

Open Enrollment and Beyond

The Role of Agents and Brokers in the Federally-Facilitated Marketplaces (FFMs) After Open Enrollment

*Centers for Medicare & Medicaid Services (CMS)
Center for Consumer Information & Insurance Oversight (CCIIO)*



Post-Open Enrollment

Following the end of Open Enrollment for the individual market, agents, brokers, and web-brokers operating in the FFMs will continue to perform many of their existing functions.

Key Role in Three Areas

- **Enrollment Assistance:** Continuing to assist eligible consumers enroll in coverage
- **Post-Enrollment Assistance:** Helping consumers with questions related to utilizing their coverage
- **Outreach and Education:** Providing consumers with educational information about the Affordable Care Act and health insurance

Enrollment Assistance

Expect to assist individuals in several key groups that are still able to enroll in coverage:

- Consumers eligible for special enrollment period
- American Indians/Alaskan Natives
- Small businesses wanting to enroll employees in Small Business Health Options Program (SHOP) Marketplace plans

Post-Enrollment Assistance

- Expect to continue and enhance efforts to help consumers navigate the health insurance and health care system.
- This includes helping consumers to:
 - Understand and use their health coverage
 - Understand their rights as health care consumers
 - Learn about how to appeal eligibility and coverage decisions
 - Report changes in circumstances and navigate subsequent eligibility redeterminations

Outreach and Education

- Expect to continue to educate consumers about the benefits of the Affordable Care Act in preparation for the plan year 2017 enrollment cycle.
- This includes:
 - Building trust in your communities
 - Building and strengthening community partnerships and local coalitions
 - Reflecting on what worked and what didn't work during plan year 2016

Ongoing CMS Engagement and Support

- The Agents and Brokers Resources webpage contains resources you can use to assist clients in selecting and enrolling in coverage through the Individual Marketplaces, and to help small employers and employees obtain coverage through the SHOP Marketplaces.
- The News for Agents and Brokers monthly newsletter is distributed through GovDelivery. For agents and brokers who do not receive the newsletter via email, CMS posts it on the Agents and Brokers Resources webpage.
- Current news and updates are distributed via email through GovDelivery and CMS's twitter handle, @CMSGov.

Planned Technical Assistance Topics

Time Period	Topic
Spring 2016	Review of Tax Season Requirements
Spring 2016	Special Enrollment Periods
Spring 2016	Assisting Consumers with Complex Situations
Spring 2016	Use of the SHOP Marketplaces
Spring 2016	Periodic Data Matching Refresher
Spring 2016	Protection Requirements and Appropriate Usage of Consumer's Personally Identifiable Information
Summer 2016	Review of Agent and Broker Resources
Summer 2016	Plan Year 2017 Registration and Training
Summer 2016	Marketplace Eligibility and Enrollment
Fall 2016	SHOP Marketplace Tools

Note: Topics are tentative and subject to change.

Agent and Broker Questions and Comments

For questions about agent or broker participation in the FFM:
FFMProducer-AssisterHelpDesk@cms.hhs.gov

For questions on the MLMS: MLMSHelpDesk@CMS.HHS.gov

For questions when working with consumers applying and enrolling:
1-800-318-2596 (TTY: 1-855-889-4325) available 7 days a week, 24 hours a day

For questions unrelated to application and enrollment:
1-855-CMS-1515 (855-267-1515) and select option “1”

For questions about the SHOP Marketplaces:
1-800-706-7893 (TTY: 711) available M-F 9:00 AM-7:00 PM ET

For questions regarding a CMS-approved vendor’s training, agents and brokers should contact the respective vendor’s help desk. Contact information can be found on the Agents and Brokers Resources webpage at: <http://go.cms.gov/CCIIOAB>.

For questions/comments about web-broker participation in the FFM:
WebBroker@cms.hhs.gov