



Community Health Choice Inc.

Agent Training 2016

1. Please print Agent Name:

Name:

2. Please print Agent National Producer Number (NPN):

NPN:

* 3. Community Health Choice is a non-profit HMO insurance company?

True

False

* 4. Community Health Choice offers individual Marketplace health insurance products both On and Off the Exchange?

True

False

* 5. How many counties will Community Health Choice offer its individual HMO Marketplace products in for 2016?

20

15

10

9

* 6. Which of the following counties will be new for Community Health Choice in 2016?

- Orange
- Fort Bend
- Liberty
- Galveston

* 7. Individuals enrolling in Community Health Choices' individual health insurance plans have both in and out-of-network benefits?

- True
- False

* 8. Community Health Choice offers a Limited Provider Network with Kelsey-Seybold under which plans?

- All plan offerings
- HMO Bronze 003, HMO Silver 004, HMO Gold 005 (formerly known as deductible plans)
- HMO Silver 002 and HMO Gold 001 (formerly known as copay plans)

* 9. Which Community Health Choice Plan has a prescription deductible?

- HMO Gold 005
- HMO Silver 004
- HMO Bronze 003
- HMO Silver 002

* 10. Community Health Choice offers 3 Primary Care Provider (PCP) office visits prior to meeting deductible under all the deductible plans (HMO Bronze 003/ HMO Silver 004/HMO Gold 005)?

- True
- False

* 11. Individuals who enroll Off-Exchange are eligible for Advanced Premium Tax Credits (aptc).

- True
- False

* 12. Cost Share Reductions (CSR) plans are available under which plan category for individuals who enroll On-Exchange through the Health Insurance Marketplace?

- Catastrophic
- HMO Bronze 003
- HMO Silver 002 and HMO Silver 004
- HMO Gold 001 and HMO Gold 005
- Platinum
- All of the above

* 13. Open Enrollment for the 2016 benefit plan year begins November 1, 2015 and runs through January 31, 2016?

- True
- False

* 14. Individuals who have a household income between 100% and 400% of the Federal Poverty Level may qualify for advanced premium tax credits and/or cost share reductions when enrolling On-Exchange through the Health Insurance Marketplace?

- True
- False

* 15. What happens when a Community Health Choice Member sees an out-of-network provider and it is not an emergency?

- The claim is paid at 100% of usual and customary rates
- The claim is paid at 100% of billed charges with no balance billing to the member
- There is no payment. Services are not covered out-of-network unless it is considered an emergency.

* 16. The preferred service area for the Kelsey Seybold Limited Provider Network is within the following counties?

- Harris/Waller/Chambers/Brazoria
- Harris/Montgomery/Fort Bend/Brazoria/Galveston
- Harris/Jefferson/Orange/Wharton

* 17. In order to be an appointed Agent with Community Health Choice you must submit all required paperwork, complete training, and score a minimum of 80% on the Agent Exam?

- True
- False

18. In 2016 Community Health Choice will offer an online enrollment system for On and Off-Exchange business to Agents and Individuals?

- True
- False

19. Off-Exchange Enrollment Applications will follow the On-Exchange enrollment effective date guidelines? (If enrolled prior to the 15th of the month; enrollment is effective first of the following month. If enrolled after the 15th of the month; enrollment is effective first of the second following month).

- True
- False

20. Who should an On-Exchange member contact when they have a change in demographics or income?

- Community Health Choice
- HealthCare.gov through their online account or by calling 1.800.318.2596
- Their Family

21. Please sign and date below. By signing this document I attest that I am the agent indicated on this form and that I have completed the 2016 Community Health Choice Agent Training.

Signature:

Date: