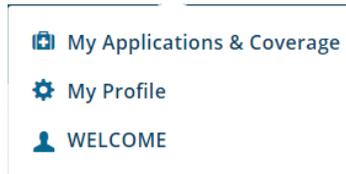




Next Steps For Consumers: How to Upload Documents to the Marketplace

1. Log-in to your healthcare.gov account
2. Click on your name and small head icon in the upper right corner of the screen. You will see the following options in a drop-down list.

Click on **MY APPLICATIONS AND COVERAGE**.

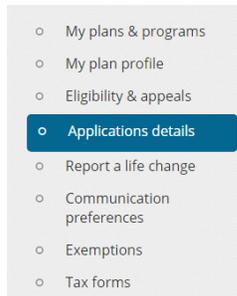


3. You will then see a list of your existing applications. Click on your current application (e.g., **2019 North Carolina application for Individual & Family Coverage**).

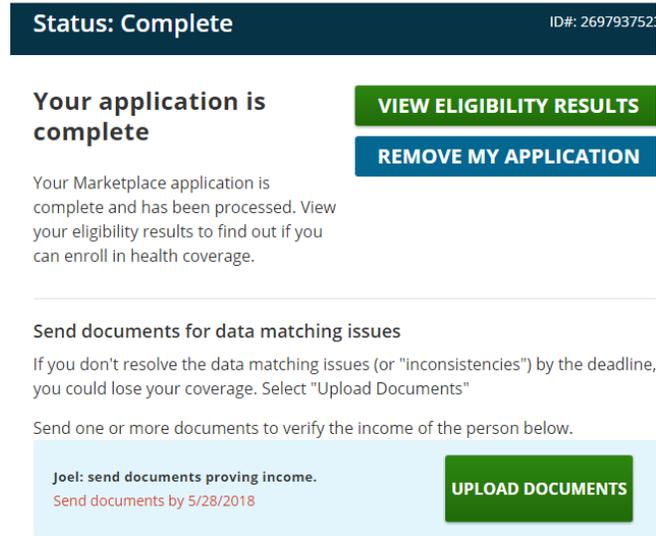
Your existing applications:

[2019 North Carolina application for Individual & Family Coverage](#)

4. On the left side of the screen, you will see a list of options. Click on **APPLICATION DETAILS**.



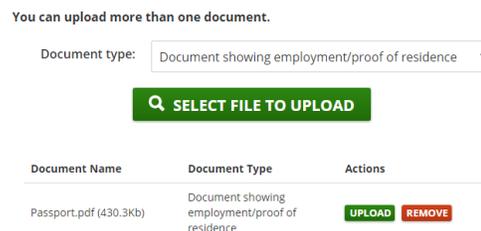
5. This screen is where you will upload documents.



6. Select the type of document you want to upload in the dropdown menu.



7. Click **SELECT FILE TO UPLOAD**. Find file on your computer to upload & click on green **UPLOAD**.



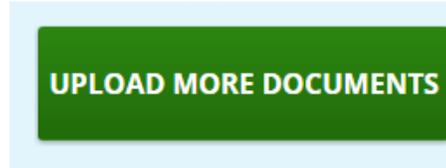
8. You will see a **green checkmark** if your file has been successfully uploaded.

Document Name	Document Type
✔ Passport.pdf (430.3Kb)	Document showing employment/proof residence

9. Once you see a green checkmark by your upload, click the “TAKE ME BACK” button.



10. When you have successfully uploaded a document, the green **UPLOAD DOCUMENTS** will now say **UPLOAD MORE DOCUMENTS** to let you know that documents have already been successfully uploaded.



11. Repeat these steps for all requested documents.

12. Once you have successfully uploaded your documents, you may receive a notice that **specifically confirms the Marketplace has received your documents and has either accepted or denied your documents**. No news is good news, so it is also okay if you don't receive any response. **The notice to watch for is one that states the Marketplace needs more information**

IMPORTANT! Watch for a notice that states:

ACTION NEEDED: The Health Insurance Marketplace needs more information to verify your annual household income and make sure you can keep your financial assistance.

If you get one of these notices or something similar **that acknowledges you already submitted documents but states that the Marketplace needs more information**, please call us at 828-210-3404 or visit www.getcoveredamerica.org to schedule an appointment. We can help you resolve this issue!

PLEASE NOTE: Emails and letters reminding you to upload documents only apply if you HAVE NOT uploaded any documents. If you have already submitted document, you can disregard the generic letters and email reminders.

IF YOU ARE SUBMITTING INCOME DOCUMENTS, KEEP IN MIND:

You must submit proof of the **total household income** and the proof you submit must **closely match** the total income amount on your application. You can find that amount in your Eligibility Letter.

Include proof of income from each source listed on the application (e.g., pay stubs & unemployment & Social Security). If there is a discrepancy, include a cover letter with your documents to explain how you calculated the estimated total household income on your application.

IMPORTANT information about proving INCOME:

We know that proving future, unearned income can be difficult. We can help!

Please call us at 828-210-3404 or visit www.getcoveredamerica.org to schedule an appointment.

We know exactly what needs to be submitted and can help you!