

## Producer Contracting Frequently Asked Questions

### What information is needed to complete the contracting?

If you are an individual producer whose commissions are paid directly to you, you will need your Social Security Number, your birth date, your residence address, your business mailing address, business telephone number and fax number (if applicable).

- There is a section of the application entitled Licensee Selections in which you need to complete in order to retrieve your individual license information.
  - There is a red button on the screen “Retrieve NIPR Info”. When you click on that button, the system loads your license information from the National Insurance Producer Registry.
  - Once the license information is loaded, a list of the states is given from which you select “Yes” to the states for appointment. Please note that you should only select the states in which you will actively solicit business on our behalf. A non-resident appointment can always be done at a later date if a new group is located in a state where an appointment was not done at the time of contracting. In the event that no states are selected, we will only appoint in your resident state.
- You will be required to sign up for Electronic Funds Transfer (EFT or Direct Deposit) and will need your banking information (name, address and telephone number of financial institution, your account number and the bank’s routing (transit) number. A sample copy of a check is shown on the screen for reference.

The only exception to this requirement is if a new Producer’s compensation is to be paid to an Entity Agency that is currently contracted, in which case, the requirement can be waived.

- A copy of your E&O should be attached to the application (or it can be e-mailed to us separately at [AncillaryCommissionsTX@bcbstx.com](mailto:AncillaryCommissionsTX@bcbstx.com) or fax to 312-540-3105).
- There are a series of Producer Questions. In the event that you answer “Yes” to any of the questions, be prepared to provide explanation or documentation for that “Yes” answer. (i.e. Bankruptcy – include explanation and a copy of the discharge. Tax Lien/Judgments/Collection Items/Past Due Items over \$10,000 – provide explanation and proof of payment).

If you are an individual producer whose earned commissions are paid to an agency, you will need all of the information above as well as the name, business mailing address, telephone number, fax number (if applicable) and the Tax ID of your agency.

- A copy of the agency’s license and E&O should be attached to the application (or it can be e-mailed to us separately at [AncillaryCommissionsTX@bcbstx.com](mailto:AncillaryCommissionsTX@bcbstx.com) or faxed to 312-540-3105).

### Is the contracting website secure?

The Pangea website is secure.

### What is my User Name and Password or Why won’t my User Name and Password get me into the application?

You will be considered a **New Applicant** when you first enter the website.

- 6 characters in length.
- The password must be at least 8 characters in length (contain at least 1 Upper Case letter, 1 lower case letter and at least 2 numbers. It also cannot contain any character string that is part of the User Name).
- You may receive a message that the User Name is not valid. This would result if any other applicant happened to use the same User Name (i.e. Smith123 is common so duplication could result.)

## **What is my User Name and Password or Why won't my User Name and Password get me into the application? (Continued)**

- Please maintain the User Name and Password until you receive notification that the contracting process is completed.
- You will be asked to create a 4-digit Security Code and answer two Recovery Questions that will be needed in the event that you do not have the User Name and Password when you go back into the website to retrieve your executed documents.
- Once you have retrieved your executed documents, you will no longer need the User Name and Password. This information will not give you access to any other Producer system.

## **Which application do I need to complete the contracting?**

There are two application types for which contracting may be done.

- If you are an individual producer whose commissions are paid directly to you, select Producer.
- If you are an individual producer whose earned commissions are to be paid to an agency, select Producer Entity Agency (This application will provide contracting for you and the agency).

## **How do I retrieve my executed documents?**

In the e-mail that you receive notifying you of the approval of the contracting process, there will be a link to click on the [Applicant Portal](#). This will take you back to the website in which you did the initial contracting.

- This time you will log in as a Returning Applicant, using the User Name and Password that you were instructed to maintain for this purpose.
- If you did not maintain or do not remember the User Name and Password, there is an option to click on Forgot User Name or Forgot Password.
- Once you have logged in, you will be directed to a page that contains both the executed Producer Agreement and Product Addendum to the Producer Agreement. After you have retrieved the executed documents, you will no longer need the User Name and Password.

## **What do I do if I encounter any problems or have any questions?**

In the event that you encounter any problems or have any questions, please contact us at 800-352-3935 and indicate that you are having problems or have questions regarding the Producer Contracting Online Application. You may also contact us at [AncillaryCommissionsTX@bcbstx.com](mailto:AncillaryCommissionsTX@bcbstx.com)