SELECTA

INSURANCE GROUP

Agent Handbook

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About us

At Selecta, our objective is to partner with agents and agencies to be successful. Focus on the sale, and be supported with the administrative burdens. We are here to help with client relations, staying up-to-date on the latest plans, policies, and changes, and a comprehensive Medicare sales package that is unlike any other. Our team is here to take the stress out of Medicare sales and gives you the support you need to grow your business. We leverage our knowledge, industry experience, and relationships to help you build a long-term career in Medicare.

Whether you need back-office support, the latest carrier news, marketing support, sales tools, leads, or any other supportive tools, we are the partner for you!

Our team is made up of experts in this field, with years of experience both as independent brokers and as leaders within the agent/agency industry. Our leadership team has been where you are, regardless of whether it is behind the desk, in front of the client, in the field, or on the phone. We know the struggles you deal with and are here to unload the administrative part of the job off of your shoulders.

Selecta Insurance Group Directory

Office Address: 12595 SW 137th Ave, Suite 210, Miami, FL 33186

Office Phone: (305) 420-6616

Robert Montes - Chairman

Alex Montes - Director of Sales - Life Division
alex.montes@selecta-insurance.com

Julio Ramos - Director of Sales - Health Division
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Rita Montes - Director of Operations
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Kyle Buzek - VP of Finance and Data Analytics
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Rachel Cordova - Broker Liason
rachel.cordova@selecta-insurance.com

Nathaly Samper - Project Manager
nathaly.samper@selecta-insurance.com

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We represent all Medicare Advantage plans in Florida:

List of Carriers

Humana
CarePlus HEALTH PLANS, INC.
Simply healthcare
DevotedHealth
aetna
WellCare Health Plans
HealthSun HEALTH PLANS
Preferred Care Partners A UnitedHealthcare Company
Cigna
PREFERRED CARE NETWORK
DOCTORS HEALTHCARE PLANS, INC.
SOLIS HEALTH PLANS
Florida Blue
Bright HealthCare
AvMed
MMM

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New Agent Demographics

Name:_____ Last Name :_____
(as it appears in state license)

DOB:____/____/_____ SSN:_____-____-_____

Address:_____ Apt:_____

City:_____ State:____ ZIP:_____

Phone:(_____)_____-_____ E-mail:_____

State License:_____ NPN:_____

Company Name (if applicable):_____

Tax ID number:__-_____

List of documents to collect:

1. Error & Omission Insurance
2. AHIP
3. Drivers License
4. Agent State License
5. Voided Check
6. Release Letter (If necessary)

NOTES:

_____
_____
_____
_____

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Contracting/Certification Process

- We will help initiate the process by requesting a contract for each carrier with which you want to be appointed. You will receive an individual email with instructions for each requested carrier. (within 24 hours)
- Complete and submit each contract. (allot 15 minutes per contract)
- Wait for "next steps" e-mail communication after each submitted contract indicating that you are ready to move on to the certification process (3-5 business days)

a. Contracting – establishes agent demographics, and initiates background checks
b. AHIP exam – This exam must be completed every year PRIOR TO STARTING CARRIER CERTIFICATIONS, and it is accessed through one of the contracting links in order to receive the $50 discount
    i. Test is $175 but through any of the carriers, it is $125
    ii. All carriers require this test except United who has a process by which the agent completes additional certification modules in lieu of taking the AHIP. In this case, the agent would only be certified to sell United products.
    iii. You can only take the test 3 times to pass and score must be a minimum of 90%
c. Certification – compliance and product training
d. Assignment of agent writing ID by carriers – requires follow up either with Advocate, carrier and agents should get email notifications
e. Carrier appointment at the State level – which deems agent as RTS or "Ready to Sell" – applications submitted prior to agent being deemed RTS will not count for agent's book of business

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Agent Checklist

- [ ] Contracts Received
- [ ] Contracts Submitted
- [ ] AHIP Completed
- [ ] Carrier Specific Coursework Completed
- [ ] RTS notification Received
- [ ] Contact a Selecta Broker Liaison

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Broker Support

Plan Reference Sheet				
Company	Fax Number	Websites	Member Service Number	Broker Support
AARP Medicare Advantage Choice PPO	1-888-950-1170	https://www.aarpmedicareplans.com	1-888-687-2277	1-888-381-8581
AARP MedicareRX Preferred	1-866-9949659	https://www.aarpmedicareplans.com	1-888-687-2277	1-888-381-8581
AARP United Supplemental Plans	1-888-836-3985	https://www.aarpmedicareplans.com	1-888-687-2277	1-888-381-8581
Aetna Coventry - Enrollment Department	1-866-836-3985	www.aetnamedicare.com	1-855-335-1407	1-866-714-9301
CarePlus Health Plans - Enrollment Department	1-855-819-8679	www.careplushealthplans.com	1-800-794-5907	Enrollment verification: 1-844-630-0696 Social Sevices: 1-844-722-2347
Devoted	1-877-264-3859	www.devoted.com	1-800-338-6833	1-877-764-9446
Doctors HealthCare Plans	1-786-578-0283	www.doctorshcp.com	1-833-342-7463	TBA
Doctors HealthCare Plans	1-786-578-0294	www.doctorshcp.com	1-833-342-7463	TBA
HealthSun	1-786-363-8115	https://healthsun.com/providerdirectory	877-336-2069	1-786-388-6220
Humana	1-877-889-9936	www.humana.com	1-800-457-4708	1-800-309-3163
Leon Medical Center	1-305-229-7517	https://leonmedicalcenters.com	1-866-393-5366	TBA
Medica - Enrollment Department	1-888-950-1170	http://www.medicaplans.com/	1-866-367-7525	1-888-381-8581
MMM of Florida	1-786-584-4594	https://www.mmm-fl.com/	1-844-212-9858	786-501-4828
Preferred Care Partners - Enrollment Department	1-888-950-1170	tps://www.mypreferredcare.com/en/members/plans-and-services-2021.asp	1-844-723-6470	1-888-381-8581
Simply	1-800-833-8554	https://www.simplyhealthcareplans.com/florida-medicare/home.html	1-866-231-7201	1-877-577-0212
United Healthcare AARP	1-248-524-5763	https://www.aarpmedicareplans.com	1-888-687-2277	1-888-381-8581
UnitedHealthcare PPO Plans	1-888-950-1170	https://www.aarpmedicareplans.com	1-888-687-2277	1-888-381-8581
WellCare Enrollment Department	1-866-473-9124	https://www.wellcare.com/	1-833-444-9089	Broker support: 1-866-822-1339 For Give back Q's: 1-888-240-4965
Wellcare Health Plans	1-866-388-1521	https://www.wellcare.com/	1-833-444-9089	Broker support: 1-866-822-1339 For Give back Q's: 1-888-240-4965

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2022 MEDICARE
COMMISSIONS AND RESIDUALS

$573.00
NEW TO MEDICARE

New to Medicare
(Parts A & B)
and/or
Has never been enrolled in a Medicare Advantage or Part D Plan (PDP)

$23.88 (MONTHLY)
RESIDUAL

Residuals begin the January after the sale (Starting 1/2023)
PLAN CHANGES

1/1/21	$286.50
2/1/21	$262.63
3/1/21	$238.75
4/1/21	$214.88
5/1/21	$191.00
6/1/21	$167.13
7/1/21	$143.25
8/1/21	$119.38
9/1/21	$95.05
10/1/21	$71.63
11/1/21	$47.75
12/1/21	$23.88

Plan change commissions are paid according to policy effective date.

For example, if an agent moves a client from one plan to another, effective 6/1/22, their one-time commission will be $167.13.

This client will be added to agent's book of business and will count towards earning monthly residuals beginning the following January.