

Affordable Care Act Resources

Federally-funded Marketplace

- www.healthcare.gov
- 800-318-2596: 7 days/week, 24 hours/day – assistance in 400 languages
- SHOP (Small Business Health Insurance Options): 800-706-7893, Monday-Friday, 9am to 7pm ET
Phone lines closed on federal holidays
- Spanish language version – CuidadodeSalud.gov

Marketplace Application Assistance (all services will be free)

- Marketplace – <https://localhelp.healthcare.gov/> to search for local assister agencies
'Find Local Help' link located at the bottom of the Marketplace homepage
- NC Get Covered – <http://www.ncgetcovered.org/local-help> can schedule appointments or search enrollment events
- NC Health Care Navigator Appointment line – 855-733-3711, Monday-Friday, 9am to 5pm – set up appointments with Marketplace Navigators located in your area

NC Marketplace Insurance Companies

- Blue Cross Blue Shield: <http://www.bcbsnc.com>, 800-446-8053
- Coventry: <http://coventryhealthcare.com/>, 855-HIX-CVTY/855-449-2889 (toll free)
- United Health Care: <http://www.uhc.com/>, 800-842-8000

Medicaid and Children's Health Insurance Program (CHIP) – contact your local [DSS](#)

- Health Check (Medicaid)
- [NC Health Choice](#) (CHIP) (for children under 19)

Insurance Questions/Complaints – NC Department of Insurance (NCDOI) <http://www.ncdoi.com/>, 855-408-1212 (toll free)

Health insurance plan types – Learn about the different types of insurance plans (e.g. HMO, EPO, PPO and POS) at <http://healthinsurance.about.com>

Health Resources and Services Administration (HRSA) Health Centers

HRSA health centers are community-based and patient-directed organizations that are designed to serve medically underserved communities and vulnerable populations with limited access to health care.

http://findahealthcenter.hrsa.gov/Search_HCC.aspx - to search for local HRSA Health Centers

Tax Preparation

- The Volunteer Income Tax Assistance (VITA) program offers free tax preparation services to qualifying individuals, including low-income taxpayers (earning \$53,000 or less), persons with disabilities, the elderly, and limited English-speaking taxpayers. Visit <http://irs.treasury.gov/freetaxprep/> to find a VITA program near you, or call 800-906-9887.
- The Tax Counseling for the Elderly (TCE) program is operated by the AARP Foundation's Tax Aide program. The TCE program offers free tax preparation for low-to moderate-income taxpayers - especially those 60 and older. To find a TCE site in your area, visit <http://www.aarp.org/applications/VMISLocator/searchTaxAideLocations.action>, or call 888-227-7669.