

## Guide to Creating a CoverME.gov Consumer Account

This document is intended as a user guide for CoverME.gov consumers. For assistance or technical support, please contact the CoverME.gov Consumer Assistance Center at 1-866-636-0355 TTY 711.

**Step 1:** On CoverME.gov, please review the information in the Get Started menu.



**Step 2:** When you are ready to create an account, follow [this link](#). This will bring you to the page below where you can create your CoverME.gov consumer account.

A screenshot of the "Create Account" page on CoverME.gov. The page header includes the CoverME.gov logo, the text "Maine's Official Health Insurance Marketplace", and "CALL CUSTOMER SERVICE (866) 636-0355 / TTY: 711". The main heading is "Create Account". Below it are three input fields: "Email or username", "Password 8 characters minimum", and "Password confirmation". A red "CREATE ACCOUNT" button is positioned below the fields. A "Live Chat" button is located in the bottom right corner.

**Step 3:** Enter an email/username and a password, and press Create Account.

coverME.gov  
AFFORDABLE HEALTH  
COVERAGE FOR MAINE

Maine's Official Health Insurance Marketplace

CALL CUSTOMER SERVICE  
(866) 636-0355 / TTY: 711

## Create Account

Email or username

Password 8 characters minimum Average

Password confirmation Match ✓

**CREATE ACCOUNT**

[Sign In](#)

**Step 4:** Review the CoverME.gov Privacy Information and press Continue.

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AFFORDABLE HEALTH  
COVERAGE FOR MAINE

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CALL CUSTOMER SERVICE  
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HELP | LOGOUT  
newconsumer@mailinator.com

Welcome to CoverME.gov. Your account has been created. x

## Privacy and Use of Your Information

CoverME.gov understands that you are providing us with personal information about yourself and your family. We take the protection of that information very seriously. CoverME.gov wants you to understand that your information will be used only to see whether you or your family member(s) qualify for a Marketplace health insurance plan or financial help to make your plan more affordable.

CoverME.gov will confirm the answers you provide by matching them with information from other government agencies like the Social Security Administration, Department of Homeland Security, and the Internal Revenue Services. These data requests are authorized by the Affordable Care Act. We need this information to verify your identity, income, and other information on your application to determine if you are eligible for health coverage and financial assistance through CoverME.gov. We may also check your information at a later time with your permission to make sure your eligibility is up to date. If your answers do not appear to match with the agencies we contact, we will ask you to send us documentation to verify your answers. We will provide a list of different documents that will help us to confirm your information.

CoverME.gov is required to keep your personal information confidential, whether it is written on paper, sent to us by computer, or told to us over the telephone. We may only use or share your information in a secure way with our employees or trusted business partners who perform their work for CoverME.gov. We also may share your information outside of CoverME.gov if you ask us to do so, or where the law provides.

CoverME.gov will also communicate with your authorized representatives and provide information to the health insurance company you select so that it can enroll you in your health plan. If you choose to use a designated representative, such as a health insurance agent, broker, or Maine Enrollment Assister, they will be

**Step 5:** Enter your personal information, and press Continue. If you do not have an existing application on CoverME.gov, you will receive the following message in green. Press Continue again to proceed with your new application.

**Step 6:** After pressing Continue, you can proceed with your application (shown below). At any point, if you wish to exit the application and continue later on, you can click the “Save & Exit” option on the right side of the application screen. You can log back in to finish your application any time using [this link](#), which can also be found on the CoverME.gov home page.

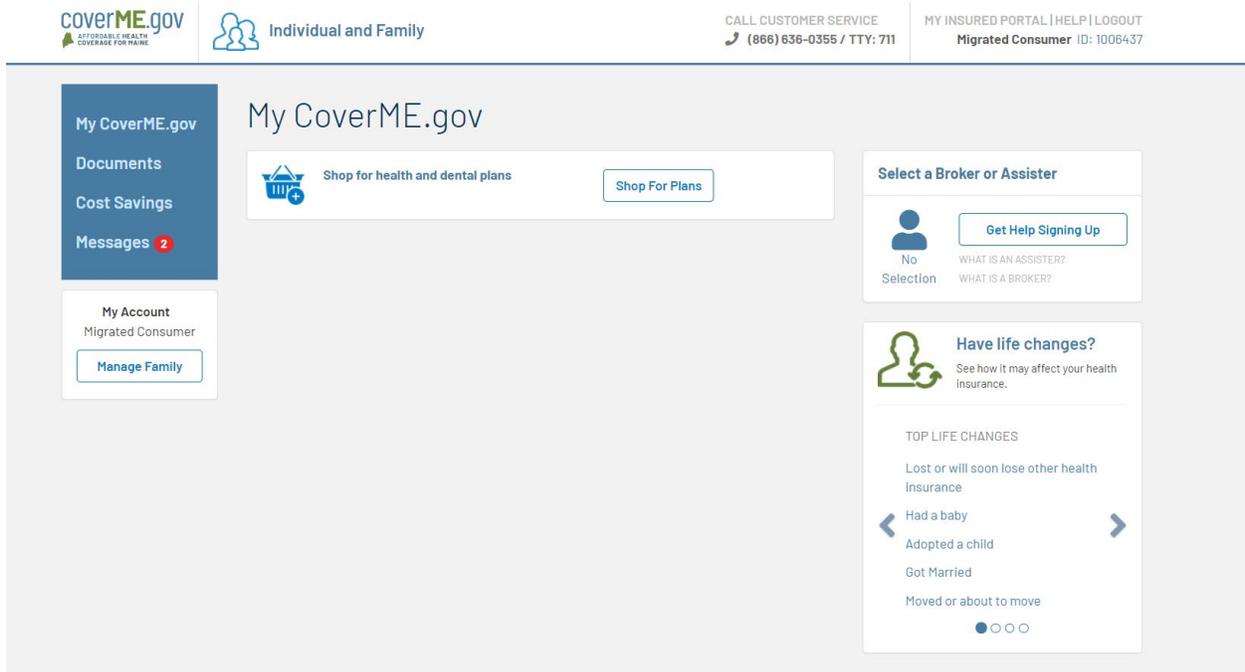
**Step 5:** Enter your personal information, and press Continue. If you do not have an existing application on CoverME.gov, you will receive the following message in green. Press Continue again to proceed with your new application.

The screenshot shows the 'Personal Information' form on the CoverME.gov website. The form fields are filled with: FIRST NAME: Migrated, MIDDLE NAME: (empty), LAST NAME: Consumer, SUFFIX: NONE, DATE OF BIRTH: 11/01/1980, SOCIAL SECURITY: 658-60-8709, and GENDER: FEMALE. A green message box states: 'It looks like you already have an existing application with CoverME.gov. This application could be from an application you had with Healthcare.gov, the Maine Office for Family Independence, or one you've completed with us previously. Please review your application as it's very important that all your information is up to date.' A red 'CONTINUE' button is visible in the top right corner.

**Step 6:** After pressing Continue, you can proceed with your application (shown below). At any point, if you wish to exit the application and continue later, you can click the “Save & Exit” option on the right side of the application screen. You can log back in to finish your application any time using this link, which can also be found on CoverME.gov.

The screenshot shows the 'Personal Information' form with additional questions. The form fields are filled with: FIRST NAME: Migrated, MIDDLE NAME: (empty), LAST NAME: Consumer, SUFFIX: NONE, DATE OF BIRTH: 11/01/1980, SOCIAL SECURITY: 658-60-8709, and GENDER: FEMALE. The questions and their answers are: 'Does Migrated need coverage?\*' (Yes), 'Is this person a US citizen or US national?\*' (Yes), 'Is this person a naturalized or derived citizen?\*' (No), 'Is this person a member of an American Indian or Alaska Native Tribe?\*' (No), and 'Is this person currently incarcerated?\*' (No). A 'Help Me Sign Up' button is visible on the right side. A red 'CONTINUE' button is also present in the top right corner.

**Step 7:** Navigating to your “My Insured Portal” in the top right will show any plan enrollments (including auto-renewals). By navigating through the menu on the left, you can upload documents, review or update your application information, and access your secure inbox.



\*\*\*Please note that in order to claim an account for households who had 2021 coverage on HealthCare.gov, the information you enter must match the individual who initially registered your HealthCare.gov account\*\*\*