Subject Line: Community Health Choice Agent Commission Statements Sub-header: Explanation of Multiple Tabs on Commission Statement

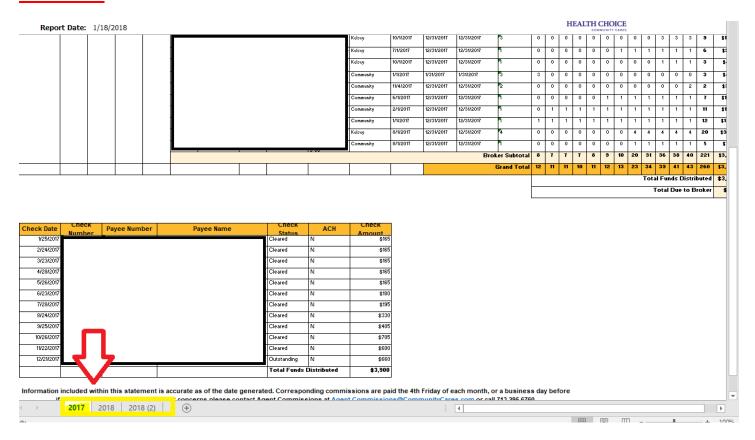
Dear Valued Partner,

You will be receiving your January 2018 commission statement soon and we would like to offer explanation in advance to assist in reading your statement correctly.

At the bottom of your commission statement you will see multiple tabs to select from. Please note the following:

• **2017** tab — The 2017 tab on the agent commission statement is for **existing agents only.** This is a reconciliation of their **2017** book of business. If an amount is owed to the agent, this will include members who paid late in December or after the statement was generated. This tab will still appear if you are a new agent but will be blank and have no data.

EXAMPLE:



• **2018(2) tab-** The 2018(2) tab is a programming error. <u>Please disregard this tab.</u> There should not be any information in this tab and it should appear blank with no data.

• **2018** tab – The 2018 tab on the agent commission statement is for <u>January 2018</u> commissions for <u>new and existing agents</u>. Also, the 2018 statements now include the Incentive portion which is a new feature for this year.

EXAMPLE:

Keport Date: 1/18/2018																										
Broker					Sul	bscriber	Incentive				Enrollment								Member M							
Broi Nam		Broker NPN	Eff Date			Subscri ber ID	Subscriber Name	HRA	Office Visit	Paid Through March	Enrollm ent ID	Issuer Subscriber ID	Rate Code ID		r Eff Date			Number Of Members	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
								0	2	Y				Community	1/1/2018	12/31/2018	12/31/2018	2	2	0	0	0	0	0	0	0
								HRA	Office Visit	Paid Through				Broker Subtota				er Subtotal	2	0	0	0	0	0	0	0

In addition, due to unforeseen system issues, you may find that your January 2018 commission statement does not reflect your total membership. Please note that these issues have been addressed and should be reflected in your February 2018 commission statement.

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

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

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

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