

Subject Line: Community Health Choice Health Website
Sub-header: UPDATE: My Member Account System is Operational

Dear Valued Partner,

We would like to notify you that the **My Member Account is now OPERATIONAL**. Members can currently access the following:

- View Member ID card and copays
- Subscribers can submit Health Risk Assessment (HRA) form
- Subscribers can make payments
- Other self-service functions as needed

At this time dependents are not available for Subscribers to view however, dependents can create and login to view their benefits and ID cards. Resolution remains a top priority within our organization and we continue to working diligently to have the system operate at complete functionality.

As a result of the unexpected downtime, Community will be offering an extension to complete the Health Risk Assessment (HRA) that will be no less than the number of days the system has been down. Community recognizes the service you provide to your clients and we sincerely apologize for the inconvenience this has caused.

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.