

Step-By-Step Guide to Renewing Your Marketplace Plan

Follow this step-by-step guide to complete your renewal through our new portal for members with Federal Marketplace plans.

If you have any questions or concerns at any time through the process, please don't hesitate to reach out to your GHC-SCW agent. Call (608) 828-4831 or email isales@ghcscw.com anytime Monday through Friday between 8 a.m. and 5 p.m.

We appreciate your business!

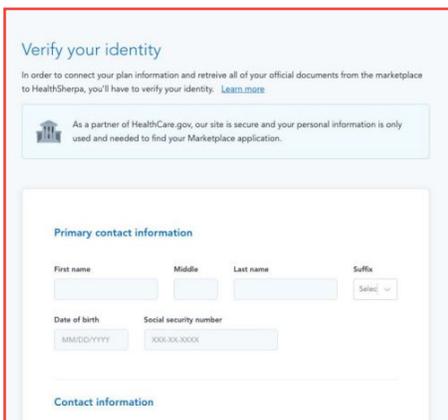
Step 1:

Visit ghcscw.com/marketplace to get started! This will take you to a login screen to sign up or access your current account. You may be asked to agree to our privacy and terms policy. Checkmark these two agreements and click **continue**.

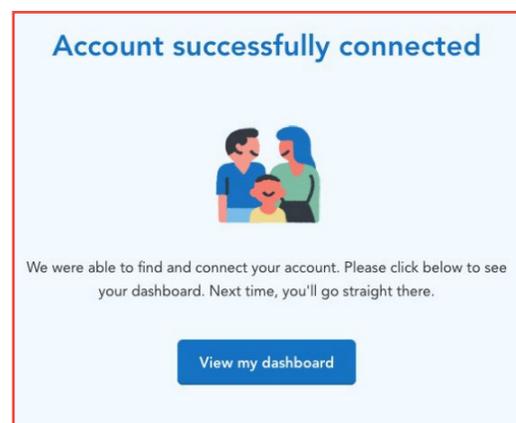
Click 'Sign up' to create an account.

If you already have an account, enter the same email and password as you used previously. **This is not your Healthcare.gov account, this is your GHC-SCW Marketplace login account.** You will then see 'An Account with this email already exists. Please sign in. Follow that sign up link to access your current account. If you forgot your password, click on 'Forget your password?' and follow the prompts.

For security purposes, you may be asked to connect/verify your Marketplace account and confirm your identity by filling out a secure form with your full name, address, date of birth, social security number and more. If you are unable to confirm your identity through our portal, please call (608) 828-4831.



If you do not have an account, you will be asked to verify your identity.



Once your account has been connected successfully, you will see this message.

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MK22-133-1(8.23)FL

 **Group Health
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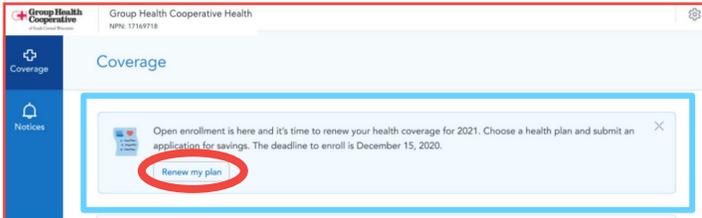
of South Central Wisconsin

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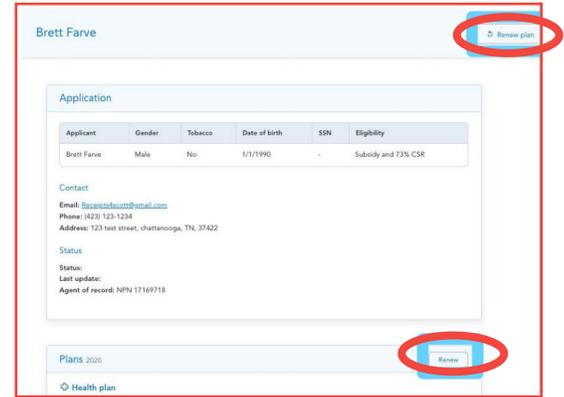
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Step 2:

Once you have successfully logged in and/or connected your Marketplace account, you will see a message near the top of your screen prompting you to renew your plan. Click the button circled that reads 'Renew my plan'.



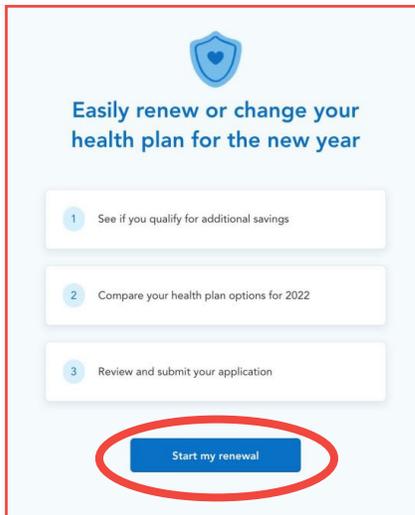
If you previously had a Marketplace account, your page may look like this.



If you previously had a GHC-SCW member portal account, your page may look like this.

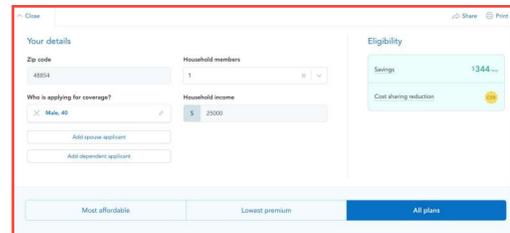
Step 3:

Once you have clicked 'Renew my plan' you will be prompted to begin the renewal process.

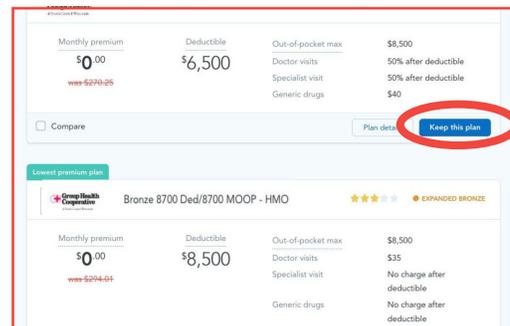


When you begin your renewal, this screen will pop up.

Click on "Start my renewal."



You will then be asked to verify your member details.



From there, you can begin to shop for different plans or keep your current plan.

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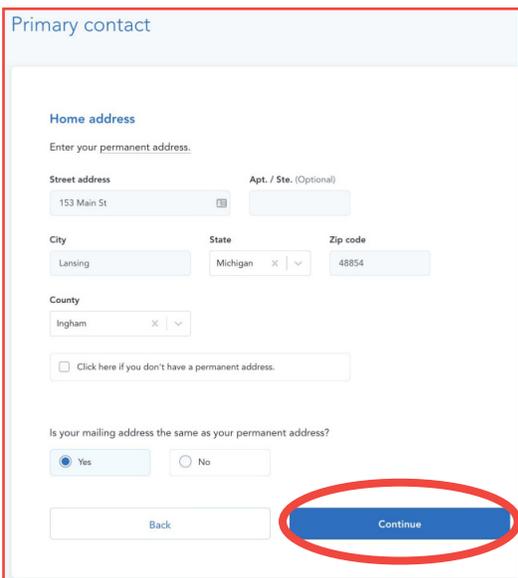
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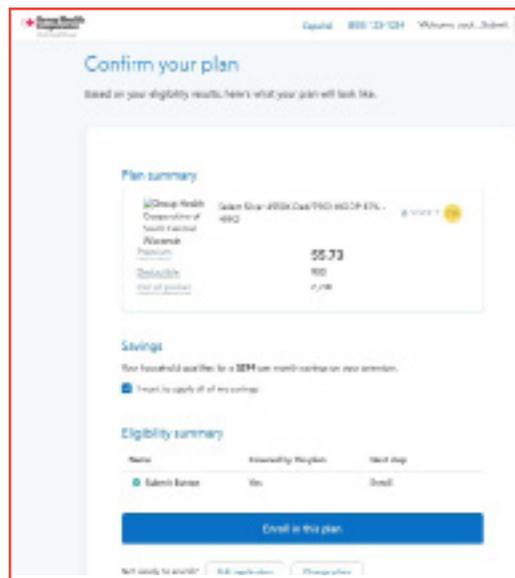
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Step 4:

Once you have chosen a plan, you will be asked to verify a pre-filled application and your contact information. When you have determined that everything is correct, you may submit your application.



Be sure to verify all of your contact information before submitting your application to prevent any delays or mistakes during your renewal.



Here, you will click “enroll in this plan.” The page should refresh when your application has been sent successfully.

Step 5:

Once your renewal has been successfully submitted, you will be taken back to your dashboard where you will view any pending items, such as payments or documents that need to be uploaded.

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