



# ALERT: Unauthorized Agent and Broker Activity on ACA Marketplace/ healthcare.gov accounts



The Health Insurance Marketplace is seeing an increase in **suspicious activity** by some **agents and brokers** selling Marketplace coverage. This may include signing you up for coverage without your knowledge or switching you out of a plan you already have and into a new one.

Agents, Brokers: individuals/ organizations that get payments from insurance plans to help enroll people in coverage

## Protect yourself! What you need to know:

- Agents & brokers **must get your permission** when signing you up or making changes to your insurance plan.
- Health insurance **ads on social media** that offer you **cash, gifts**, or other perks, could be a **scam**. Don't give out personal information that might be **used without your permission**.
- Use trusted, **federally certified assisters** to find help applying for subsidies or comparing & enrolling in Marketplace insurance like **Foundation Communities' Prosper Health Coverage**.
- You can also go to **"find local help"** on **HealthCare.gov** or call the Marketplace Call Center at **1-800-318-2596** to find help in your area.



## What to do if you suspect changes were made without your permission.



You may discover a potential problem when you get mail, phone calls, file taxes, or visit the doctor and try to use your insurance.

## Call Foundation Communities' Prosper Health Coverage at 512-381-4520

if you believe you were enrolled in or switched to a plan without your permission.

## We can help you:

- Remove unauthorized enrollments & tax credits.
- Get back into the Marketplace plan of your choice.
- Get corrected tax forms (1095-A)

