



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: April X, 2018
Market: Consumer Direct

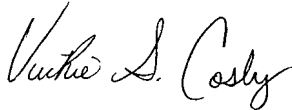
Voluntary Termination Changes for Non-ACA and Off Exchange Policies

Effective immediately, changes have been made to the voluntary termination process for Off-Exchange ACA and non-ACA members.

Retroactive termination requests will not be accepted. The only exception is a member's death. Voluntary termination requests require the member to submit a Membership Termination Form, along with all required supporting documentation including proof of coverage, which is located on *My Account*. Termination requests received before the 5th of the month will be termed the last day of the prior month.

Members may request a future date on their termination form, as long as they are not currently in arrears. If the member is in arrears status prior to the requested future date, the request will not be accepted. The termination for nonpayment of premiums will supersede the future termination request on file.

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



Vickie S. Cosby
Vice President, Consumer Direct Sales, Distribution and Communications