

# Agent Connections

healthteam  
advantage

A Monthly Newsletter for HealthTeam Advantage

January 2023 Edition



## Happy New Year, Agents!

We thank you all for all the business you wrote during AEP! We see how hard you worked to get those enrollments in, and we greatly appreciate all you did. Also, we would like to thank you for keeping your current HTA customers with us.

## Open Enrollment Period

Now we are into OEP! Medicare Advantage Open Enrollment Period runs from 1/1/23-3/31/23. Please remember during this time that we cannot market the plans to current enrollees. Clients must contact you to move them from MA to MA or MA to Original Medicare.

Remember that HealthTeam Advantage is a **5-star plan** for the second year in a row! This allows you to market to your clients to enroll into HealthTeam Advantage until 11/30/2023.

## Appointment of Representative

We know that many of our agents are listed as authorized representatives able to speak on their members' behalf. As of 1/1/23, HealthTeam Advantage is asking for members to update their authorized representatives. We are doing this to make sure we have the most current information a member would like on their account.

Please provide this form (<https://healthteamadvantage.com/wp-content/uploads/2022/09/2023-CMS-AOR-Form.pdf>) to your clients to update their HIPAA and Authorized Representative requests. These requests can also be taken verbally over the phone. Please be advised that HIPAA and AOR need to be updated every 2 years.

## Get paid faster!

If you currently are receiving a commission check every month from HealthTeam Advantage, please use the included form to provide us your ACH/Bank Draft information. This form <https://healthteamadvantage.com/wp-content/uploads/2022/10/HTA-Deposit-Form.pdf> can be emailed to [AgentSupport@htanc.com](mailto:AgentSupport@htanc.com) once completed or mailed to 7800 McCloud Road, Suite 100, Greensboro, NC 27409. If your commissions are paid to an agency, please complete this form as well: <https://healthteamadvantage.com/wp-content/uploads/2022/10/HTA-Assignment-of-Commissions-2016-ORGfillable.pdf>.

If you have any questions, please reach out to your agent support concierge.

### Need Assistance? Contact Agent Support:

**855-547-0344** (TTY 711)

[agentsupport@htanc.com](mailto:agentsupport@htanc.com)

*Please note our new email address.*

Have a compliance concern or suspect fraud, waste, or abuse?

Contact the Compliance Helpline (anonymously if you wish) at:

1-855-741-4518 or [www.hta.ethicspoint.com](http://www.hta.ethicspoint.com)



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