



MEDIA ADVISORY

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Affordable Care Act Deadline

March 31, 2014, Fort Worth — Today the Eligibility and Enrollment centers at JPS will provide assistance to more than 1,000 people seeking help with the Affordable Care Act and the federal government's insurance Marketplace. More than 180 people made appointments and are meeting with a JPS Eligibility and Enrollment specialist. An additional 400-plus people are getting answers to their questions in brief face-to-face encounters. And 503 people have had questions answered over the phone.

Despite extreme demand, no one will be turned away today without having a conversation with a counselor so that they can at least begin the process of applying for insurance by the end of today.

Since mid-December, when JPS sent ACA information to all 55,000 members of JPS Connection, more than 12,200 people have had appointments with JPS Eligibility and Enrollment specialists, who all are trained as ACA Certified Application Counselors. The average length of those appointments has been an hour and a half.

In recent weeks, there has been a line of people waiting for assistance every morning when the Eligibility and Enrollment centers open at 8 a.m. All members of the department, including managers, have been doing their best to help everyone who needs assistance.

The best option for people trying to sign up for insurance today is to apply by phone at 1-800-318-2596 (TTY: 1-855-889-4325.) This federal call center is staffed 24 hours a day, and a customer service representative will work with callers to complete an application.