

# AGENT NOTIFICATION

## FOURTH QUARTER 2009 AGENT NOTIFICATION

Please read carefully through the list of agent notifications for the CeltiCare Health Plans, Celtic Basic Health Plan, CelticSaver HSA Health Plan, and Celtic Short-Term Health Plan in states where you sell these plans. Call your District Sales Manager at **(800) 477-7990** with questions.

- **Revised Guidelines for Non-resident Appointment Fees**

Please note Celtic's new guidelines for the payment of non-resident appointment fees:

*For new contracts/appointments:* all agents, including those contracted with Celtic through an endorsed carrier or an eBusiness account, are responsible for paying non-resident appointment fees.

*For renewals:* Celtic will pay non-resident appointment fees for agents who have produced business in the non-resident state within the last 9 months of the renewal process. If an agent has not produced business in the non-resident state within the last 9 months, they will receive a letter advising that their appointment will be terminated and they will be given the option to pay for the appointment in order to keep it active.

If you have any questions, please call a District Sales Manager at **(800) 477-7990** or Celtic's eBusiness Department at **(800) 813-2706**.

- **Online Celtic Product Presentations Available to Agents**

Celtic now offers Celtic Basic, CeltiCare Preferred, and CelticSaver HSA presentations that you can post to your agency website or e-mail to clients. These concise slideshow-with-audio presentations are valuable sales tools for sharing Celtic product features. Please contact a District Sales Manager at **(800) 477-7990** to request links to these presentations.

- **Celtic's Quarterly Agent Notification Now Available by E-mail Subscription**

For your convenience, you may now sign up to receive Celtic's quarterly agent notifications through e-mail. To subscribe, please visit any page in the Agent section of **www.celtic-net.com** and enter your e-mail address in the sign-up box provided. Please note you will still receive the paper notification through the U.S. Postal service.