

Oregon Health Insurance Marketplace

Agent Newsletter

HealthCare.gov plan display error

Providence plans continue to be displayed incorrectly for the following counties: Clatsop, Crook, Deschutes, Douglas, Jackson, Jefferson, Hood River, and Lincoln. The Signature Network plans are displayed as options, but are not actually available.

Consumers who try to select this plan will receive an error and will be unable to enroll. The following is a screenshot of the error message associated with this issue:



If you receive this error after trying to select a Providence Signature Plan in one of the affected counties, do not follow the instructions in the error message. Instead, work with the consumer to select a different plan.

The following Providence Signature Plans are not available in the affected counties (listed above):

- 56707OR1430001 HSA Qualified 6650 Bronze - Signature Network
- 56707OR1410001 Providence Oregon Standard Bronze Plan - Signature Network
- 56707OR1360002 Providence Oregon Standard Silver Plan - Signature Network
- 56707OR1350002 Providence Oregon Standard Gold Plan - Signature Network

The following Providence Choice Plans are available in the counties listed above:

- 56707OR1420001 HSA Qualified 6650 Bronze - Choice Network
- 56707OR1400001 Providence Oregon Standard Bronze Plan - Choice Network
- 56707OR1330002 Providence Oregon Standard Silver Plan - Choice Network
- 56707OR1320002 Providence Oregon Standard Gold Plan - Choice Network

Again, the HealthCare.gov system will not allow consumers to enroll in a plan that is not actually available to them.

Please contact Michael Morter at 503-428-4418 or Micheil Wallace at 503-315-9112 with any questions.



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