



## **Member Questions About AultCare On- and Off-Marketplace Plans and ACA Small Group Employer Plans**

At AultCare, you are very important to us, and we are committed to providing you with a superior level of customer service. That is why we want to be transparent about a recent difficult decision that impacts the healthcare coverage we offer. Effective Jan. 1, 2026, and pending all regulatory review and approval, AultCare's On- and Off-Marketplace plans for individuals and families will no longer be available. AultCare will also no longer offer the Small Group Insured ACA plans for employers with 50 and fewer employees beginning with the 2026 plan year. All impacted enrollees will be receiving a letter with additional information.

### **Q: I received a letter regarding my healthcare coverage for 2026. What does it mean?**

A: AultCare On- and Off-Marketplace plans for individuals will no longer be available effective Jan. 1, 2026. AultCare will also no longer offer the Small Group Insured ACA plans for employers with 50 and fewer employees beginning with the 2026 plan year. Please note that this notice does not impact AultCare's other group products, including self-funded, MEWA or other insured product offerings. If you have questions about your coverage, please contact the AultCare Service Center or your broker.

### **Q: Why is this happening?**

A: At AultCare, providing the greatest value to our members has always been our goal. As we looked at changes in the market and industry and what those mean for the value we bring, it became clear that we would not be able to deliver the same level of value that we had in previous years.

### **Q: What do I need to do?**

A: For now, you don't need to do anything. We will continue to provide the same AultCare coverage you've come to expect until Dec. 31, 2025.

If you are in an AultCare On- and Off- Marketplace plan for individuals, to maintain healthcare coverage in 2026, you will need to elect new coverage. We strongly encourage you to shop for new coverage during Open Enrollment, which begins on Nov. 1, 2025.

If you receive your health care coverage from your employer and are impacted by this change, please contact your employer for additional information about obtaining health care coverage for 2026.

### **Q: How do I shop for new coverage?**

A: If you are in an AultCare On- and Off- Marketplace plan for individuals, you can shop for new coverage during Open Enrollment, which begins in November in Ohio. If you work with an agent or broker, they can help you navigate your way to a new insurance plan. Alternatively, you can go to [Healthcare.gov](https://www.healthcare.gov) to view and compare available health insurance plans and ultimately choose the one that best meets your needs.



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If you receive your healthcare coverage through your employer and are impacted by this decision, we encourage you to reach out to your employer for additional information regarding your 2026 healthcare coverage.

### **Q: Who should I contact if I have questions?**

A: We're standing by the answer any questions you may have. You can contact AultCare through one of the following options via:

- Phone: 330-363-6360 or 1-800-344-8858
- Website: <https://contact.aultcare.com/Member.aspx?appname=>
- Mail: 2600 Sixth St. SW, Canton, OH 44710