

October 30, 2018



Marketplace News for Agents & Brokers

Open Enrollment Is Quickly Approaching!

This year's Open Enrollment period (OEP) begins November 1, 2018 and runs through December 15, 2018.

Remember, you will **not** be able to enroll consumers in coverage—or help your clients with their current coverage—once the OEP begins unless you [complete Plan Year \(PY\) 2019 registration](#).

Need assistance completing the required training? Review the resources posted on the [Agents and Brokers Resources webpage](#) to get started. For an optimal training experience, check your computer's configuration prior to launching the training in the Marketplace Learning Management System (MLMS) by following [this guide](#).

Make sure you have completed all registration steps and required training prior to assisting consumers by checking to confirm your National Producer Number (NPN) is correctly listed in the [Agent and Broker FFM Registration Completion List](#). CMS updates this list daily.

In This Issue

- [Open Enrollment Is Quickly Approaching!](#)
- [HealthCare.gov Scheduled Maintenance Windows](#)
- [CMS Roundtable with Representatives from the Agent and Broker Community](#)
- [Don't Forget to Sign up and Participate in Help On Demand](#)
- [Watch Video on Marketplace Improvements for Agents and Brokers](#)
- [FAQ Spotlight: Federally-facilitated Marketplace \(FFM\)](#)

Recently Released Resources

Visit the [Agents and Brokers Resources webpage](#) for up-to-date information, including these helpful resources

Get sales leads during the OEP with [Help On Demand](#), a no-cost referral service that helps consumers connect with agents and brokers like you.

HealthCare.gov Scheduled Maintenance Windows

Every year, CMS establishes scheduled maintenance windows that provide periods of time when CMS and its partners can make updates or resolve issues. Like other information technology systems, these scheduled maintenance windows are how we update and improve our system to run optimally and are the normal course of business.

Consumer access to HealthCare.gov may be limited or restricted when this maintenance is required. The purpose in scheduling these maintenance windows is to minimize any consumer disruption. Maintenance will only occur within these windows when CMS deems it necessary, so it can provide consumers with a better shopping experience.

Potential/maximum scheduled HealthCare.gov maintenance windows for this upcoming OEP are:

- Thursday, November 1, 2018, early morning to make final preparations ahead of the start of the OEP
- Sundays, 12:00 AM to 12:00 PM (maximum time allotted), except on December 9, 2018

For more information on this year's scheduled maintenance windows, click [here](#).

CMS Roundtable with Representatives from the

- [Agent and Broker Roadmap to Marketplace Improvements](#)
- [Tips for Maximizing Your Participation in Help On Demand](#)
- [Help On Demand Overview](#)
- [Help On Demand Training and Registration Guide](#)

Stay Connected

Here are some other ways you can stay in the know on Marketplace updates:

- Join the agent/broker community on [LinkedIn](#)

Quick Links

- [Agent/Broker FAQs](#)
- [Find Local Help](#)
- [Help On Demand](#)
- [Registration Completion List](#)
- [Agent/Broker Help Desks](#)

Contact Us

Agent/Broker Email Help Desk: FFMProducer-AssisterHelpDesk@cms.hhs.gov for policy questions, escalated registration questions, or issues with your ID proofing, the Registration Completion List, Find Local Help, and Help On Demand, Monday–Friday, 8:00 AM–6:00 PM ET.

Marketplace Service

Desk: 855-267-1515 (for CMS Enterprise Portal account issues, Enterprise Portal password resets, general registration questions, and login issues on the Direct Enrollment

Agent and Broker Community



On Friday, September 14, 2018, in Washington, DC, CMS' Center for Consumer Information & Insurance Oversight (CCIIO) hosted a roundtable discussion with several agent and broker trade association representatives and top-performing Marketplace-registered agents and brokers from across the country. Trade association representatives were from the National Association of Health Underwriters (NAHU), National Association of Professional Insurance Agents (PIA), and Health Agents for America (HAFA). Approximately 35 people attended this event.

During the event, Randy Pate, CMS Deputy Administrator and the Director of CCIIO, and Dean Mohs, Director of the Division for Small Business and Agent/Broker Innovation (SBABI), recognized the role of agents and brokers in providing a critical service to consumers by helping them find the coverage that's right for them and their families. There was an open discussion focused on key agent and broker activities that have been improved

agent/broker landing page), Monday–Friday, 8:00 AM–8:00 PM ET.

Agent/Broker Training/Registration Email Help Desk:

MLMSHelpDesk@cms.hhs.gov (for technical or system-specific issues related to the Marketplace agent/broker training/registration system), Monday–Friday, 9:00 AM–5:30 PM ET.

Individual Marketplace Agent/Broker Partner Line: 855-788-6275 (for Individual Marketplace consumer account password resets, special enrollment periods not available online, and eligibility and enrollment issues). Open 24/7. Available only to registered agents and brokers for Plan Year 2019. Enter your NPN when prompted to enter an ID number.

SHOP Call Center: 800-706-7893 (for all SHOP Marketplace inquiries), Monday–Friday, 9:00 AM–5:00 PM ET.

or implemented in the past year, including the [refresher Marketplace training for returning agents and brokers](#), new [Agent and Broker Registration Tracker](#), technical enhancements to the [Help On Demand](#) and [Find Local Help](#) tools, new Circle of Champions levels, new [Agent and Broker Frequently Asked Questions \(FAQs\) webpage](#), and more. The participants also offered ideas for future improvements.

CMS continues to work collaboratively with agent and broker stakeholders to find solutions to challenges impacting the agent and broker community and to improve agents' and brokers' ability to assist consumers.

Don't Forget to Sign up and Participate in Help On Demand

[Help On Demand training](#) is live, don't forget to sign up and **participate in this free, consumer assistance referral system!**

Here's how:

- Complete Marketplace registration and training for PY 2019 on <http://portal.cms.gov>.
- Ensure you have an active state license and health line of authority for the state(s) where you plan to assist consumers with enrollment in Marketplace plans.
- Confirm your NPN is listed on the [Agent and Broker FFM Registration Completion List on Data.HealthCare.gov](#).
- Complete the required, self-paced Help On Demand training and certify completion by providing your name, email address, and NPN at the end of the training at <http://training-help-on-demand.ardx.us>.*

After successfully completing Help On Demand training, you will receive a secure link from BigWave Systems to activate your account, complete your profile, and begin receiving referrals.

For more information about how to use Help On Demand, please review the [Help On Demand Training and Registration Guide](#), [Help On Demand Overview](#) and [Tips for Maximizing your Participation in Help On Demand](#).

**Note: If you actively participated in Help On Demand during PY 2018, you may not be required to retake Help On Demand training. If you consistently responded to consumer requests within 15 minutes, your account is active and will remain active as long as you complete PY 2019 Marketplace training and registration with CMS. If you did not quickly accept referrals, you will be notified by email of your requirement to retake Help On Demand training.*

Watch Video on Marketplace Improvements for Agents and Brokers

Agents and brokers play a crucial role in helping consumers enroll in and manage their health coverage. In this [video](#), CMS highlights recent changes and improvements that affect agents and brokers and the clients they support. The video includes information on annual Marketplace training and registration requirements, new tools and resources, the Small Business Health Options Program (SHOP), and more.

FAQ Spotlight: Federally-facilitated Marketplace (FFM)

Find answers to additional frequently asked questions (FAQs) for agents and brokers on the FAQ webpage:

<https://www.agentbrokerfaq.cms.gov/s/>

What is my Federally-facilitated Marketplace (FFM) user ID? What do I do if I've forgotten it?

Answer: You created your FFM user ID when you created your account on the CMS Enterprise Portal during the agent and broker Marketplace registration process.

To retrieve your forgotten FFM user ID:

1. Visit the [CMS Enterprise Portal](#) landing page.
2. Click the **User ID** link under the **Login** button.
3. Enter your information in the appropriate fields on the Forgot User ID page. An error will display if invalid data is entered. After successfully submitting your information, you will receive confirmation that your information has been successfully verified. You will receive an email notification that will contain your user ID. This email will be sent to the email address on your MLMS profile.
4. Click the link in the confirmation message to log in to the CMS Enterprise Portal.

This message is paid for by the U.S. Department of Health and Human Services. It was created and distributed by the Centers for Medicare & Medicaid Services. You're receiving this message because you signed up for email updates from the HealthCare.gov Team. You can [update your preferences](#), [receive fewer emails](#) or [pause emails](#) until the next Open Enrollment period, or use our [1-click unsubscribe](#) to stop receiving messages from the HealthCare.gov Team. Please contact support@subscriptions.cms.hhs.gov if you have questions or problems with your subscriptions.

