



# Broker Bulletin

August | 2021

## New Broker Portal Training and Important Contacts

### [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**

Health First Health Plans/AdventHealth Advantage Plans is excited to announce the launch of an enhanced broker portal experience on Monday, August 16. The new portal comes from our administrative services agreement with Oscar to help provide our brokers and members with advanced technology. As noted in the webinars taking place this week (and will be available for viewing from our website), this launch is for Medicare Advantage and Individual products, making it even easier to do business with us.

As a part of this partnership, you will continue to receive communications from the Health First Health Plans broker support teams (supporting on-boarding, training, business development), as well as from Oscar partners supporting other operational functions (new agent appointments, certifications beginning this month, as well as commissions beginning in January 2022).

## Broker Portal Trainings

Many of you attended our live broker portal trainings this week – thank you! For those who missed it, you can access a link to the broker portal webinar training presentations here along with additional supplementary trainings on the broker portal for Individual and Family Plans (IFP) and MA.

- [Broker Portal Overview](#)

- [Requesting Appointment and Managing Certifications](#)
- [Individual and Family Quoting and Enrollment](#)
- [Medicare Advantage Quoting and Enrollment](#)
- [Commissions, Reporting and Book of Business Review](#)

## Updated Broker Contact Information

[Click here](#) to find updated contact information to help guide you to the right support team beginning August 16. As noted, some broker functions will be supported by the Oscar Broker Services team, while other broker functions will continue to be supported by the Health First Health Plans Broker Services team. Please use the chart below as a reference on who to contact.

## Set Up Your Zendesk Secure Email

To navigate the Oscar support services, register with Zendesk as the secure email system for any communications sent to or from the following inboxes:

**hf-brokers@plusoscar.com**

**hf-brokercommissions@plusoscar.com**

[Follow these steps](#) to create an account.

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)



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