

New Agent of Record Rule

Effective Dec. 31, 2023, the Agent of Record (AOR) will be locked in for the 2024 policy plan year. Agents must be properly licensed, contracted, appointed, and certified to be designated as an AOR.

Initial Lock-in on Dec. 31, 2023

All Ambetter Health's membership will be locked in for the 2024 policy plan year with the broker that is listed as the member's AOR as of Dec. 31, 2023. This includes new enrollments, renewals, brokered and non-brokered membership.

The broker portal will reflect the designated broker on Jan. 3, 2024.

For enrollments Jan. 1, 2024, and after

The designated AOR is the agent listed on the first active enrollment.

For policy renewals, if a member rolls over to the next plan year without submitting a new application, the designated AOR will also roll over and be locked in for the next policy plan year. If a new application is submitted at the time of renewal, the agent listed on the first active application will be locked in as the AOR for the new policy plan year.

Please Note: Non-brokered membership is also locked in for the policy plan year. Member renewal will follow guidelines above.

January 2024 commissions will be paid according to the new rule stated above.

Commissions earned for January 2024 policies are paid out within the first 5-10 business days of February.

Please contact your Account Executive at **1-855-700-7985, option 3**, or email us at ambettersales@centene.com with any questions.

When an NPN on a Marketplace application is changed from one broker NPN to another, the new broker must obtain consent from the consumer (or their authorized representative) and document that consent prior to providing assistance with applying for or enrolling in Marketplace coverage, pursuant to the requirements in the [2024 Payment Notice](#). Centene/Ambetter Health will not tolerate the behavior of accessing or changing a member's record without their permission. Should Centene become aware of a broker engaging in these practices, Centene reserves the right to terminate their contract immediately according to Section 5: Term and Termination of the Producer Agreement.

[FAQ: 2024 Payment Notice Requirements](#)

Quick Pay

Broker Portal

EDE Tool