













When you have a request or need to make a change to your plan:

- If you bought a Marketplace plan through healthcare.gov: Please refer to the table below.
- If you did not buy a Marketplace plan through healthcare.gov: Contact Customer Support located on the back of your member ID card or from the list on page 2.

Marketplace Plans Only		Login to Your HealthSherpa Account	Contact Your Carrier Member Services
I want to change my:	Physical Address	●	
	Billing Address		●
	Phone number	●	
	Email address	●	
	Name	●	
	Date of Birth	●	
	Gender	●	
	Social Security Number	●	
I want to cancel/remove my:	Medical Plan	●	
	Adult/Pediatric Dental Plan	●	
	Dependent	●	
	Entire Policy (Free Look Period 30 days)	●	
I want to upload my:	Marketplace Verification	●	
I want to update my:	Income	●	
	Primary Care Provider		●
I want information about:	Plan Benefits and/or Coverage		●
	Referral to a Specialist		●
	Prior Authorization		●
	Telehealth/Nurse Line		●
	In-network Provider(s)		●
I want a copy of my:	1095A Tax form	●	
	Member ID Card		●
	Benefit Book		●
	Proof of Coverage Letter		●
	Member Reference Guide		●
I have a billing request. I want to:	Receive a paper billing		●
	Receive my bill electronically		●
	Reprint a bill		●
	Rerun a bill (invoice)		●
I have a claims issue. I want to:	File a complaint		●
	File an Appeal		●
I have an Rx issue. I need to:	Discuss my Rx coverage		●
I have a payment request. I want to:	Set up Auto Bill Pay		●
	Make a Phone Payment		●
	Request a Refund due to Termination/Cancellation		●
	Request a Refund due to Overpayment		●
	Research Missing or Misapplied Payments		●
	Reinstate My Policy (Limitations May Apply)		●
I qualify for a Special Enrollment Period. I would like to:	Add Spouse or Dependent to an Existing Policy	●	
	Choose a Different Policy	●	
	Choose a Different Carrier	●	
	Add Medical/Dental Plan	Call BCI Benefit Solutions at 361-852-8005 (Corpus) or 713-728-7252 (Houston) to speak with one of our independent, authorized agents	

BCI Insurance Solutions is here to help you if you need additional assistance after contacting HealthSherpa or your carrier.

I Want to Contact:	By:	How:
HealthSherpa Enrollment Portal 	Phone	1-855-772-2663 Hours: Mon–Fri 6 am to 4 pm PST
	Website	www.healthsherpa.com/
	Mobile App	None
Aetna CVS Health 	Phone	1-844-365-7373 Hours: Mon–Fri 8 am to 5 pm local time
	Member Portal	Aetna CVS Health or https://www.aetna.com/about-us/login.html
	Mobile App	Download The Aetna HealthSM app at Apple Store or Google Play
Ambetter from Superior HealthPlan 	Phone	1-877-687-1196 Hours: Mon-Sun 8am to 8pm CST
	Member Portal	Ambetter Member or https://bit.ly/3pJdDcB
	Mobile App	None
CHRISTUS Health Plan 	Phone	1-844-282-3025 Hours: Mon–Fri 8 am to 5 pm CST
	Member portal	CHP Portal or https://bit.ly/3Od0GSC
	Mobile App	None
Cigna Healthcare 	Phone	1-855-738-3872 Hours: 24 hours a day, 365 days a year
	Member portal	Customer Login or https://my.cigna.com/web/public/guest
	Mobile App	Download My Cigna app at Apple Store or Google Play
Community Health Choice 	Phone	1-855-315-5386 Hours: Mon-Fri (excluding State-approved holidays) 8 am to 5 pm CST
	Member Portal	My Member Account or https://bit.ly/3MsBDt9
	Mobile App	None
Blue Cross Blue Shield of Texas 	Phone	1-800-531-4456 Hours: Mon–Fri 8 am to 8 pm; Sat 8 am to 6 pm; Sun 10 am to 2 pm CST
	Member Portal	Blue Access for Members or https://bit.ly/42D8r8F
	Mobile App	Download the BCBSTX app at Apple Store or Google Play , or text BCBSTXAPP to 33633
Humana Dental and Vision 	Phone	1-877-877-1051 Hours: Mon–Fri 8 am to 8 pm EST
	Member Portal	HumanaOne Dental & Vision Member Login or https://humana/3o3YiCQ
	Mobile App	Download MyHumana app at Apple Store or Google Play
Molina 	Phone	1-888-562-2025 Hours: Mon–Fri 8 am to 6 pm CST
	Member Portal	My Molina or https://member.molinahealthcare.com/
	Mobile App	Download My Molina app at Apple Store or Google Play
Oscar 	Phone	For Individual & Family plans, 1-855-672-2788 Hours: Mon-Fri 8am to 8pm
	Member Portal	Oscar Health Portal or https://www.hioscar.com/auth/login
	Mobile App	Download Oscar Health Molina app at Apple Store or Google Play
UnitedHealthcare (ACA) 	Phone	1-866-811-2704 Hours: Mon–Fri 8 am to 6 pm CST
	Member Portal	UHC Exchange or https://bit.ly/3pGQcjY
	Mobile App	Download UnitedHealthcare app at Apple Store or Google Play
UnitedHealthOne 	Phone	1-800-657-8205 Hours: Mon–Fri 8 am to 6 pm EST
	Member Portals	Medical Insurance Member Portal or https://bit.ly/3pyhTel Dental Member Portal or http://www.myuhcdental.com/ Vision Member Portal or http://www.myuhcvision.com/ Safeguard, Indemnity, Life, & other plans or https://bit.ly/3BqOBBF
	Mobile App	Download New Benefits app at Apple Store or Google Play