



Enrolling Consumers the Right Way: SSN Requirements

When a consumer fails to provide a Social Security Number (SSN) on their Marketplace application, they will be required to submit documents or update their application to prevent loss of coverage or financial assistance. Agents and brokers should enter all required information on a consumer's application.



WHEN AND WHY YOU MUST PROVIDE AN SSN ON APPLICATIONS

- It is required by federal regulations if the consumer has an SSN.
- It reduces the risk of the consumer losing coverage or financial assistance.
- It helps to ensure you don't lose commissions.



HOW TO ENTER SSN INFORMATION ON THE MARKETPLACE APPLICATION

After you have entered the consumer's basic information such as name, address, and dependent information in the Set-up section, you will continue to the Household section. You will then enter birth dates and SSNs for everyone applying for coverage including the consumer as well as their spouse, anyone on their tax return, or any household members.

Example: You would enter John's SSN in the red highlighted section of the application shown on the right. You must also confirm that the name shown on the screen matches the name on his Social Security card.

John's Information

What's John's Social Security Number (SSN)?

Enter John's 9-digit SSN. We verify the SSN with Social Security based on the consent you gave at the start of the application.

[Learn more about entering SSNs.](#)

John doesn't have an SSN.

Does the name below match the name on John's Social Security card?

John Doe

Yes

No

KEY TAKEAWAYS

- Entering an SSN on the Marketplace application is required if the consumer has an SSN.
- By not entering an SSN when the consumer has one you put them at risk of losing coverage or financial assistance and yourself at risk of losing commissions.
- The best time to act is when you start a new application at initial enrollment or update an existing one at renewal! You can also update an application with missing information after submission.