

Affordable Care Act (ACA) Communication Directory



Quick Reference Guide

This document was developed to ensure individuals who have questions about the implementation of the Affordable Care Act in Indiana, or other health coverage related questions, can be directed to the appropriate resource. It may not cover all situations that arise. Individual circumstances may vary.

| General Topic | Subtopic | Where to Send | Contact Information |
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| Affordable Care Act | Federal Healthcare Reform | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| | ACA, Affordable Care Act, Market Reform, Obamacare | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| | Premium Tax Credit What It Is; Advance versus Retrospective Eligibility Application/Enrollment How to Use Hearings and Appeals Tax Implications | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| | Cost-Sharing Reduction | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| | Grandfathered Health Plan Grandfathered Individual Plan Grandfathered Group Plan | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| | Non-Grandfathered Health Plan | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| | Open Enrollment, Special Enrollment | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| | Exchange/Marketplace | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| | Small Business Health Options Program (SHOP) | Federal Call Center; Federal Web site | 1-800-706-7893; www.healthcare.gov |
| | Qualified Health Plan (QP) Metal Tiers – Bronze, Silver, Gold, Platinum Plan Actuarial Value | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |

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| | Plans on Exchange/ Marketplace or SHOP Stand-Alone Dental Child-Only Pediatric Dental Pediatric Vision Multi-State Plan Catastrophic Plan Pharmacy Benefits | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| | Co-Op | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| | Essential Health Benefits | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| | Wellness Programs | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| | ACA Requirements Small Employers (Fewer Than 50 Employees) Large Employers (More Than 50 Employees) Self-Employed Small Group Insurance Plans Large Group Insurance Plans Self-Insured Affordability Dependents and Coverage Excess Mandatory Benefits Medical Loss Ratio (MLR), Rebate Discrimination Based on Salary | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |

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| | Preventive Services Small Business Health Insurance Tax Credit Modified Adjusted Gross Income (MAGI) Individual Mandate (Shared Responsibility) Exemptions | | |
| | Pre-Existing Conditions | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| | Tobacco Rating | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| | Rating Territory | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| Insurance Coverage | Policy Benefits and Coverage | Insurance Company | Varies; Have individual call number on his or her insurance card |
| | Claims Question – Cost of a Service | Insurance Company | Varies; Have individual call number on his or her insurance card |
| | Claims Question – Charged for Service That Did Not Receive | Doctor’s Office | Varies; Have individual call doctor’s office claiming the service |
| | Bill/Invoice Question | Sender of the Bill/Invoice | Varies; Have individual call the contact information listed on the bill/invoice |
| | General Terminology (e.g., Health Savings Account, Co-Payment, Co-Insurance, Premium) | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |

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| Public Health Coverage | Medicaid Eligibility Enrollment Renewal Hearings and Appeals | DFR Call Center Office of Hearings and Appeals | 1-800-403-0864; www.in.gov/fssa 1-866-259-3573; http://www.indianamedicaid.com/members-rights-responsibilities/appeals-and-grievances.aspx |
| | Medicare Eligibility Enrollment | Medicare Call Center | 1-800-633-4227 (1-800-MEDICARE) |
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| | | Medicare Call Center | 1-800-633-4227 (1-800-MEDICARE) |
| | CHIP Eligibility Enrollment Renewal Hearings and Appeals Costs | OMPP; Hoosier Healthwise Web site Office of Hearings and Appeals | 1-800-889-9949; http://member.indianamedicaid.com/apply-for-medicaid.aspx 1-866-259-3573; http://www.indianamedicaid.com/members-rights-responsibilities/appeals-and-grievances.aspx |
| | | HP Member Services | 1-800-457-4584 |
| | Healthy Indiana Plan Eligibility Enrollment Renewal Hearings and Appeals Costs, POWER Account | HIP Web site; HIP Call Center | 1-877-438-4479 (1-877-GET-HIP-9); http://www.in.gov/fssa/hip |

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| Consumer Assistance | Federal Consumer Assistants Where to Find (Local) How to Become a Consumer Assistant | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| | Certified Application Counselors | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| | Federal Navigators | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| | Federal Call Center | Federal Call Center | 1-800-318-2596 |
| | Federal Web site | Federal Web site | www.healthcare.gov |
| | In-Person Assistance Personnel/Non-Navigator Assistance Personnel | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| | Indiana Consumer Assistants Where to Find (Local) How to Become a Consumer Assistant | IDOI | 317-232-2414; http://www.in.gov/idoi/ ; |
| | Health Insurance Producer/Broker/Agent | IDOI | http://www.in.gov/idoi/2446.htm |
| | Indiana Navigators | IDOI | 317-232-2414; http://www.in.gov/idoi |
| | Application Organizations | IDOI | 317-232-2414; http://www.in.gov/idoi |
| | Authorized Representative, Medicaid Application | DFR | 1-800-403-0864; http://www.indianamedicaid.com/members-rights-responsibilities/advocaterepresentative-authorization-form.aspx |
| Identity Theft and Other Scams | Filing a Complaint of Identity Theft or Scams seeking personal information (Social Security Number, bank or credit card account information, or date of birth) | Federal Trade Commission (FTC) | 1-877-382-4357; https://ftccomplaintassistant.gov |

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| Grievances | Grievances With Insurance Plan Marketing Enrollment Benefits Provider Network Adequacy | IDOI Web site | http://www.in.gov/idoi/2547.htm |
| | Grievances With Consumer Assistant – Licensed/Certified By Indiana or Another State | IDOI | 317-232-2414 http://www.in.gov/idoi/; |
| | Grievances With Consumer Assistant – Licensed/Certified By the Federal Government | Federal Call Center | 1-800-318-2596; www.healthcare.gov |
| | Grievances With Indiana Medicaid Web Site | FSSA | http://member.indianamedicaid.com/resource-center/contact-us.aspx |
| | Grievances With Federal Web Site and/or Marketing | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| | Grievances with Federal Program Enrollment Plan Selection/Benefits Plan Maintenance/ Renewal/Disenrollment ACA Essential Health Benefit Not Covered | Federal Call Center; Federal Web site | 1-800-318-2596; www.healthcare.gov |
| | Grievances With Indiana Medicaid Program Eligibility Enrollment Renewal | DFR | 1-800-403-0864 |
| | Plan Selection/Benefits Plan Maintenance/ Renewal/Disenrollment Provider Network Adequacy | OMPP | http://www.in.gov/fssa/2404.htm |