



OPERATIONS UPDATE

UPDATED SUBMISSION PROCESS FOR PRODUCER-OF-RECORD LETTER

Distribution Administration has revised the submission process for Producer-of-Record (POR) letter to improve efficiency. **Effective Sept. 1, 2014, producers will need to submit POR letters to their assigned Highmark client manager.**

Your Highmark client manager will be responsible for receiving all POR letters, reviewing them to ensure all of the required elements are accounted for, and submitting them to Distribution Administration for processing. This will help streamline and expedite the submission process.

Distribution Administration should no longer directly receive POR letters. For some, this may be business as usual. For others, this process is new.

When submitting a POR letter, keep the following items in mind. POR letters must:

1. Be on the client's letterhead.
2. Be legibly signed by an authorized company representative (e.g., owner, partner, etc.).
3. Include the client number or group number (either in the letter or in an attachment).
4. For group sizes of fewer than 100, indicate that commission is payable.
5. For group sizes of 100 or more, include the exact commission amount.

Letters that do not meet all of the requirements above will be considered invalid, and as a result, cannot be accepted from an audit perspective. For a seamless process, please review these requirements before submitting the letter to your client manager.

Download sample letters:

- [Sample POR Letter - Central PA Group Size 2-99](#)
- [Sample POR Letter - Central PA Group Size 100+](#)

Upon receipt of a POR letter, Highmark client managers are required to submit the POR letter within 48 hours to Distribution Administration. Highmark client managers have been informed of these changes and the requirements. Below are effective dates for changing producers via receipt of a valid POR letter:

If the POR letter is received by Distribution Administration between...	It will go into effect at the beginning of...	Example:
1 st – 10 th of the month	Next month	Received Aug. 5, effective Sept. 1
11 th – end of the month	The month following next month	Received Aug. 11, effective Oct. 1



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