



# Broker Bulletin

December | 2021

## Broker Services

321.434.5265

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

[hf-](mailto:hf-)

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

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

## Broker Support Line

Local: 321.434.4945

Toll Free: 877.693.6489

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

## Making a Payment on 2022 Individual and Family Plans

### Open Enrollment Deadlines

Beginning this year, consumers will have an extra 30 days to review and choose health plans through Open Enrollment, which will run from November 1, 2021 through January 15, 2022.

- **Be sure to enroll by December 15 for a January 1 effective date** both On and Off Marketplace.
- **Be sure to enroll by January 15 for a February 1 effective date** both On and Off Marketplace.

### Payments

Health First Health Plans and AdventHealth Advantage Plans offer convenient ways for members to make payments and for agents to collect premium.

**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 payment method
- Enroll members in autopay

To make a payment, simply log into the broker portal and follow the steps below.

### Make a One-Time Payment

- Select the Individual Book to view your Book of Business
- Select the **Make a payment** button, next to the client you'd like to assist, and enter the payment amount, payment method, and member email address where payment confirmation should be sent to

- After payment is made, allow 24 hours for payment to reflect an updated policy status in the portal

### Save Member Payment Method

- To save a client's payment method for future use, click into the individual policy record from the Book of Business and navigate to the **Billing & payments** tab
- Under the **Saved payment method** section, click on **Add a payment method**
- You will be prompted to enter either the client bank account information or credit card information and click **Save**
- The system will store and save the last payment method used, whether bank account information or credit card information

### Brokers to Enroll Member in Autopay

- To enroll a client in monthly autopay, follow the same steps to save a payment method outlined above
- After entering either the client bank account information or credit card information, change **Enroll in Autopay** from Off to On and click **Save**
- A payment for your client's monthly premium will be made from their saved payment method on the last day of every month

### 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

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