Hooray Health
Direct Pay Enrollment Portal
Job Aid

This job aid is designed to support you in answering any questions that may arise during the enrollment process on the Hooray Health platform. Inside, you'll find detailed steps outlining the entire employee enrollment journey from start to finish. If, after assisting an employee, they are still experiencing difficulties, please direct them to contact our benefits advisors at **855-479-4008**.

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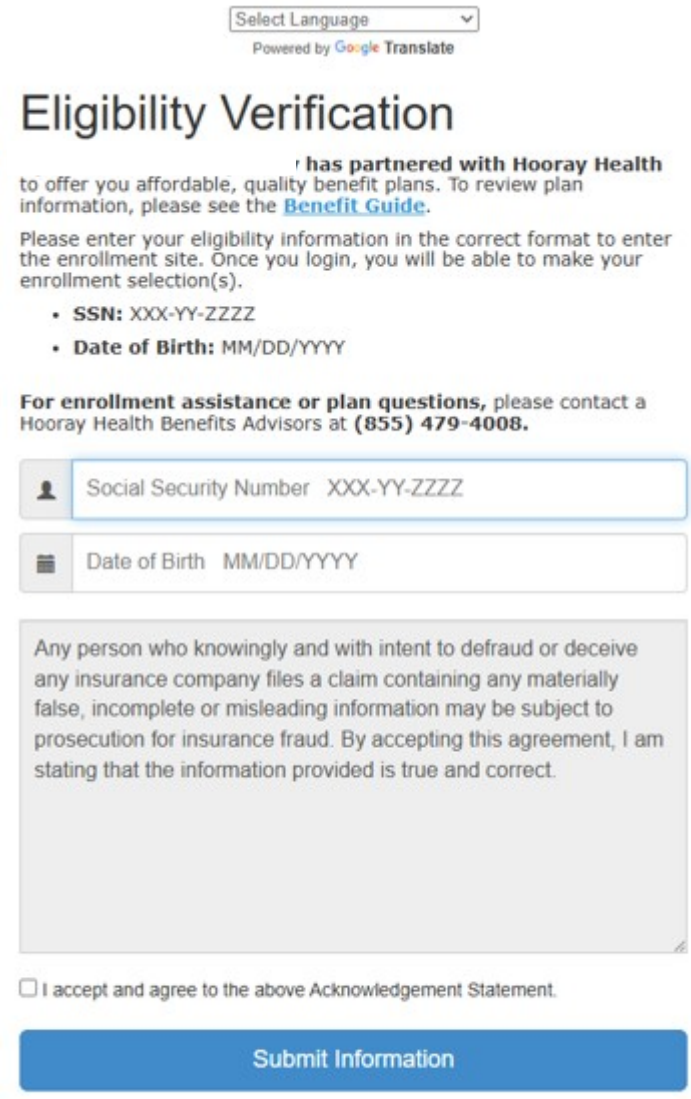
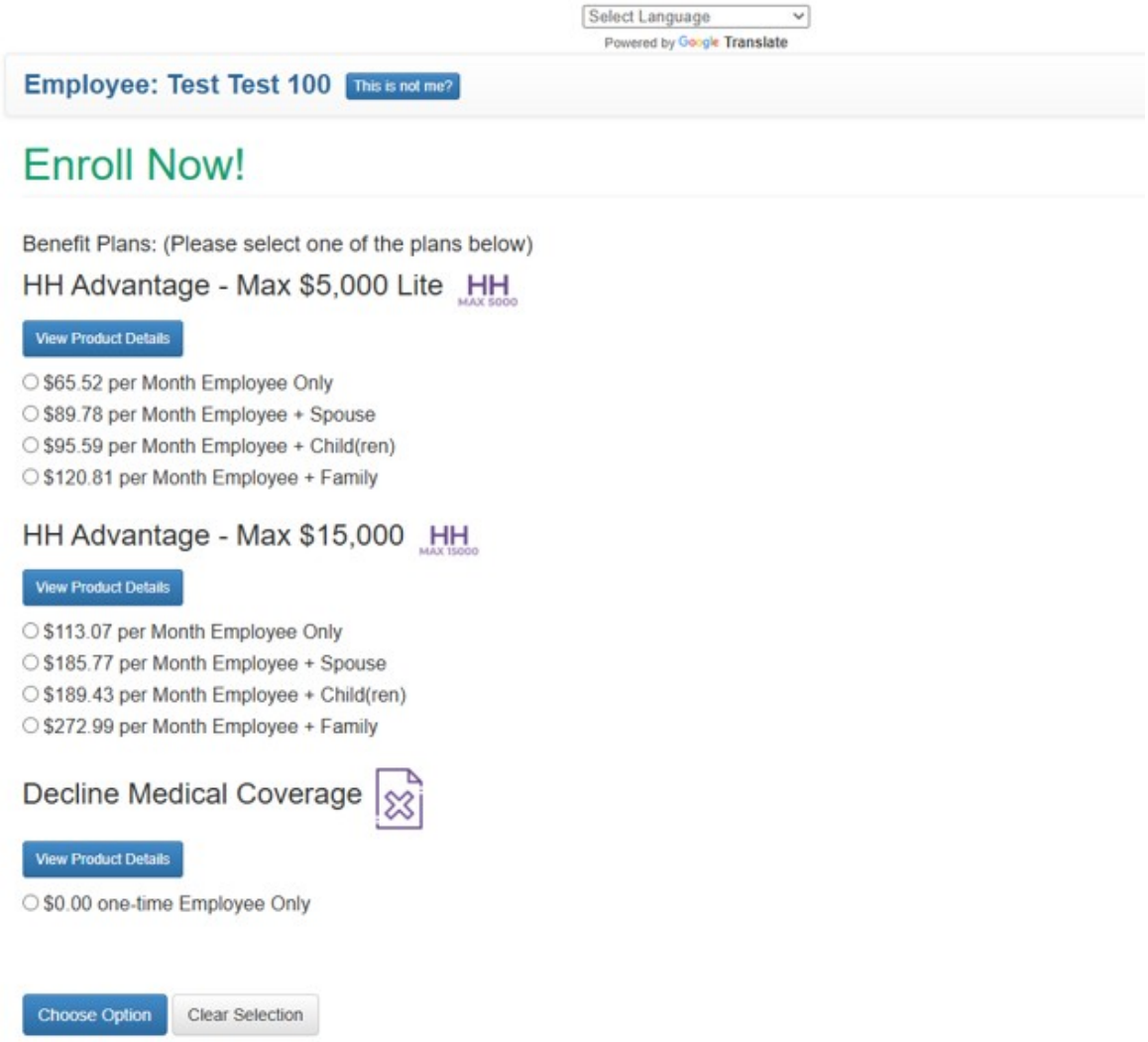
Please have your employees use the enrollment link we've provided to access the enrollment page. From there, they can review available plan options and, when ready, click "Start Your Enrollment" to begin the enrollment process. After completing the "Eligibility Verification," they can follow the steps to either enroll in or decline coverage.

Please Note:

- Payments are made with your debit or credit card and will be charged at the time of enrollment. Once enrolled, the card you place on file will be charged on the 15th of each month.
- The plan will become effective on the 1st of the following month.



Once an employee is ready to begin the enrollment process, they will select **"Start Your Enrollment"** on the enrollment site. Before making their benefit election, they will first need to verify their eligibility by entering their **Social Security Number** and **Date of Birth** in the format shown in the screenshot. This verification step ensures their enrollment or coverage declination is accurately captured and recorded.



Once the eligibility verification page has been submitted , employees will be directed to the next page, shown here, where they will see the list of benefit products available to them based on your organization's offerings. At this stage, employees can review their options and choose to enroll or actively decline coverage.

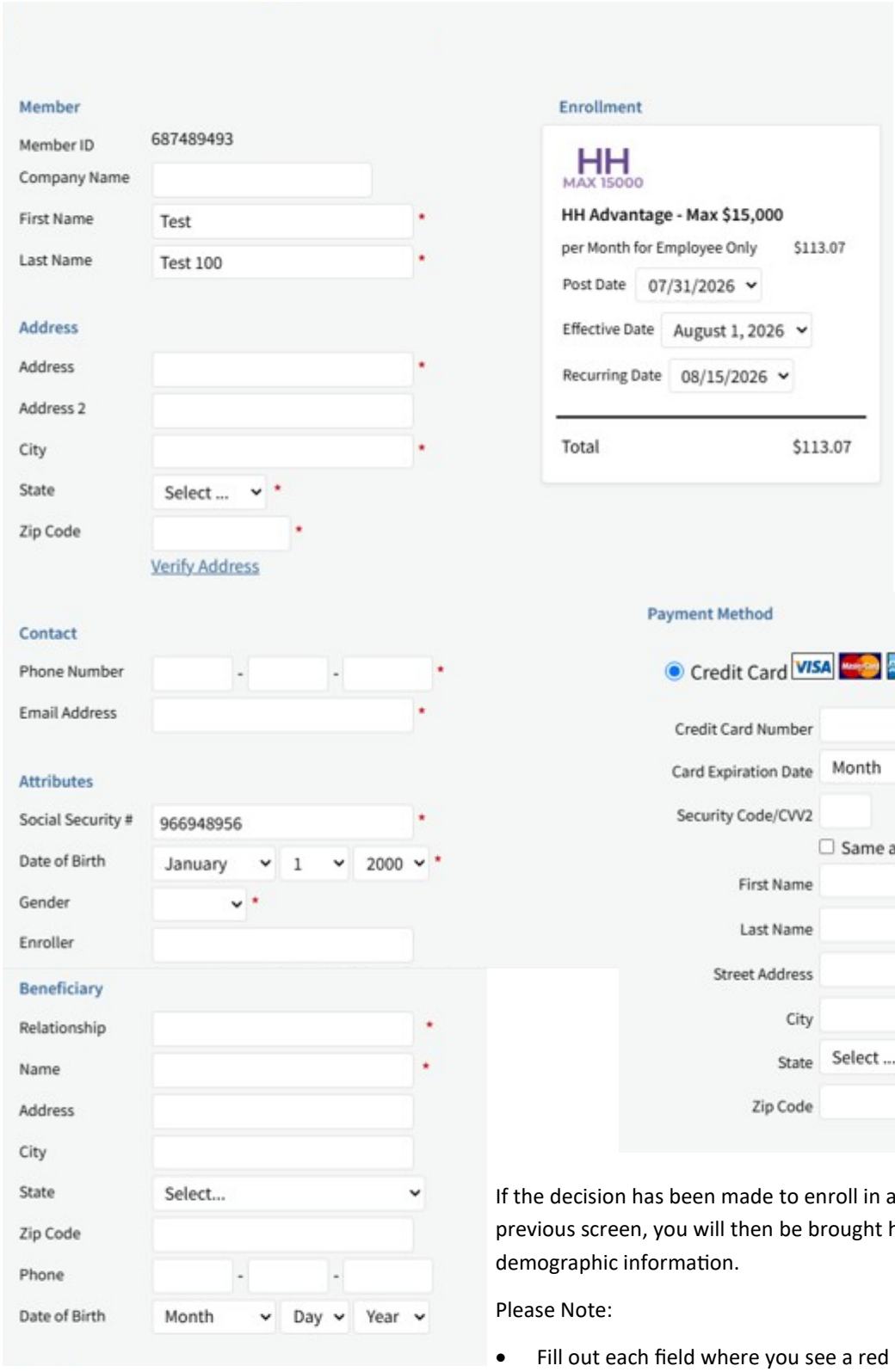
To Enroll:

- Choose the correct radial for the designated tier level of coverage for the health plan.

  OR

  Choose the radial under Decline Medical Coverage if you do not wish to enroll.

- Select “Choose Option” to move to the next screen.

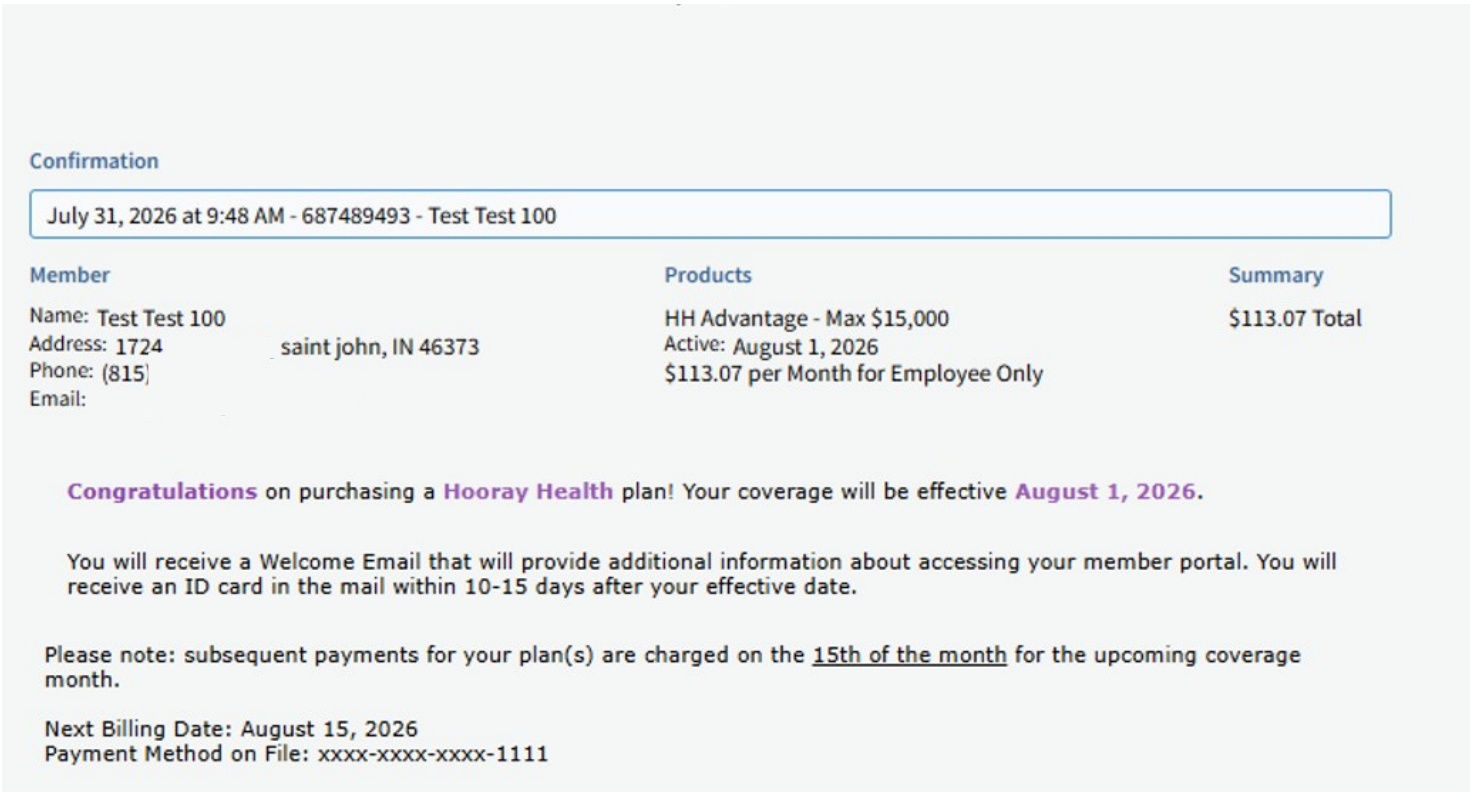


If the decision has been made to enroll in a Hooray Health Plan, on the previous screen, you will then be brought here to begin inputting your demographic information.

Please Note:

- Fill out each field where you see a red asterisk (Under Attributes section, the SSN and DOB should be pre-populated.
- Input your Credit Care information before moving to the Authorization and Disclosure section.

You will now review the Authorization and Disclosure information. After reviewing the details, select the box under **Privacy Practices**, then complete the verification step by checking the box confirming that you are not a robot. You will then provide your electronic signature before submitting your enrollment selection.



This is an example of the confirmation page that will appear after the enrollment selection has been submitted.

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THANK YOU FOR YOUR PAYMENT!

Hello Test,

Your transaction has been successfully processed and your benefits remain active. Below is a summary of your enrolled plans and payment details.

Coverage Summary

- HH Advantage - Max $5,000 Lite

Transaction Details

- Payment Amount: $65.52
- Payment Method: xxxx-xxxx-xxxx-1111
- Card Expiration: 02/2029
- Transaction ID: FF21E56AAB62095C159538036E6A279B

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox

Need Assistance?

Hours of Operations:

Monday - Friday 8 am-6 pm CST | Saturday 9 am-5 pm CST

Phone: 855-479-4008

Send Us a Message

Finding a doctor has never been easier.
Download the Free Hooray Health Mobile App!

Available on the App Store | ANDROID APP ON Google Play

Thank you,

The Hooray Health Team

5015 Addison Circle, Suite 508 | Addison, TX 75001-4605

Hooray Health Plans provide limited essential accident and sickness coverage and are not a substitute for major medical insurance.

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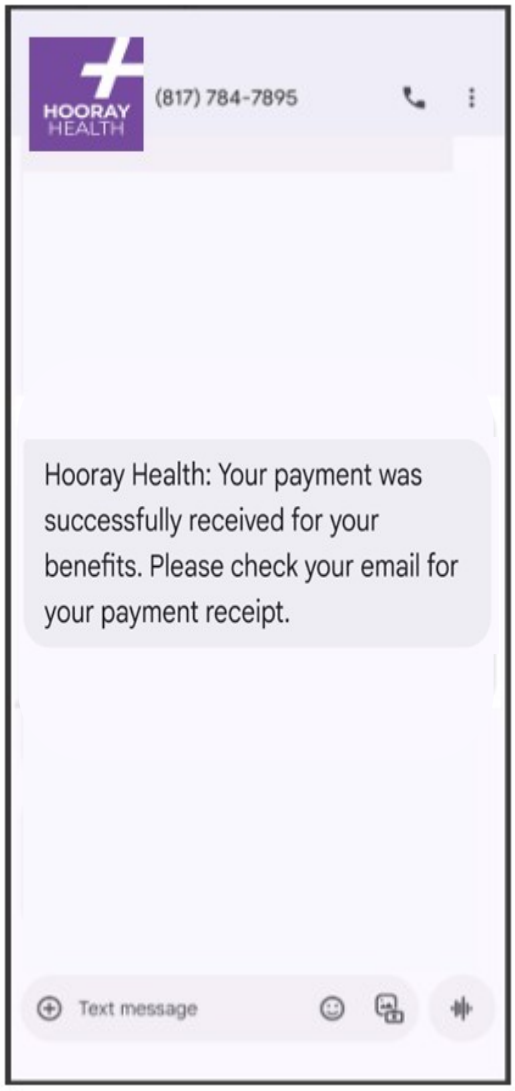
hoorayhealth.com

This is an example of the confirmation email that will be sent once the enrollment has been processed.



This is an example of the text message that will be sent once the enrollment request has been submitted and payment has been successfully processed.

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Cancelling coverage, questions about your benefits, or help with the enrollment process

If you wish to cancel coverage, have questions about the plan offerings or need help with the enrollment process, please our Benefit Advisor Team.

- Call 855-479-4008
- Hours of Operation:

  Monday—Friday (8:00 am to 6:00 pm CST)

  Saturday (9:00 am to 5:00 pm CST)

Cancellation & Refund Process

- Call our Benefit Advisor Team by calling 855-479-4008.
- If an employee enrolls in a Hooray Health Plan and decides to cancel BEFORE their coverage becomes effective, they will receive a full refund of the premium paid.
- If an employes enrolls in a Hooray Health and decides to cancel, AFTER the plan has become effective, they will have coverage for the remainder of that month and will need to contact our Benefit Advisor Team to request cancellation no later than the 14th of the month to ensure the automatic draft for the following month's premium is not processed.