

# Georgia Access Consumer Paper Application Information Sheet

## CONSUMER PAPER APPLICATION INFORMATION

### 1) How can I apply for health care coverage through Georgia Access?

The fastest and most direct ways to apply for and enroll in health coverage are online through a Georgia Access certified web broker, Georgia Access insurance company, Georgia Access certified agent, or the Georgia Access consumer portal. If you need additional assistance reviewing and selecting a Georgia Access enrollment option, you can find a comprehensive list on [GeorgiaAccess.gov](https://GeorgiaAccess.gov) or you can call the Georgia Access contact center at 888-687-1503 for assistance.

If you are unable to enroll online, you can:

- A. Work with a Georgia Access certified agent in your area to help you apply for and enroll in coverage.
- B. Work with a local certified assister (certified Navigator or Certified Application Counselor (CAC)) in your area for in-person support to apply for coverage.
- C. Download and complete a paper application by visiting [GeorgiaAccess.gov](https://GeorgiaAccess.gov) and mail it to Georgia Access at the address below:

**Georgia Access Contact Center  
Attn: Consumer Paper Application  
PO Box 12264  
Birmingham, AL 35202**

### 2) What health care coverage options does Georgia Access provide?

Georgia Access provides access to comprehensive health and/or dental care coverage. If requested, Georgia Access will evaluate whether you are eligible for financial assistance (e.g., Advance Premium Tax Credits (APTCs) and Cost-Sharing Reductions (CSRs)) that could lower your monthly premiums and out-of-pocket costs. Georgia Access will also evaluate whether you may qualify for coverage through Georgia Medicaid or PeachCare for Kids®.

### 3) Who can apply for coverage using the paper application?

- A. You can apply for coverage for yourself and for members of your household
- B. You can apply for your child, even if you aren't eligible for coverage
- C. You can apply if you and/or a member of your household is an immigrant
  - a. Applying will not affect your immigration status or chances of becoming a permanent resident or citizen

#### 4) Which members of my household need to be included on my application?

You need to include information on your application for each person in your household, even if that person is not applying for coverage or already has health coverage. Your household information helps us make sure everyone gets the best coverage they can. The amount of financial assistance or type of health insurance coverage program you qualify for is based on the number of people in your household and your household income. If you don't include someone, even if they already have health coverage, your eligibility results could be affected.

The following people need to be included on your application for coverage, even if they aren't applying for health coverage:

- A. Current spouse
- B. Any child under the age of 21 in your household, including stepchildren, even if you don't plan on claiming them as a dependent
- C. Any other person on your federal income tax return (including any children over age 21 who are claimed on a filer's tax return)

For children under the age of 21 who are applying for coverage, the following people need to be included on your application even if they aren't applying for health coverage:

- A. Any parent (or stepparent) you live with
- B. Any spouse you live with
- C. Any sibling you live with
- D. Any child you live with, including stepchildren
- E. Any other person on the same federal income tax return
  - a. Note: You don't need to file taxes to get health coverage

#### 5) What information do I need to provide on my application?

- A. A valid Social Security Number, or document numbers for any eligible immigrants, for every member of your household requesting coverage
- B. Employer and income information for every member of your household requesting coverage. This includes information from pay stubs, W-2 forms, or wage and tax statements
- C. Information about any job-related/employer health insurance that is available to you or members of your household
- D. Policy numbers for any current health insurance that you or members of your household may have

Please refer to the *Georgia Access Consumer Paper Application* for a comprehensive list of all the information needed to complete your application.

#### 6) Why does Georgia Access request income and other identity-related information?

We ask about income and other information to let you know what coverage you qualify for and if you can get any financial assistance to pay for it. We'll keep all the information you provide private and secure, as required by law.

#### 7) If I choose to work with a Georgia Access certified agent, how do I find one?

You can find a Georgia Access certified agent in your area to assist you by searching for certified agents on [GeorgiaAccess.gov](https://www.GeorgiaAccess.gov) or calling the Georgia Access contact center at 888-687-1503. Choosing to work with a Georgia Access certified agent to apply for and enroll in coverage comes at no cost to you.

### 8) If I choose to complete a paper application, where do I send it?

Send your completed and signed application, along with copies of all required documentation, to:

**Georgia Access Contact Center  
Attn: Consumer Paper Application  
PO Box 12264  
Birmingham, AL 35202**

If you don't hear from us within 7-10 business days, you may contact the Georgia Access contact center at 888-687-1503 to inquire about the status of your application. Submitting an application does not mean you have to buy health coverage.

### 9) Who can serve as my representative?

You may represent yourself or you may receive assistance from an authorized representative that can be designated in *Appendix C* of the *Georgia Access Consumer Paper Application*, or online through one of the Georgia Access enrollment options.

An authorized representative can help you complete your application and represent you for all future inquires around your health coverage. The representative may be a friend, family member, or someone else you trust. Please note that appointing a certified Navigator or Certified Application Counselor (CAC) prohibits them from operating in their official capacity as an assister.

### 10) What if I need additional assistance?

If you need more information, want additional assistance with your application, or want to find a local Georgia Access certified agent or Georgia Access certified assister to assist you, please visit [GeorgiaAccess.gov](https://GeorgiaAccess.gov) or call the Georgia Access contact center at 888-687-1503.

### 11) What if I need language or accessibility services?

Georgia Access enrollment options and the Georgia Access contact center provide the following services for consumers who request additional assistance:

- A. Spanish-speaking representatives
- B. Language notice translation in Spanish
- C. Language assistance resources for 250 languages and dialects
- D. Teletypewriter line
- E. Large print notices

If you need any of the above services, reach out to a Georgia Access enrollment option or call the Georgia Access Contact Center at 888-687-1503 to request accommodations. These accommodations are provided at no cost to you.

## DIRECTIONS FOR COMPLETING A PAPER APPLICATION

If you need any of the language or accessibility services outlined in question 11 above, contact one of the Georgia Access enrollment options or call the Georgia Access contact center at 888-687-1503. These accommodations are provided at no cost to you.

If you choose to complete a paper application, complete all steps of the application as outlined below:

- **Step 1: Contact Information.** Complete this section for the head of household or primary point of contact for the application. You must be at least 18 years of age to serve as the primary point of contact.
- **Step 2: Information for Primary Point of Contact.** Complete this section for the primary point of contact.
- **Step 3: Information for Other Household Members.** Complete this section for each member of your household, even if they are not applying for coverage.
- **Step 4: Household Health Coverage.** Complete this section to provide information on health care coverage for the members of your household.
- **Step 5: Agreement and Signature.** Review the terms of Georgia Access and sign your application.
- **Appendix A: Health Coverage from Jobs.** If you marked that someone in your household receives coverage from a job in Step 4, you must complete this section for that person.
- **Appendix B: American Indian or Alaska Native Household Members.** If you marked that someone in your household is an American Indian or Alaska Native in Step 3, you must complete this section.
- **Appendix C: Help with Completing this Application.** If someone helped you complete your application, both you and the person helping you must complete this section.
- **Appendix D: Life Events.** If you are applying for coverage outside of Open Enrollment due to a Qualifying Life Event (QLE), you must complete this section.