

Subject Line: Community Health Choice Member Termination Notice
Sub-header: Written Notice Required to Avoid Premium Payment Auto Draft

Agents,

In an effort to provide quality customer service, this message will serve as a reminder that a written termination notice is required for your clients who have terminated their coverage with Community Health Choice for 2018.

Please assist your clients in proactively communicating and obtaining this documentation to avoid automatic draft of scheduled premium payments.

For those Community Health Choice members who do not submit a written termination notice prior to their draft date, their scheduled payment will be deducted via automatic draft and then a refund request must be processed. With your assistance we can avoid any financial burden on your clients by receiving the written termination notice as soon as possible for processing. *Please ensure that your client has signed their termination request.*

The written cancellation requests can be submitted by email to AgentRelations@CommunityCares.com or by Fax to (713) 295-7051.

We appreciate your assistance in expediting this notice to service the needs of your clients.

Thank you for representing Community Health Choice! We value your partnership!

For questions please contact AgentRelations@CommunityCares.com

OR by phone at (713) 295-6760.

Due to Hurricane Harvey, the greater Houston area has been granted a Special Enrollment Period (SEP). The deadline to enroll in a Marketplace plan in the greater Houston area is now Sunday, December 31, 2017. The plan effective date will still be January 1, 2018.

In 2018, new and existing Marketplace members can save 10% on their monthly premiums by taking a Health Risk Assessment (HRA) as part of our Community Rewards wellness program. Members must create a Community Rewards account and complete the HRA by January 31, 2018.

Community Health Choice proudly welcomes the Houston Methodist Hospital System to our family of programs effective January 1, 2018!