



SUBJECT: We're here to support you

SENT: April 14, 2020

Dear valued broker partner,

We understand the difficulties you're facing in these challenging times and the need to find new ways of doing business in a virtual environment. We want you to feel confident knowing that you can expect superlative service if you transition your clients to HPI in the coming months. We also want your clients to feel comfortable about their health plan in this remote world.

Here's what we've been doing:

1. Supporting the need to expand benefits for members by quickly adjusting plans and modifying existing processes.
2. Finding creative ways to conduct open enrollment meetings and handle implementation and onboarding for existing and new clients.
3. Creating educational support materials for broker partners and prospective clients.
4. Considering ways to support employer groups and their employees who are on the front lines in this pandemic.
5. Keeping broker partners and clients well-informed of changing regulations from the Families First and CARES acts.

We want you to know that we're here to help you support your clients—now and in the future.



If you have any questions or would like to learn more about how we can help you with new business opportunities, contact your HPI sales executive. You can also find tools and resources online at healthplansinc.com/COVID-19 or access our client and broker [Frequently Asked Questions](#).