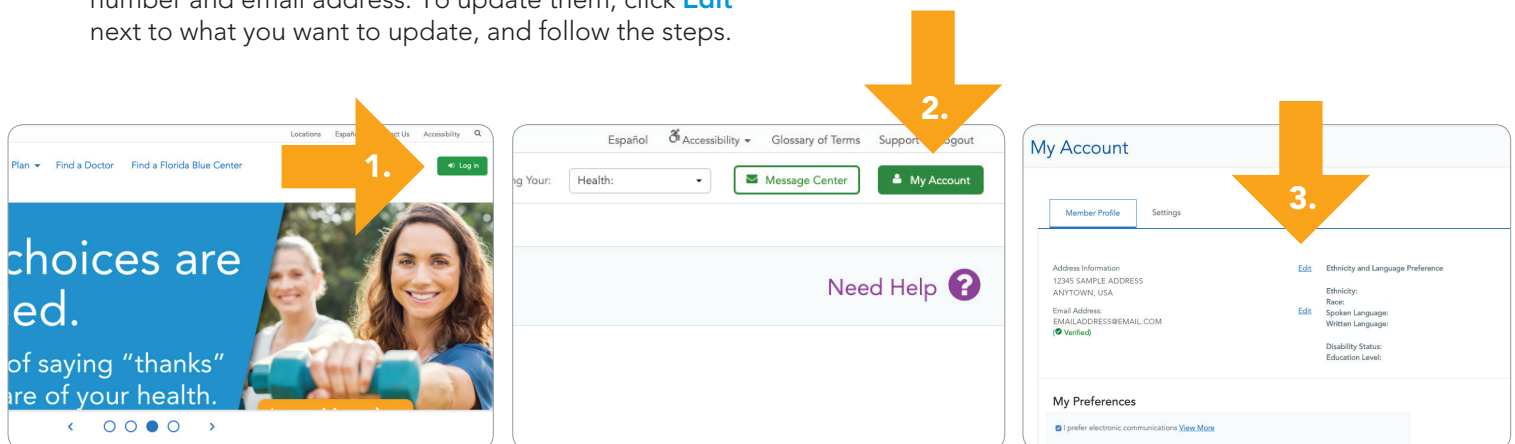


How to Change Your Contact Information

Don't miss out on important updates! Be sure your contact information is correct so you get your mail and email on time. To update your address, phone number or email address, follow the steps below. We've separated the steps depending on where you enrolled in your health plan: directly from Florida Blue or from the Marketplace (healthcare.gov).

If You Enrolled Directly with Florida Blue

1. Log in to floridablue.com
2. Click **My Account** in the top right corner.
3. Under **Member Profile**, you'll see your address, phone number and email address. To update them, click **Edit** next to what you want to update, and follow the steps.



WHEN CHANGING YOUR EMAIL ADDRESS:

- After you save your edits, you'll be prompted to verify the updated email address. Follow the steps.
- Then, if you want to get communications from us through email, scroll down and re-check the box next to, "I agree to receive electronic communications." Details and terms are provided there.

WHEN CHANGING YOUR PHONE NUMBER:

- After you save your edits, you'll be prompted to verify the phone number. Follow the steps to add or change telephone preferences.
- Then, if you want to receive texts from us, scroll down and re-check the box next to, "Yes, text me about my

plan and other information." Details and terms are provided there.

WHEN CHANGING YOUR ADDRESS:

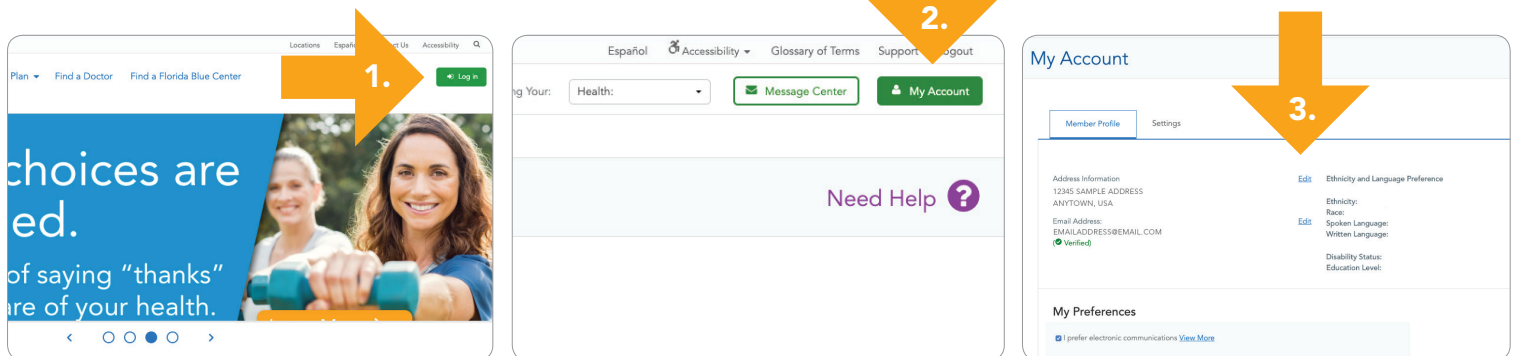
- You can change your mailing address anytime by following the steps above.
- If you'd like to change your residential address, we can help. Just call us at the number on the back of your member ID card.
- Plans and premium rates vary by county. Also, if you move to a new county, you may qualify for a Special Enrollment Period to change your plan. The customer service advocate will tell you if your current plan is available at your new address and connect you with an agent, if needed.

If You Enrolled on the Marketplace (healthcare.gov)

When you buy your health plan from the Marketplace, you'll need to update your contact information on both floridablue.com and the Marketplace website, healthcare.gov. **It's important to update your information in both places** so you don't miss out on updates about your plan, benefits or other topics.

1 Update Your Contact Information at floridablue.com

1. Log in to floridablue.com
2. Click **My Account** in the top right corner.
3. Under **Member Profile**, you'll see your address, phone number and email address. To update them, click **Edit** next to what you want to update, and follow the steps.



WHEN CHANGING YOUR EMAIL ADDRESS ON FLORIDABLUE.COM:

- After you save your edits, you'll be prompted to verify the updated email address. Follow the steps.
- Then, if you want to get communications from us through email, scroll down and re-check the box next to, "I agree to receive electronic communications." Details and terms are provided there.

WHEN CHANGING YOUR PHONE NUMBER ON FLORIDABLUE.COM:

- After you save your edits, you'll be prompted to verify the phone number. Follow the steps to add or change telephone preferences.
- Then, if you want to receive texts from us, scroll down

and re-check the box next to, "Yes, text me about my plan and other information." Details and terms are provided there.

WHEN CHANGING YOUR ADDRESS ON FLORIDABLUE.COM:

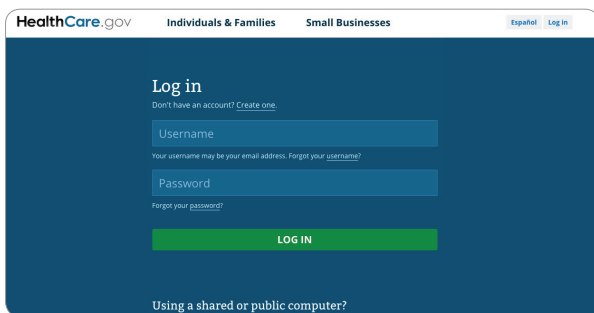
- *Members with Marketplace plans can't change their address on floridablue.com. That must be done on the Marketplace website, healthcare.gov. If you'd like, you can have separate residential and mailing addresses on your Florida Blue profile, by calling us at the number on the back of your member ID card.*
- When you click **Edit** next to **Address** on your member profile on floridablue.com, you'll see a pop up message and a link to the Marketplace. Click that link, and log in to your Marketplace account.

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Update Your Contact Information on healthcare.gov

IMPORTANT: Members with Marketplace plans can call the Marketplace for help in updating their contact information (address, phone number, email address) on **healthcare.gov**. The number is 800-318-2596. If you choose to, you can make the changes yourself. You'll need to update the information on your profile and on your application. Depending on what you changed, you'll get new Eligibility Results, and new plans and prices may be available.

First: Update your profile



1. Log in to healthcare.gov
2. Click **Continue**.
3. Click your name in the top right of the screen. Then click **My Profile**.
4. Click **Edit** next to the field you want to update (like **Address, Email Address** and **Phone Number**).
Note: Sometimes a more detailed address than the one you type in will pop up. For example, one that shows the full zip code. Select this one so your most accurate address is saved.
5. Save your changes.

Second: Update your application

This PDF on healthcare.gov shows all the steps and screenshots to update your application.

1. Click your name in the top right corner, and click **My Applications & Coverage**.
2. Choose the current **completed** application.
3. Click **Report a Life Change** on the left-hand menu.
4. Read through the list of changes, and click **Report a Change in My Household's Income, Size, Address or Other Information**. Click **Continue**.
5. Read the privacy policy, and click **Save & Continue**.
6. Click **Report a Life Change**, then click **Save & Continue** at the bottom of each page until you get to the page that needs to be updated.
7. On the page that you need to update, click **Edit or Remove** next to the incorrect information. Type in the correct information. Click **Save & Continue**.
8. Once you've made changes, click **Submit Application**.
9. You'll get new **Eligibility Results**, and new plans and prices may be available, depending on what you changed.
10. If you need to change plans, call your agent or call us at 855-714-8894.

Florida Blue is an Independent Licensee of the Blue Cross and Blue Shield Association. We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. You may access the Nondiscrimination and Accessibility Notice at floridablue.com/ndnotice. Español, Kreyol Ayisien: floridablue.com/languageservices.