

Submitting Applications

Online Applications

We have created convenient options for submitting applications online for different scenarios. Please note that all applications require corresponding Scopes of Appointment (SOA) and Agent Checklists. These documents can be downloaded from the producer portal or found in the enrollment kit.

1. For Agents Submitting Online Applications Alongside Clients

eApp: From the Producer Portal, click on “Start New Enrollment” and follow the prompts. You must upload the SOA and Checklist to the producer portal or mail it to the address below. For this option, BayCarePlus pays you a **\$40 administrative fee**.

Video Tutorial: <https://vimeo.com/361360715/e5c3e278be>

2. For Agents Who Want to Email the Application to a Client for Online Completion

Quick Quote: From the Producer Portal, click on “Start New Enrollment” and then on “Send Quick Quote”. This allows your member to complete the enrollment without you in the room, while giving you credit as the agent of record (AOR). Your client will receive two emails. The first contains the link to the online application; the second contains the authorization code that gives you credit as AOR.

Video Tutorial: <https://vimeo.com/368151507/497f40dbd4>

Submitting Paper Applications

Each enrollment kit has two paper applications, two SOAs, two Checklists, and a postage-paid envelope in the back. Once complete, you have three options to submit:

1. **By telephone:** Call Producer Support at (877) 259-8657 to have a representative submit your application in our system. You will need to upload or mail the application, SOA and Checklist. Use this option, and we pay you a **\$20 administrative fee**.
2. **Enter manually online:** Use the Quick Quote feature to enter the information from the paper application and upload or mail the application, SOA and Checklist. Use this option, and we pay you a **\$40 administrative fee**.
Video Tutorial: <https://vimeo.com/361360715/e5c3e278be>
3. **By mail:** Mail the application, SOA and Checklist within 48 hours of obtaining the signature from your client to the address below. You can use the prepaid envelope in the back of the enrollment kit.



Helpful Tips

Scopes of Appointment can be found:

- o Electronically in your Producer Portal. For help, visit <https://vimeo.com/user103092904>
- o PDF available for download in the “Documents” icon in your Producer Portal
- o Two hard copies are in each **BayCarePlus** Enrollment Kit

Agent Checklists can be found

- o PDF available for download in the “Documents” icon in your Producer Portal
- o Two hard copies are in each **BayCarePlus** Enrollment Kit

Producer Support / Resources

Producer Support Hours of Operation		
Standard Hours of Operation Monday-Friday, 8am-7pm EST	September 1-October 2, 2020 Monday – Friday, 8am – 8pm	October 3 – December 5, 2020 Monday – Friday, 8am – 8pm Saturdays from 9am – 2pm

Email: BayCare.ProducerSupport@Lumeris.com

(877) 259-8657

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