

## Congratulations!

Your Pinpoint program is showing you have completed all the steps and are appointed and ready to sell Blue Cross and Blue Shield of Kansas City Medicare Advantage products! **(Pinpoint to enter link and directions here on how to view and print appointment certificate.)** Please retain this certificate for your records. Within the certificate you will see your **NPN** referenced as your writing code. This is a change from prior years. Please start using your **NPN** as your writing code for all new contracts going forward! For your appointment to stay active you must maintain an active state insurance license in KS and/or MO and an active E&O Insurance policy.

If you have already registered on the Medicare Advantage agent portal website you can continue using your current login. If you are a new agent for Medicare Advantage for Blue Cross and Blue Shield of KC and haven't registered on the Agent portal, please allow 2 business days for the system to load your appointment into the system [agents.bluekcma.com](https://agents.bluekcma.com), then register as a new agent.

Blue Medicare Advantage Information Kits that will be used for home appointments and Medicare seminars will be available the last week of September. Please place your order to pick up Blue Medicare Advantage Information Kits by following the steps outlined below. NOTE: Please give a minimum of 48 hours' notice for your selected pickup date (i.e. request sent on Monday morning, you may send in a request for pick up on Wednesday morning of that same week).

To order Medicare Information Kits, please email [MAKitRequest@bluekc.com](mailto:MAKitRequest@bluekc.com)

It's important to include the following information in the body of the e-mail:

- Agent Name, Agency, NPN
- Specify the # of kits requested
- The date and time for pick up (Reminder: allow 48 hours' notice)
- Name of person that will pick up the kits
- The location where you will pick them up
  - Blue Cross and Blue Shield of KC headquarters (8:00 am – 5:00 pm)  
2301 Main Street, Kansas City, MO 64108
  - LiveBlue Store in Zona Rosa (9:00 am – 5:30 pm)  
8530 NW Prairie View Rd, Kansas City, MO 64153
  - LiveBlue store in Prairie Village (9:00 am – 5:30 pm)  
15 On the Mall, Prairie Village, KS 66208

When working with your clients to complete election forms, be certain that the following are clearly indicated to avoid unnecessary processing delays:

- Beneficiary Name, Part A & Part B effective dates, and Medicare ID all match exactly as indicated on the Medicare card, even if the spelling is incorrect
- All fields are completed, any handwritten changes must be initialed by the applicant, and you, as the broker of record
- Be certain that a correct, active telephone number is indicated, for Outbound Enrollment Verification requirements
- Your agent information
- Your Receipt Date or “Released to Client” Date
- Applicant’s desired effective date
- Select applicable election period via the Attestation of Eligibility for an Election Period

Remember, you are REQUIRED to submit member application forms within 48 hours of receipt through one of the following methods:

**Online through the Agent Portal:** [agents.bluekcma.com](https://agents.bluekcma.com)

**Fax in Applications** – Using fax cover sheet found on the agent portal

**Paper Applications** – walk-in and drop off at the following locations:

- Blue Cross and Blue Shield of KC headquarters (8:00 am – 5:00 pm)  
2301 Main Street, Kansas City, MO 64108
- LiveBlue Store in Zona Rosa (9:00 am – 5:30 pm)  
8530 NW Prairie View Rd, Kansas City, MO 64153
- LiveBlue store in Prairie Village (9:00 am – 5:30 pm)  
15 On the Mall, Prairie Village, KS 66208

**Mail** – Using the business reply envelope found in the information kits

### **Important Blue Medicare Advantage Agent Assistance Contact Information**

For questions about enrollments, eligibility or benefits please contact:

- Email: [MASales@BlueKC.com](mailto:MASales@BlueKC.com)

For questions about contracting or commissions please contact:

- Email: [MAProducerInfo@bluekc.com](mailto:MAProducerInfo@bluekc.com)
- Phone: 1-855-445-2101 or 816-395-2473