

## Why you are getting this letter

Recently you received notice that you or a member of your household was not eligible for Medicaid or the Children's Health Insurance Program (called *hawk-i* in Iowa). You may still be able to get health coverage – and help paying for it – through the Health Insurance Marketplace.

Due to a system error, we were unable to send your information to the Marketplace. This means to get coverage through the Marketplace you must follow the instructions below.

### What is the Health Insurance Marketplace?

You may know of it as [HealthCare.gov](https://www.healthcare.gov). You can use the Marketplace to shop for and buy affordable private health insurance online, over the phone, or with in-person help. There is financial help available for people who qualify.

## Complete your Marketplace application

Complete your Marketplace application as soon as you can to see if you can get coverage now. To complete your application, do one of the following:

1. **Start a new application at [HealthCare.gov](https://www.healthcare.gov).** You will need to:
  - Create a Marketplace user account if you do not have one.
  - Fill out the application. You will need to re-enter the information you gave us already.
  - Answer “yes” when asked if anyone has been found not eligible for Medicaid or the Children's Health Insurance Program (CHIP) in the past 90 days, if this applies.

**OR**

2. **Call the Marketplace Call Center at 1-800-318-2596 (TTY 1-855-889-4325).** You will need to:
  - Tell the Call Center agent that your state Medicaid agency determined you are not eligible for Medicaid or the Children's Health Insurance Program (CHIP), and that you want to apply for Marketplace coverage and help paying for coverage.
  - You will need to provide the information you gave us already.

If you have questions or need help completing your application, call the Marketplace call center at 1-800-318-2596 (TTY 1-855-889-4325) or go to [HealthCare.gov](https://www.healthcare.gov).