

# Problems? Who to contact?



## If you have problems or questions who should you contact?

<b>Problem</b>	<b>Who to contact</b>
Billing Issue	If you created an online account, check your account first to see if you can resolve the issue.  Call the number on the back of your card.
Claims Issue	Call the number on the back of your card.
You need to update information on your application (address, income, etc)	Contact me
You need to find a doctor	Use the provider lookup tool in your online member account.  Call the number on the back of your card  See provider look up information in the “Health Insurance Company Contact Information” page
Reset Your Password	Use the Forgot password option on the sign in page  In Maryland contact Maryland Health Connection at 1-855-642-8572

	In Virginia contact the Marketplace at: “Pending”
You need help setting up your online account	Call the number on the back of your card.  Some companies only allow account creation after your account is activated with your first payment.
You need to contact Medicaid or get the status on your Medicaid application	In VA call Covered VA at 1-855-242-8282  In Maryland call Maryland Health Connection at 1-855-642-8572

If you follow the steps above and you still are having issues resolving your problem please contact me with a description of your problem and the steps you have taken so far to resolve the issue. I will do all I can to help you resolve the issue.

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