

# Guide for: Broker of Record Change



## What's new

Blue Shield is excited to announce new features to the Broker Self-serve digital experience.

Starting on June 21, 2024, you will be able to make broker of record change submissions on Broker Connection for your Small Business, Individual Family Plans (IFP), Off Exchange and Medicare Supplement lines of business.

## Benefits of using Broker of Record Change

Here are some of the benefits of using the Broker of Record Change feature:

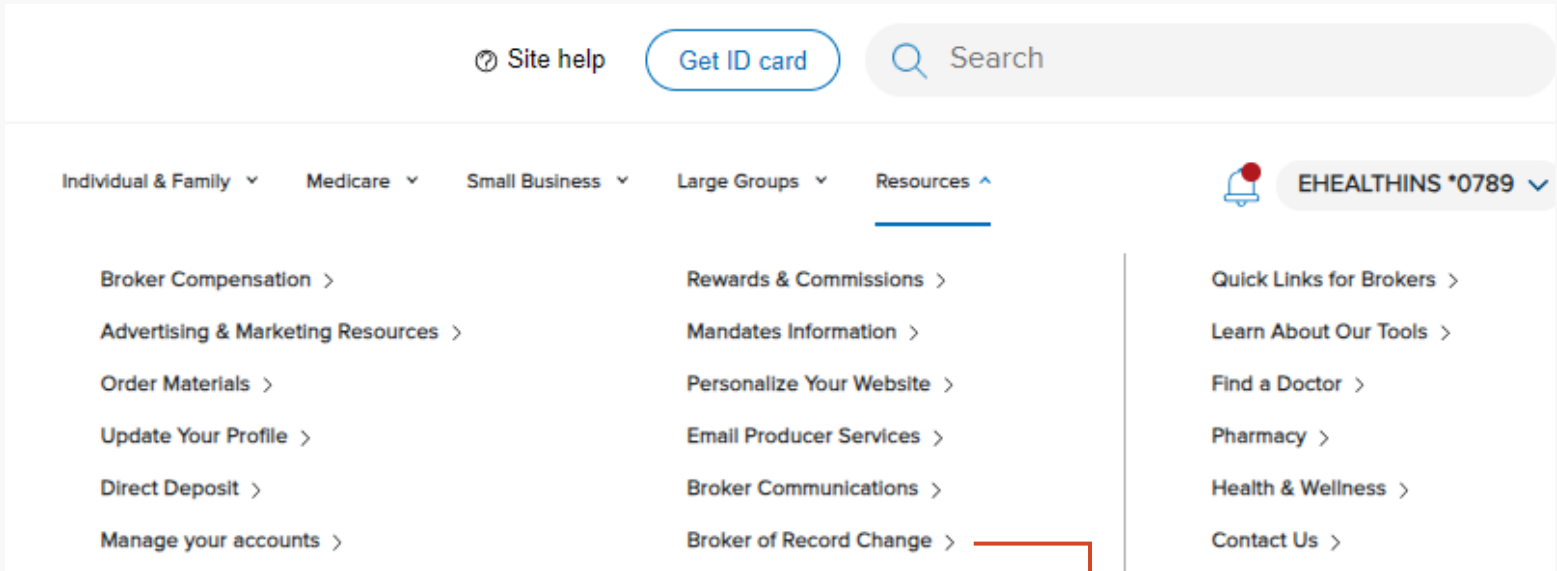
- **Status Tracking:** Track your request status effortlessly through our Online Client List feature. Real-time status tracking helps to ensure there are no returned requests for additional information, making sure your submissions are processed promptly.
- **Easy Access:** Access the most updated forms and submit requests digitally through our platform for a smoother, more efficient experience.
- **Guided Tours:** Our Guided Tours, User Guides and Quick Links help you navigate the submission process and the requirements for submitting a BOR change, reducing manual errors and ensuring a seamless experience. Click the Site help link at the top of any page on Broker Connection for more information.

# Guide for Broker of Record Change Submissions

## Login

Use your web browser to navigate to Broker Connection: <https://blueshieldca.com/broker>

1. Login to Broker Connection, hover over Resources, and select Broker of Record Change.

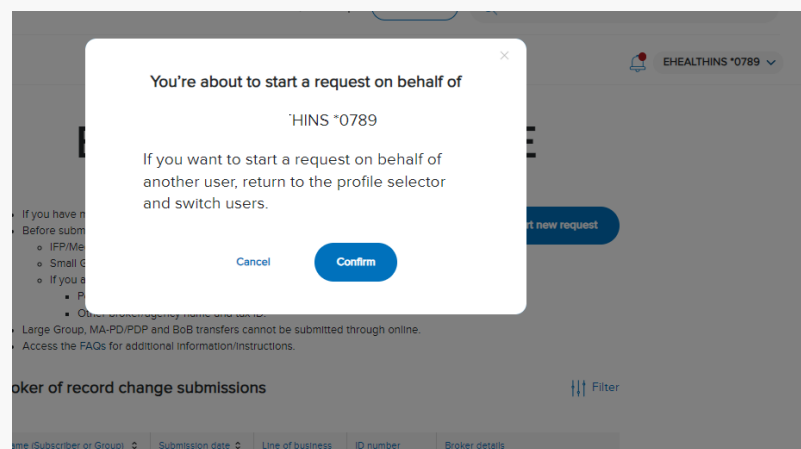
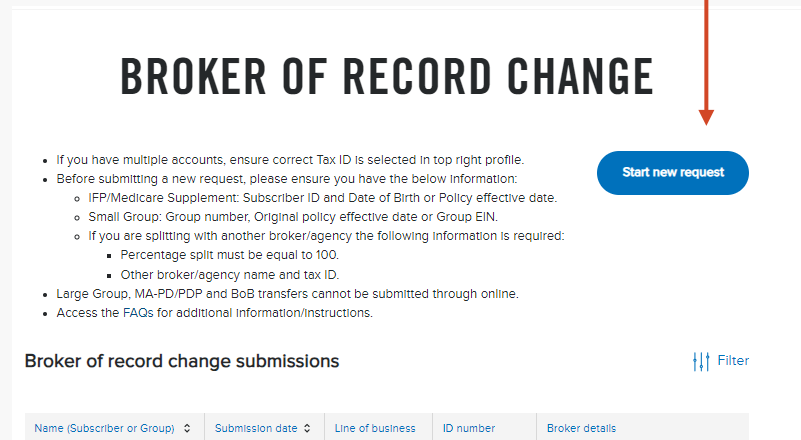


## Begin new request

2. Click '**Start a new request**' and validate the username and last four of SSN/Tax ID.
3. You will see a pop-up window asking you to confirm the username and last four of the SSN/Tax ID.

This is important for users with merged accounts to ensure the broker of record is submitted for the correct SSN/Tax ID.

Click **Confirm** to proceed.



## Step 1: Subscriber or Group Details

4. Select the LOB and enter the required information:

- **For Medicare and IFP Lines of Business:** Subscriber ID and Date of Birth and/or Policy Effective date is required.
- **If Small Business Lines of Business:** Group ID and Group EIN Tax ID and/or Policy effective date is required.


The screenshot shows the 'REQUEST CHANGE OF RECORD' interface. At the top, there are navigation menus for 'Individual & family', 'Medicare', 'Small business', 'Large group', and 'Resources'. A user profile for 'Jon Doe \*4408' is visible in the top right. Below the navigation is a breadcrumb trail: 'Home > Guidelines & resources > Patient care resources > Community support > Request form'. The main heading is 'REQUEST CHANGE OF RECORD'. A progress indicator shows four steps: 1. Client details (active), 2. Broker details, 3. Effective date & signature, and 4. Review & submit. The 'Client details' section contains two main parts: 'Select a line of business' with three radio button options: 'IFP (Off exchange)' (selected), 'Medicare: Medicare supplement', and 'Small group (Off exchange)'; and 'Enter the subscriber information' with three input fields: 'Subscriber ID' (with a note 'Enter the 9-digit subscriber ID'), 'Subscriber date of birth' (with a calendar icon and 'MM/DD/YYYY' format), and 'Policy effective date' (with a calendar icon and 'MM/DD/YYYY' format). At the bottom right, there are 'Cancel' and 'Next' buttons, with 'Next' being highlighted in blue.

Click **Next** to continue.

## Step 2: Broker Details

5. Next enter the new broker details:

- **If a split request:** select Yes and enter the second broker details.

**blue**  **broker connection**

Individual & family ▾ Medicare ▾ Small business ▾ Large group ▾ Resources ▾

Jon Doe \*4408 ▾

Home > Guidelines & resources > Patient care resources > Community support > Request form

## REQUEST CHANGE OF RECORD

Client details **2** Broker details Effective date & signature Review & submit

### Broker details

Selected the wrong user? You can select a different user when you return to [broker record of change](#).

Is this a split request?

Yes  
 No

Enter new broker details

Percentage split  
30%

Enter % less than 100

Agency TIN or SSN  
\*\*\*-\*\*-\*\*\*\*

Broker or agency name  
Jon Doe

Enter second broker details

Percentage split  
70%

Agency TIN or SSN  
\*\*\*-\*\*-\*\*\*\*

DOI License  
45U2



[Back](#) [Next](#)

Click [Next](#) to continue.

## Step 3: Effective Date and Signature

### 6. Complete the attestation.

- Type your name for the digital signature.
- Validate the effective date of change.



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Jon Doe \*4408 ▾

# REQUEST CHANGE OF RECORD

Client details ✓ Broker details ✓ Effective date & signature 3 Review & submit 4

## Effective date & signature

**Attestation**

I attest that I have been appointed as the Broker of Record by the client. By submitting this request, I understand that commissions will be paid on the first of the month following the submission of your request.

I assisted the member with their original enrollment. (If the OED of this request is within the 90 days of submission date/Today)

**Signature**

First and last name

**Effective date**

Effective date  
11/11/2023

*i* Note: Commissions will pay on the first of the month following the effective date of submission. If the policy OED is within 90 days of submission, the effective date will be the policy OED.

[Back](#) [Next](#)

Click [Next](#) to continue.

## Step 4: Effective Date and Signature

7. Review all requested changes before submitting.
  - If any changes need to be made, select back.
  - If all is correct, click **Submit**.

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Individual & family Medicare Small business Large group Resources

Home > Guidelines & resources > Patient care resources > Community support > Request form

### REQUEST CHANGE OF RECORD

Subscriber details Broker details Effective date & signature Review & submit

#### Review

Review and confirm that your requested changes are accurate.

**Subscriber details** [Edit](#)

Line of business IFP  
Subscriber ID 123456789  
Subscriber name Diane \*\*\*

**Broker details**

New broker 100% - John Doe

**Effective date**

Date 11/11/23

Note: Commissions will pay on the first of the month following the effective date of submission. If the policy OED is within 90 days of submission, the effective date will be the policy OED.

[Back](#) [Submit](#)

## BROKER RECORD OF CHANGE

### How to submit a Record of Change:

1. Check your dashboard to make sure you have selected the correct profile.
2. Under Resources, select "Broker of Record Change".
3. Next, select the Subscriber or Group you want to change.
4. Depending on the Line of Business you'll need to provide:
  - a. IFP/Medicare: Subscriber ID and Date of Birth
  - b. Small Group: Group number, Original policy effective date, or Group EIN

[Start new request](#)

### Record of change submissions

[Filter](#)

Name (Subscriber or Group) ↓	Submission date	Line of business	ID number	Broker details
Jon Doe	11/02/2023	IFP	W122412345	100% Smith ***4878

8. All submissions will also reflect on the initial Broker of Record Change page.
  - Once completed, you can view the following screen and save the PDF by clicking 'Print as PDF'.

## Questions ?

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Broker Services  
(800) 559-5905

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