



December 13, 2013

Champions for Coverage:

As always, CMS has been busy and we have a lot of new information and resources! Please see the information below for the most up-to-date resources on the Health Insurance Marketplace.

Champions are being added to the website on a rolling basis we hope to have all Champions added within the next few weeks.

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Reminder: Next Champion Call

The next Champion call is on Wednesday, December 18, 2013 from 2:00 - 3:00 p.m. ET.

Participant Dial-In Number: 800-837-1935; Conference ID: 15404166

We want to hear from you!

We will not be taking live questions during the call. If you have questions or topics that you want covered, please submit them in advance (recommended) or during the call via email at [Champion@cms.hhs.gov](mailto:Champion@cms.hhs.gov).

Also, please share your Marketplace success stories of education, outreach and/or enrollment in your communities by emailing us at [Champion@cms.hhs.gov](mailto:Champion@cms.hhs.gov).

The next call will be in January 2014. More details will follow.

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Updated Materials

Go to [marketplace.cms.gov](http://marketplace.cms.gov) to get official resources for Marketplace open enrollment. New items include:

The Health Insurance Marketplace: Know Your Rights Fact Sheet:

<http://marketplace.cms.gov/getofficialresources/publications-and-articles/know-your-rights.pdf>

New Overview of the Marketplace 30 minute video presentation - Health Insurance Marketplace 101: <http://www.youtube.com/watch?v=L9WIRWsftMA>

Hard copies of materials to distribute throughout enrollment are available at no cost from CMS in limited quantities for order. If you are interested in ordering products, visit <http://productordering.cms.hhs.gov> to set up an account to order. However, feel free to download and print as many as you need.

Marketplace Calendar of Events: Check out this calendar to see what local events are happening near you - <http://marketplace.cms.gov/getofficialresources/other-partner-resources/events-calendar-for-ffm-and-spms-.pdf>.

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## Small Business Health Options Program (SHOP) Information

SHOP Webinar on Wednesday 12/18/13 from 3:00 – 4:00 p.m. ET

CMS is offering a webinar that explains the Small Business Health Options Program (SHOP) and the new enrollment process for 2014. The SHOP Marketplace offers small employers a choice of plans, and, for many, access to an enhanced Small Business Health Care Tax Credit. For 2014, small employers will enroll in the SHOP Marketplace directly through an agent, broker or insurance company offering a SHOP Qualified Health Plan. Webinar information:

Audience web link: <https://goto.webcasts.com/starthere.jsp?ei=1026947>

The SHOP Marketplace Overview: To find out more about the SHOP program, you can access the slide deck and talking points here: <http://marketplace.cms.gov/training/get-training.html>

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## Enrollment Information

CMS published three new pieces of content this week on HealthCare.gov that can be useful if you receive enrollment questions:

- <https://www.healthcare.gov/enroll-after-applying/>  
This page explains how to proceed if you've started an application by phone or paper.
  - <https://www.healthcare.gov/how-to-have-the-best-experience-with-healthcare-gov/>  
This is a collection of content items that provide advice to people who are stuck at various points along the application process.
  - <https://www.healthcare.gov/can-i-appeal-a-marketplace-decision/>  
This link contains a new section about "expedited appeals."
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CuidadoDeSalud.gov Live

[CuidadoDeSalud.gov](http://CuidadoDeSalud.gov), the Spanish online enrollment tool, is live. This site represents another way for Spanish-speaking individuals to enroll in marketplace plans. Since Oct 1st, the diverse Latino community has had access to multiple resources to help with enrollment including applying by phone with trained call center staff offering bilingual help or in person with trained assisters in local communities. To date, our call center has taken more than 139,000 Spanish language calls.

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In the News: HHS Press Releases

All HHS and White House blogs are full of timely and important information. We encourage you to share these with your staff, partners, communities, or affiliates.

December 12: Administration takes steps to ensure Americans signing up through the Marketplace have coverage and access to the care they need on January 1. The press release can be found at the following link: <http://www.hhs.gov/news/press/2013pres/12/20131212a.htm>

December 11: Nearly 365,000 Americans selected plans in the Health Insurance Marketplace in October and November. The press release can be found at the following link: <http://www.hhs.gov/news/press/2013pres/12/20131211a.html>

December 9: HHS released an Issue Brief on African Americans and the Health Insurance Marketplace. The press release can be found at the following link: <http://www.hhs.gov/news/press/2013pres/12/20131209a.htm>

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HHS blog posts about the Affordable Care Act and [HealthCare.gov](http://HealthCare.gov):

Blog post from Thursday, December 12:

Title: Blog: Ensuring every American who wants coverage gets it

Link: <http://www.hhs.gov/healthcare/facts/blog/2013/12/ensuring-americans-get-covered.html>

Blog post from Wednesday, December 11:

Title: Blog: Building on Our Progress and Moving Forward: Three Initial Steps

Link: <http://www.hhs.gov/healthcare/facts/blog/2013/12/three-initial-steps.html>

Blog post from Friday, December 6:

Title: Blog: [HealthCare.gov](http://HealthCare.gov): 3.7 million visitors this week

Link: <http://www.hhs.gov/digitalstrategy/blog/2013/12/healthcare-gov-gets-3.7-million-visitors-this-week.html>

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White House updates about the Affordable Care Act and [HealthCare.gov](http://HealthCare.gov):

Thursday, December 12:

Title: Benefits of Medicaid Expansion for All States

Link: <http://www.whitehouse.gov/blog/2013/12/12/benefits-medicaid-expansion-all-states>

Sincerely,

-CMS Office of Communications, Partner Relations Group