

November 8, 2018



Marketplace News for Agents & Brokers

Prepare to Participate in Help On Demand for Plan Year 2019

Help On Demand harnesses the speed of today's mobile technology to quickly connect consumers with Marketplace-registered agents and brokers.

If you want to participate in [Help On Demand](#) for plan year 2019, you are generally required to complete plan year 2019 [Help On Demand training](#).

Follow the steps below to make sure you don't miss out on these free referrals to new clients!

- If you haven't already, complete Marketplace registration and training for plan year 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 sell coverage.

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Upcoming Events

CMS is hosting the following live office hour sessions to answer agent and broker questions during Open Enrollment for plan year 2019:

November 15, 2018
2:00- 2:30 PM ET

November 20, 2018
2:00- 2:30 PM ET

- Confirm that your National Producer Number (NPN) is listed on the Agent and Broker FFM Registration Completion List on [Data.HealthCare.gov](https://data.healthcare.gov).

CMS Extends the Quality Rating System (QRS) Star Ratings Pilot

[CMS announced](#) that it is extending the states covered by the QRS Star Ratings pilot for the 2019 Open Enrollment Period. In addition to Virginia and Wisconsin, quality star ratings will now be available for Michigan, Montana, and New Hampshire. This pilot testing helps CMS analyze the impact of QRS star ratings on consumer behavior, with the ultimate goal of providing consumers with the information they need to make the right health plan decision.

Help Victims of Domestic Violence Understand Their Health Coverage Options

The Marketplace has special provisions for consumers who are victims of domestic violence or spousal abandonment. Review the resources noted below so you can better assist such consumers in understanding and evaluating their coverage options:

Understanding Special Enrollment Periods:
<https://marketplace.cms.gov/outreach-and-education/special-enrollment-periods-available-to-consumers.pdf>

How to Claim an Exemption if You Experienced Domestic Violence:
<https://healthcare.gov/exemptions-tool/#/results/2017/details/domestic-violence>

Recently Released Resources

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

- [Preparing for Plan Year 2019 Open Enrollment](#)
- [2019 Open Enrollment Period HealthCare.gov Scheduled Maintenance Windows](#)
- [Assisting Consumers with Redeterminations and Re-enrollments](#)
- [Help On Demand for Agents and Brokers](#)
- [States Offering Continuing Education Unit \(CEU\) Credits for 2019 Vendor Training](#)

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,

FAQ Spotlight: Identity Proofing

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

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

How do I complete identity proofing, and do I need to do this every year?

Answer: After you create your account on the [CMS Enterprise Portal](#), you will need to complete identity proofing as part of agent and broker registration. You will be prompted to enter and confirm your personal information and answer identity verification questions. After completing identity proofing, you will be prompted to log out of the CMS Enterprise Portal by clicking the **OK** button. When you log back in, you will be directed to the Agent Broker Registration Status webpage to confirm the status of your identity proofing is marked as **Complete**.

If your information cannot be verified remotely (i.e., electronically) using the Enterprise Identity Management (EIDM) System, you will be provided with a phone number and code to confirm your identity directly with Experian, CMS' identity proofing vendor. Contact the Marketplace Service Desk at 1-855-267-1515 if you are still unable to complete identity proofing for further assistance.

If you are a returning agent or broker and have previously completed identity proofing as part of the registration process for a prior plan year, you do not need to repeat identity proofing during the plan year 2019 Marketplace registration renewal process. Use the same FFM user ID that you used in prior plan years.

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/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.

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