

Account Creation: Connecting an Existing Marketplace Application to an Online Account Course



Account Creation: Connecting an Existing Marketplace Application to an Online Account

Let's Get Started

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 fit their specific needs and their budget. And 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.

What You Need to Know

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

A consumer needs which of the following to continue their application online?

- Choice 01 – Proof of residency
- Choice 02 – Application ID
- Choice 03 – Supporting documentation
- Choice 04 – Social Security Number

The correct answer is choice 02 – 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.

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

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.

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.

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

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 [HealthCare.gov/applied-by-phone-or-mail/](https://www.healthcare.gov/applied-by-phone-or-mail/).

Now that we have a few of the basics squared away, let's help Magda connect an existing Marketplace application to an online account.

What You Need to Do

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

Magda Rodriguez-Lopez became a self-employed tutor during the pandemic 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 account is required to apply online. Remember to tell consumers they can create an email account free of charge through various email services 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.

- Name: Magda Rodriguez-Lopez
- Username: Kalman2002
- Password: (Autofilled)

Select the **Log in** button.

Next, select the **Go To My Applications & Coverage** button.

Now, select **Find my application**.

Then, select the **Enter Application ID** button.

Finally, enter Magda's Application ID number, coverage year, and application state, and select the **Continue** button.

- Application ID: **156780956**
- Coverage Year: **2023**
- Application State: **MI**

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.

Wrap Up

Congratulations! You have completed Account Creation: 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 the "My Applications and Coverage" screen.
2. Select **Find my application**.
3. Enter the Application ID number, coverage year, and application state.

To learn more about this topic, refer to Week 1 of the [Assister Readiness Webinar Series](#), "Creating and Submitting Applications."

Disclaimer: The contents of this training module do not have the force and effect of law and are not meant to bind the public in any way, unless specifically incorporated into a contract. This training module is intended only to provide clarity to the public regarding existing requirements under the law. This communication was printed, published, or produced and disseminated at U.S. taxpayer expense.