

Subject Line: Community Health Choice Health Risk Assessment  
Sub-header: Health Risk Assessment Premium Reduction Update

Agents,

As we work diligently to complete the Health Risk Assessment (HRA) process, please be aware of the following:

- In order to be eligible for the 10% monthly premium savings for 2018, the HRA must be completed by January 31, 2018. Once the HRA is complete, the 10% reward will be reflected in a reduced monthly premium payment for the rest of 2018.
- If the Member wants to see the 10% reward reflected on his or her January 2018 billing statement, the HRA should be completed by **December 15, 2017**.
- If the Member completes the HRA after December 15 but no later than December 31, they can still receive the reward for January, however it will be reflected as a credit on the February 2018 billing statement. Please note: The Member must be current with premium payments for this to happen.
- If the Member has completed the HRA for 2018 using their Member ID # for 2018, their file is currently being updated and the premium reduction will be reflected in their January 2018 premium amount.
- If the Member has completed the HRA for 2018 and has also paid their January 2018 premium payment, the Member will receive their January 2018 HRA credit in their February 2018 billing statement. The Member will essentially see a double HRA credit in their February 2018 billing statement.
- If the Member is a NEW Member to Community Health Choice for 2018, the Member must pay their January premium payment in full in order to access the HRA program. Thereafter the guidelines noted above can be followed.
- Community Health Choice will continue to keep you updated on file completions as they are confirmed.
- Please continue to report HRA errors to [Agent.Relations@CommunityCares.com](mailto:Agent.Relations@CommunityCares.com) or by phone at (713) 295-6760. Please be sure to include the member information and the date the HRA was completed.

**Thank you for representing Community Health Choice! Your business is appreciated!**

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

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