



# CareFirst Broker Flash

**For Consumer Direct contracted brokers only.**  
**For additional information or supplies, please contact your Broker Sales Representative.**  
**(Not intended for distribution to groups and members)**

Date: August 11, 2017  
Market: Consumer Direct

## Reminder: Broker of Record Changes for ON Exchange Policies

We recently noticed an increase in the number of policies submitted through Broker Contracting and Compliance (BCC) to change the broker of record only to have the policy switched back to the prior broker within 30 days.

After reviewing the situation, we determined that the Exchange is not being notified of broker of record changes and therefore continues to transmit files with the prior broker attached to the policy. When the Exchange is not notified, files continue to be transmitted with the prior broker attached to the policy.

Agents should be reminded that when submitting a broker of record change to BCC for an ON Exchange policy, **the Exchange must be contacted**. Otherwise, the broker of record on the policy will revert back to the prior broker when the automated monthly file is received from the Exchange.

Should you have any questions, please contact your broker sales representative.



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