



Broker Bulletin

January | 2022

Broker Services

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

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Commissions

**For plan year 2021
and prior**

Commissions@HF.org

**For plan year 2022
and beyond**

hf-broker

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

[ar.com](mailto:hf-broker)

Broker Support Line

Local: 321.434.4945

Toll Free: 877.693.6489

HFHPInfo@HF.org

Member ID Cards

Beginning in 2022, new ID cards were issued with a different look and feel.

New **Medicare Advantage** members will receive an ID card within ten calendar days from enrollment approval. Moving forward, Medicare Advantage members will only be issued new ID cards if there is a change to a member's plan or information.

New **Individual and Family** members will receive an ID card within 10-15 calendar days from their initial binder payment. Renewing Individual and Family members should have received their new plan year ID card prior to December 31, 2021. Each member enrolled on a family plan will receive their own ID card.

ID Card Information

[Click here](#) to locate sample ID Cards. Information found on the ID cards will include:

- Member name
- Plan name (plan name will be abbreviated for IFP member ID cards)
- Member ID
- Coverage start date
- Phone number to call for mental health
- Phone number to contact their Care Team
- Website address for the member to log in to their account to message their Care Team, see their plan information, out-of-pocket max, and detailed costs.
- Provider and pharmacy services phone numbers
- RxBIN, RxPCN, RxGRP, Payer ID
- List of where to send claims

Electronic ID Cards

Assist your members in obtaining an electronic copy of their ID card from the app:

- Members should log in to their member account
- From the homepage of their account, navigate to the right side of the screen for **Quick Links**
- Select **ID card**
- Click **View printable card**
- This will open a new window to view a digital card. Members also have the option to click **PRINT**.

ID Card Questions

If a member has questions about their ID card or if they never received a hard copy of their ID card, they may contact their Concierge/Care Team. This can be done through the member app or by calling:

- 855.443.4735 Health First Health Plans Individual and Family Plans
- 800.716.7737 Health First Health Plans Medicare Advantage
- 844.522.5279 AdventHealth Advantage Plans Individual and Family Plans
- 877.535.8278 AdventHealth Advantage Plans Medicare Advantage

Important Reminder on Making Payments

Please review the [How to Make Payments on Behalf of Clients](#) guide to assist you in making payments.

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

We value and appreciate your partnership.

Health First | HFBroker@HF.org



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

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