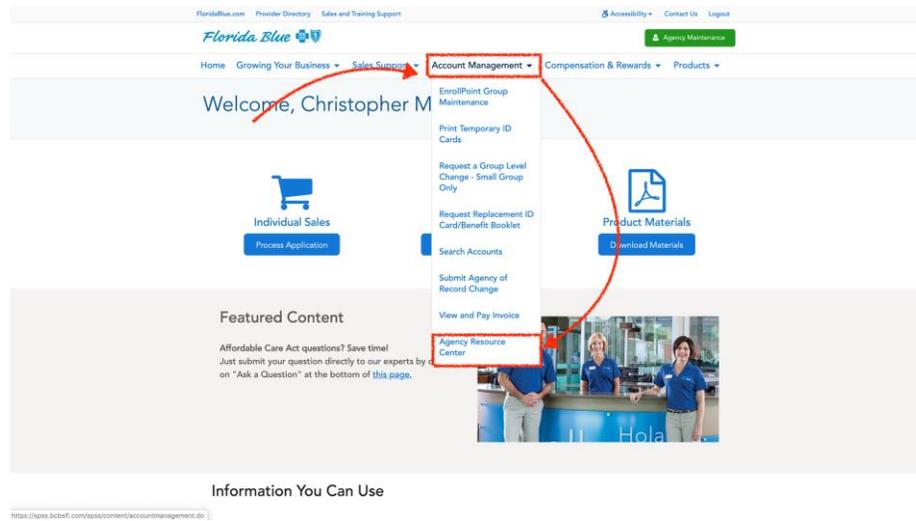
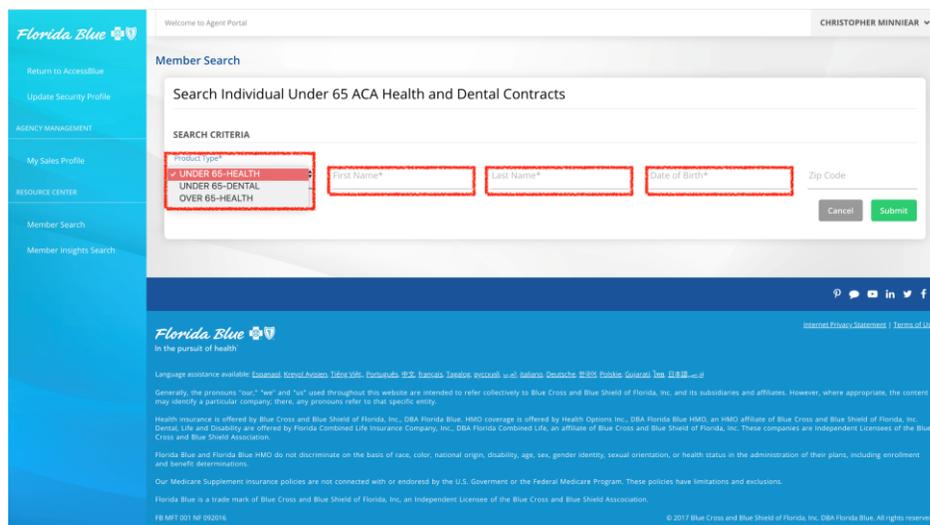


How to check on the Agent of Record (AOR)

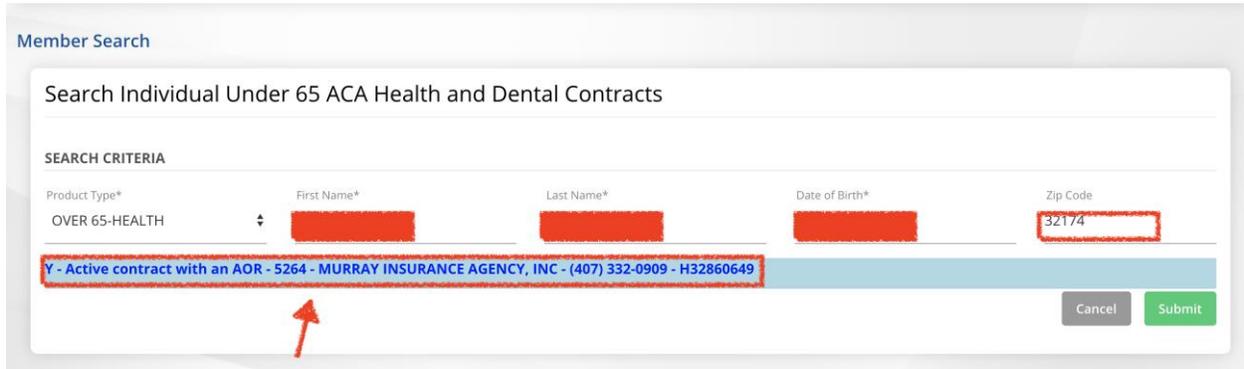
- 1) Login into floridablue.com agent portal.
- 2) Click on the drop-down option for Account Management.
- 3) Click on Agency Resource Center.



- 4) Select the Product type (UNDER 65-HEALTH, UNDER 65 – DENTAL) OVER 65-HEALTH
- 5) Insert First Name, Last Name and Date of Birth (Zip-Code Optional)



6) AOR will display as the following screenshot.



The screenshot shows a 'Member Search' form titled 'Search Individual Under 65 ACA Health and Dental Contracts'. Under 'SEARCH CRITERIA', the 'Product Type*' is 'OVER 65-HEALTH'. The 'First Name*', 'Last Name*', and 'Date of Birth*' fields are redacted with orange boxes. The 'Zip Code' field contains '32174'. A search result is displayed in a blue bar: 'Y - Active contract with an AOR - 5264 - MURRAY INSURANCE AGENCY, INC - (407) 332-0909 - H32860649'. A red arrow points to this result. 'Cancel' and 'Submit' buttons are at the bottom right.

Remember, there's different types of AOR's meaning it could be a telemarketing or different agency. In cases in which no AOR's are found it would display "No active AOR" or "Contract not found".

Y- Active Contract with an AOR – Refer to current agent or Agency (if Murray and client is not is your AgencyBloc, verify with Murray office) or offer USABLE product, Dental, Life, Travel products.

No Active AOR – Proceed with the lead.

Contract not found – Proceed with the lead.

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