



Broker Bulletin

November | 2021

Broker Services

321.434.5265

HFBroker@HF.org

hf-

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

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Commissions

**For plan year 2021
and prior**

Commissions@HF.org

**For plan year 2022
and beyond**

hf-broker

commissions@plusosc

ar.com

Broker Support Line

Local: 321.434.4945

Toll Free: 877.693.6489

HFHPInfo@HF.org

Individual and Family Plan Binder Payments

We have prepared a helpful grid on the below information. Please review and print the [Member Payment Guide](#) as a reference when assisting your clients with 2022 payments.

New Member Binder Payments

New members enrolling with Health First Health Plans or AdventHealth Advantage Plans must allow **3-5 business days** after enrollment for their file to be recognized in the system before the following binder payment actions may be taken.

- **Members:** may access their Health First Health Plans and AdventHealth Advantage Plans information using the member app or portal. After creating a member portal account, payment information can be stored, and auto-pay elected to make initial binder payments.
- **Brokers:** may submit 2022 payments on behalf of their members from the broker portal.

Renewing Member Binder Payments

Renewing members of Health First Health Plans or AdventHealth Advantage Plans will follow the same binder payment actions stated above, however, **members and brokers may only make binder payments on coverage beginning 1/1/2022 AFTER the December 2021 payment has been processed.**

Important Payment Notes:

- Once member payment information has been stored in the portal and auto pay has been elected, the 1/1/2022 payment will draft on 12/30/2021.
- All online payments can be processed through the member app or portal using debit, credit, or ACH payment methods.
- Customer Service is unable to take credit and debit card information over the phone but it may be retrieved if stored on file in the member app or portal.
- Members may call in payments using ACH.

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

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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