Broker Bulletin

Premium Payment Reminders for Individual Policies

As a valued broker partner, Health First Health Plans and AdventHealth Advantage Plans is providing this reminder about premium payments to help you ensure your Individual members remain active.

Please review your book and encourage all Individual members to submit documentation and payments before the coming deadlines.

Immediate action is required for all members receiving a tax credit, who are at the end of the 90-day grace period or members with no tax credit who are in the 30-day grace period, before Thursday June 30 to avoid termination.

View Billing and Payment Information
The **Broker Portal** allows agents to view member billing and payment information. As your clients reach out with questions, you have access to view their monthly premium payment status.

Contract Status and Book of Business Views
Agents can export their book of business to see their member's contract status by clicking on *Export CSV* under the Book of Business tab. This allows agents an opportunity to provide their clients with a courtesy call as a reminder of their late payment status.

Premium Payment Options
Please encourage your Individual and Family Plans members to access the **Member Portal** to make a payment. By accessing our secure member portal, members may:

- Make a one-time payment
- Save their payment method
- Enroll in autopay

If you have questions, please contact:
- Broker Services at 321.434.5265 or **HFBroker@HF.org**
- Individual and Family Plan sales team at **HFHPIndividualSales@HF.org**
- Individual and Family Plan Broker Sales Liaison, Ann Marie Chapman at 321.434.4726 or **AnnMarie.Chapman@HF.org**