

**

**Resolving an**

**Inconsistency**

Help me!

I got a letter or a phone call saying I need to submit more information to the

**Health Insurance Marketplace.**

**What can I do?**

**How to submit your documents:**

1. **Upload documents** to your healthcare.gov account. Log on to your account. Click on the “2014 Texas application for Individual & Family Coverage” link. On the left side of the page you will see “Applications details.” Click on that and you’ll find green buttons with the word “Verify.” Click on those buttons to upload your documents.
2. **Mail copies of the documents** with the bar code page from the eligibility letter you received when you enrolled in your plan. Also, on every page you mail, clearly write your full name, Application ID Number (if available), date of birth, and social security number. Do not mail original documents!

**---**

**Options to mail your documents:**

1. **UNITED STATES POSTAL SERVICE**

*First-Class Mail with Certified Mail*

*and Return Receipt*
First-Class Mail will arrive in 1-3 days. Certified Mail with Return Receipt will allow you to receive proof that you mailed your documents and you will get a card back with the date the documents were received.

1. **UNITED PARCEL SERVICE**

*UPS 3 Day Select® with Proof of Delivery (P.O.D.)*

Delivery by 3rd business day. Proof of Delivery (P.O.D.) includes the time of delivery, full delivery address, and the documentation of receipt.

1. **FED-EX**

*FedEx Ground® with FedEx Signature Proof of Delivery*

Delivery in 1-5 business days. An image of recipient’s signature is available online.

**Help me! I got a letter or a phone call saying I need to submit more information to the**

**Health Insurance Marketplace.**

**What can I do?**

\_

*¡Ayúdenme! Me llego una llamada o una carta diciendo que todavía tenía que mandar más información al Mercado de Seguros Médicos.*

*¿Qué puedo hacer?*

**

**Resolving an Inconsistency**

**\_**

*Resolviendo una irregularidad*

Mail your information to this address:

Health Insurance Marketplace
Department of Health & Human Services

ATTN: SUPPORTING DOCUMENTATION
465 Industrial Boulevard
London, KY 40750-0001

**REMEMBER!**

1. Include the bar code page that you received.
2. On every page you mail, clearly write your full name, Application ID Number (if available), date of birth, and social security number.
3. Do not mail original documents!

**If you have more questions contact:**

Insure Central Texas

[**www.insurecentraltexas.org**](http://www.insurecentraltexas.org)

Community Financial Center

2600 West Stassney Lane

Doreen.Balbuena@Foundcom.org

Highland Mall

6001 Airport Blvd, upper level by food court

Luis.Linares@Foundcom.org

© 2014 Foundation Communities

**Verifying INCOME**

**Income if you work for a company**

* Most recent tax return
* Wages and tax statement (W-2)
* Pay stub
* Letter from employer
* Lease agreement
* Copy of a check paid to household member
* Bank statement
* Document or letter from Social Security Administration (SSA)
* Form SSA 1099 Social Security benefits statement
* Court records for alimony and records of agency through which alimony is paid
* Legal documents that establish amount and frequency of alimony
* Letter from government agency for unemployment benefits
* Proof of tribal income
* Military Leave and Earnings Statement
* Proof of gambling winnings
* Agricultural income certificate
* Financial Aid transcript form for current semester/school year

**Self-Employment Income**

* Most recent tax return, including all schedules
* Schedule K1 with Schedule E
* Bookkeeping records
* Receipts for all allowable expenses
* Bank Statements (personal & business) and cancelled checks
* Signed time sheets and receipt of payroll, if have employees
* Most recent quarterly or year-to-date profit and loss statement

**Other Income**

* Annuity statement
* Statement of pension distribution
* Worker’s compensation letter
* Prizes, settlements, and awards
* Proof of gifts and contributions
* Proof of inheritances in cash or property
* Proof of strike pay and other union benefits
* Sales receipts or other proof of money received from sale, exchange or replacement of things you own
* Interests and dividends income statement
* Loan statement showing loan proceeds
* Royalty income statement or 1099-MISC
* Proof of severance pay
* Pay stub indicating sick pay
* Letter or other proof of deferred compensation payments
* Pay stub indicating substitute/assistant pay
* Proof of residuals
* Letter, deposit, or other proof of travel/business reimbursement pay

**Verifying U.S. Citizenship**

* U.S. passport
* Certificate of Naturalization (N-550/N-570)
* Certificate of Citizenship (N-560/N-561)
* Document from federally recognized Indian tribe that includes your name and name of federally recognized Indian tribe that issued the document, and shows your membership, enrollment, or affiliation with the tribe, including:
	+ Tribal enrollment card
	+ Certificate of Degree of Indian Blood
	+ Tribal census document
	+ Documents on Tribal letterhead signed by a Tribal official

**If you can’t provide one of the documents**

**above, send one document from list #1 and**

**one document from list #2 below:**

**List #1 (send one):**

* U.S. public birth certificate
* Consular Report of Birth Abroad (FS-240, CRBA)
* Certification of Report of Birth (DS-1350)
* Certification of Birth Abroad (FS-545)
* U.S. Citizen Identification Card (I-197 or I-179)
* Northern Mariana Card (I-873)
* Final adoption decree showing name and U.S. place of birth
* U.S. Civil Service Employment Record showing employment before June 1, 1976
* Military record showing a U.S. place of birth
* U.S. medical record from a clinic, hospital, physician, midwife or institution showing a U.S. place of birth
* U.S. life, health or other insurance record showing place of birth
* Religious record showing U.S. place of birth recorded in the U.S.
* School record showing the child’s name and U.S. place of birth
* Federal or State census record showing U.S. citizenship or U.S. place of birth
* Documentation of a foreign-born adopted child who received automatic U.S. citizenship (IR3 or IH3)

**List #2 (send one):**

* Driver's license issued by state or territory
* ID card issued by federal, state, or local government
* School identification card
* U.S. military identification or dependent’s card
* U.S. Coast Guard Merchant Mariner card
* Voter Registration Card
* Clinic, doctor, hospital, or school record, including preschool or day care records (for children under 19 years old)
* 2 documents containing consistent information that proves your identity, like employer IDs, high school and college diplomas, marriage certificates, divorce decrees, property deeds, or titles

**Verifying Identity**

* Driver’s license issued by state or territory
* School identification card
* Voter identification card
* U.S. military identification or dependent’s card
* Identification card issued by federal, state, or local government
* U.S. passport
* Certificate of Naturalization (Form N-550 or N-570)
* Certificate of U.S. Citizenship (Form N-560 or N-561)
* Permanent Resident Card (Form I-551 or I-151)
* Employment Authorization Document with photo (Form I-766)
* Native American tribal document
* Foreign passport, or identification card issued by a foreign embassy or consulate that contains a photo

**If you can't provide one of the documents above,**

**send two documents from this list:**

* Birth certificate
* Social Security card
* Marriage certificate
* Divorce decree
* Employer identification card
* High school, high school equivalency or college diploma
* Property deed or title

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Verifying Immigration Status**

* Reentry Permit (I-327)
* Permanent Resident Card, “Green Card” (I-551)
* Refugee Travel Document (I-571)
* Temporary I-551 Stamp (on Passport or I-94/I-94A)
* Foreign passport
* Arrival/Departure Record (I-94/I-94A)
* Arrival/Departure Record in foreign passport (I-94)
* Certificate of Eligibility for Nonimmigrant Student Status (I-20)
* Certificate of Eligibility for Exchange Visitor Status (DS-2019)
* Employment Authorization Card (I-766)
* Notice of Action (I-797)
* Certification from U.S. Department of Health and Human Services (HHS) Office of Refugee Resettlement (ORR)
* Document indicating withholding of removal or deportation
* Administrative order staying removal issued by the Department of Homeland Security
* Document indicating a member of a federally-recognized Indian tribe or American Indian born in Canada
* Office of Refugee Resettlement (ORR) eligibility letter
* Resident of American Samoa Card

Company Name Here,

Otherwise Delete Box

Insert Headline Here