

A new day in health care coverage

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January 1 marked not only the beginning of a new year, but an exciting new day in health care as millions of Americans will now be able to access care, thanks to the coverage they found at the Health Insurance Marketplace.

For many of the newly insured it will be the first time that they can enjoy the security that comes with health coverage. For consumers whose Marketplace coverage began on Jan. 1, we are doing everything we can to help ensure a smooth transition period. If consumers have questions about their new private insurance coverage, they can contact their insurance company directly. Consumers can log into their account on www.HealthCare.gov to find their insurer's customer service line or browse through a directory on the site.

Before someone goes to the doctor or pharmacy using new insurance for the first time, check out the tip sheet, at <http://www.whitehouse.gov/share/have-new-insurance-heres-what-you-need-know> and make sure to get an insurance card or a temporary card with new plan's information. If someone does not have a card yet, ask the insurance company to give another way to confirm your coverage. Make sure one knows when the first premium payment is due and pay it by the due date and check to see which doctors and pharmacies are in the network.

At a patient's first visit, bring an insurance card to the doctor or pharmacy. If one does not have a card, ask the doctor or pharmacy what other proof of insurance they may accept. If a person thought he or she enrolled in health coverage but is not showing up in the system, call the insurance company directly. If the person does not have the insurer's contact information call the Marketplace Call Center (1-800-318-2596) and a trained representative can provide.

We've also developed a number of consumer tips on HealthCare.gov to help people understand their new private insurance coverage. Via the site, consumers can make sure they're covered, get prescription medication under your new plan, get medical care and find a doctor, get emergency care and appeal a health plan decision.

As we continue to give consumers information to help them understand their new Marketplace coverage, we're also continuing to work to ensure that every American who wants to enroll in Marketplace coverage by the end of the open enrollment period on March 31, is able to do so, and enjoy the security and peace of mind that comes with having quality health coverage.