

Step-by-step Guide: Health Risk Assessment Survey

This document is designed to help our agents understand how to submit a Health Risk Assessment (HRA) survey after completing a Medicare Advantage enrollment.

Background

HRA survey data contains important health information about our incoming members that can help us deliver a more customized onboarding experience. With advance notice of a member's health conditions, we are better equipped to coordinate with existing care and prepare any necessary changes for their upcoming transition (e.g., medical device exchanges, prescription authorizations, etc.).

Program details

Administrative payment

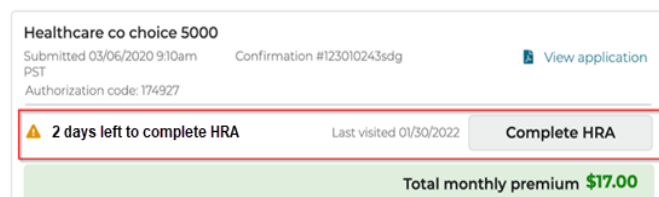
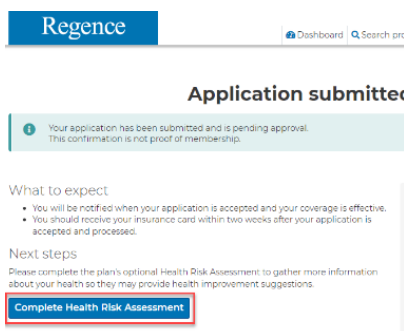
- One-time \$50 payment to writing agent of an MAPD or MA plan
 - Medigap and PDP plans are not eligible products for HRA
- Member must remain active for 90 days

Timeline

- Upon submission, agents have 48 hours to submit an HRA for an enrollment
- The survey link will be deactivated after 48 hours

Submission method

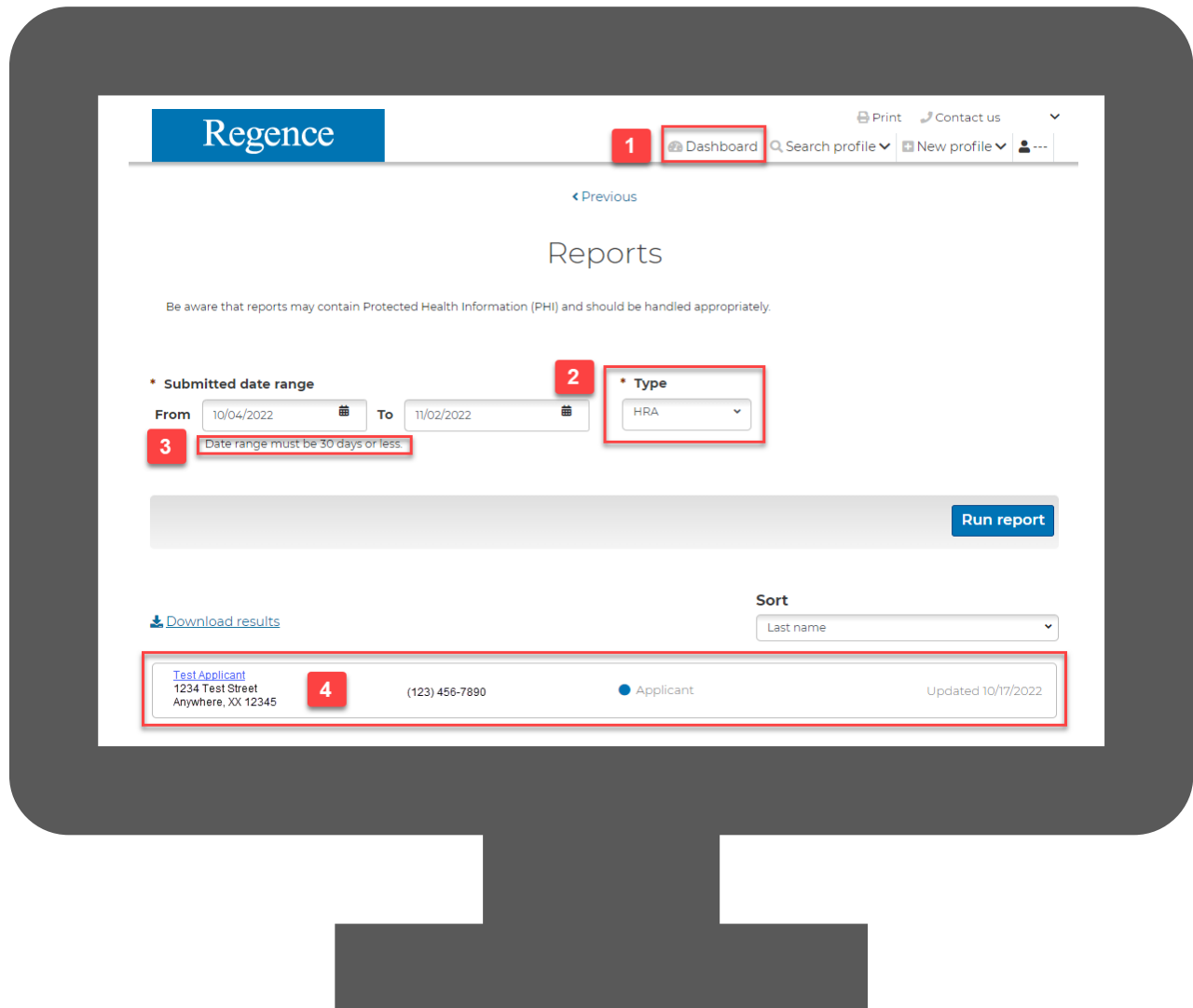
- HRAs must be submitted through an approved electronic enrollment system such as
 - Regence's electronic enrollment tool
 - An agency multicarrier enrollment portal that has been approved by Regence
- HRA submission links will appear in one of two places:
 - [Enrollment confirmation page](#) (directly after submitting enrollment)
 - [Enrollment summary in the member profile](#) on the enrollment tool (*note: link will only be available from the time the enrollment is submitted until 48 hours have passed*)



Please Note: HRA links do not currently populate on send for signature applications and applications submitted using the agent's personal enrollment link (*PURL*). We plan to add this functionality in 2024, but there are existing processes that need to be updated prior to enabling this process for members.

HRA reporting

Detailed reporting is in the Dashboard:



1. **Dashboard** is where you can find Reports for enrollments, Scope of Appointments, and HRA submissions
2. **Select HRA** in dropdown menu
3. **Enter a range of dates**
 - Date range must be 30 days or less
4. **Access results** at the bottom of the screen
 - Results that include confirmation numbers for each submitted HRA can be downloaded by clicking the link above the search results