

Post-enrollment Assistance



Terminating a Marketplace Plan

Let's Get Started

Consumers can terminate a Marketplace plan at any time and for any reason.

For example, they might accept a new job and enroll in employer-sponsored coverage (ESC). Or perhaps they've become newly eligible for Medicaid or Medicare. Some consumers may simply want to end their coverage.

Regardless of the reason, you should be ready to help.

Before you complete this module, you should review:

- [How to Cancel Your Marketplace Plan](#) at HealthCare.gov for step-by-step instructions based on consumers' specific circumstances.
- [Assister Webinar - Consumer Options for Terminating Plans and Reporting Changes](#)

What You Need to Know

Terminating Coverage vs. Canceling Coverage

Can you recall the difference between terminating and canceling Marketplace coverage?

Before you get started, let's review a couple of key terms.

Terminating Coverage:

When consumers end their coverage, or when coverage ends for a consumer, after their coverage effective date, resulting in a period during which the individual was enrolled in a qualified health plan (QHP).

Canceling Coverage:

When consumers end their coverage, or when coverage ends for a consumer, before or on the date their enrollment became effective, resulting in their enrollment never having been effective.

Ending Coverage for All vs. Some Individuals on an Application

Coverage end dates may vary depending on whether a consumer is ending coverage for everyone on an application or just some individuals on an application.

All Individuals on an Application:

Consumers can end coverage for everyone on their Marketplace plan through their HealthCare.gov online account. When a consumer ends coverage for everyone, they can select their household's desired coverage end date.

Some Individuals on an Application:

If consumers are ending coverage for some, but not all, people on the application, in most cases their coverage will end immediately.

The best way to make sure coverage ends on the desired date is to contact the Marketplace Call Center at 1-800-318-2596 (TTY: 1-855-889-4325) and request the change.

Now let's review some real-world scenarios you may encounter when consumers decide to terminate their Marketplace coverage.

What You Need to Do

Read each scenario and determine what steps the consumer must take to terminate their Marketplace plan for everyone on the account or just one person on the account.

Ending coverage for all individuals on a plan

Scenario 1, Maria and Juan

Your first appointment of the day is with Maria and her husband Juan, who are enrolled in a Marketplace plan with financial assistance on the same application.

In April, Maria received an offer of employer-sponsored coverage (ESC), and the ESC covers spouses and dependents, so Juan can enroll in the ESC as well.

The ESC will begin on May 1.

Maria used the [Employer Coverage Tool](#) to determine that her offer of ESC is affordable and meets the minimum value standard for both herself and Juan. Therefore, Maria and Juan are no longer eligible for financial assistance and would like to enroll in the ESC instead.

Policy Update:

Previously, ESC was considered affordable for all family members to whom an employer's offer extends if the premium for the employee's self-only coverage was affordable. The premium required to cover any family members was not taken into account.

The Internal Revenue Service (IRS) issued new regulations that began in Plan Year 2023: If a consumer has an offer of employer coverage that extends to their family members, the affordability of employer coverage for those family members will be based on the family premium amount, not the self-only employee premium cost.

Maria and Juan need your help ending their Marketplace coverage. They've brought in a notice from Maria's employer confirming that her offer of ESC will begin on May 1.

Knowledge Check: True or false? Consumers who receive an offer of ESC that is affordable and meets the minimum value standard should end their Marketplace coverage immediately.

Answer: False! Consumers like Maria should not end their Marketplace plan before they know exactly when their new health coverage will begin. If they terminate their Marketplace coverage before their new coverage begins, they may experience a gap in coverage.

Consumers enrolled in Marketplace coverage who receive an offer of ESC that is affordable and meets the minimum value standard, and who want to enroll in the ESC instead, can set a termination date for their Marketplace coverage for the day before their ESC is set to begin so they can avoid both gaps and overlaps in coverage.

Since Maria and Juan know their new coverage will start on May 1, let's continue to help them end their Marketplace plan.

Maria logs into her Marketplace account and selects her existing application. In this example, **2023 Delaware application for Individual & Family Coverage**.

Next, to continue to end her coverage, Maria selects **My plans & programs** from the menu displayed on the left.

Maria navigates to the end of the **My plans & programs** screen, and selects the **End (Terminate) ALL Coverage** button within the Terminate coverage section.

Finally, Maria and Juan must select a desired coverage end date, check the attestation box, and select the **Terminate Coverage** button to terminate their coverage.

Knowledge Check: What date should they enter as their desired termination date so that they don't experience a gap or overlap in coverage? Remember, Maria and Juan's ESC will start on May 1.

Answer: Maria and Juan will have a gap in coverage if they select a date that is earlier than the day before their ESC is set to begin, and they will be enrolled in both a Marketplace plan and ESC if they select a date after their ESC is set to begin. They do not want a gap in coverage, so Maria enters 04/30/2024 as the date they want their Marketplace coverage to end.

Next, Maria must attest to her understanding that she is choosing to end (terminate) coverage for her plan for all enrolled members of her household, and that they may not be able to enroll in Marketplace coverage until the next Open Enrollment, unless they qualify for a Special Enrollment Period.

She checks the attestation box, then selects the **Terminate Coverage** button.

On the "My plans & programs" screen, a "Status: Terminated" banner displays above the plans Maria and Juan ended.

Great work! You've successfully helped Maria terminate coverage for all members on a health plan.

Ending coverage for some individuals on a plan

Now, let's help another family terminate coverage for only one household member on their application.

Scenario 2, Ada, Chi, and Chuck

Ada, her husband Chi, and their son Chuck are enrolled in a Marketplace plan together on the same application. However, Chuck just graduated from college, started his first job, and has enrolled in employer-sponsored coverage offered by his new employer that is affordable and meets the minimum value standard.

Ada and Chi need your help removing Chuck from their Marketplace plan.

Ada and Chi will continue to claim Chuck as a tax dependent on their federal income tax return, and they would also like to keep their existing plan. Therefore, they will need to keep Chuck on their application and switch his status to a non-applicant.

Knowledge Check: How should you advise Ada and Chi?

Answer: Advise Ada and Chi to report a life change to change Chuck's status to non-applicant, as well as report his new income, and then call the Marketplace Call Center to make sure Chuck receives his desired coverage end date.

Assister Tip: If consumers are ending coverage for some, but not all, people on the application, in most cases their coverage will end immediately.

The best way to make sure coverage ends on the desired date is to contact the Marketplace Call Center at 1-800-318-2596 (TTY: 1-855-889-4325) and request the change.

Good job on those scenarios!

Wrap Up

Congratulations! You have completed *Terminating a Marketplace Plan*.

Remember:

- Consumers ending coverage for everyone on the application can have their termination take effect as soon as the day they take action with the Marketplace, or they can set the Marketplace coverage end date to a day in the future (for example, for the day before their new coverage will start).
- If consumers want to end coverage for some, but not all people on a Marketplace application, they can change their status to a non-applicant or remove them from the application entirely if the person is no longer part of their tax household (e.g., in cases of death or divorce). You should advise consumers to contact the Marketplace Call Center at 1-800-318-2596 (TTY: 1-855-889-4325) on the day the new coverage will begin to confirm the coverage end date for individuals who no longer need Marketplace coverage. Calling the Marketplace Call Center will ensure consumers avoid any potential gaps in coverage by making sure coverage ends for the right individual(s) on the desired date(s).
- It's important to advise consumers that they should not end their Marketplace plan until they know when their new coverage starts.

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