



# New Agent/Agency Appointment Process

## FirstCare Appointment Requirements:

**Step 1:** FMO/GA's, Agents and or agencies must send appointment requests to [SWHPLicensing@BSWHealth.org](mailto:SWHPLicensing@BSWHealth.org).

**Step 2:** Agent Support will provide each agent and or agency with an appointment packet and a list of requirements to be **completed within 30 days**.

### Agents must complete and provide the following:

- Signed and completed Application
- Signed and completed Agent Agreement
- Applicable Commission Schedule(s)
- Signed and completed Business Associate Agreement
- Signed and completed Applicable EFT & W9 or AOC (Assignment of Commission)

### Applicable Certifications Needed:

- Signed and completed FFM Addendum (for On Exchange Sales ONLY)
- Provide current CMS FFM Certificate (for On Exchange Sales ONLY)
- Provide current Errors & Omissions declaration page (Required for all agents)
- Any other applicable supporting documentation

### Additional documents that may be requested:

- FMO/GA Affiliation form

### Step 3:

Email completed appointment packet with all pages including additional applicable certifications and supporting documentation. All documents are **due within 30 days** from when Agent Support provided the packet.

### Step 4:

Mail a \$20 check or money order **payable to Texas Department of Insurance** to the following address. Include the agent or agency name and NPN on the check or money order.

**FirstCare Health Plans**  
**Attn. Sales Dept.**  
**12940 N Hwy 183**  
**Austin, Texas 78750**

### Step 5:

Allow 7-14 business days for appointment to process. Once appointed a FirstCare Writing # and other applicable accesses will be provided.