



Date: May 6, 2021

From: Center for Consumer Information and Insurance Oversight (CCIIO), Centers for Medicare & Medicaid Services (CMS)

Title: 2021 Special Enrollment Period (SEP) Current Schedule of Planned Maintenance

In order to allow agents, brokers, assisters, and states to plan for the remainder of the availability of a SEP through HealthCare.gov in response to the COVID-19 Public Health Emergency (the 2021 SEP), we are sharing the current plan for scheduled maintenance activities during which the HealthCare.gov application and enrollment tools will be unavailable. Like other IT systems, these scheduled maintenance activities are how we update and improve our systems, and are part of the normal course of business.

Each of these periods is planned for specific system updates; as such, we expect to use the full time periods listed below. During these time periods, consumers will still be able to visit HealthCare.gov for educational content, and to window shop.

Based on the current schedule, maintenance activities will take place at the following times:

- Saturday, May 8 – Sunday, May 9 from 10:30 pm (5/8) until 11:00am (5/9)
- Saturday, May 22 – Sunday, May 23 from 8:00pm (5/22) until 12:00pm (5/23)
- Saturday, May 29 – Sunday, May 30 from 10:30 pm (5/29) until 11:00am (5/30)
- Saturday, June 5 – Sunday, June 6 from 10:30pm (6/5) until 11:00am (6/6)
- Saturday, June 12 – Sunday, June 13 from 10:30pm (6/12) until 11:00am (6/13)
- Sunday, June 27 from 12:00am-12:00pm
- Saturday, July 10 – Sunday, July 11 from 10:30pm (7/10) until 11:00am (7/11)
- Saturday, July 17 – Sunday, July 18 from 10:30pm (7/17) until 11:00am (7/18)
- Sunday, July 25 from 12:00am-12:00pm
- Sunday, August 1 from 12:00-7:00am

Please note that this schedule may be updated if additional maintenance is required. Any adjustments will be communicated through normal channels. CMS plans to continue working with agents, brokers, assisters, and states to ensure they have the information necessary to plan for the 2021 SEP.