

# ACA Clients Guide To Working With an Agent

## Self Submitters

*You have an active account but want to assign an agent to get help as needed during the year*

### VIRGINIA

1. You will need to fill out the “Required Privacy Consent Form” found here under the “CONSENT” tab. This gives me permission to access your current application in case you need assistance in the future.
2. If you would like to designate me as the agent of record on your account you can search for me in the Get Help section in your account under “Agents and Brokers” Search for me by my name Sheron Sidbury or by my Zip Code 22306. The Marketplace will message me about your request for assistance and I will approve your request. This lets both the Virginia Insurance Marketplace and the insurance company know that I am the agent working with you. It also gives me permission to assist with your account, by your request if needed.
3. You will then need to review and update your application to be sure the information is still accurate. Submit the application. Pick a plan.
4. You can see Virginia plans and prices here: <https://enroll.marketplace.virginia.gov/hix/>

### MARYLAND

1. If you signed up using Maryland Health Connection, the Health Insurance Marketplace in Maryland, I will need the following information for the primary account holder, the name they used to create the account, their date of birth, last four digits of their social security number, and their full street address. This information can only be obtained by you and is used by the Marketplace to connect your account to my agent account and to verify that I the agent spoke with you. You can also call Maryland Health Connection at 855-642-8572 and let them know you would like to add me as your agent. You will need to give them my name “Sheron Sidbury” (make sure the spelling is correct) and my NPN (National Producer Number) #11466028 and they will be able to connect your account to mine. We will then resubmit the application to the insurance company so they can add me as you broker at the insurance company.
2. You can also manually choose to add an agent at any time during the application process before you submit the application. You can find certified agents in the following link:  
<https://app.marylandhealthconnection.gov/hixui/public/home.html#/getEstimate/findAssistance?notFromAnon=true&shoppingYear=2023>
3. If you signed up direct with the insurance company in Maryland or Virginia we will need to submit an Agent of Record Form to the company so they can add me as your assigned agent. The process will vary depending on the company and may require a wet signature from you. I will need your name and email address for this process and any other personal information that may be requested from the insurance company. Keep in mind some companies will not assign an agent to an in house policy.

4. It cost nothing to assign an agent to your account.
5. Your current plan including your price and coverage will not change.

### **ALL ACA ENROLLEES**

1. Throughout the year I send out periodic updates using an automated text messaging service. The number from that service is 571-534-4640 and will always have my name in the subject line. You can always opt out of these messages. When you opt out you will no longer receive important updates via text message. To opt back in text "ACA" to 571-534-4640. You can reply to these messages but since this box is not monitored on a regular basis there may be a delay in my response. If I haven't responded within 24 hours please message me on my direct number 571-636-9366.
2. If you opt out you can always check this page for updates  
<https://www.youesignaplan.com/aca>
3. The best way to contact me is via my direct line 571-636-9366. Please leave a message with your name and the question you would like to ask. This will help me to prepare before reaching out to you.
4. Individual Health Insurance are annual contracts that need to be renewed every year during Open Enrollment. You will receive updates ahead of time as to what steps you need to take. If you purchased a dental plan on the Marketplace you may need to repurchase it again
5. The renewal year will be easier. If you like your current plan you can auto renew if your income has not changed. It is recommended that you review your income and the new plans and prices and run an estimate every year.
6. For renewals if your information has changed, run a new estimate, Shop for a new plan or keep the same plan, click through the application, make the necessary updates submit it to the insurance company.

Thanks for trusting me to assist you. Feel free to contact me with any questions or concerns you have throughout the year.

Sheron E Sidbury  
Healthcare Cost Containment Specialist  
Address: 7676 Richmond Hwy #6817, Alexandria, VA 22306  
Phone: 571-636-9366  
Automated Text Service: 571-534-4640  
Book an Appointment: <https://calendly.com/sesinsureme>  
Email: [sheron@sesinsureme.com](mailto:sheron@sesinsureme.com)  
Website: <https://www.youdesignaplan.com/>



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