

## CONGRATULATIONS!

# You have successfully enrolled into a Qualified Health Plan (Private Health Insurance)

### Initial Billing and Help from Your Insurance Company

- ❖ When you buy a plan through Maryland Health Connection, you will receive a bill and/or instructions for paying your bill from the insurance company you chose.
- ❖ It is important to pay your first premium immediately. Your coverage will not start until the insurance company you chose receives your first premium payment in full.
- ❖ Once your payment is received by the insurance company, they will mail you a member ID card. You can obtain services once the premium is paid, regardless of whether you have received the member ID card.
- ❖ **YOU SHOULD PAY YOUR BILL BY THE FIRST DAY OF THE MONTH YOU HAVE COVERAGE. Your insurance company may cancel your plan if you are late making payments.**
- ❖ Please note that once you've enrolled in a health plan through Maryland Health Connection, you should direct any questions about that plan to the insurance company you chose.
- ❖ Maryland Health Connection will not be able to assist you with questions about your particular plan and the details of how it works.

CAREFIRST	
Website	www.carefirst.gov
Member Services & Bill Payment	1-855- 444-3121
Check the status of an application	1-855-444-3119
Visit the doctor but haven't received your ID card (and you haven't yet paid your first month's premium)	1-855-444-3119
Received an invoice and now need to make a payment to finalize your enrollment so that you can receive your ID card	1-866-907-1430
Visit the doctor but haven't received your ID card (and you have paid your first month's premium)	1-866-907-1430

<b>CIGNA</b>	
Website	www.myCigna.com
Member Services	1-888-796-3471
Pay by Phone	1-877-900-1237
Payment Mailing Address	P.O BOX 105551 Atlanta, GA 30348

<b>Evergreen Health Cooperative</b>	
Website	www.evergreenmd.org
Member Services	1-855-475-0990 / (855) 978-3282

<b>KAISER PERMANENTE</b>	
Website	www.kp.org
Member Services & Billing Questions	1-866-475-3925 (English) 1-866-767-9993 (Spanish)
Pay by Phone	1-866-475-3920 (English) 1-866-767-0020 (Spanish)
Payment Mailing Address	P.O BOX 105551 Atlanta, GA 30348

## Reporting Changes:

- ❖ You should report changes in your household size, income or contact information as soon as possible to Maryland Health Connection to be sure you are receiving the right amount of tax credit. You can call 1-855-642-8572 (TTY: 8573) or update your online application.

Not reporting changes could mean you will owe the difference when you file your tax return if you are eligible for a lower tax credit.