

Contracting Made Simple

Medicare

BIA

Boone Insurance Associates 101 Education Guide: New



About Boone Insurance Associates



Boone Insurance Associates has proudly served Oregonians for over 40 years. One key area of our services is to support agents as we recognize how challenging it has become to keep up with the fast-changing healthcare landscape.

Today, BIA is dedicated to empowering agents with the tools, training, and guidance they need to thrive. We specialize in helping agents adopt and implement technology that improves efficiency, strengthens client relationships, and ensures compliance in a highly regulated market.

Our mission is simple: **support agents, simplify processes, and help you confidently grow your Medicare business.**

Why Boone Insurance Associates?



- Dedicated support team for agent/agency questions
- Simplified contracting process
- Tools and compliance resources curated specifically for Medicare agents
- One-on-one training available
- Access to technology enrollment platform, quoting tools, and CRM guidance
- Compliance Management
- Recertification Management
- Industry Updates; Monthly newsletter and email distributions

“Our focus is helping agents master technology—because the right tools free you to focus on your clients.”

Basic Terminology



- **Upline** – The organization you contract under. Your upline holds your carrier appointments and provides resources, training, and support. Carriers compensate uplines for handling administrative responsibilities on their behalf.
- **Overrides** – The administrative payments carriers issue to uplines. Override amounts vary based on the upline’s level within the hierarchy.
- **FMO (Field Marketing Organization)** – A top-tier upline level. FMOs typically have the broadest carrier access and the highest administrative responsibilities.
- **MGA (Master General Agency)** – A mid-level upline beneath the FMO. MGAs support agents and may manage smaller downline groups.
- **GA (General Agency)** – An entry-level upline designation. GAs often work directly with individual agents and smaller teams.
- **BOB or BoB** – Book of business.

Agency Level Contracts



Agencies with three or more writing agents may be eligible for a General Agency (GA) contract. Boone Insurance Associates can help you evaluate whether your agency meets the requirements. GA and higher-level upline contracts may receive override compensation separate from commissions, depending on the carrier and the specific contract level.

Agencies that don't meet the agent minimum may still qualify for overrides in some cases.

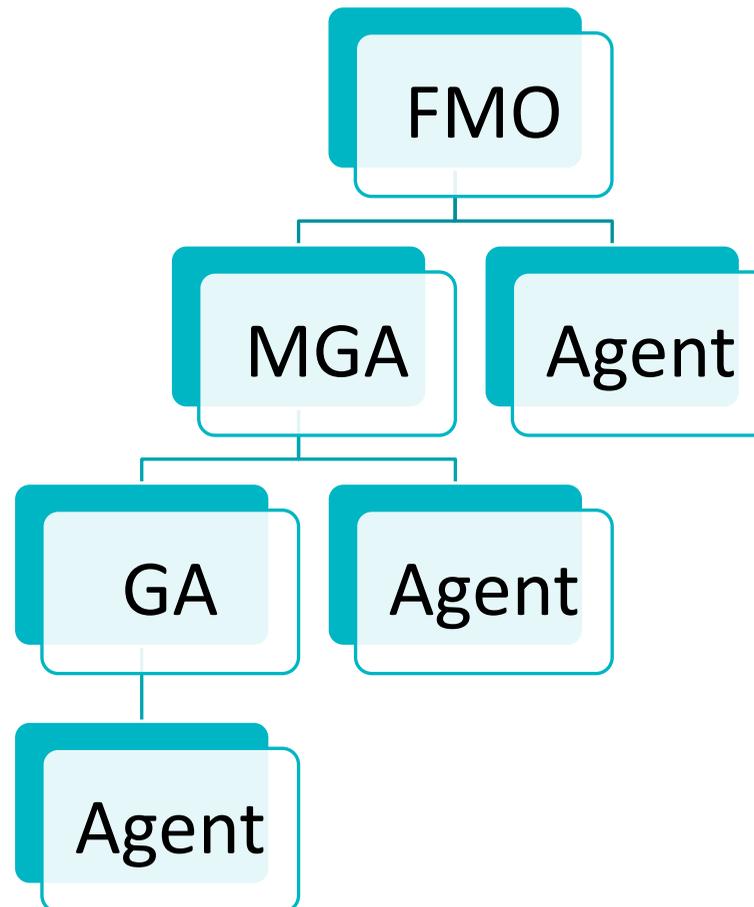
Agent Level Contracts



What if I don't qualify for an upline contract?

- You can still get an agent-level contract.
- You'll get the same level of support and access to all technology offered to agencies with upline contracts.
- You retain 100% of your commissions.
- You do not receive overrides.
- We will revisit eligibility periodically.

Typical Hierarchy Set-up



New and Transfer Contracts



Determine whether this is a transfer or new contract. – If you are already contracted with the carrier, this is called a Transfer. If you are not contracted with the carrier, this is a New contract.

The process for New and Transfer contracts varies. As does the process for contracting between carriers. Each carrier has a different process. Our team has created step-by-step guides of what is needed in each specific case.

Contract Set Up



- If you are contracting as an agency, it is important to know how you will contract your agents. In most cases, agents under an agency are considered LOAs (Licensed Only Agents).
 - It is crucial that this be set up at the onset of contracting. Issues with set-up can lead to bigger problems down the road. Especially at the termination of an agent.
- Independent agents follow a different contracting process than agencies or LOAs.

Commissions



Your commissions, in most cases, are paid directly by the carrier. In the rare cases this is not an option, BIA will pay out commissions the 15th of every month following a commission payment.

BIA does not take any of your commissions. Our services are compensated by the carrier through administrations fees commonly known as override payments.

If your agency qualifies for overrides, they will also be paid on the 15th.

Book of Business



LOAs (Licensed Only Agents) do not have Book of Business ownership and in most cases, are not directly paid commissions from the carrier.

When contracting for the first time, it is important to establish who owns the Book of Business.

Working with BIA does not affect your Book of Business ownership.

Getting Started with Contracting



How do I begin the contracting process?

Complete a contracting invite.

This provides us with your basic information – Full name, email, phone number, whether you're seeking an agency-level or agent-level contract, and whether you're transferring or initiating a new contract (along with your selected carriers).

We set up your profile.

Our team enters your information into our system. You will then receive an email with step-by-step instructions tailored to the carriers you selected.

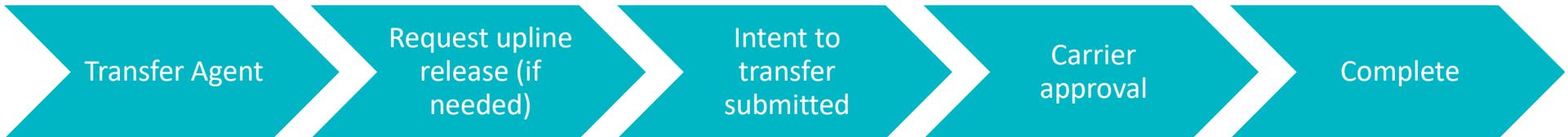
If you select multiple carriers, a dedicated team member will contact you to confirm contract priority and plan out the workflow timeline to save you time.

Complete the required steps and reach out anytime with questions!

Workflow Details



Complete a contracting invite



PlanCompare
Edge
Permissions
Added

Agencies: How BIA Supports You



Agency Specific:

- *We handle contracting for your new agents.*

BIA manages the full contracting process for incoming agents, keeps you updated on their progress, and notifies you of any issues.

- *We can manage agent terminations.*

When an agent leaves your agency, BIA can process their contract termination. Some agencies prefer to handle this themselves, but this option is available.

- *We assist with Book of Business (BoB) transfers.*

Our team can help ensure smooth and accurate BoB transitions when needed.

Agents: How BIA Supports You



- **Technology Training** – Personalized, one-on-one trainings on PlanCompare Edge.
- **Legacy Planning** – We purchase Books of Business and manage the entire process, including client communication, transfer steps, and contracting termination.
- **Dedicated Support** – Our team is here to answer questions on market updates, market conditions, commissions, and more.
- **Technology Implementation** – We work with you to identify solutions and develop a roadmap for integrating new technology into your business.

“Success is built on systems but grows through support.”

Compliance Management



- Licenses are monitored by BIA through our systems and renewal reminders are sent out automatically.
- E&O coverage expiration dates are tracked, and notifications are issued prior to renewal deadlines.
- Compliance checks are run monthly, including OIG and SAM.gov screenings, to ensure all agents remain in good standing.

Recertification Management



- Dedicated BIA recertification site lists recertification release dates, portal links, and required instructions.
- Once a recertification opens, automated reminders continue until it is completed.
- Reminders stop when proof of completion is received, which also triggers selling-permission updates in Connecture.

Industry Updates



- A monthly newsletter that communicates industry updates
- Commissions changes and updates organized in a chart for your convenience
- Urgent notices may also be sent out in addition to the monthly updates
- BIA stays informed by attending industry conferences such as NABIP, legislative committees

Getting Help



- BIA is here to help!
- Call our office to speak to an agent relations team member at: 541-359-3420
- Visit our website at: www.booneinsuranceassociates.com
- Email our Contracting Team at: contracting@booneinsuranceassociates.com

Thank you!