



Exceptional Circumstances or Plan/Program Error Documentation for a Special Enrollment Period

Consumers who experience the following issues may qualify for a Special Enrollment Period. A Special Enrollment Period is required to enroll in or change coverage outside of the Open Enrollment Period (November 1 – January 31 of each year).

If you believe you qualify for one of the circumstances below, please complete the following information to provide more details.

- ☐ **Plan or benefit display error**
- ☐ **Error, misrepresentation, inaction by the Exchange or certified assisters, including agents or brokers**
- ☐ **Health plan violation of a material policy provision**
- ☐ **Resolving a data matching issue that changes eligibility**
- ☐ **Exceptional circumstances that reasonably prevented enrollment, including serious medical condition or a natural disaster such that a key enrollment deadline was missed due to the exceptional circumstances**

Please provide more information about the issue above, including what the error or exceptional circumstance is, the date it occurred if applicable, and the impact the issue had on your eligibility or coverage.

I declare under penalty of perjury and certify that the foregoing statements made by me are true and correct. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment.

SIGNATURE

DATE

Once completed, please upload to your consumer dashboard and wait for the document to be processed by the Customer Assistance Center. If approved, you will be able to enroll in or change health plans. If you have any questions you can call the call center at: 1-833-677-1010.