



Broker Bulletin

May | 2021

Oscar Care, Advocacy and Available Services

[Health First Health Plans Broker Portal](#)

[AdventHealth Advantage Plans Broker Portal](#)

Broker Services
HFBroker@HF.org

Broker Financial Services
Commissions@HF.org

Customer Service
HFHPInfo@HF.org

Broker Support Line
Local:
321.434.4945
Toll Free:
877.693.6489

Oscar Care

Exciting things are coming for our Health First Health Plans/AdventHealth Advantage Plans members!

Beginning January 1, 2022, Health First Health Plans/AdventHealth Advantage Plans members will have access to Oscar Care. Oscar Care is an all-in-one virtual care team and technology you can access from your home. Plus, for our brokers, a new advanced portal.

Watch for more communications and information coming over the year.

We're proud to offer the next step in yours and our member's healthcare journey.

My Advocate

Health First Health Plans partners with My Advocate, a leading provider of outreach and advocacy services, to assist low- and limited-income members on Medicare plans. Eligible members receive outreach and education through one-on-one phone calls and letters from a My Advocate representative about available federal, state, and local social program benefits.

Some benefits of My Advocate include providing assistance with the following:

- Submitting forms and monitoring for approval
- Appealing claim denials

- Help meeting Part B premiums
- Aid for prescription expenses
- Assistance with daily needs such as energy/phone costs, transportation, or nutrition

There is no cost to the member to attain these services; however, members do need to qualify. Medicaid members automatically qualify for this program. Medicare members receiving Low Income Subsidies (LIS) typically qualify for this program.

For more information regarding My Advocate, please follow the below links.

- [Health First Health Plans My Advocate](#)
- [AdventHealth Advantage Plans My Advocate](#)

If you have any questions, please contact your Health First Health Plans' or AdventHealth Advantage Plans' sales representative or Broker Services at HFBroker@HF.org.

We value and appreciate your partnership.

Health First | HFBroker@HF.org



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