

Serving The Needs Of Independent Agents & Brokers

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The Expresslink logo features the word "Expresslink" in a red, serif font. Above the "s" in "Express" is a decorative arc of small, light-colored dots.

Your ExpressLink team looks forward to assisting you in both retaining and growing your book of business. We encourage you to take advantage of our experienced staff, who are here to assist you in all facets of your Group and Individual Sales. From initial quoting to ongoing case management and renewals, we're here to help so you can do what you do best – prospect for, and win new business.

Our current carrier partnerships are as follows:

- **Anthem Blue Cross & Blue Shield**
- **Assurant**
- **Guardian**
- **Hartford**
- **HealthSpan**
- **Lincoln**
- **Medical Mutual of Ohio**
- **Metlife**
- **Mutual of Omaha**
- **SunLife**

Let us know how we can assist you with any of the above carriers and product offerings. Please visit our website for the additional services we make available to our writing agent partners.

We look forward to a rewarding partnership with you.

Quote and Prescreen Process

Step 1. Access Expresslink's Quote Request Portal

- Visit our website www.expresslinkga.com and then click on '**Request a Quote**'. From here, you'll be able to submit both quotes and prescreens.
- *(Submitting online will get you the fastest turnaround times!)*

Step 2. Enter Broker & Group Information

- Enter information into every field marked with *
- **Please select whether you are quoting or prescreening a group**
- Tell us the carriers for which you'd like us to generate quote

Step 3. Attach Group Information

- Upload the group census and apps (apps for prescreens only) by clicking on 'browse' at the bottom of the screen.
- Find the file you wish to upload, double-click the file name and click 'add'. Repeat this process for as many documents as you need to upload.
- *(Providing us with plan designs/deductibles/copays is highly recommended! You know your groups, so let us run what you think will sell best!)*

Helpful Tip on Census Information

- A great census will include: **1)** group name; **2)** group city & ZIP; **3)** industry type/SIC; **4)** effective date; **5)** all eligible EE's & elections; **6)** EE DOB/age; **7)** dependent gender & DOB/age; **8)** smoking status of *all* electing coverage
- Submit to Amy Johnson, ajohnson@expresslinkga.com



Account Management

Renewals

- Processing benefit changes
- Rate relief requests
- Running alternate plan designs
- Carrier shopping

Group Changes

- Process group terminations
- Update group contact info
- Changing new hire/re-hire probationary periods

Employee Changes

- Process new enrollments
- Employee Terminations
- Updating coverage changes or contact info.

Service Issues

- Claims
- Billing
- Enrollment
- Deductible carry-overs

Other Services

- Order ID cards
- Carrier/benefit questions
- Order enrollment supplies

New Case Submissions: **Group & Individual**

Sarah Kilbane is here to assist you with all new **Group & Individual** case submissions

216-520-1317 or SKilbane@expresslinkga.com

Contact Sarah for: Applications, Forms and Carrier Appointments

