



### **HRAs:**

We are offering an additional \$50 reward when you help enrollees complete and submit an HRA form, this includes applications on all plans in all markets. Our plans include lots of great tools and services to help care for our members. To help us figure out which ones might work for new members, we're asking you to complete an electronic HRA form with all of your enrollees. And if you do so **within 5 calendar days of submitting an enrollment application, you'll get \$50.**<sup>1</sup>

The HRA is only used to help match members with Devoted Health services like managing medications, controlling chronic conditions like diabetes, or getting settled at home after a hospital stay. The HRA answers don't impact an enrollee's premium or application processing. Devoted Health will share responses with doctors to help them offer more personalized care. And here's the great part, members enrolling in one of our SNP plans will receive a reward in Devoted Dollars Visa® prepaid card for completing the HRA and staying enrolled in our plan in January.

If an application is submitted by paper or third-party enrollment vendor, the HRA will be available for submission when Devoted Health processes the application. For agent portal submissions, HRA will be available immediately.

### **To complete HRA form:**

1. Log into [Agent Portal](#).
2. Click "Start Enrollment" and complete the application.
3. Once the application is signed and submitted, you will be prompted to "Complete the Health Risk Assessment (HRA)" form.

[Watch this quick video](#) to learn more about how to complete the HRA form.

We recommend completing the HRA form at the same time as enrollment to ensure completion. It takes less than 10 minutes to complete.

### **FAQs:**

#### **Q: What does "all plans in all markets" mean?**

**A:** Any plan type (SNP and non-SNP) in all of Devoted Health's markets. The HRA must be completed within 5 calendar days of submitting an enrollment application to receive the incentive. For example, if you submitted an enrollment application on 10/1 with an effective date of 11/1/23, and you completed the HRA on 10/6/23 then you will receive the incentive. If you completed the HRA after 10/6/23 then you will not receive the incentive.

*1. In order to be eligible for payment, members must be actively enrolled at the time of the HRA administrative fee payment.*

**Q: If a member changes plans and I complete the HRA on the *new* application, will I receive an incentive?**

**A:** You will only be compensated on HRAs for initial HRAs. For example, if a member is on a SNP plan and completes an HRA, then we pay on that initial HRA. If the member later switches to a Core plan and completes a new HRA, then we do not pay on the second HRA.

**Q: What if I complete the HRA after 5 calendar days?**

**A:** You will not be compensated.

**Q: If I submit the enrollment application via mail, fax, or a third-party enrollment vendor, when will the HRA be available?**

**A:** The HRA will be available in the Agent Portal when Devoted Health receives and processes the application. The timing will vary based upon delivery (mailed applications will have the longest turnaround time) and processing times, for third party application submissions the HRA will appear 24-48 hours later. For agent portal submissions, HRA will be available immediately. We highly recommend submitting applications through the Agent Portal!

**Q: Is an electronic HRA the only way that I can submit an HRA?**

**A:** Yes, an electronic HRA is the only way to submit an HRA that will be compensated on.