

# FAQ—Common Marketplace Questions

## Who can I call with questions?

Contact the Marketplace at HealthCare.gov or 1-800-318-2596 for:

- Address updates
- Questions about your advance payments of the premium tax credit
- Plan cancellations

Contact Health Alliance at HealthAlliance.org or 1-866-247-3296 to:

- Make a payment
- Request new plan materials
- Ask benefit and claims questions

## When is the next Open Enrollment?

November 1, 2017–December 15, 2017.

## How do I add or remove a dependent from my policy?

Contact the Marketplace at 1-800-318-2596.

## How do I get another ID card?

Once you have a member number, you can log into your account and pull up a copy of your ID card. You can print a temporary card or order another card that will be mailed to you.

- Go to YourHealthAlliance.org to register.
- If you do not know your member ID number, call Customer Service at 1-866-247-3296.

## How do I update my address?

You must go through the Marketplace. You can call 1-800-318-2596.

## How do I know if my doctor is in the Health Alliance network?

You can check that your doctor is in our network in one of these ways.

- Visit HealthCare.gov to learn more about your plan.
- Go to HealthAlliance.org to search for doctors in your area.
- Call Customer Service at 1-866-247-3296, and a representative can look up your doctor for you.

## If my provider leaves the network, can I change my plan?

If you have a Special Enrollment Period or are in the Open Enrollment period, you can change your plan. A provider leaving does not qualify you for a Special Enrollment Period.

## How do I know what medical services and medications are covered?

Visit HealthCare.gov or HealthAlliance.org. If you are already a member, your policy is in your member materials.

## What is an “off-exchange” or “direct” plan?

It is a plan bought directly through Health Alliance, rather than on the Marketplace. On a direct plan you can't get help paying for coverage like you could through the Marketplace.

## Why can't I find all Health Alliance providers and pharmacies on HealthCare.gov?

For a full list of providers and pharmacies, visit HealthAlliance.org.