

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.

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
	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
	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

General Topic	Subtopic	Where to Send	Contact Information
	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 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	Federal Call Center; Federal Web site	1-800-318-2596; www.healthcare.gov

General Topic	Subtopic	Where to Send	Contact Information
	Preventive Services Small Business Health Insurance Tax Credit Modified Adjusted Gross Income (MAGI) Individual Mandate (Shared Responsibility) Exemptions		
	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 – Charged for Service That Did Not Receive	Doctor’s Office	Varies; Have individual call doctor’s 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

Public Health Coverage	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	1-800-633-4227 (1-800-MEDICARE)
		Medicare Call Center	1-800-633-4227 (1-800-MEDICARE)
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	CHIP Eligibility Enrollment Renewal Hearings and Appeals Costs	OMPP; Hoosier Healthwise Web site Office of Hearings and Appeals	1-800-889-9949; http://member.indianamedicaid.com/apply-for-medicaid.aspx 1-866-259-3573; http://www.indianamedicaid.com/members-rights-responsibilities/appeals-and-grievances.aspx
		HP Member Services	1-800-457-4584
	Healthy Indiana Plan Eligibility Enrollment Renewal Hearings and Appeals Costs, POWER Account	HIP Web site; HIP Call Center	1-877-438-4479 (1-877-GET-HIP-9); http://www.in.gov/fssa/hip

Consumer Assistance	Federal Consumer Assistants Where to Find (Local) How to Become a Consumer Assistant	Federal Call Center; Federal Web site	1-800-318-2596; www.healthcare.gov
	Certified Application Counselors	Federal Call Center; Federal Web site	1-800-318-2596; www.healthcare.gov
	Federal Navigators	Federal Call Center; Federal Web site	1-800-318-2596; www.healthcare.gov
	Federal Call Center	Federal Call Center	1-800-318-2596
	Federal Web site	Federal Web site	www.healthcare.gov
	In-Person Assistance Personnel/Non-Navigator Assistance Personnel	Federal Call Center; Federal Web site	1-800-318-2596; www.healthcare.gov
	Indiana Consumer Assistants Where to Find (Local) How to Become a Consumer Assistant	IDOI	317-232-2414; http://www.in.gov/idoi/ ;
	Health Insurance Producer/Broker/Agent	IDOI	http://www.in.gov/idoi/2446.htm
	Indiana Navigators	IDOI	317-232-2414; http://www.in.gov/idoi
	Application Organizations	IDOI	317-232-2414; http://www.in.gov/idoi
Authorized Representative, Medicaid Application	DFR	1-800-403-0864; http://www.indianamedicaid.com/members-rights-responsibilities/advocaterepresentative-authorization-form.aspx	
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; https://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
	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