



Broker Bulletin

August | 2021

Oscar Broker
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Oscar Broker
Commissions
877.693.6489
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Health First Broker
Services
321.434.5265
HFBroker@HF.org

Health First Broker
Financial Services
[Commissions@HF.
org](mailto:Commissions@HF.org)

Health First
Customer Service
HFHPInfo@HF.org

Broker Support Line

Broker Portal Roll-Out Update: FAQs & Navigating Registration

Have you set up your new broker portal account and checked out the new portal features for Medicare Advantage and Individual products yet? If not, [click here](#) to get started!

Since launching on Monday, many brokers have registered for the new portal with ease. We have received a few questions this week and have put together some FAQs below as we continue to keep you updated during the roll-out.

How to set up a secure Broker Portal account to send and receive updates:

In order for you to communicate with the Oscar Broker Services Team through the designated emails they provided (hf-brokers@plusoscar.com and hf-brokercommissions@plusoscar.com), you will need to create a Zendesk account, the secure broker portal email platform. [Follow these steps to create your Zendesk account.](#)

Why is the W9 and E&O field blank during the registration process?

As a part of the registration process, you will be required to upload both your W-9 and E&O into the new Broker Portal. Please be sure the W-9 is current and matches the banking information within the new Broker Portal. If the information is not accurate, this could delay future commissions paid in 2022.

Local:
321.434.4945
Toll Free:
877.693.6489

Will my AHIP certificate and Health First required Medicare certifications be transferred to Oscar?

For brokers selling Medicare for plan year 2022, if you have already completed your Health First Medicare Certification (HFMC) requirements and provided your AHIP to Health First, your information will be transferred within the system. You will see this information in the new Broker Portal by September 5.

If you have not provided your HFMC or AHIP by today, August 20, all requirements will need to be completed through the new Broker Portal, in the ***Get certified to sell Medicare*** section.

How do I make a change to my email in the broker portal?

The new broker portal uses your email address as a personal identifier and it is not a field that can be changed within your profile. If you need to make a change to your email address, please send an email to hf-brokers@plusoscar.com or by calling 877.693.6489.

If I have questions about how to access the new Broker Portal or any functionality found within the new portal, who should I contact?

Important contact information appears on the left side of this broker bulletin in the blue section. The Oscar Broker Services Team is available to assist with Broker Portal login, appointments, certifications, commissions, member inquiries, network and pharmacy support. The Health First Broker Services Team is available to assist with all product questions, training and business development at 321.434.5265 or HFBroker@HF.org.

We value and appreciate your partnership.

Health First | HFBroker@HF.org



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

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Sent by communications@cc.hf.org

