phone number, address, and direct deposit (or EFT) information directly in the contracting portal.

Important deadlines

Q: How long does an agent have to complete their contracting paperwork?

A: 30 days from receiving their contracting email or their case will automatically close, and they will need to be reissued an invite link by the recruiter.

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