

MD Off Exchange Subsequent Changes

Situation	Application	Change Form	My Account
Changing deductible levels/products (must qualify for LOEP/SEP)	✓		
Adding a new dependent (must qualify for LOEP/SEP)	✓		
Adding a spouse/domestic partner (must qualify for LOEP/SEP)	✓		
Removing a member from the policy		✓	✓
Changing a member's residential or billing address		✓	✓
Changing a member's phone number		✓	✓
Changing a member's legal name		✓	✓
Changing a member's primary care physician (PCP)		✓	✓
Moving dependents to their own policy because Subscriber is moving to Medigap (must be the same policy)		✓	
Splitting policies due to death of a subscriber (must be the same policy)		✓	
Splitting policies due to divorce	✓		

IMPORTANT: In VA, consumers must always use an application and DC does not allow for Off Exchange business.