



MASSACHUSETTS

Broker Central Roles

Broker Central is the comprehensive, personalized online portal for brokers who sell Blue Cross Blue Shield of Massachusetts products. The following provides further details on the various roles and permissions that each person within your agency could be assigned on Broker Central.

Super User

Choosing who will be the Super User at your agency is a very important decision. Your agency can only assign one person to be deemed the Super User.

A Super User has the ability to add, remove, and update other users. They are also responsible for, designating the roles for other brokers or associates within your agency. In addition, a Super User has the ultimate responsibility of ensuring that users' information is accurately maintained; this is especially important when employees leave your agency. Super Users also have the ability to allow access to the various online tools available in Broker Central (i.e. BlueQuote, Commissions, etc).

Agency Administrator

An Agency Administrator has the same authorization rights (adding, removing, and editing users) as the Super User, with one exception—an Agency Administrator can not make any changes to a Super User.

Broker

A user with a Broker role can only update his or her profile information. In addition, Brokers that are allowed access to BlueQuote can view their Blue Cross Blue Shield of Massachusetts accounts and prospects, and manage their Small Group renewals.

An important distinction that the Super User must make when designating a user as a “Broker”, is the level of access the broker has, especially within the BlueQuote application. The Super User or Agency Administrator will need to determine whether the employee should have access to all accounts within the agency, or just his or her own.

Broker Support

A user with a Broker Support role can only update his or her profile information. In addition, Broker Support users that are allowed access to BlueQuote can view and manage all Blue Cross Blue Shield of Massachusetts accounts and prospects within their agency.

An important distinction between the Broker and Broker Support role is that a Broker can actually be assigned to an account, whereas a Broker Support cannot. Broker compensation is typically tied to the Broker assigned to an account.