



## Letters of Authorization (LOA) Job Aid

- The LOA is received, logged and assigned to a member of our service team.
  - Our service team then validates that the letter is either on company letterhead or notarized by a disinterested third party, as well as signed by an authorized group signer.
- A communication is sent to the current Agent of Record (AOR) of the group, to notify them that we have received an LOA from the group authorizing another agent to view information and request proposals
  - TGG Solutions will not release the name of the agent who has the LOA from the group
  - This communication will only be sent to notify the AOR that there has been an LOA processed
  - If the group specifies in their LOA that they would **not** like the AOR to be notified, we will honor the request. In that case, a communication will **not** be sent to the AOR
- An LOA will be honored for 60 calendar days from the date on the letter, unless the letter specifies a different time frame
- The agent named in the LOA will receive the following information from TGG Solutions:
  - Current and renewal rates (if available)
  - Member listing (without SSN)
  - Current invoice
  - BAAG/SBC
  - Requested proposals (if applicable)

### Frequently Asked Questions:

*Q: Will you give me census information and a copy of the current group agreement?*

A: TGG Solutions does not provide member addresses, SSN or group agreements to the agent named in the LOA.

*Q: What happens if TGG Solutions is not the Managing Agent (MA) for the group?*

A1: If Action Benefits is the MA today, we will ask them to support the LOA process as they have access to the group's information in the Blue Cross system.

A2: If the group is direct with Blue Cross, we will determine if the group can be transitioned to us for servicing. If it can, we will support the LOA process. If not, we will direct the agent named in the LOA to the appropriate Blue Cross representative for servicing.