

## AEP 2023 Broker Training Job Aid & Resources

Health Partners Plans



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# SEARCH FOR A BENEFICIARY

## Search Profiles

When you log into the Connecture platform, your screen will automatically default to the Dashboard view.

Use the Search Profiles button to see if a lead has an existing profile before entering a new one. Access the Search Beneficiary screen by following the steps below.

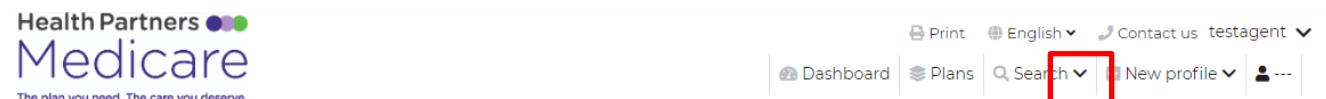
1. Go to the top right side of the screen



### Search beneficiaries

First name	Last name	Date of birth	Phone number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

2. Click on the drop down next to the Search button



### Search beneficiaries

First name	Last name	Date of birth	Phone number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

3. Select Search Beneficiary



First name	Last name	Date of birth	Phone number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

4. Start searching for the individual by entering their information in the blank fields. The more search criteria you enter, the more specific your results will be.

Search beneficiaries

First name	Last name	Date of birth	Phone number
Sue	Smith	02/25/1976	(610) 631-5044
Email address	Confirmation number	MBI	
sue.smith@gmail.com			
Agent username			

**\*\*If you are unsure if the person you are speaking to has a profile built in Connecture, it is best practice to search. If you search for someone and enter their First and Last name, Date of Birth, Phone Number, and email Address, and no results are found you can create a profile from the information you entered. This will save you time since you are not rekeying information you already entered.**

5. If the individual that you are searching for does NOT have an existing profile, you will see the below message. You can proceed to create a new profile.

Search beneficiaries

There are no results for the profile you searched, but you may create a new profile with that information.

[Create a new profile](#)  
or [search again](#)

6. If the individual that you are searching for does have an existing profile, you will see the below message. You can proceed by clicking on their name to view their profile and access the application's details:

**Health Partners Medicare**  
The plan you need. The care you deserve.

Print English Contact us testagent

Dashboard Plans Search New profile ...

## Search beneficiaries

A registrant is a new beneficiary who has not started the process for an enrollment application. An applicant has started their enrollment application. Completing a Scope of Appointment does not impact a beneficiary's status.

Search results

[Download results](#)

Sort: Last name

First Name	Last Name	Phone	Role	Testagent	Updated
John	Smith	(484) 000-0000	Applicant	testagent CNX_testagent	Updated 10/13/2022
Lois	Smith	(484) 000-0000	Applicant	testagent CNX_testagent	Updated 09/09/2022

## Profile Page

Health Partners Medicare 

The plan you need. The care you deserve.

Print English Contact us testagent

Dashboard Plans Search New profile John

Start call recording

### Profile

#### Personal information

\*ZIP code: 19124, County: Philadelphia, PA

\*First name: John, \*Last name: Smith, Date of birth: 01/12/1957

Email address:  Phone number: (484) 000-0000

MBI:  Show

Hospital (Part A) effective date: Month:  Year:

Medical (Part B) effective date: Month:  Year:

#### Home address

Address 1: 5020 Tulip St, Address 2:

City: Philadelphia, State: PA

#### Sales information

Is the sales contact different from the beneficiary?

#### Quote history

You have no quotes for this beneficiary

#### Enrollment History

Health Partners Medicare Special  
Submitted 09/09/2022 12:16 pm PST Confirmation A92685346672767M [View application](#)

Total monthly plan premium: \$0.00

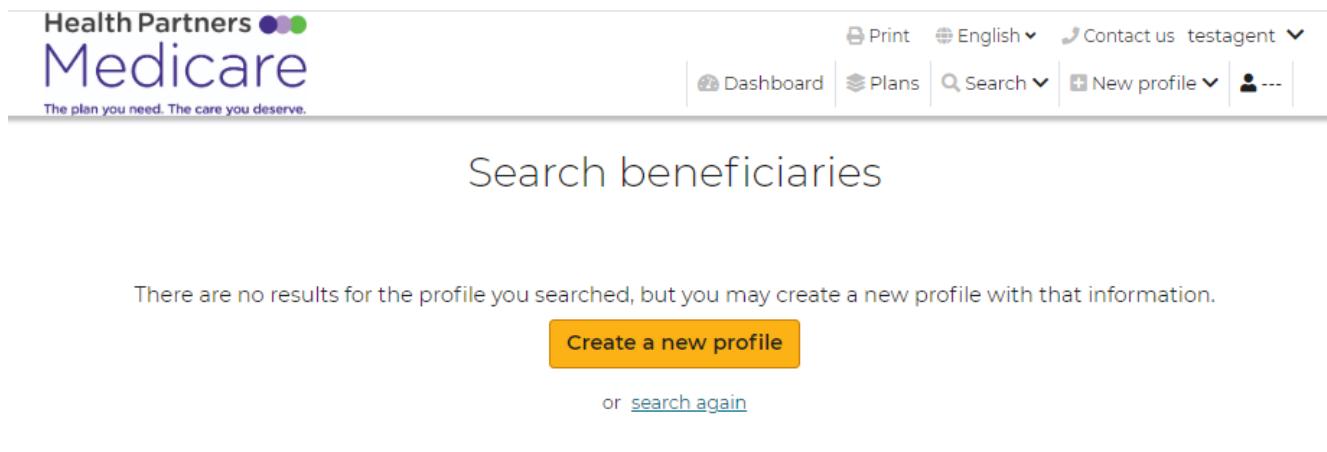
[Previous](#) [Add preferences](#) [Continue to SOA](#) [Continue to plans](#)

The Profile page can also be found by Searching Beneficiary or using the New Profile button at the top of the navigation page.

You are encouraged to add as much information as possible on the Profile page because information does prepopulate throughout the system, specifically the information in electronic enrollment form.

## Create Profile

If a profile does not exist for a lead, you can create one. Creating a profile is the first step of a consultation and is required to send an SOA or send a link to the Consumer site through Connecture.



Health Partners Medicare  
The plan you need. The care you deserve.

Print English Contact us testagent

Dashboard Plans Search New profile ...

### Search beneficiaries

There are no results for the profile you searched, but you may create a new profile with that information.

**Create a new profile**

or [search again](#)

1. To begin a new consultation, click **Create a new profile**. You can now input the beneficiary's health, subsidy, and drug information into Connecture.
2. After selecting **Create a new profile** you will be taken to the Profile tab. The only required fields are first name, last name, date of birth, and ZIP code.

## Profile

### Personal information

\*ZIP code

19104

County  
Philadelphia, PA

\* First name

Susan

\* Last name

Smith

Date of birth

03/28/1956

Email address

Phone number

MBI

Show

Hospital (Part A) effective date

Month  Year 

Medical (Part B) effective date

Month  Year 

### Home address

Address 1

Address 2

City

State

### Sales information

Is the sales contact different from the beneficiary?

Yes

No

Save

### Notes

You have no notes for this profile

 Add note

### Tasks

You have no tasks for this profile

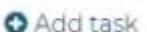
 Add task

## Create/View Notes

Notes can be added to a profile from the Profile page. To add a note, click the right navigation. Select  to add your note.

You can add a note if there is anything specific that you want to mention to the beneficiary, as you move through the system existing notes will start to prepopulate for you as the agent.

## Create/View Tasks

As with notes, Tasks can be added from any Profile. To add a note, click the right navigation panel. Select  to add your task.

## Quote History

Within the Profile page you will also see a section called Quote History. In this section you will see any quotes sent to the beneficiary in the past as well as enrollment history. You will be able to view past enrollment in PDF form.

You will also be able to continue with an enrollment that may already be in progress.

### Quote history

#### Quote sent 10/06/2020

brokertest  
brokertest brokertest  
Authorization code: ZRRMSHNC

Please review this quote at your earliest convenience. Let me know if you have any questions.

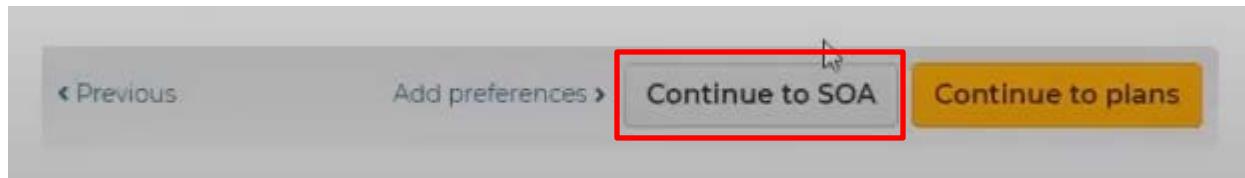
### Enrollment history

You have no enrollments for this beneficiary

# SUBMIT AN SOA

## Send and Complete Scope of Appointment

The SOA button will be found at the bottom of the Profile page, by clicking



1. Once on the SOA page, there are four different ways to complete the SOA.
  - a. You can upload your own SOA form by clicking on the upload button.
  - b. You can print a consumer form and upload that back into the system.
  - c. You can send an electronic SOA via email or electronic text.
  - d. You can take the enrollment using the call recording option. Details are explained later in the Agent Call Recording section.

## Scope of Appointment

A Scope of Appointment is required for all sales appointments. Submit the SOA once you have received it from the beneficiary.

SOAs

---

You have no SOAs for this profile

---

[Print consumer form](#) [Upload](#)

---

Email address

[Email SOA](#)

---

Phone number

[Text SOA](#)

2. Once an SOA form has been completed by the beneficiary, you will see the below message appear on the SOA page.

SOAs

Completed by Mark Smith on 10/06/2020

• Stand alone Medicare Prescription Drug Plans Part D

**Close form**

3. As the agent, you will have to finish the form by selecting Complete Form.

SOAs

Completed by Mark Smith on 10/06/2020

• Stand alone Medicare Prescription Drug Plans Part D

**Complete form**



 Print consumer form |  Upload

4. Your agent first and last name will prepopulate, but you will need to populate the fields below:

### **Scope of Sales Appointment Form (To Be Completed by Agent)**

Scope of Appointment form needs to be completed and submitted for all scheduled appointments (even for no-shows, cancelled appointments, or those that do not result in a sale).

**Agent First Name\***

brokertest 

**Agent Last Name\***

brokertest

**Agent Phone**

*Please enter your 10 digit phone number with no hyphen or spaces (e.g., 2125551212).*

**Initial Method of Contact\***

I

If the SOA form was signed by the beneficiary at time of appointment, provide explanation why SOA was not documented prior to the meeting.

**Submit broker form**

5. Once you have filled out all fields, click on **Submit broker form**.
6. Once you submit the broker form, you will see that the SOA was completed and you will also be able to view a PDF of that scope.

## Scope of Appointment

A Scope of Appointment is required for all sales appointments. Submit the SOA once you have received it from the beneficiary.

### SOAs



Completed 10/06/2020

- Stand alone Medicare Prescription Drug Plans Part D

**View**

Print consumer form | Upload

7. Once you have completed the Scope of Appointment, you will see two options at the bottom of the screen: Add Preference and Continue to Plan.



◀ Previous

Add preferences

Continue to plans

# VIEWING AND COMPARING PLANS

The plan list page will display all the plan options you can select as an agent.

1. You will see the different plan types at the top of the screen.

Medicare Advantage Prescription Drug Plans bundle the benefits of a Medicare Advantage Plan and a Prescription Drug Plan. Benefits include medical expenses and prescriptions.

2. You will be able sort using different plan criteria.

**Health Partners Medicare Special**  
 ★★★★☆ Star rating  
 Medical Deductible \$0 Maximum Annual Out Of Pocket \$3,450

**Sort:**  
 Total Estimated Annual Cost  
 Plan Premium (Low to High)  
 Total Estimated Annual Cost  
 Medicare Star Ratings  
 Plan Name (A-Z)

**Plan details** **Add to cart** **Add to quote**

3. You can view individual plan details by clicking on Plan Details.

**Health Partners Medicare Special**  
 ★★★★☆ Star rating  
 Medical Deductible \$0 Maximum Annual Out Of Pocket \$3,450

Add to compare  
 Monthly premium \$0.00

**Plan details** **Add to cart** **Add to quote**

4. You can add to quote a plan.

Health Partners Medicare Special

★★★★★ Star rating

Medical Deductible **\$0**      Maximum Annual Out Of Pocket **\$3,450**      Monthly premium **\$0.00**

Add to compare

[Plan details](#)   [Add to cart](#)   [Add to quote](#)

5. You can add a plan to your cart to begin the enrollment process.

Health Partners Medicare Special

★★★★★ Star rating

Medical Deductible **\$0**      Maximum Annual Out Of Pocket **\$3,450**      Monthly premium **\$0.00**

Add to compare

[Plan details](#)   [Add to cart](#)   [Add to quote](#)

6. You can also select up to three plans to compare side by side.

Health Partners Medicare Special

★★★★★ Star rating

Medical Deductible **\$0**      Maximum Annual Out Of Pocket **\$3,450**      Monthly premium **\$0.00**

Add to compare

[Plan details](#)   [Add to cart](#)   [Add to quote](#)

## Adding Preferences

On the left side of the screen, you will see the Preferences options box. At this point you can go in and start adding beneficiary preferences. To do this click on the Add Preferences button.

**Preferences**

Enter preferences to estimate your annual cost.

**Get Started**

**Health**

**Prescriptions**

**Pharmacy**

**Add preferences**

**Health Partners Medicare Special**

★★★★☆ Star rating

Medical Deductible **\$0** Maximum Annual Out Of Pocket **\$3,450** Monthly premium **\$0.00**

**Plan details** **Add to cart** **Add to quote**

**Health Partners Medicare Complete**

★★★★☆ Star rating

**Add to compare**

## Get Started Page

Once you click on Add Preferences you will be directed to the get started page.

1. The beneficiary zip code will prepopulate
2. You will be able to select what coverage type they are interested in.

 Get Started

**Get Started**

Health

Prescriptions

Pharmacy

[Go to plans >](#)

**\*ZIP code**  
19103 Philadelphia, PA

These optional questions help us estimate your potential costs.

**What coverage type are you interested in? (Optional)**

**Medical only**  **Prescription drug**  **Medical and prescription drug**  **I don't know**

[◀ Previous](#) [Skip ▶](#) **Continue**

What you answer here will be reflected on the plans list page. Also, on this page you will be able to enter the following:

## 1. Health Preferences



### Health

Your health and age will be used to calculate your estimated cost. It will not affect your premium.

Get Started

**Health**

Prescriptions

Pharmacy

[Go to plans >](#)

Generally healthy	Some health needs	Significant health needs
No major illnesses	Ongoing condition like diabetes	Multiple prescriptions
Less than 2 prescriptions for an illness	Regular prescription needs	Managing a serious condition
Less than 2 visits to primary care	1 or more visits to a specialist	Multiple visits to specialists



**How old are you?**

Under 65
**65-69**
70-74
75-79
80-84
85+

[◀ Previous](#)
[Skip >](#)
**Continue**

## 2. Prescriptions Preferences



### Prescriptions

Add your prescriptions to see how each plan provides coverage.

Get Started

Health

**Prescriptions**

Pharmacy

[Go to plans >](#)

🔍

[◀ Previous](#)
[Skip >](#)
**Continue**

### 3. Pharmacy Preferences

Once your preferences are added, you will see them on the left side of the Plan Details screen. If you need to update the preferences, you can simply click edit next to the preference you need to edit. The plan cards will also be updated once your preferences are selected.

Plan	Medical Deductible	Maximum Annual Out Of Pocket	Monthly premium
Health Partners Medicare Special	\$0	\$3,450	\$0.00
Health Partners Medicare Complete	\$0	\$7,550	\$0.00

# PLAN COMPARISON

## Compare Plans

From the Plan Overview screen, you will have the ability to compare up to three plans to compare side by side by clicking on Add to Compare.

1. Select the three plans you would like to compare and click Compare now.

**Preferences**

- Get Started** Edit  
Extra help: No, I am not eligible for special assistance
- Health** Edit
  - Generally healthy
  - 65-69
- Prescriptions** Edit  
benazepril hcl...  
memantine hcl ...  
rosuvastatin c...
- Pharmacy** Edit  
CVS Pharmacy #...

**Filters**

Clear all

**Plan subtypes**

HMO

HMOPOS

**Health Partners Medicare Special**

**Star rating**

Medical Deductible <b>\$0</b>	Maximum Annual Out Of Pocket <b>\$3,450</b>	Monthly premium <b>\$0.00</b>
<b>Plan details</b>		<b>Add to cart</b>
		<b>Add to quote</b>

<b>Prescriptions</b> 3 of 3 covered	<b>Pharmacy</b> 1 of 1 covered	<b>Est. drug cost</b> \$624	<b>Total est. annual cost</b> <b>\$1,351</b>
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**Health Partners Medicare Complete**

**Star rating**

Medical Deductible <b>\$0</b>	Maximum Annual Out Of Pocket <b>\$7,550</b>	Monthly premium <b>\$0.00</b>
<b>Plan details</b>		<b>Add to cart</b>
		<b>Add to quote</b>

<b>Prescriptions</b> 3 of 3 covered	<b>Pharmacy</b> 1 of 1 covered	<b>Est. drug cost</b> \$120	<b>Total est. annual cost</b> <b>\$1,743</b>
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**Health Partners Medicare Prime**

**Star rating**

Medical Deductible <b>\$0</b>	Maximum Annual Out Of Pocket <b>\$7,550</b>	Monthly premium <b>\$37.50</b>
<b>Plan details</b>		<b>Add to cart</b>
		<b>Add to quote</b>

October 2022

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This will take you to the Compare Plans page.

## Compare Plans

<input checked="" type="checkbox"/> Show plan differences <a href="#" style="background-color: #e0e0e0; color: inherit; text-decoration: none; padding: 5px 10px;">Send quote</a>	<b>Health Partners Medicare Special</b> Star rating Monthly premium <b>\$0.00</b> <a href="#" style="background-color: #e0e0e0; color: inherit; text-decoration: none; padding: 2px 5px;">Plan details</a> <a href="#" style="background-color: #ffcc00; color: inherit; text-decoration: none; padding: 2px 5px;">Add to cart</a>	<b>Health Partners Medicare Complete</b> Star rating Monthly premium <b>\$0.00</b> <a href="#" style="background-color: #e0e0e0; color: inherit; text-decoration: none; padding: 2px 5px;">Plan details</a> <a href="#" style="background-color: #ffcc00; color: inherit; text-decoration: none; padding: 2px 5px;">Add to cart</a>	<b>Health Partners Medicare Prime</b> Star rating Monthly premium <b>\$37.50</b> <a href="#" style="background-color: #e0e0e0; color: inherit; text-decoration: none; padding: 2px 5px;">Plan details</a> <a href="#" style="background-color: #ffcc00; color: inherit; text-decoration: none; padding: 2px 5px;">Add to cart</a>
<b>Costs</b>			
Est. drug cost Based on 3 drugs <a href="#">Add/edit</a>	<b>\$624 annually</b>	<b>\$120 annually</b>	<b>\$120 annually</b>
Health cost <small>Estimated medical costs based on age 65-69 and Generally healthy. <a href="#">Add/edit</a></small>	<b>\$727 annually</b>	<b>\$1,623 annually</b>	<b>\$1,620 annually</b>
Total est. annual cost <small>Based on premium, health and drug costs.</small>	<b>\$1,351 annually</b>	<b>\$1,743 annually</b>	<b>\$2,190 annually</b>
<b>Benefits</b>			

Make sure that you check off Show Plan Differences so that you can see the plan difference highlighted in yellow.

You will also see that the plan details are broken down in sections

1. Costs
2. Plan Benefits
3. Pharmacy
4. Prescriptions
5. Provider Directory

From the Compare Plans screen you will also be able to do the following:

1. Add to Cart

Compare Plans

Plan	Star rating	Monthly premium	Action Buttons
Health Partners Medicare Special	★★★★☆ Star rating	\$0.00	Plan details Add to cart
Health Partners Medicare Complete	★★★★☆ Star rating	\$0.00	Plan details Add to cart
Health Partners Medicare Prime	★★★★☆ Star rating	\$37.50	Plan details Add to cart

2. You can also send a multi plan quote:

Compare Plans

Plan	Star rating	Monthly premium	Action Buttons
Health Partners Medicare Special	★★★★☆ Star rating	\$0.00	Plan details Add to cart
Health Partners Medicare Complete	★★★★☆ Star rating	\$0.00	Plan details Add to cart
Health Partners Medicare Prime	★★★★☆ Star rating	\$37.50	Plan details Add to cart

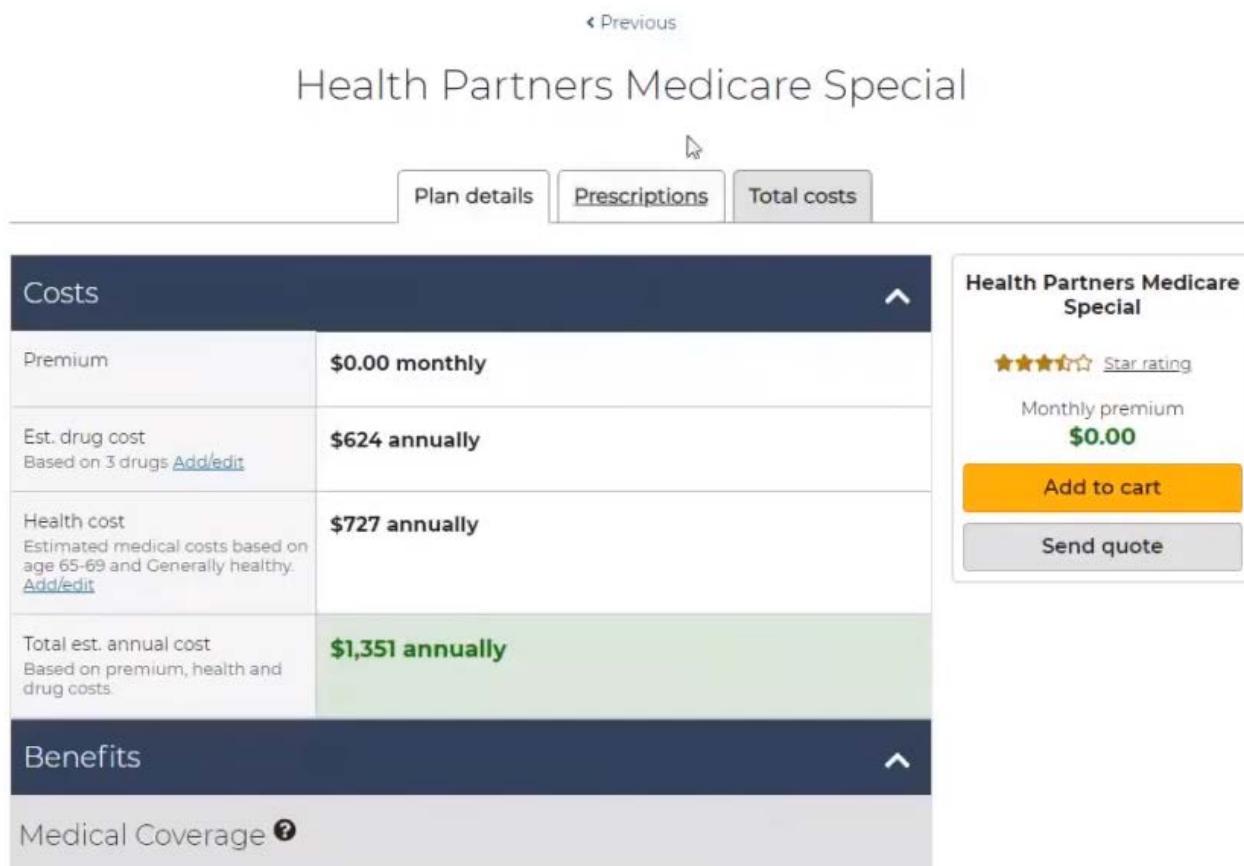
3. Dive deeper into any plan by selecting Plan Details

Compare Plans

Plan	Star rating	Monthly premium	Action Buttons
Health Partners Medicare Special	★★★★☆ Star rating	\$0.00	Plan details Add to cart
Health Partners Medicare Complete	★★★★☆ Star rating	\$0.00	Plan details Add to cart
Health Partners Medicare Prime	★★★★☆ Star rating	\$37.50	Plan details Add to cart

## Plan Details

The plan details page will display the Plan Details tab, as well as Prescriptions and Total Costs.



« Previous

### Health Partners Medicare Special

Plan details Prescriptions Total costs

**Costs**

Premium	\$0.00 monthly
Est. drug cost Based on 3 drugs <a href="#">Add/edit</a>	\$624 annually
Health cost Estimated medical costs based on age 65-69 and Generally healthy. <a href="#">Add/edit</a>	\$727 annually
Total est. annual cost Based on premium, health and drug costs.	<b>\$1,351 annually</b>

**Benefits**

Medical Coverage [?](#)

**Health Partners Medicare Special**

★★★★★ [Star rating](#)  
Monthly premium  
**\$0.00**

**Add to cart** **Send quote**

From the Compare Plans page, you will also be able to Add to Cart to begin enrollment process and send a quote.



« Previous

### Compare Plans

Show plan differences [Send quote](#)

<b>Health Partners Medicare Special</b> ★★★★★ <a href="#">Star rating</a> Monthly premium <b>\$0.00</b>	<b>Health Partners Medicare Complete</b> ★★★★★ <a href="#">Star rating</a> Monthly premium <b>\$0.00</b>	<b>Health Partners Medicare Prime</b> ★★★★★ <a href="#">Star rating</a> Monthly premium <b>\$37.50</b>
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[Plan details](#) [Add to cart](#) [Plan details](#) [Add to cart](#) [Plan details](#) [Add to cart](#)

Costs

1. To send a quote from the Plan Details page, just click on Send Quote.
2. You can also send multiple quotes from the Plan Comparison screen by selecting Send Quote for up to three plans.
3. When you send a quote, you will see a pop up appear that will allow you to enter the beneficiary's email address and a blank field for you to enter a message to the beneficiary.
4. When you click Send Quote, you will get a message letting you know that the quote was successfully sent.
5. The beneficiary will receive two emails: one with the authorization code email, and one with the quote itself.

# ENROLLMENT PROCESS

1. To begin the enrollment process from the Plan Comparison page, click on Add to Cart.



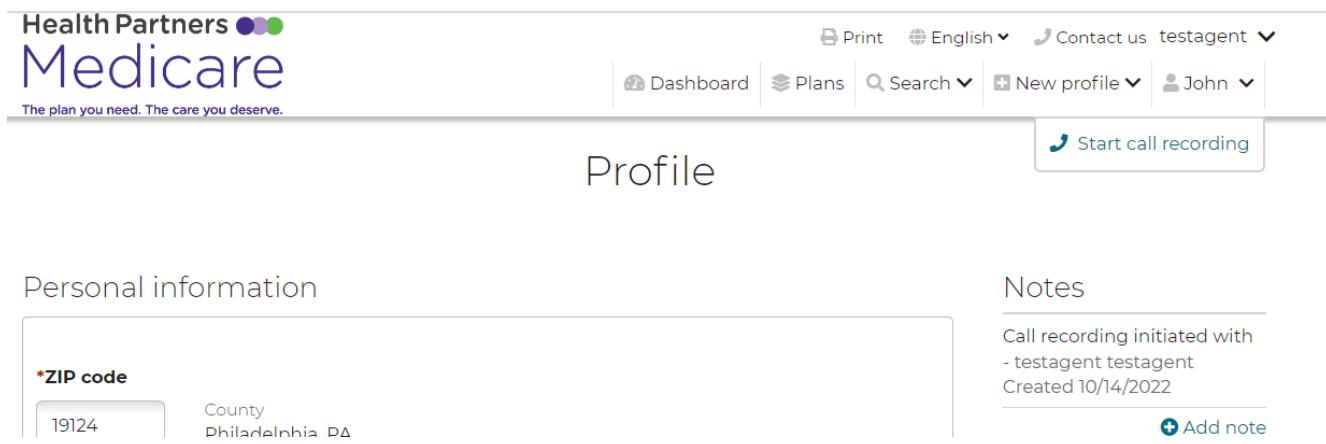
The screenshot shows a user interface for comparing health plans. On the left, there's a sidebar with 'Preferences' and three categories: 'Get Started', 'Health', and 'Prescriptions'. The 'Get Started' section notes 'Extra help: No, I am not eligible for special assistance'. The 'Health' section indicates 'Generally healthy' and '65-69'. The 'Prescriptions' section lists 'benazepril hcl...' and 'memantine hcl'. The main content area displays the 'Health Partners Medicare Special' plan. It includes a 'Star rating' of 4.5 stars, a 'Medical Deductible' of '\$0', a 'Maximum Annual Out Of Pocket' of '\$3,450', and a 'Monthly premium' of '\$0.00'. There are three buttons at the bottom: 'Plan details', 'Add to cart' (which is highlighted with a red box), and 'Add to quote'. Below these buttons, there are sections for 'Prescriptions' (3 of 3 covered), 'Pharmacy' (1 of 1 covered), 'Est. drug cost' (\$624), and 'Total est. annual cost' (\$1,351).

2. You will now see the Cart screen. You will have two options; 1) send to beneficiary to sign and submit or 2) complete and submit the form yourself. **The second option should be used only if you are sitting face to face with the beneficiary.**
3. Click Continue to apply.
4. You will now see the Enrollment Form appear.
  - a. A progress bar will mark your progress on the application
  - b. Since you entered some of the information when you created the beneficiary profile, that information will prepopulate on the enrollment form
  - c. All required fields must be prepopulated, or you will not be able to move forward
5. Once all information is filled out, you will have the option to send to beneficiary via email or text by clicking on Send to Beneficiary
6. A success message will appear, and the beneficiary will once again receive two emails: one with an authorization code, and the other email with the application.
7. The beneficiary will be able to submit the application from their confirmation email.

# AGENT CALL RECORDING

Use Agent Call Recording to record the shopping experience, plan comparisons, Scope of Appointments AND enrollments.

1. For Shopping, Plan Comparisons and SOA: Agent can call the beneficiary for their scheduled appointment (outbound calls). For Enrollment ONLY interactions: Agent can call the beneficiary (outbound calls) .
2. Once you are on the Profile page, the Start Call Recording button will be located on the top right side of the screen.



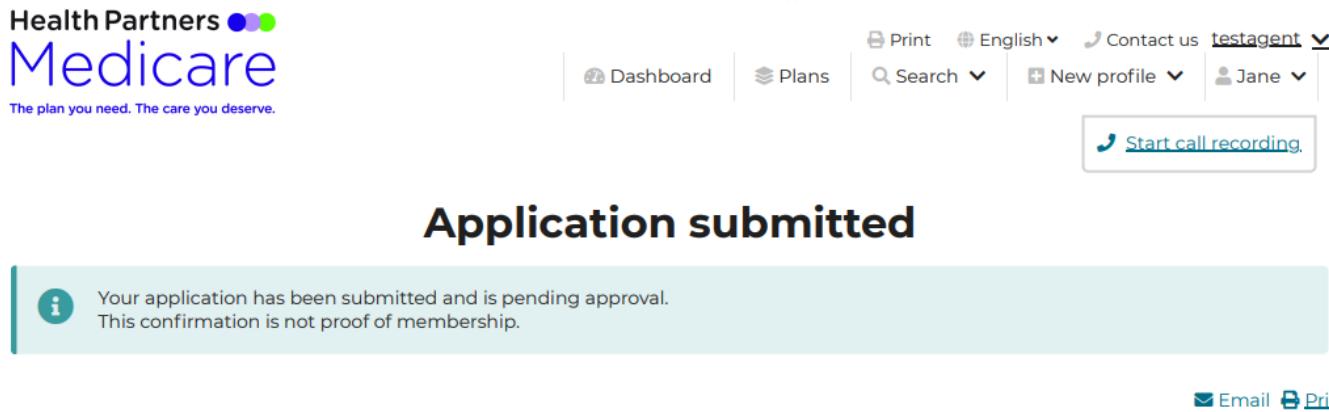
The screenshot shows the Health Partners Medicare profile page. At the top, there is a navigation bar with links for Print, English, Contact us, and a dropdown for 'testagent'. Below the navigation bar, there are links for Dashboard, Plans, Search, New profile, and a dropdown for 'John'. The main title is 'Profile'. On the right side, there is a button labeled 'Start call recording' with a telephone icon. The 'Personal information' section contains a 'ZIP code' field with '19124' and a dropdown showing 'County Philadelphia PA'. The 'Notes' section contains a note: 'Call recording initiated with - testagent testagent Created 10/14/2022' and a 'Add note' button.

3. Call recording information is clearly displayed in the sidebar on the right-hand side of the screen on the platform.
4. Agent takes the beneficiary through Scope of Appointment, Shopping and Enrollment. Recordings are linked with beneficiary profile for ADMIN to retrieve and review.
5. The recordings will be stored in the Connecture site for one year.

# HEALTH ASSESSMENT FORM

Health Partners Medicare is now offering an incentive payment to all brokers who complete a Health Assessment during a 2023 enrollment in our Special (SNP HMO) plan, Silver (HMO-POS) and Platinum (HMO-POS) plans. The Health Assessment can be completed and submitted through Connecture.

Once an application is submitted, you will have the option to complete the beneficiary's Health Assessment form by clicking on the Complete Health Assessment button of the Application Confirmation email.



The screenshot shows the Health Partners Medicare website. The top navigation bar includes links for Print, English, Contact us, and a dropdown for 'testagent'. Below the navigation are links for Dashboard, Plans, Search, New profile, and a dropdown for 'Jane'. A 'Start call recording' button is also visible. The main content area displays a large 'Application submitted' message. A callout box contains the text: 'Your application has been submitted and is pending approval. This confirmation is not proof of membership.' At the bottom right, there are 'Email' and 'Print' buttons.

**Application submitted**

Your application has been submitted and is pending approval.  
This confirmation is not proof of membership.

[Email](#) [Print](#)

## What to expect

- You will be notified when your application is accepted and your coverage is effective.
- You should receive your insurance card within 7 to 10 business days.
- If you have an email address on file, we will send copy of your application submission.

## Next steps

Please complete the plan's optional Health Risk Assessment to gather more information about your health so they may provide health improvement suggestions.

[Complete Health Risk Assessment](#)

## Health Partners Plans

901 Market Street Philadelphia, PA 19107  
8 a.m. - 8 p.m., 7 days a week, Oct. 1 - March 31 and Monday - Friday, April 1 - Sept 30  
(833) 477-4773 TTY (877) 454-8477  
<https://www.hppmedicare.com>

Once submitted, the Health Assessment will be transmitted to HPP's Care Coordination team.