



Broker Bulletin

October | 2021

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Commissions

**For plan year 2021
and prior**

Commissions@HF.org

**For plan year 2022
and beyond**

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Broker Support Line

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2022 Individual and Family Plan Open Enrollment Readiness and Medicare Special Enrollment

2022 Individual and Family Plan (IFP) Enrollment Platform

Health First Health Plans' new IFP quoting and enrollment platform will launch November 1, 2021. Agents may view their book of business and renewal information for their members, both on and off the Marketplace, prior to Open Enrollment.

The new Enrollment Platform will feature:

- One portal for both on and off exchange business
- Premium balance and payment status for your members
- The ability to download a list of your members who are late on premium payment
- The ability to make payments using member's mode of payment throughout the year
- Your member's digital ID card with the ability to download and print

2022 Individual and Family Comparison of Benefit Grids

- [Health First Health Plans Comparison of Benefit Grid](#)
- [AdventHealth Advantage Plans Comparison of Benefit Grid](#)

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These grids along with other valuable tools and resources can be accessed from the [Brokers](#) page on the public website.

Rate Grids are available upon request at HFHPIndividualSales@HF.org

2022 IFP Effectuation and Payments

Stored payment information, including autopay, will need to be re-established in the new IFP enrollment platform for 2022. Once the member has enrolled or renewed, and their 2022 plan is active in the system, the agent may make a payment with the member's mode of payment in the Broker Portal. It is important to note that the broker will only be able to make the payment, on behalf of the member, after the member has initiated their member portal and stored their payment information on file.

Medicare Special Enrollment – Did you Know?

Effective immediately, when enrolling a group Medicare member to an individual Medicare plan, it is important to select **“losing employer group coverage”** as their Special Enrollment Period reason-code.

If you have any questions, please contact your sales representative directly or Broker Services at 321.434.5265 or HFBroker@HF.org.

We value and appreciate your partnership.

Health First | HFBroker@HF.org



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