

Centers for Medicare & Medicaid Services News for Agents and Brokers

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An electronic source of information for Federally-facilitated Marketplace (FFM) Agents and Brokers

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Resources for Agents and Brokers

The 2017 FFM Registration and Training Webinar Slides Now Available for New and Returning Agents and Brokers

Slides from the plan year 2017 Federally-facilitated Marketplace (FFM) registration and training webinars are now available on the [Agents and Brokers Resources webpage](#).

- If you are an agent or broker new to the FFM for plan year 2017, reference the “[Plan Year 2017 FFM Registration and Training for Agents and Brokers New to the FFMs](#)” slides to walk through the steps for completing plan year 2017 FFM registration.



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- If you are an agent or broker who successfully completed registration for the Individual Marketplace during plan year 2016, reference [“Plan Year 2017 FFM Registration and Refresher Training for Agents and Brokers Returning to the FFMs”](#) slides for details on how to complete the condensed Refresher Training for plan year 2017. Returning agents or brokers may still take the full Individual Marketplace training if they prefer.

“Quick Reference Guide: Plan Year 2017 Computer Configuration Requirements” Now Available

There is a [“Quick Reference Guide: Plan Year 2017 Computer Configuration Requirements”](#) available to prepare your system for the functional requirements of the Marketplace Learning Management System (MLMS) used for plan year 2017 FFM registration. Review this guide for suggestions and step-by-step instructions to improve your user experience in accessing and working through registration training via the MLMS, including:

- Turn off your computer’s pop-up blockers.
- Download and use the free web browsers that work best with the MLMS: Firefox or Google Chrome.
- Download the latest version of Adobe Flash to optimize display of animations.
- Allow cookies.
- Access the training for registration on a desktop or laptop computer. (The Marketplace training cannot be accessed on a tablet or other hand-held/mobile device.)
- Check with your network provider for more assistance if you encounter bandwidth and server issues.

Agent and Broker Registration Training Videos

Available now are two videos on the [Agents and Brokers Resources webpage](#) providing a step-by-step through the plan year 2017 FFM registration and training steps for agents and brokers:

- **[Plan Year 2017 FFM Registration and Training for Agents and Brokers NEW to the FFMs](#)**—this video walks through the seven FFM registration steps for agents and brokers who did not participate in the FFMs for plan year 2016.
- **[Plan Year 2017 FFM Registration and Refresher Training for Agents and Brokers RETURNING to the FFMs](#)**—this video walks through the streamlined registration process, including Refresher Training for the Individual Marketplace, for agents and brokers returning to the FFMs after participating in plan year 2016.

Sell Marketplace Insurance, Build Your Business Video

The Health Insurance Marketplace at HealthCare.gov makes it easier to sell affordable health and dental plans and allow you to reach more consumers.



A new video, [Sell Marketplace Insurance, Build Your Business](#) is now available on the [Healthcare.gov YouTube page](#), providing you with information about some of the new benefits available to you and consumers when you register and sell plan year 2017 Marketplace plans.

The Federally-facilitated Marketplace (FFM) and Federally-facilitated Small Business Health Operations Program (FF-SHOP) Enrollment Manual Now Available

See the updated [Federally-facilitated Marketplace \(FFM\) and Federally-facilitated Small Business Health Operations Program \(FF-SHOP\) Enrollment Manual](#) for important information including the Open Enrollment period and effective dates, premium payments, special enrollment periods (SEPs), grace periods, and enrollment terminations.

Frequently Asked Questions (FAQ) about the Annual Income Threshold Adjustment Now Available

Review the [Annual Income Threshold Adjustment FAQ](#) to learn more about a change CMS is implementing that will allow more consumers to get their household income immediately verified by the Marketplace when they submit an application. The change will reduce the number of consumers who have to follow-up and submit documentation to verify their household income while maintaining important program integrity controls.

Small Business Health Options Program (SHOP) Marketplace Corner

Are You Ready To Help Small Employers in 2017?

SHOP Marketplace training and registration for plan year 2017 is now available! Be sure to sign the new SHOP Privacy and Security Agreement available through the MLMS to enroll your clients in SHOP Marketplace coverage for plan year 2017. Agents and brokers are not required to take SHOP Marketplace training, but are highly encouraged to do so.

Already signed the plan year 2017 SHOP Privacy and Security Agreement? [Log in to your SHOP Marketplace Agent/Broker Portal account](#) and start assisting your small business clients today.

Remember, small employers must authorize you as their agent or broker before you can start assisting them with their SHOP Marketplace application and enrollment. Employers will not need to reauthorize you as the agent or broker on their account upon renewal.

Visit [HealthCare.gov/small-business](#) for more information.

Fourth Quarter Rates Now Available

In the SHOP Marketplace, the cost for health and dental plans available may change on a quarterly basis for new enrollments. Rates for the fourth quarter are now available, so help your small business clients enroll in SHOP Marketplace coverage today. Watch [here](#) to learn how to you can help enroll consumers.

Remember, the SHOP Marketplace is open all year and small employers can submit their initial group enrollment any month of the year. SHOP Marketplace enrollments or renewals can be submitted up to 60 days before new coverage goes into effect.

Watch to Learn More about the SHOP Marketplace

Introduce consumers to the SHOP Marketplace and the Small Business Health Care Tax Credit with these two new short videos:

- [SHOP Marketplace: Health Insurance for Small Business](#)
- [Small Business Health Care Tax Credit 101](#)

Spotlight on Eligibility and Enrollment

Helping Members of a State-recognized Tribe Determine Eligibility

If you are assisting consumers who are members of a state-recognized tribe, they are eligible for services from an Indian Health provider only if they reside in an urban Indian center and receive services from an Indian Health Services (IHS) urban Indian program. State-recognized tribal members who are eligible for services from the urban Indian program may file for an exemption from the individual shared responsibility payment.

Only federally-recognized tribal members qualify for the monthly SEP provisions for American Indians and zero cost or limited cost sharing for Marketplace plans. The definition of “Indian” for Medicaid purposes is broader and includes all American Indians and Alaska Natives eligible for services from the IHS.

Frequently Asked Questions on Periodic Data Matching for Fall 2016

The Federally-facilitated Marketplaces have conducted a data match with state Medicaid and Children’s Health Insurance Program (CHIP) agencies to determine whether consumers who are enrolled in Marketplace coverage with advanced payments of the premium tax credit or income-based cost-sharing reductions are also enrolled in Medicaid or CHIP. [Click here](#) to review the latest information on periodic data matching (PDM) as well as answers to some of the most common questions agents and brokers have about PDM.



Special Enrollment Confirmation Process—Model Initial Verification and Eligibility Notices Now Available

Beginning in March 2016, consumers who applied for Marketplace coverage were required to acknowledge they might be asked to provide documentation to verify their eligibility for SEPs based on: loss of minimum essential coverage; change in primary place of living or “permanent move”; birth; gaining a dependent through adoption, placement for adoption, placement in foster care, or a child support or other court order; and marriage.

- Consumers who qualified for one of these SEPs between March 1, 2016 and June 17, 2016 may receive notices requesting they submit documentation to prove their SEP eligibility.
- Beginning on June 18, 2016, consumers who qualified or qualify for one of these SEPs received or will receive an Eligibility Determination Notice (EDN) requesting they submit documentation to prove their SEP eligibility.

To help consumers better understand this information, take a moment to review examples of the [model notice](#) and [EDN](#).

Understanding Options for Consumers Losing Job-based Coverage

If you are helping consumers who are losing job-based coverage, check out the new [Marketplace Matters: Losing Job-based Coverage](#) video, which walks you through a scenario and will help you address common questions that may come up when you are counseling consumers.

Did You Know?

While you must have a CMS user account to log into the CMS Enterprise Portal and access the MLMS to complete plan year 2017 FFM registration and training, it is important that you not create multiple CMS user accounts. Having multiple or duplicate accounts can lead to delays, such as not being listed on the Agent and Broker FFM Registration Completion List and/or delays in receiving credit or compensation from issuers for FFM enrollment transactions.

If you are not sure whether you already have a CMS Enterprise Portal account, or forgot your FFM User ID and/or password, see the [Avoiding the Creation of a Duplicate CMS Enterprise Portal Account Quick Reference Guide](#), which explains how you can use self-service options to find out if you have an account, and how to retrieve you FFM User ID and password, or reset your password.

If you are new to the FFMs, you can set up a CMS Enterprise Portal account at <https://portal.cms.gov/wps/portal/unauthportal/home/> by selecting the “New User Registration” link.

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Follow Us on Twitter

You can find important information and updates by following the CMS and HealthCare.gov Twitter handles ([@CMSGov](#) and [@HealthCareGov](#)) or by searching for the hashtags #ABFFM or #ABFFSHOP on Twitter.

Contact Us

For questions pertaining to the FFM agents and brokers program, including FFM registration requirements, or to subscribe to this newsletter, please contact the FFM Producer and Assister Help Desk via email at FFMProducer-AssisterHelpDesk@cms.hhs.gov.

You may also contact the Agent and Broker Call Center by calling 1-855-CMS-1515 (855-267-1515) and selecting option “1.” Call Center Representatives are available Monday through Saturday from 8:00 AM to 10:00 PM ET.

This call center does not have access to consumer information and is not able to handle specific questions or issues with a consumer’s application. Please continue to call the Marketplace Call Center at 1-800-318-2596 for assistance related to enrolling consumers in coverage through the Individual Marketplace.

For assistance related to coverage through the SHOP Marketplace, contact the SHOP Call Center at 1-800-706-7893.

