



To: Brokers

From: Jason Alford, VP of Sales and Business Development, Health First Health Plans

Coming: A Different Kind of Customer Service

Health First Health Plans, continuing to make the best health plan possible.

On January 1, 2022, our members will begin to experience a different kind of customer service with Oscar Care.

The member's customer service representatives will become Care Guides, and they have one job – to help them get the most out of their health plan. As a member, they will have a dedicated team of Care Guides that can help:

- Answer plan questions
- Prepare for a procedure
- Save money
- Find a doctor or prescription
- And more

Plus, communicating with their Care Team is easy. They'll get:

- Quick Answers – they can chat with a Care Guide by phone or via message right from the app or member portal.
- Quality Care – their Care Team includes a licensed nurse who can help answer any questions about their care.
- Better Service – their Care Team knows them and their history, so they won't get transferred around to answer one simple question.

Health First Health Plans and Oscar Care, providing members with the best experience possible.

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

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