



CONNECT ADMINISTRATORS

Broker/Agency Agreement for Processing of Online Enrollment Transactions in Selected Systems

This agreement is between _____ (Broker/Agency) and Amwins Connect Administrators for the purpose of outlining the parties' responsibilities relating to processing carrier enrollment activity on behalf of the Broker/Agency on the applicable online enrollment system.

Anthem

Effective, _____, the above-mentioned Broker/Agency has chosen to authorize Amwins Connect Administrators to process online enrollment transactions in the **Anthem** system on behalf of their clients.

DC Health Link (DCHL)

Effective, _____, the above-mentioned Broker/Agency was given access to **DC Health Link** and has chosen to authorize Amwins Connect Administrators to process online enrollment transactions on behalf of their clients.

HUB

Effective, _____, the above-mentioned Broker/Agency has chosen to authorize Amwins Connect Administrators to process online enrollment transactions in the **HUB** on behalf of their clients.

CLIENT / BROKER/AGENCY RESPONSIBILITIES

1. Provide complete and accurate carrier enrollment applications in a timely manner to allow coverage to be processed in the **DCHL/HUB/Anthem** system prior to the requested effective date of coverage. Retroactivity limitations, as established by **DCHL/HUB/Anthem** and carriers, will be applicable if submissions of enrollment forms are delayed.
2. Provide Amwins Connect Administrators with timely notice of member or dependent terminations to allow coverage terminations to be processed in the **DCHL/HUB/Anthem** system prior to the requested termination date. This will avoid claim liability for the member and/or Client. Amwins Connect Administrators will not assume liability for late notice of termination nor guarantee retroactive terminations.
3. Provide any additional eligibility documentation as may be required by the carrier (i.e., loss of coverage information, enrollment in Medicare, etc.). Provide life event change (i.e., marriage, divorce, birth of a child etc.) information within 30 days of such changes with recognition of the effective date for any resultant coverage change.
4. Assist Amwins Connect Administrators, as necessary, in providing **DCHL/HUB/Anthem** or the carrier with additional information as may be required to facilitate enrollment processing and/or audit by the carrier or the State Insurance Administrative Division.

AMWINS CONNECT ADMINISTRATORS RESPONSIBILITIES

1. Review and process all enrollment transactions for carrier products within three business days of receipt or in within **DCHL/HUB/Anthem** guidelines.
2. Work with **DCHL/HUB/Anthem** representatives to resolve any enrollment discrepancies resulting from the electronic upload of eligibility from **DCHL/HUB/Anthem** to the carrier systems.

3. Maintain original enrollment application forms, termination notifications, and any additional supporting documentation to comply with carrier and/or State Insurance Administrative Division audits.
4. Maintain a copy of each confirmed / submitted transaction processed through **DCHL/HUB/Anthem**.
5. Document and advise Client of any enrollment delays and status of any transactions that exceeds the three-business day processing guidelines.
6. Amwins Connect Administrators will retain all records for a minimum of seven years for purposes of legal and/or audit requirements in accordance with HIPAA.

DC HEALTH LINK, HUB, ANTHEM RESPONSIBILITIES

1. **DCHL/HUB/Anthem** and all carriers will be responsible for the review and management of electronic transactions as entered in the **DCHL/HUB/Anthem** online enrollment system and transmitted by **DCHL/HUB/Anthem** to the carrier. Amwins Connect Administrators will provide documentation as necessary to support our processing of the transactions.
2. Carriers will continue to handle all customer service requirements related to member benefit questions, provider networks and claims processing.

PLEASE NOTE: To maintain data continuity, it is agreed that all enrollment processing will be sent to Amwins Connect Administrators and will not be processed by the Client or their Broker/Agency through **DCHL/HUB/Anthem**.

CONFIDENTIAL INFORMATION

Amwins Connect Administrators considers any and all information regarding your members to be confidential and fully complies with all HIPAA Privacy and Security regulations.

SURVIVAL

The parties recognize and agree that the respective obligations under this Agreement shall survive the termination, inactivity or discontinuance of this Agreement and that, thereafter, they shall be bound by such obligation.

IN WITNESS WHEREOF, the parties hereto, by their duly authorized representatives have executed this Agreement on the date set forth below their signature.

By: _____

By: AMWINS CONNECT ADMINISTRATORS, INC.

Name: _____

Name: Sallie Rapski

Title: _____

Title: Vice-President, Administration

Signature: _____

Signature: _____

Date: _____

Date: _____