



Broker Submission Cover Sheet (please check one of the below)

Broker name:
Representing agency:
E-mail and/or phone number:

New Application

Medical application - Individual PDP form (only required for business bank accounts) - Fax/e-mail paper applications to Hapa Individual Sales (866) 858-1521 or HapaIndividualSales@cvty.com. Electronic apps are automatically submitted to UW after the client completes their banking info and electronic signature process.

Member addition to existing contract

Medical application - Mark box for "add a dependent"
Fax/e-mail to *Medical Underwriting* (866) 347-2380 or CHCHAPALIndv@cvty.com

Member term from existing contract

Cancellation form indicating member(s) to be removed
Fax/e-mail to *Enrollment* (866) 294-4301 or HapaIndividualSales@cvty.com

Term entire contract

Cancellation form indicating policy to be terminated
Fax/e-mail to *Enrollment* (866) 294-4301 or HapaIndividualSales@cvty.com

Off-cycle plan change (plan change to occur mid-contract)

*Buy-downs ONLY

Plan change form, indicate new plan design desired
Fax/e-mail to *Medical Underwriting* (866) 347-2380 or CHCHAPALIndv@cvty.com

Renewal plan change (plan change to occur at renewal)

*For *BUY-DOWNS* - on the renewal notice, clearly indicate the benefit plan that the member wishes to change to.

Fax/e-mail to *Enrollment* (866) 294-4301 or HapaIndividualSales@cvty.com

*For *BUY-UPS* - on the renewal notice, clearly indicate the benefit plan that the member wishes to change to.

NOTE: For buy-ups, request MUST be accompanied by a NEW application for Underwriting review.

Fax/e-mail to *Enrollment* (866) 294-4301 or HapaIndividualSales@cvty.com

PDP company contract (for list bill only)

Fax to *Marketing* (866) 858-1521 or e-mail to slhassick@cvty.com

Banking information update

Changes in banking information
Fax/e-mail to *Accounts Receivable* at (866) 635-9392 or HAPARACH@cvty.com

Other / Additional notes

*For immediate assistance with the following, contact the CARE team at (800) 788-6503

- Status of applications
- Billing
- Enrollment
- ACH questions