

ACA Marketplace and Unauthorized Plan Switching

The Centers for Medicare and Medicaid Services (CMS) and Department of Health and Human Services (HHS) issued a warning regarding [unauthorized Federally-Facilitated Marketplace \(FFM\) agent and broker fraud in the Health Insurance Marketplace.](#)

AHCCCS has developed communications, including FAQs. Please see:

News Release:

<https://www.azahcccs.gov/shared/News/PressRelease/MembersEnrolledMarketplacePlansWithoutPermission.html>

Internet Page: <https://www.azahcccs.gov/Members/UnauthorizedMarketplaceEnrollment.html>

Consumers who believe they may have been the victim of unauthorized agent or broker activity should call the Marketplace Call Center at 1.800.318.2596 (TTY: 1.855.889.4325) to resolve any coverage issues.

Any unauthorized activity can be reported directly to the ACA Marketplace Call Center at 1.800.318.2596 (TTY: 1.855.889.4325).