



# Broker Bulletin

May | 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)

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## 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:hf-broker)

## Broker Support Line

Local: 321.434.4945

Toll Free: 877.693.6489

## Individual and Family Plans Premium Payment Reminders

Health First Health Plans and AdventHealth Advantage Plans would like to offer some helpful Individual and Family Plans payment reminders.

### REMINDER #1 – Viewing Billing and Payment Information

The [Broker Portal](#) allows agents to view member billing and payment information. As your clients reach out with questions, you have access to view their monthly premium payment status.

### REMINDER #2 – Contract Status and Book of Business Views

Agents can export their book of business to see their member's contract status by clicking on *Export CSV* under the Book of Business tab. This allows agents an opportunity to provide their clients with a courtesy call as a reminder of their late payment status.

### REMINDER #3 – Premium Payment Options

Please encourage your Individual and Family Plans members to access their [Member Portal](#) to make a payment. By accessing our secure member portal, members may:

- Make a one-time payment
- Save their payment method
- Enroll in autopay

If you have questions, please contact:

- Broker Services at 321.434.5265 or [HFBroker@HF.org](mailto:HFBroker@HF.org)
- Individual and Family Plans sales team at [HFHPIndividualSales@HF.org](mailto:HFHPIndividualSales@HF.org)
- Individual and Family Sales Liaison, AnnMarie Chapman at 321.434.4726 or [AnnMarie.Chapman@HF.org](mailto:AnnMarie.Chapman@HF.org)

We value and appreciate your partnership.



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

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