



# Broker Bulletin

August | 2021

[Health First Health Plans Broker Portal](#)

[AdventHealth Advantage Plans Broker Portal](#)

Broker Services  
**321.434.5265**  
[HFBroker@HF.org](mailto:HFBroker@HF.org)

Broker Financial Services  
[Commissions@HF.org](mailto:Commissions@HF.org)

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

Broker Support Line  
Local:  
**321.434.4945**  
Toll Free:  
**877.693.6489**

## WEBINAR: New Broker Portal for Medicare Advantage & Individual

A unique enhancement included in the Oscar platform update for Health First Health Plans/ AdventHealth Advantage Plans is the rollout of a new broker portal for Medicare Advantage and Individual products! This new portal is full of valuable functionality uniquely designed for Medicare and Individual products for plan year 2022 and beyond. From here you will be able to access your basic demographic information, enroll members, review member payment details and manage your book of business.

It is important to note that appointed Brokers of Health First Health Plans/AdventHealth Advantage Plans will be able to access this new Oscar Broker Portal from the “Log In” link found on the Health First Health Plans/AdventHealth Advantage Plans public website.

This new Broker Portal will be available to appointed brokers of Health First Health Plans/AdventHealth Advantage Plans beginning Monday, August 16. To provide you a first look and basic functions of this portal, we will be hosting two webinars. Click below to register for a date and time that works best with your schedule.

### Oscar Broker Portal Webinar for Health First Health Plans/AdventHealth Advantage Plans’ brokers

**Monday, August 9**  
10:30 a.m.

**Wednesday, August 11**

1:30 p.m.

[Click here](#) to register for this upcoming webinar.  
RSVP by Thursday, August 5.

For those not able to attend either webinar, we will make a recorded session of the webinar available on our public website.

#### **Changes and Updates beginning August 16, 2021**

- Newly enhanced portal available for Medicare Advantage and Individual brokers
- Broker Support Line prompts are changing- when calling customer service you will hear new prompts. Based on your selections, will either lead you to an Oscar Support team or Health First Health Plans/AdventHealth Advantage Plans support team.
- Webinars and training can be found using the “Broker” link found on the Health First Health Plans/AdventHealth Advantage Plans public website.

If you have any questions, please contact your Health First Health Plans’ or AdventHealth Advantage Plans’ sales representative or Broker Services at 321.434.5265 or [HFBroker@HF.org](mailto:HFBroker@HF.org).

We value and appreciate your partnership.

Health First | [HFBroker@HF.org](mailto:HFBroker@HF.org)

