



# Marketplace Insurance

Sept 2015 Updates

# Reportable Changes to the Marketplace

## Type of Life Change/Change in Circumstance

- ❖ New person on the application (e.g., birth, marriage, adoption)
- ❖ Relocation to a new address
- ❖ Loss of access to other coverage (e.g., employer coverage)
- ❖ Release from incarceration
- ❖ Change in citizenship or immigration status
- ❖ Removal of a person from the application (e.g., death, divorce)
- ❖ Become incarcerated

# Reportable Changes to the Marketplace

- ❖ **New access to other coverage (e.g., employer coverage, Medicare, Medicaid)**
- ❖ **Pregnancy**
- ❖ **Change in tax filing status/tax household composition**
- ❖ **Change in status as an American Indian/Alaska Native or tribal status**
- ❖ **Change in disability status**
- ❖ **Correction to name, date of birth (DOB), or Social Security number (SSN)**
- ❖ **Increase or decrease in income**

# Reportable Changes to the Marketplace

- ❖ Communication preferences:
  - Email address
  - Phone number
  - Language preferences
  - Add or remove phone text alert
  - Mailing of paper notices

# Medicare Eligibility

- Becoming eligible for Medicare has created some complex issues for consumers.
- It is against federal law to sell a Marketplace health plan to a consumer that is ENROLLED in Medicare
- Renewing coverage for a consumer that is ELIGIBLE for Medicare is an on-going situation
- All consumers turning 65 may not be eligible for premium free Part A Medicare
- There is not a notification trigger in place either through the Federal Marketplace or the insurance carriers
- Currently, the burden is on the consumer to take an action.

# Ending a Marketplace Plan

- If you're ending coverage for everyone on the application, your cancellation can take effect as soon as 14 days from the day you cancel.
- The Marketplace will collect premiums for this final two-week period of coverage. You can set the end date to a day more than 14 days in the future.

# Ending a Marketplace Plan

- If you're ending coverage for just some people on the policy, in most cases, their coverage will end immediately.
- In this instance the process only allows for **ONE DAY** in advance notice of termination of Marketplace plan.

# When to Report a Life Change

- Changes should be reported to the Marketplace not the plan
- Changes may qualify consumers for a Special Enrollment Period
- A change in plans, may have up to 60 days from the life event
- To enroll in new coverage, or choose their same plan.



# How to Report

- Consumers can report these changes 2 ways:
  - Online: Consumers visit [HealthCare.gov](https://www.healthcare.gov) and log in to their Marketplace account (or create an account if they don't have one).
    - Select their submitted application, then select “Report a life change” from the menu on the left.
  - By phone: Contact the Marketplace Call Center at 1-800-318-2596. TTY users should call 1-855-889-4325