



# Broker Bulletin

January | 2022

## Broker Services

321.434.5265

[HFBroker@HF.org](mailto:HFBroker@HF.org)

[hf-](mailto:hf-brokers@plusoscar.com)

[brokers@plusoscar.co](mailto:brokers@plusoscar.com)

[m](mailto:m)

## Commissions

**For plan year 2021  
and prior**

[Commissions@HF.org](mailto:Commissions@HF.org)

**For plan year 2022  
and beyond**

[hf-broker](mailto:hf-broker)

[commissions@plusosc](mailto:commissions@plusoscar.com)

[ar.com](mailto:ar.com)

## Broker Support Line

Local: 321.434.4945

Toll Free: 877.693.6489

[HFHPInfo@HF.org](mailto:HFHPInfo@HF.org)

## Outreach Needed for January Premiums and Payment Methods for Individual and Family Plans

### Outreach for January Premiums

Be sure to assist your clients with making their January premium payments to avoid coverage and commission gaps. Payments for policies with January 1 effective dates must be received by January 31 to avoid cancellation.

Brokers can review their book of business from the broker portal to ensure that a member's policy status shows as "paid." If the policy status shows unpaid, you can assist your clients with making a payment. Review the [Making a Payment](#) guide for easy reference of those options.

Policy status

Unpaid binder >

Make a payment

### Making a Payment

Health First Health Plans and AdventHealth Advantage Plans offer several convenient ways for members to make payments and for agents to collect premiums, outlined below.

**For Members:** The [Member Premium Payment flyer](#) is designed to offer helpful payment options to your clients. Payment activity taken by members will also be reflected in your Broker Portal.

**For Agents:** Through the [broker portal](#) you may now assist with:

- Making one-time payments on behalf of the member
- Save a member's payment method
- Enroll members in autopay

**Important Contact Information**

For helpful contact information please review the attached [Broker Contact Sheet](#).

If you have any questions, please contact the Individual and Family Plans sales team at [HFHPIndividualSales@HF.org](mailto:HFHPIndividualSales@HF.org) or our Individual and Family Sales Liaison, AnnMarie Chapman at [AnnMarie.Chapman@HF.org](mailto:AnnMarie.Chapman@HF.org) or 339.788.0562.

We value and appreciate your partnership.

Health First | [HFBroker@HF.org](mailto:HFBroker@HF.org)



Health First Health Plans | 6450 U.S. Highway 1, Rockledge, FL 32955

[Unsubscribe {recipient's email}](#)

[Update Profile](#) | [Our Privacy Policy](#) | [Constant Contact Data Notice](#)

Sent by [communications@cc.hf.org](mailto:communications@cc.hf.org)