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January 14, 2010

Broker Bulletin

New Process To Document Broker of Record Letters

In a continued effort to improve our level of service for you, effective immediately, we have implemented a new process for Broker of Record letters.

Please scan all future Broker of Record letters and email them directly to -

BrokerRelations@mvphealthcare.com

By using this email address, your Broker of Record letters will be received directly by our Broker Administration department, who will send you a confirmation email within two business days from the receipt of your email. This email will contain the effective date of your Broker of Record letter and the Sales Representative associated with the group will be copied as well.

If you prefer to fax your Broker of Record letters, please fax them to the Broker Administration department at (585) 325-3478. You will receive an email confirming the receipt of your fax, containing the same information as stated above.

If you would rather mail the original Broker of Record letter to us, please mail them to:

Broker Administration Department
MVP Health Care
220 Alexander Street
Rochester, NY 14607
Attn: Deb Link

The MVP Broker Administration team will also be notifying you by email if there has been a change in your Broker of Record status for a group and your commission will be affected. The email will be sent within two business days of the change.

Account Managers will no longer be able to accept Broker of Record letters sent to them on your behalf.

Broker of Record letters are processed with an effective date of the first of the month following the date the Broker Administration Team receives them.

We appreciate your continued support and hope that this streamlined process will improve the turn around time for notification and commissions. If you have any questions, please call Nancy Arena, Director of Account Management and Broker Administration, at (585) 327-2318.

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