

# What's New for the Individual Marketplace



## New Options for Filing an Appeal of an Eligibility Determination

In addition to mail, consumers can now file an appeal of a Marketplace eligibility determination online or by fax.

- **(New!) Online:** Visit [HealthCare.gov/marketplace-appeals/appeal-forms](https://www.healthcare.gov/marketplace-appeals/appeal-forms) and select the applicable state. Submit the appeal request online or download and print the request form and submit it separately.
- **Mail:** Consumers should send a completed paper form or a letter requesting an appeal. Consumers should include their name, address, and the reason for the appeal. Mail the paper form or the letter to the Marketplace at:

Health Insurance Marketplace  
ATTN: Appeals  
465 Industrial Blvd  
London, KY 40750-0061

- **(New!) Fax:** Consumers can fax the paper form or letter requesting an appeal to 1-877-369-0130.

Appeal requests must be submitted within 90 days of the contested Eligibility Determination Notice, unless the consumer demonstrates that his or her failure to submit the appeal on a timely basis was due to exceptional circumstances and should not preclude the appeal.

Tip: The consumer should keep originals and mail only copies of all documents submitted during the appeals process.