

# Next Steps for Consumers

## How to Upload Documents to the Marketplace



**Step 1.** Login to your healthcare.gov account.

 A screenshot of the HealthCare.gov login page. It includes a "Log in" header, a "Don't have an account? Create account" link, a "Username" field with a "Forgot your username?" link, a "Password" field with a "Show" button and a "Forgot your password?" link, and a "Log in" button.

**Step 2.** Click the "head" icon in the upper right corner of the screen. You will see the following options in a drop-down list. Click on "Account home" if the home page is already not on display.

 A screenshot of the account menu in the upper right corner. A red circle highlights a "head" icon (a person silhouette). A red arrow points to the "Account home" option in the drop-down list, which also includes "Account settings" and "Logout Español".

**Step 3.** You will then see a list of your existing applications. Click on your current on your current application (e.g., 2025 Texas application).

 A screenshot of the "Your applications" page. It shows a table with a header "Year and state" and a row containing "2025 Texas application". A red arrow points to the "2025 Texas application" link.

**Step 4.** On the left side of the screen, you will see a list of options. Click on "Applications details".

 A screenshot of the left-hand navigation menu. A list of options is shown, including "My plans & programs", "My plan profile", "Eligibility & appeals", "Applications details", "Report a life change", "Communication preferences", "Exemptions", and "Tax forms". A red arrow points to the "Applications details" option, which is highlighted in blue.

**Step 5.** This screen is where you will upload documents.

 A screenshot of the "Your application is complete" page. It shows a "Status: Complete" bar, a "Your application is complete" message, and buttons for "VIEW ELIGIBILITY RESULTS" and "REMOVE MY APPLICATION". Below, there is a section for "Send documents for data matching issues" and a "Send documents by 5/28/2018" deadline. A red arrow points to the "UPLOAD DOCUMENTS" button.

**Step 6.** Select the type of document you want to upload in the dropdown

 A screenshot of the document upload section. It includes a "Verify [redacted] citizenship or immigration status" header with a "Collapse" link. Below is a "Document type:" dropdown menu with "Select" as the current selection. A "SELECT FILE TO UPLOAD" button is also visible.

**Step 7.** Click **SELECT FILE TO UPLOAD**. Find file on your computer to upload & click on green **UPLOAD**.

You can upload more than one document.

Document type: Document showing employment/proof of residence

**SELECT FILE TO UPLOAD**

Document Name	Document Type	Actions
Passport.pdf (430.3Kb)	Document showing employment/proof of residence	<b>UPLOAD</b> <b>REMOVE</b>

→

**Step 8.** You will see a **green checkmark** if your file has been successfully uploaded.

Document Name	Document Type
✔ Passport.pdf (430.3Kb)	Document showing employment/proof of residence

## Next Steps:

Once you have successfully uploaded your documents, you may receive a notice that **specifically confirms the Marketplace has received your documents and has either accepted or denied your documents**. No news is good news, so it is also okay if you don't receive any response. The notice to watch for is one that states the Marketplace needs more information.

### **IMPORTANT! Watch for a notice that states:**

**IMPORTANT:** The Health Insurance Marketplace needs more information to verify your income.

OR

**ACTION NEEDED:** The Health Insurance Marketplace needs more information to verify your annual household income and make sure you can keep your financial assistance.

*\*If you get a notice that acknowledges you already submitted documents but states that the Marketplace needs more information, please call us at 512-381-4520 to schedule an appointment. Our Health Coverage program is open all year to help you with any Marketplace insurance issue!*

### **IF YOU ARE SUBMITTING INCOME DOCUMENTS, KEEP IN MIND:**

You must submit proof of the total household income and the proof you submit must **closely match** the total income amount on your application. You can find that amount in your Eligibility Letter.

Include proof of income from each source listed on the application (e.g., pay stubs & unemployment & Social Security). If there is a discrepancy, include a cover letter with your documents to explain how you calculated the estimated total household income on your application.

### **IMPORTANT information about proving INCOME:**

We know that proving future, unearned income can be difficult. We can help! Please call us at 512-381-4520 or visit ProsperCenters.org to schedule an appointment. We know exactly what needs to be submitted and can help you!