

How to Access your Marketplace Application through Healthcare.gov

Below are steps on how to access a Marketplace application that was submitted by American Exchange. Clients who know their User Name and Password can skip to **Step 3**.

Step 1 - Go to healthcare.gov and click "**Log in**" in the top right-hand corner. On the next screen, choose "**Create One**". Complete the create account form. Use an active email account that you can easily check, as you will need to verify the email address. You will not be able to sign in until you click the link in the email verification from Healthcare.gov. The verification email may take 5 - 10 minutes to reach your inbox.



Log in

Don't have an account? [Create one.](#)

Username

Your username may be your email address. [Forgot your username?](#)

Password

[Forgot your password?](#)

LOG IN

AMERICAN/EXCHANGE

Step 2 - Once signed in, you will need to verify your identity. Click on “[My Profile](#)” to verify. It is extremely important to use the same name and address that was provided to American Exchange for your enrollment. You can verify this information on the Eligibility Results Letter mailed to you from the Health Insurance Marketplace. If you are not verified, you will be given the phone number to call for help.



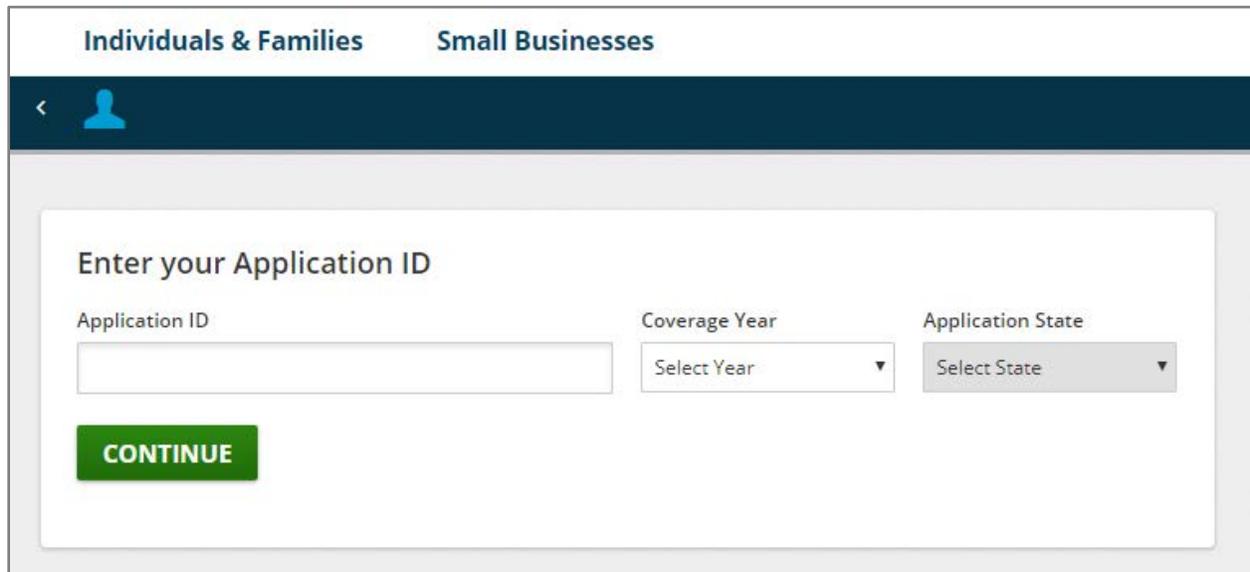
Step 3 - Once you are verified, click on your name in the right-hand corner of the screen, then click on “[My Applications and Coverage](#)”.



Step 4 - In the middle of the screen, look for the section with the question “**Need to Find an Application?**”, and click on the blue “**Find My Application**” link.

The screenshot shows a user interface for the American Exchange website. On the left is a navigation menu with four items: 'WELCOME', 'MY APPLICATIONS & COVERAGE', 'MY PROFILE', and 'MESSAGES (2)'. The main content area is titled 'Carry, what would you like to do?'. Below this title is a section 'Get coverage for:' which includes two dropdown menus for 'Select Year' and 'Select State', and a green button labeled 'APPLY OR RENEW'. Below the dropdowns is a paragraph: 'Don't see your state? Visit the website of your state-based Marketplace, or call the Marketplace Call Center at 1-800-318-2596 (TTY:1-855-889-4325). [Find your State's website.](#)'. The next section is 'Need to find your application? Take the next steps here if you applied with a paper application or the Marketplace Call Center, or you were referred by your appropriate state agency. [Find my application.](#)'. This text is circled in red. Below that is a paragraph: 'If you were referred here by your state agency and something's changed since you applied, like your income or family size, select "APPLY OR RENEW."'. The next paragraph says: 'If you think you may be exempt from the requirement to enroll in coverage, [get more information and download applications here.](#)'. Below that is the heading 'Small business coverage' and a button that says 'Go back to the Welcome page to get to the Employer and Employee Marketplaces.'

Step 5 - Enter in the Application ID number, State that you live in, and coverage year the application is for. The Application ID number is found on the Eligibility Results letter from the Marketplace. You can also obtain the number by calling the Health Insurance Marketplace at 1-800-318-2596.



The screenshot shows a web interface with two tabs: "Individuals & Families" and "Small Businesses". Below the tabs is a dark blue header with a back arrow and a person icon. The main content area is a light gray box with the title "Enter your Application ID". It contains three input fields: "Application ID" (a text box), "Coverage Year" (a dropdown menu with "Select Year" and a downward arrow), and "Application State" (a dropdown menu with "Select State" and a downward arrow). Below these fields is a green button labeled "CONTINUE".

Helpful Tips and Reminders:

If you are attempting to see a new application through an old Marketplace account, the address that was given on the new application must match the address on your healthcare.gov account. You can update the address in Healthcare.gov by logging in, clicking on your name in the top right hand corner, and going to your profile page to edit your address.

If you already have an account, but have forgotten the password or been locked out, you can call 1-800-318-2596 to get it reset. You can create a new account, but it is not recommended to have more than one account.

While having a Marketplace account can be helpful to verify your plan is active, submit documentation, and receive tax forms and notices from the Marketplace in a timely manner, any changes to the application need to be made through American Exchange. This insures that changes are reported to the funding program and that a lapse of loss of coverage does not occur.