Regence

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

0

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

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

Submission method

- o 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)

Regence	Deshboard Q.Search pro	Healthcare co choice 5000 Submitted 03/06/2020 9:10am PST	Healthcare co choice 5000 Submitted 03/06/2020 9:10am Confirmation #123010243sdg PST				
Application submittee		Authorization code: 174927					
Your application has been submitted and in This confirmation is not proof of members?	s pending approval. Jip.	▲ 2 days left to complete H	RA Last visited 01/30/2022	Complete HRA			
What to expect			Total monthly premium \$17.00				
 You will be notified when your application is ac You should receive your insurance card within accepted and processed. 	cepted and your coverage is effective. two weeks after your application is						
Next steps							
Please complete the plan's optional Health Risk Asse about your health so they may provide health impro	ssment to gather more information vement suggestions.						
Complete Health Risk Assessment							

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:

Regence		1 @ Day	shboard Q Search profile	Print J Contact us
U		<pre> Previous </pre>		
	C	Panarts		
	F		propriatoly	
Be aware that reports may contain Pro	rected Health Information (PHI)	and should be handled ap	propriately.	
* Submitted date range		2 * Type		
From 10/04/2022 Image: The second se	Fo 11/02/2022	HRA	·	
				Run report
			Cont	
Lownload results			Last name	~
ſ	(123) 456-7890	Applicant		Updated 10/17/2022
1234 Test Street				·
Test Applicant 1234 Test Street Anywhere, XX 12345				
TestApplicant 1234 Test Street Anywhere, XX 12345				
1231 Test Street Anywhere, XX 12345				

- **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 rage 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