

Subject Line: New Contact Information for Community Health Choice
Sub-header: New Email Addresses for Agents/Agencies

Agents,

In an effort to streamline our communication process and become more resourceful, please find the following email addresses now available to support your business needs.

- Agent.Relations@CommunityCares.com - Use for Agent/Agency General Inquiries
- Agent.Credentialing@CommunityCares.com - Use for Agent/Agency Licensing and Appointment Inquiries
- Agent.Commissions@CommunityCares.com - Use for Agent/Agency Commission Inquiries

Please see examples below to assist you in determining which email address you should use when contacting Community Health Choice via email. While this is not a complete list, it will aid in providing direction.

Agent.Relations@CommunityCares.com - /Agency General Inquiries

Application status
Application inquiries
Member status
Member issues
Policy Payment Inquiries
Agent of Record form submission
PCP change request
Enrollment System Concerns

Agent.Credentialing@CommunityCares.com - Agent/Agency Licensing and Appointment Inquiries

New Agent/Agency Applications, BAA, Attestation
Annual Training completion documents
Additional Documentation requests
Expired Document Notice
Expired Document Updates
Appointment Status questions
Approval Notice
Denial letters
Address/Phone number updates
Log In Issues
ACH/Direct Deposit Inquiries

Agent.Commissions@CommunityCares.com - Agent/Agency Commission Inquiries

Commission inquiries
Commission statement requests

As always, we can always be reached by phone at (713) 295-6760.

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