

# Account Creation

## Module 2: Connecting an Existing Marketplace Application to an Online Account

### Let's Get Started

Options? You want options? Online, by phone, or by mail. Consumers have options when they apply for Marketplace coverage.

Consumers can find and apply for a qualified health plan (QHP) and dental coverage that fits their specific needs and their budget. In the Federally-facilitated Marketplaces (FFMs), they can do that online, by phone, or by mail.

No matter how consumers apply and enroll, you can provide in-person and online help.

In this module, you'll help Magda, who recently applied for Marketplace coverage over the phone. Now, she needs to connect her existing Marketplace application to her online account.

### Objectives

After completing this module, you should be able to:

- Review with consumers the process to apply for Marketplace coverage online, by phone, or by mail.
- Help consumers connect an existing Marketplace application to an online account.

### What You Need to Know

Useful information:

Before we get started, let's review some key details about the Marketplace application process.

Knowledge Check: What does a consumer need to continue their application online?

Answer: Application ID

Once consumers have their Application ID, they will need to create a Marketplace account or log into their existing account with their username and password to continue their application online.

Consumers who apply with a paper application or by phone will receive an eligibility notice and Application ID either by mail, in their HealthCare.gov account (if they have one), or by phone.

Knowledge Check: If a consumer applies by phone or paper application and doesn't receive a notice in the mail, how should you advise them?

Answer: They can contact the Marketplace Call Center to find out if their results are ready or begin a new application, either online or by phone.

You can find more information on how to help consumers locate an existing application online at [What to Do After Applying For Health Care on Paper or By Phone | HealthCare.gov](#).

Now, let's help Magda connect an existing Marketplace application to an online account.

## What You Need to Do

Here is an example you may encounter when helping consumers connect an existing application to an online account.

Magda Rodriguez-Lopez is a self-employed tutor, and she needs health insurance.

She originally applied for Marketplace coverage over the phone and received an eligibility determination notice and Application ID by mail.

Once Magda has her Application ID, she will need to create a Marketplace account or log into her existing account with her username and password to continue her application online.

**Assister Tip:** An email address is required to apply online. Remember to tell consumers they can create an email address free of charge through various email service providers if they don't already have one. You can assist consumers with this process if they ask for help.

First, Magda logs into her existing account with her username and password, then selects Log in. Next, she selects Go To My Applications & Coverage.

Magda's 2025 application doesn't display on her account homepage because she completed it over the phone with the Marketplace Call Center. She therefore needs to select the option Find My Application.

Finally, Magda enters her Application ID number, the coverage year, and application state on the Find your existing application screen. She then selects Find Application ID.

Application ID: 439078684

Coverage Year: Current coverage year

Application State: Delaware

Magda will now have access to her Marketplace account online where she can review, compare, and choose from the plans available to her before enrolling in coverage.

Great job! You've successfully helped Magda connect her Marketplace application to her online account.

Continue to the Wrap Up section or go through the scenario again.

## Wrap Up

Congratulations! You have completed Connecting an Existing Marketplace Application to an Online Account.

In this module, you helped Magda connect her Marketplace application to her online account using three easy steps:

1. Navigate to “My Applications and Coverage”.
2. Select Find my application.
3. Enter the Application ID number, coverage year, and application state.

To learn more about this topic, visit the [Marketplace & Private Insurance](#) section and the In-person assisters tab of CMS.gov.

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