

ACA Clients Guide To Working With an Agent

For ACA Clients who need assistance with the entire application process or certain parts of the application process

VIRGINIA

1. Fill out the Required Privacy Consent Form in the following link: (Password will be provided to you) <https://form.jotform.com/242605954885065>
2. If you prefer to create your own account. You will need to do so here at <https://www.marketplace.virginia.gov/> You can enter your personal information and seek my assistance at any point during the application process. See Video Tutorial How to create an account: <https://app.screencastify.com/watch/vvOjhevysqlp70qOx9ql>
3. If you create your own account you will need to go to "Help and Support and assign me (Sheron Sidbury) as your agent. See video tutorial. (Instructions start at the 2 minute mark) <https://app.screencastify.com/watch/Yhk07b3dKGSu0FoMy9JX>
4. If you are unable to create an account on your own you can fill out the following Intake form. Password will be provided) <https://form.jotform.com/230077204818049>
5. If you are unable to fill out the Intake form I will assign you to my assistant who will help you fill out the form by phone.

MARYLAND

1. Fill out the Required Privacy Consent Form in the following link: (Password will be provided to you) <https://form.jotform.com/242605954885065>
2. If you prefer to create your own account. You will need to do so here at <https://www.marylandhealthconnection.gov/> You can enter your personal information and seek my assistance at any point during the application process.
3. If you create your own account you will need to add me (Sheron Sidbury) as your agent. Search for me using the following link: <https://app.marylandhealthconnection.gov/hixui/public/home.html#/getEstimate/findAssistance?notFromAnon=true&shoppingYear=2023>
4. You will be prompted to login to your account Maryland Heath Connection at: <https://www.marylandhealthconnection.gov/>
5. Follow the prompts to complete the connection. See Video Tutorial: <https://app.screencastify.com/watch/6MLKKHf9cWN8uvNDt7tt> (Instructions start at the 2:00 minute mark)
6. If you are unable to create an account on your own you will need to complete the Account Creation Consent Form <https://survey.zohopublic.com/zs/PVCNYY> and the New Client Intake form. Password will be provided) <https://form.jotform.com/230077204818049>
7. If you are unable to complete the forms online yourself I will assign you to my assistant who will help you fill out the needed forms by phone on a recorded line.

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