



December 27, 2013

Champions for Coverage:

Even with the Holidays a lot has happened since our last update! Please see the information below for the most up-to-date resources on the Health Insurance Marketplace.

Next Champion Call

Mark your calendars for the next Champion call on Wednesday, January 08, 2014 from 2:00-3:00 p.m. ET. Invitations and call information will be sent after the New Year.

We want to hear from you!

Please share your Marketplace success stories of education, outreach and/or enrollment in your communities by emailing us at Champion@cms.hhs.gov. We also welcome you to share anecdotes from individual consumers who have successfully signed up for coverage.

If you are a Certified Application Counselor, please send your enrollment specific questions to CACquestions@cms.hhs.gov.

Updated Materials

Go to Marketplace.cms.gov to get official resources for Marketplace open enrollment. There are a number of updated drop-in articles that you may use in your publications, news articles, etc.

Spanish Materials:

CMS has released the recorded Spanish version of Marketplace 101 and it is now available on YouTube: Mercado de Seguros Médicos 101: <http://youtu.be/FcY1BdmOtw>

Consumer Information for January 1

As the start of coverage for Qualified Health Plans approaches, CMS anticipates that some of the newly insured individuals will have questions about how to access healthcare services. CMS has posted information on Marketplace.cms.gov to address questions that consumers may have with the January 1 start of coverage through their selected health plan. Individuals who have insurance for the first time or have new plans beginning on January 1 are likely to have many questions related to coverage, premiums payments, co-payments, and other issues and may need

to reach their individual insurance plan. Below is information for consumers on how to access their health plans as well as education factsheets explaining how health insurance works.

- What to know about seeing your doctor - <http://marketplace.cms.gov/getofficialresources/publications-and-articles/seeing-your-doctor.pdf>;
- What to know about getting your prescription medications - <http://marketplace.cms.gov/getofficialresources/publications-and-articles/getting-your-prescription-medications.pdf>;
- Appealing your insurers' decision not to pay - <http://marketplace.cms.gov/getofficialresources/publications-and-articles/appealing-your-insurers-decision-not-to-pay.PDF>;
- I signed up, but don't have health coverage. What should I do? - <http://marketplace.cms.gov/getofficialresources/publications-and-articles/signed-up-but-no-coverage.pdf>;
- Getting emergency care - <http://marketplace.cms.gov/getofficialresources/publications-and-articles/getting-emergency-care.pdf>;
- What you should know about early renewal of health coverage - <http://marketplace.cms.gov/getofficialresources/publications-and-articles/early-renewal-of-coverage.pdf>;
- What you should know about provider networks - <http://marketplace.cms.gov/getofficialresources/publications-and-articles/what-you-should-know-provider-networks.pdf>;
- Contacting your Health Plan's Customer Service Phone Number- (includes a link to a database containing the customer service phone numbers for all of the Qualified Health Plans <https://data.healthcare.gov/dataset/QHP-Customer-Service-Phone-Numbers/vryg-tdzf?>)- <http://marketplace.cms.gov/getofficialresources/publications-and-articles/contact-health-plan.pdf>.

Payments of Premiums

The deadline to sign up for coverage to start January 1st was December 23rd.

We want to remind you that consumers need to pay their premium directly to the insurance company in order to have coverage by January 1, 2014. Consumers can pay when invoiced by the plan, call the issuer to make payment, or pay online if the plan accepts online payment. All consumers have until at least December 31 to pay for coverage effective January 1, although some insurance companies have extended this deadline. Consumers should check with their

insurance company to find out when their first premium is due in order for coverage to be effective January 1. Consumers should also confirm with the issuer that their first month's premium has been received and that enrollment is complete.

Please note that once a consumer selects a plan through the Marketplace, it may take the health plan 48-72 hours to receive and process the enrollment, so please encourage consumers to continue to periodically check back with their selected health plan. The insurance company will also send plan information and an insurance card to consumers who have completed enrollment including payment of the premium.

<https://www.healthcare.gov/how-to-have-the-best-experience-with-healthcare.gov/#part=5>;

<https://www.healthcare.gov/how-to-have-the-best-experience-with-healthcare.gov/#part=6>.

HHS blog posts about the Affordable Care Act and HealthCare.gov:

Blog post from Tuesday, December 24:

Title: Blog Amazing Interest in Signing Up For January 1

Link: <http://www.hhs.gov/digitalstrategy/blog/2013/12/interest-signing-up-for-january-1-coverage.html>.

Blog post from Tuesday, December 24:

Title: Blog: Couldn't enroll by December 23? We can still help you get covered

Link: <https://www.healthcare.gov/blog/couldnt-enroll-by-december-23-we-can-still-help-you-get-covered/>.

Blog post from Monday, December 23:

Title: Blog: Consumer Tips on the Last Day to Sign up for January 1

Link: <http://www.hhs.gov/digitalstrategy/blog/2013/12/last-day-sign-up-for-january-1.html>.

Blog post from Saturday, December 21:

Title: Blog: Tell Us Your #GetCovered Story

Link: <http://www.hhs.gov/healthcare/facts/blog/2013/12/tell-us-your-getcovered-story.html>.

Blog post from Friday, December 20:

Title: Blog: Medicaid and CHIP Eligibility Determinations Continue Positive Growth in November

Link: <http://www.hhs.gov/healthcare/facts/blog/2013/12/medicaid-chip-determinations-november.html>.

Blog post from Thursday, December 19:

Title: Blog: Canceled plan? You've got coverage options

Link: <https://www.healthcare.gov/blog/cancelled-plan-you-ve-got-coverage-options/>.

White House updates about the Affordable Care Act and HealthCare.gov:

Blog post from Monday, December 23:

Title: Nancy's Story: No Longer Choosing Between Paying Rent and Paying for Health Insurance

Link: <http://www.whitehouse.gov/blog/2013/12/23/nancys-story-no-longer-choosing-between-paying-rent-and-paying-health-insurance>.

-CMS Office of Communications, Partner Relations Group