

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.

ACA Communication Directory



General Topic	Subtopic	Where to Send	Contact Information
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
	Where to Apply	State Screening Tool	www.in.gov/healthcarereform
	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	

ACA Communication Directory



Affordable Care Act (continued)	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
	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 Communication Directory



Affordable Care Act (continued)	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 Preventive Services Small Business Health Insurance Tax Credit Modified Adjusted Gross Income (MAGI) Individual Mandate (Shared Responsibility) Exemptions	Federal Call Center; Federal Web site	1-800-318-2596; www.healthcare.gov
	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 –	Doctor’s Office	Varies; Have individual call doctor’s

ACA Communication Directory



	Charged for Service That Did Not Receive		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
Coverage Programs	Where to Apply	State Screening Tool	www.in.gov/healthcarereform
	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
	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 Medicare Call Center Medicare Call Center	1-800-633-4227 (1-800-MEDICARE) 1-800-633-4227 (1-800-MEDICARE) 1-800-633-4227 (1-800-MEDICARE)

ACA Communication Directory



	<p>CHIP</p> <p>Eligibility Enrollment Renewal Hearings and Appeals</p> <p>Costs</p>	<p>OMPP; Hoosier Healthwise Web site</p> <p>Office of Hearings and Appeals</p> <p>HP Member Services</p>	<p>1-800-403-0864; http://member.indianamedicaid.com/apply-for-medicaid.aspx</p> <p>1-866-259-3573; http://www.indianamedicaid.com/members-rights-responsibilities/appeals-and-grievances.aspx</p> <p>1-800-457-4584</p>
	<p>Healthy Indiana Plan</p> <p>Eligibility Enrollment Renewal Hearings and Appeals Costs, POWER Account</p>	<p>HIP Web site; HIP Call Center</p>	<p>1-877-438-4479 (1-877-GET-HIP-9); http://www.in.gov/fssa/hip</p>
Consumer Assistance	<p>Federal Consumer Assistants</p> <p>Where to Find (Local) How to Become a Consumer Assistant</p>	<p>Federal Call Center; Federal Web site</p>	<p>1-800-318-2596; www.healthcare.gov</p>
	<p>Certified Application Counselors</p>	<p>Federal Call Center; Federal Web site</p>	<p>1-800-318-2596; www.healthcare.gov</p>
	<p>Federal Navigators</p>	<p>Federal Call Center; Federal Web site</p>	<p>1-800-318-2596; www.healthcare.gov</p>
	<p>Federal Call Center</p>	<p>Federal Call Center</p>	<p>1-800-318-2596</p>
	<p>Federal Web site</p>	<p>Federal Web site</p>	<p>www.healthcare.gov</p>
	<p>In-Person Assistance Personnel/Non-Navigator Assistance Personnel</p>	<p>Federal Call Center; Federal Web site</p>	<p>1-800-318-2596; www.healthcare.gov</p>
	<p>Indiana Consumer Assistants</p> <p>Where to Find (Local) How to Become a Consumer Assistant</p>	<p>IDOI</p>	<p>317-232-2414; http://www.in.gov/idoi</p>

ACA Communication Directory



	Health Insurance Producer/Broker/Agent	IDOI	http://www.in.gov/idoi/2446.htm
	Indiana Navigators	IDOI	317-232-2414; http://www.in.gov/healthcarereform
	Application Organizations	IDOI	317-232-2414; http://www.in.gov/idoi
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; ftccomplaintassistant.gov
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

ACA Communication Directory



	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