

Subject Line: Community Health Choice Health Website
Sub-header: Agent Portal System Error

Dear Valued Partner,

Community Health Choice has been made aware that an error may be appearing on the Agent Portal when you are attempting to access an Individual Policy.

At this time, not all Agents are impacted and we are working to identify those Agents who are affected by this issue.

If you are impacted, you will see the following error message-



Individual & Family Brokers

An error has occurred on the server

We apologize, but it appears we are unable to process your request at this time. Please try again later. If this error has occurred more than once please notify the web master and provide as many details as possible about the action you were trying to perform.

Error Time: 6/1/2018 03:43:42 PM

Error ID: E:2496a350631e4c8490f70c83a3ba1411

Support Contact

Email: https://memberportal.communityhealthchoice.org/Secure/HIM/English/Msg_MessageCenterMain.aspx

Phone: 713-295-6704/ 1-855-315-5386

Please [click here](#) to return to the home page.

We would like to extend its sincere apologies for the system downtime to the Agent Portal of our website. Resolution is a top priority and we are working with our vendor to have the system back up and operational as quickly as possible for those of you affected.

Community Health Choice intends on keeping you updated on system availability and any updates as they become available.

We appreciate you and the continued service you provide to your clients. We value your partnership and thank you for your patience and understanding as we work towards a resolution.

Thank you for representing Community Health Choice!

For questions related to application submissions, please contact AgentRelations@CommunityCares.com or by phone at (713) 295-6760.

For questions related to Contracting or Appointment, please contact Agent.Credentialing@CommunityCares.com or by phone at (713) 295-6760.

For questions related to Commissions, please contact Agent.Commissions@CommunityCares.com or by phone at (713) 295-6760.