

**CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS)**

# **Marketplace Agent and Broker Resource Catalog**

**January 2020**



# CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS) MARKETPLACE AGENT AND BROKER RESOURCE CATALOG

## INTRODUCTION

We are pleased to share the quarterly Centers for Medicare & Medicaid Services (CMS) Marketplace Agent and Broker Resource Catalog with you. This is part of an ongoing effort to be responsive to the informational and educational needs of the agent and broker community as they provide Federally-facilitated Marketplace (FFM) enrollment services to consumers. This catalog contains references to resources for educational materials on CMS' Marketplace agent and broker programs, policies, and initiatives.

In this catalog, you will find brief descriptions of offerings from the [General Resources](#) page on the CMS, Center for Consumer Information & Insurance Oversight Resources for Agents and Brokers in the Health Insurance Marketplaces webpage. Offerings are organized by product format and topic and include:

### General Resources

- [Agent and Broker Compliance](#)
- [Enhanced Direct Enrollment](#)
- [Enrollment/Eligibility](#)
- [General](#)
- [Help On Demand](#)
- [Periodic Data Matching \(PDM\)](#)
- [Registration/Training](#)
- [Serving Special Populations](#)
- [Small Business Health Options Program \(SHOP\)](#)
- [Special Enrollment Periods \(SEPs\)](#)
- [Tax Season Readiness](#)

### Guidance Documents

- [Frequently Used Terms](#)
- [General Agent and Broker Guidance](#)

### Newsletters

- [News for Agents and Brokers](#)
- [Archived Newsletters](#)

### Regulations

#### Videos

#### Webinars

- [Agent and Broker Compliance](#)
- [Employer Coverage](#)
- [Enhanced Direct Enrollment](#)
- [Help On Demand](#)
- [Marketplace Updates](#)
- [Periodic Data Matching \(PDM\) and Data Matching Issues \(DMI\)](#)
- [Registration/Training](#)
- [Resources](#)
- [Small Business Health Options Program \(SHOP\)](#)
- [Special Enrollment Periods \(SEPs\)](#)
- [Tax Season Readiness](#)

#### Appendix

- [Acronyms and Definition](#)

**CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS)  
MARKETPLACE AGENT AND BROKER  
RESOURCE CATALOG**

**GENERAL RESOURCES**



## GENERAL RESOURCES

### **Agent and Broker Compliance**

#### [New Marketplace Agent/Broker Privacy and Security Frequently Asked Question \(FAQ\)](#)

*Learn about the proper uses of CMS systems that agents and brokers are required to abide by when accessing HealthCare.gov, the CMS Enterprise Portal, and the Direct Enrollment Pathway. 1 Page (November 2018)*

#### [Protect Yourself from Fraud](#)

*Find guidance to share with consumers on how to best protect themselves from fraud while getting health coverage through the Marketplace. 3 Pages (August 2018)*

#### [Overview of Marketplace Requirements for Agents and Brokers](#)

*View the federal requirements for agents and brokers who assist consumers with selecting and enrolling in coverage through the FFM. 3 Pages (June 2018)*

#### [Assist Your Client with Identity Proofing in the Marketplace](#)

*Review identity proofing requirements for consumers who apply for Marketplace coverage. 2 Pages (April 2018)*

#### [Assisting Consumers Without an Email Address: FAQs](#)

*Determine how an agent and broker can help a consumer who does not have an active email account. 2 Pages (November 2017)*

#### [Marketplace Agent and Broker Toolkit: Standard Operating Procedures Manual for Agents and Brokers in the Individual Marketplaces](#)

*Review instructions and best practices for agents and brokers who are assisting consumers to enroll in and make use of Qualified Health Plans (QHPs) obtained through the Marketplace. 125 Pages (February 2017)*

#### [FAQ: Agents and Brokers \(Including Web-brokers\) and FFM Online Consumer Functionality: Addendum](#)

*Review this addition to FAQs regarding agents and brokers operating in the FFM and the collection of limited consumer information. 1 Page (February 2017)*

### **Enhanced Direct Enrollment**

#### [FAQ for Enhanced Direct Enrollment 2019](#)

*Learn key questions and answers agents, brokers and their clients may have about the new Enhanced Direct Enrollment Pathway. 3 Pages (November 2018)*

#### [Enhanced Direct Enrollment Pathway for Health Insurance Exchange Coverage](#)

*Review the new Enhanced Direct Enrollment Pathway Fact Sheet, which provides information on the Enhanced Direct Enrollment Pathway, Privacy and Security and Implementation. Webpage*

## **Enrollment/Eligibility**

### **How to Instruct Consumers to Insert Your National Producer Number on Marketplace Applications**

*Help guide consumers on how to insert an agent or broker's National Producer Number (NPN) on Marketplace applications, if the agent or broker helped a consumer complete an application. 3 Pages (July 2019)*

### **Agent and Brokers: Help Your Clients Understand Eligibility for Financial Assistance**

*Help consumers understand whether their income may be in the range to make them eligible for financial assistance to reduce the cost of health coverage purchased through the Health Insurance Marketplace. 3 Pages (March 2019)*

### **Marketplace Application Checklist**

*Use this checklist to help consumers gather what they need to apply for coverage. 1 Page (September 2018)*

### **Cancelling or Terminating Consumer Marketplace Coverage**

*Review how agents and brokers can assist consumers in cancelling or terminating Marketplace coverage. 5 Pages (August 2018)*

### **The Health Insurance Marketplace: Know Your Rights**

*Get answers to questions about the rights of consumers as they enroll in a Marketplace health plan. 4 Pages (August 2018)*

### **5 Questions to Ask Yourself When Choosing a Plan**

*Differentiate between Health Insurance Marketplace plan types which meet a variety of needs and budgets. 3 Pages (August 2018)*

### **Medicare & the Health Insurance Marketplace**

*Understand the differences between eligibility for Marketplace coverage and Medicare coverage, and learn how to best maintain coverage under a variety of scenarios. 4 pages (August 2018)*

### **Frequently Asked Questions for How to Ensure You Get Credit for Assisting with Annual Re-enrollments**

*Learn about the different scenarios that affect the addition or retention of your NPN on a Marketplace re-enrollment transaction. 4 pages (August 2018)*

### **Complex Case Role Play: Assisting Consumers with Removing Deceased Family Members from a Marketplace Application**

*Discover how agents and brokers can assist in removing a deceased family member from a Marketplace application, review the options available to consumers, and identify important matters an agent and broker should remember when helping consumers take this action. 5 Pages (September 2017)*

### **HealthCare.gov Tips & Troubleshooting: Uploading Documents**

*Find guidance on how to submit documents if consumers are asked to confirm information on applications, including income, citizenship, immigration status, and SEP eligibility if consumers move or lost other health coverage. Webpage*

### [Losing Job-based Coverage](#)

*Learn how consumers can stay covered if they lose their job-based health coverage. Find out more about how consumers can buy an individual plan through the Marketplace or keep their employer's group health coverage for a limited time through the Consolidated Omnibus Budget Reconciliation Act (COBRA) continuation coverage program. 1 Page (August 2016)*

### **General**

#### [Marketplace Notices](#)

*See examples of notices sent to Marketplace consumers, including Open Enrollment notices, eligibility notices, SEP pre-enrollment verification (SEPV) notices, cross-issuer notices, data matching notices, PDM notices, account transfer notices, and tax information. Webpage*

#### [Useful Websites for Agents and Brokers](#)

*Review a list of websites that contain links to resources to assist agents and brokers with the annual Marketplace registration process and background information for participating in the FFM and identify the appropriate Help Desk or Call Center for assistance. 4 Pages (February 2019)*

#### [Agents and Brokers: Tips for Working with Marketplace Assisters](#)

*Learn about the roles agents and brokers who participate in the FFM and how agents and brokers can work with other types of assisters that operate in the Marketplace. 2 Pages (June 2018)*

#### [Agent and Broker Compensation for Marketplace Enrollments](#)

*Review agent and broker compensation requirements for enrollments through the FFM. Compensation includes commissions, fees, or other incentives as established in the relevant contract between an issuer and the agent or broker. 2 Pages (May 2018)*

#### [5 Things Assisters, Agents, and Brokers Should Know About SEP Verification Issues \(SVIs\)](#)

*Help consumers apply for Marketplace coverage while providing information that helps determine whether consumers are eligible for coverage and financial help. 5 Pages (July 2017)*

### **Help On Demand**

#### [Help On Demand Training and Registration Guide](#)

*Review this guide for information on how to participate in Help On Demand through completion of relevant training and registration. 2 Pages (July 2019)*

#### [Managing Help On Demand Referrals](#)

*Learn about the best practices to manage your Help On Demand referral. 4 Pages (July 2019)*

#### [Help On Demand: Update Your Profile](#)

*Learn how to update your Help On Demand profile including features such as communication and state preferences. 2 Pages (October 2018)*

#### [New Help On Demand Features for Plan Year 2019](#)

*Learn about the Help On Demand features that make it easier to connect with consumers during Open Enrollment periods. 4 Pages (October 2018)*

[Help On Demand Overview](#)

*Learn about Help On Demand, a consumer assistance referral system that connects consumers seeking support with Marketplace-registered, state-licensed agents and brokers in their area who can provide assistance with Marketplace plans and enrollments. 2 Pages (September 2018)*

[Tips for Maximizing Your Participation on Help On Demand](#)

*View tips for interacting with referrals and how to change your availability status in Help On Demand. Determine the best method for referral notifications and find best practices for contacting consumers identified through Help On Demand. 3 Pages (September 2018)*

***Periodic Data Matching (PDM)***

[Consumer Action Needed - Initial Warning Notices Sent to Consumers Who May Be Enrolled in Marketplace Coverage with Advance Payments of the Premium Tax Credit \(APTC\)/Cost Sharing Reductions \(CSRs\) and Medicaid or Children's Health Insurance Program \(CHIP\)](#)

*Determine how to help when consumers do not act in response to the Medicaid/CHIP PDM initial warning notice when the Marketplace ends APTC/CSRs for dually-enrolled consumers. Help consumers understand the notice(s) and complete the necessary next steps. 4 Pages (June 2017)*

***Registration/Training***

***NEW!*** [States Offering Continuing Education Unit \(CEU\) Credits for AHIP's Agent & Broker Training for Plan Year 2020](#)

*Review the states offering agent and broker CEU credits for plan year 2020. 1 Page (September 2019)*

***NEW!*** [Pricing for Plan Year 2020 CMS-Approved Vendor Training](#)

*Review information on the prices to complete agent and broker training through a CMS-approved vendor. 1 page (September 2019)*

***NEW!*** [What's New in the Agreements for Plan Year 2020 Training](#)

*Review the new provisions contained in the General Agreement and the Individual Marketplace Privacy and Security Agreement for plan year 2020 Marketplace Training for Agents and Brokers. 2 Pages (August 2019)*

***NEW!*** [New Agent or Broker: Plan Year 2020 Health Insurance Marketplace Registration and Training](#)

*Examine the new agent and broker plan year 2020 Marketplace registration and training process workflow. 2 Pages (August 2019)*

***NEW!*** [Returning Agents' and Brokers' Guide to Plan Year 2020 Marketplace Registration and Training](#)

*View the plan year 2020 Health Insurance Marketplace registration and training process for returning agents and brokers who completed plan year 2019 registration and training. 2 Pages (July 2019)*

**[NEW! Quick Tips: Marketplace Learning Management System Closing for Plan Year 2019 Registration and Training](#)**

*Review tips for agents and brokers as plan year 2019 Marketplace registration and training closed. 1 Page (June 2019)*

**[Quick Reference Guide: Avoiding the Creation of Duplicate CMS Enterprise Portal Accounts](#)**

*Learn how to avoid the creation of a duplicate account on the CMS Enterprise Portal, the convenient single point of entry to numerous CMS applications, systems, and databases used for agent and broker FFM registration and training, including the Marketplace Learning Management System (MLMS). 4 Pages (August 2018)*

**[Tips for Address Validation](#)**

*Find troubleshooting tips to confirm the validity of a workplace address in your MLMS profile. 1 Page (April 2018)*

**[National Producer Number \(NPN\) Validation FAQs](#)**

*Review NPN validation process through FAQs on this topic. 3 Pages (July 2017)*

**[Serving Special Populations](#)**

**[Serving Special Populations: Incarcerated and Recently Released Consumers](#)**

*Learn how the Affordable Care Act (ACA) expands access to coverage and services for consumers recently released from incarceration and their families. 5 Pages (February 2017)*

**[Serving Special Populations: Consumers with Disabilities](#)**

*Find how an agent and broker can assist a consumer with behavioral, developmental, emotional, intellectual, or physical disabilities. Additionally, determine how to help someone who is representing someone with a disability in receiving coverage through the Health Insurance Marketplace. 8 Pages (January 2017)*

**[Serving Special Populations: Immigrants](#)**

*Review how an agent or broker in a state with an FFM or State Partnership can assist immigrants in exploring their health care and coverage options. 9 Pages (January 2017)*

**[Working with American Indians and Alaska Natives](#)**

*Learn about how the Health Insurance Marketplace benefits American Indians and Alaska Natives by providing increased opportunities for affordable health coverage. 6 Pages (January 2017)*

**[Help Young Adults Get Covered!](#)**

*Learn how agents and brokers can help young adults with Marketplace coverage when they leave home, go to college, or enter the workforce. 1 Page (November 2016)*

**Small Business Health Options Program (SHOP)**

**FFM and FF-SHOP Enrollment Manual**

*Learn about the operational policy and guidance on key topics related to eligibility and enrollment activities within the FFEs and FF-SHOPs. (January 2019)*

**The Small Business Health Care Tax Credit & Premium Assistance Programs**

*Understand how you may qualify for the Small Business Health Care Tax Credit and state premium assistance programs if you participate in SHOP. (November, 2017)*

**Special Enrollment Periods (SEPs)**

**Understanding Special Enrollment Periods**

*View how to assist a qualifying consumer enrolling in health coverage outside of the annual Open Enrollment period. 5 Pages (September 2018)*

**SEP Verification Phase 2: Helping Consumers Resolve Additional SVI Types**

*Learn about SEPs and how agents and brokers can help consumers resolve additional SVI types. 6 Pages (August 2017)*

**Tax Season Readiness**

**Failure to File and Reconcile Recheck Process**

*Learn how agents and brokers can help enrollees understand the Failure to File and Reconcile (FTR) recheck process and review an overview of the FTR experience for enrollees during Open Enrollment. 3 Pages (April 2019)*

**Form 1095-A: Questions and Answers for Agents, Brokers, and Assistors**

*Read an overview of the Form 1095-A and learn answers to common questions that agents, brokers, and assistors can offer consumers. 3 Pages (April 2019)*

**ACA Tax Provisions for Individuals and Families**

*Learn about reporting coverage, claiming coverage exemptions, claiming and reconciling premium tax credit, and making a shared responsibility payment. 1 Page (December 2017)*



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MARKETPLACE AGENT AND BROKER  
RESOURCE CATALOG**

**GUIDANCE DOCUMENTS**



## GUIDANCE DOCUMENTS

### **Frequently Used Terms**

#### [Marketplace Frequently Used Terms - English](#)

*Refresh on frequently used English terms in the Marketplace. 1 Page (January 2016)*

#### [Marketplace Frequently Used Terms - Spanish](#)

*Refresh on frequently used Spanish terms in the Marketplace. 1 Page (January 2016)*

### **General Agent and Broker Guidance**

#### [Agent and Broker Roadmap to Resources](#)

*Learn more about agent and broker resources and communications, coverage options available to consumers, the Marketplace application and enrollment process, and information in other languages. 68 Pages (December 2016)*



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**NEWSLETTERS**



## NEWSLETTERS

The News for Agents and Brokers newsletter regularly updates readers on a wide range of Marketplace topics of interest to agents and brokers.

### **NEW!** [News for Agents and Brokers - October 21, 2019](#)

*In this Issue:*

- ▶ *Open Enrollment Is Quickly Approaching!*
- ▶ *FAQs and Resources on New Health Coverage Options for Employers and Employees*
- ▶ *Potential 2020 Open Enrollment HealthCare.gov Scheduled Maintenance Windows Now Available*
- ▶ *CMS Will Bring Health Plan Quality Ratings to HealthCare.gov*
- ▶ *New Agent and Broker FAQ on Privacy and Security*
- ▶ *What's New in the Agreements for Plan Year 2020 Training*
- ▶ *CMS Announces Wellness Program Demonstration Project*

### **NEW!** [News for Agents and Brokers - September 19, 2019](#)

*In this Issue:*

- ▶ *How to Report Alimony on a Marketplace Application*
- ▶ *Assisting Incarcerated and Recently Released Consumers*
- ▶ *CMS Releases State Relief and Empowerment Waiver Application Resources*
- ▶ *CMS Releases New Marketplace Enrollment Reports*

### **NEW!** [News for Agents and Brokers - September 6, 2019](#)

*In this Issue:*

- ▶ *Plan Year 2020 Registration and Training for Agents and Brokers*
- ▶ *Your Checklist for Marketplace Registration*

### **NEW!** [News for Agents and Brokers - July 17, 2019](#)

*In this Issue:*

- ▶ *Thank You for Joining the 2019 CMS Marketplace Agent and Broker Summit*
- ▶ *New Rules on Individual Coverage and Excepted Benefit HRAs Were Released*

### **NEW!** [News for Agents and Brokers - June 25, 2019](#)

*In this Issue:*

- ▶ *Marketplace Learning Management System (MLMS) Closing Soon*
- ▶ *Confirming Client Consent When Using the Direct Enrollment Pathway*
- ▶ *There's Still Time to Begin PY 2019 Registration and Training*
- ▶ *Consumer Options for Terminating Plans and Reporting Changes*

[News for Agents and Brokers - May 20, 2019](#)

*In this Issue:*

- ▶ *Registration Is Open! Join Us at the 2019 CMS Marketplace Agent and Broker Summit*
- ▶ *Working with Enrollees Impacted by the “Failure to File and Reconcile” Recheck Process*
- ▶ *CMS Releases Final 2020 Payment Notice*
- ▶ *Assisting Clients with Marketplace Eligibility Appeals*

[News for Agents and Brokers – April 17, 2019](#)

*In this Issue:*

- ▶ *CMS Issues the 2019 Open Enrollment Period Final Report*
- ▶ *New Agent and Broker Resources Catalog is Out Now!*
- ▶ *Save the Date: Agent and Broker Summit on July 1*

[News for Agents and Brokers – March 25, 2019](#)

*In this Issue:*

- ▶ *Instruct Consumers to Insert Your NPN on Marketplace Applications*
- ▶ *How to Cancel a Marketplace Plan*
- ▶ *Recently Posted Agent and Broker FAQs*
- ▶ *Are You on Find Local Help?*
- ▶ *Congratulations to Marketplace Circle of Champions Qualifiers*
- ▶ *CMS Thanks You for Your Feedback*

[News for Agents and Brokers – February 21, 2019](#)

*In this Issue:*

- ▶ *Get Ready for Tax Season*
- ▶ *Plan Category Limitations*
- ▶ *Grace Periods and Termination Due to Non-payment of Premiums Overview*
- ▶ *Read These FAQs to Learn More About Direct Enrollment*
- ▶ *CMS Wants Your Feedback!*

[News for Agents and Brokers – January 18, 2019](#)

*In this Issue:*

- ▶ *Final Open Enrollment Snapshot*
- ▶ *You Can Keep Receiving Consumer Referrals from Help On Demand*
- ▶ *Enrollment Partner Directory for Agents and Brokers*
- ▶ *Year-Round Client Management Support Available from Some Direct Enrollment Partners*

[News for Agents and Brokers – December 13, 2018](#)

*In this Issue:*

- ▶ *Open Enrollment Deadline is Quickly Approaching*
- ▶ *Enhanced Direct Enrollment Pathway Update*
- ▶ *SEPs for Individuals Impacted by the Alaska Earthquake*
- ▶ *Use These Tools to Maximize Your Marketplace Enrollments*
- ▶ *Help On Demand Tips for the Last Week of Open Enrollment*
- ▶ *Make Sure Your Clients Pay Their First Premium*

[News for Agents and Brokers- November 21, 2018](#)

*In this Issue:*

- ▶ *Help Your Client Enroll by December 15*
- ▶ *Plan Category Restrictions Overview*
- ▶ *Join the Marketplace Circle of Champions*
- ▶ *FAQ Spotlight: Privacy and Security*

[News for Agents and Brokers- November 8, 2018](#)

*In this Issue:*

- ▶ *Prepare to Participate in Help On Demand for Plan Year 2019*
- ▶ *CMS Extends the Quality Rating System (QRS) Star Ratings Pilot*
- ▶ *Help Victims for Domestic Violence Understand Their Health Coverage Options*
- ▶ *FAQ Spotlight: Identity Proofing*

[News for Agents and Brokers – October 30, 2018](#)

*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: FFM*

[New for Agents and Brokers - October 12, 2018](#)

*In this Issue:*

- ▶ *Are You Ready for Plan Year 2019 Open Enrollment?*
- ▶ *CMS Releases New Guidance on Hardship Exemptions*
- ▶ *SEP Available for Consumers Impacted by Recent Hurricane*
- ▶ *Are You Eligible for Shorter Refresher Training?*

**Archived Newsletters**

[Archived Newsletters](#)

*Find archived newsletters from 2016-2018. Zip folder containing all newsletter PDFs (2016-2018)*

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MARKETPLACE AGENT AND BROKER  
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**REGULATIONS**



**PATIENT  
PROTECTION  
ACT**



## REGULATIONS

### [Fact Sheet: Final HHS Notice of Benefit and Payment Parameters for 2020](#)

*Read a summary of the key points and standards for issuers and Exchanges found in the Final Notice for 2020, effective for plan years beginning on or after January 1, 2020. 5 pages (April 2019)*

### [Patient Protection and Affordable Care Act; HHS Notice of Benefit and Payment Parameters for 2020](#)

*Review the rule that sets forth payment parameters and provisions related to the risk adjustment and risk adjustment data validation programs, cost-sharing parameters, and user fees for Federally-facilitated Exchanges (FfEs) and State-based Exchanges on the Federal Platform (SBE-FPs). 115 pages (April 2019)*

### [Overview of Final 2019 Payment Notice](#)

*Learn about the background of and key final policies contributing to the Final 2019 Payment Notice. 36 Slides (April 2018)*

### [CMS-9930-F: Patient Protection and ACA; HHS Notice of Benefit and Payment Parameters for 2019](#)

*Refresh on information pertaining to the Patient Protection and ACA and the Department of Health & Human Services HHS Notice of Benefit and Payment Parameters for 2019 final rule. 523 Pages (April 2018)*

### [Patient Protection and ACA, Market Stabilization](#)

*Learn about market stabilization actions that help individual and small group markets and affirm the traditional role of state regulators. (April 2017)*

### [Patient Protection and ACA, HHS Notice of Benefit and Payment Parameters for 2018; Amendments to SEPs and the Consumer Operated and Oriented Plan Program](#)

*Learn about the final rule that sets forth payment parameters and provisions related to the risk adjustment program, cost-sharing parameters and CSRs and user fees for FfEs and State-based Exchanges on the Federal platform. (December 2016)*

### [CMS-9933-IFC: Patient Protection and ACA, Amendments to SEPs and the Consumer Operated and Oriented Plan Program](#)

*Receive CMS guidance on the Patient Protection and ACA, amendments to SEPs, and the consumer-operated and oriented plan program. 11 Pages (May 2016)*

### [CMS-9937-F: Patient Protection and ACA, HHS Notice of Benefit and Payment Parameters for 2017, Final Rule](#)

*Learn about the Patient Protection and ACA and the HHS Notice of Benefit and Payment Parameters for 2017 final rule. 149 Pages (March 2016)*

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**VIDEOS**



## VIDEOS

### **NEW!** [Enhanced Direct Enrollment for Marketplace Agents and Brokers](#)

*Review the Enhanced Direct Enrollment (EDE) pathway, its key features, and the resources available to agents and brokers to help them learn more and find approved EDE partners. 3:39 Video (July 2019)*

### **NEW!** [How to Retrieve Your User ID and Reset Your Password](#)

*Review how agents and brokers can retrieve their Centers for Medicare & Medicaid Services (CMS) Enterprise Portal account User ID and reset their account password. Agents and brokers use the CMS Enterprise Portal to access their Marketplace agent/broker profile and the Marketplace Learning Management System, and must log into their account once every 180 days or it will be put in a disabled state. 2:55 Video (June 2019)*

### [Agent and Broker Learning on Demand Companion Guide](#)

*This Companion Guide is developed for use in conjunction with the video series A Marketplace Original Series: Agent and Broker Learning on Demand. This self-paced learning video series aims to help agents and brokers master the Marketplace and maximize enrollments. 20 Pages (January 2019)*

### [A Marketplace Original Series: Agent and Broker Learning on Demand](#)

*In this self-paced video series, agents and brokers can explore new developments, resources, and other topics that will help them master the Marketplace and maximize enrollments. Videos include topics on: Complex Case Scenarios, Support Desks, Roadmap to Marketplace Improvements, Privacy and Security Standards, Circle of Champions Recognition Program, and Tools for Maximizing Market-place Enrollments. 11 videos (November 2018)*

- ▶ [Agents & Brokers Learning On Demand: New Enrollment and Client Management Portals](#) 26:48 Video (January 2019)
- ▶ [Agents & Brokers Learning On Demand: Welcome Address](#) 2:51 Video (November 2018)
- ▶ [Agents & Brokers Learning On Demand: Training and Registration Annual Requirements](#) 2 6:02 Video (November 2018)
- ▶ [Agents & Brokers Learning On Demand: Tools for Maximizing Marketable Enrollments](#) 5:17 Video (November 2018)
- ▶ [Agents & Brokers Learning On Demand: Circle of Champions Recognition Program](#) 5:34 Video (November 2018)
- ▶ [Agents & Brokers Learning On Demand: Guide to Compensation](#) 6:17 Video (November 2018)
- ▶ [Agents & Brokers Learning On Demand: Privacy & Security Standards](#) 13:21 Video (November 2018)
- ▶ [Agents & Brokers Learning On Demand: Complex Case Scenarios](#) 14:31 Video (November 2018)
- ▶ [Agents & Brokers Learning On Demand: Agent & Brokers Support Desks](#) 8:05 Video (November 2018)
- ▶ [Agents & Brokers Learning On Demand: Enrollment Consumer Support](#) 4:16 Video (November 2018)
- ▶ [Agents & Brokers Learning On Demand: Answer to Your Frequently Asked Questions](#) 21:31 Video. (November 2018)

### [Agent and Broker Roadmap to Marketplace Improvements](#)

*Discover how CMS highlights recent changes and improvements to the FFM that impact agents and brokers and the clients they support. 2:11 Video (October 2018)*

# CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS) MARKETPLACE AGENT AND BROKER RESOURCE CATALOG

## WEBINARS



## WEBINARS

### Agent and Broker Compliance

#### **NEW!** [Compliance with Marketplace Requirements: Updates and Reminders for Agents and Brokers](#)

*Review new compliance provisions and requirements for agents and brokers working with consumers. 42 slides (August 2019)*

#### **NEW!** [2019 Marketplace Agent and Broker Summit: Mastering Agent and Broker Compliance: Tips on Obtaining Consumer Consent and Appropriately Using CMS Marketplace Systems](#)

*Review compliance in the Direct Enrollment (DE) Pathway, registration and training compliance, and other issues and compliance actions. 24 Slides (July 2019)*

### [Part II: Marketplace Privacy & Security Requirements for Agents and Brokers](#)

*Review the follow-on presentation to the September 2017 “Marketplace Privacy & Security Requirements for Agents and Brokers” webinar, which covers the requirement to provide a Privacy Notice Statement to consumers prior to collecting their Personally Identifiable Information (PII) and a review of required security controls. 40 Slides (June 2018)*

### Employer Coverage

#### **NEW!** [2019 Marketplace Agent and Broker Summit: Individual Coverage Health Reimbursement Arrangements and the Marketplace](#)

*Review individual coverage health reimbursement arrangements (HRAs) and the Marketplace. 10 Slides (July 2019)*

### [Assisting Clients with Transitions To and From Employer-Sponsored Coverage](#)

*Find CMS guidance on loss of employer-sponsored coverage and transition to Marketplace coverage, transition from Marketplace coverage to a new offer of employer-sponsored coverage, determining if an employer’s coverage offer is affordable and meets minimum value, how to end Marketplace coverage when transitioning to employer-sponsored coverage, and other Marketplace updates. 44 Slides (March 2018)*

### [COBRA Overview and Qualified Small Employer Health Reimbursement Arrangements \(QSEHRA\) Assistance](#)

*Learn about how COBRA affects eligibility for Marketplace coverage and financial assistance and an overview of QSEHRA updates. 29 Slides (February 2018)*

**Enhanced Direct Enrollment**

**NEW!** [Using Private Partner Websites to Enroll Consumers in Marketplace Coverage](#)

*Learn about the Enhanced Private Partner Website Pathway and enrollment pathways available for agents and brokers to assist consumers enrolling in Marketplace coverage. 29 Slides (June 2019)*

**Pathways for Agents and Brokers to Assist Consumers Enrolling in Marketplace Coverage**

*This resource reviews all enrollment pathways available for agents and brokers to assist consumers enrolling in Marketplace coverage, including HealthCare.gov and Private Partner Websites. 35 Slides (December 2018)*

**Help On Demand**

**NEW!** [2019 Marketplace Agent and Broker Summit: Maximize Marketplace Enrollments by Leveraging Find Local Help and Help On Demand](#)

*Learn about Find Local Help, Help On Demand, and how to participate and work with consumers using Help On Demand. 39 Slides (July 2019)*

**Help On Demand for Agents and Brokers**

*Learn about Help On Demand's features and how you can participate and register for plan year 2019. 50 Slides (September 2018)*

**Marketplace Updates**

**NEW!** [Helping Consumers Apply and Enroll in Marketplace Coverage](#)

*Learn about how to best assist consumers for plan year 2020 by reviewing prices and plans, enrollment pathways, using Find Local Help, and qualifying for the Circle of Champions. 39 Slides (October 2019)*

**NEW!** [Assisting Clients with Transitions from Marketplace to Medicare Coverage](#)

*Understand how consumers can have their Marketplace coverage terminated due to Medicare eligibility, how to end Marketplace coverage in given scenarios. 33 Slides (October 2019)*

**NEW!** [2019 Marketplace Agent and Broker Summit: Agents and Brokers in the Marketplace](#)

*Learn about the individual market, the exchange market at-a-glance, the important role of agents and brokers for consumers, and how CMS continues to improve the agent and broker experience. 27 Slides (July 2019)*

**NEW!** [Enrolling Young Adults and Other Hard-to-Reach Populations](#)

*Understand how agents and brokers can help various hard-to-reach populations in the Marketplace. 19 Slides (July 2019)*

**NEW!** [2019 Marketplace Agent and Broker Summit: Circle of Champions](#)

*Learn about the Circle of Champions Program, how to qualify, and benefits of joining. 22 Slides (July 2019)*

**NEW! [2019 Marketplace Agent and Broker Summit: Compensation – Tips for Making Sure You Get Paid](#)**

*Review FFM Policy on Agent and Broker Compensation, how to instruct consumers to insert your NPN on FFM applications, how to ensure agents and brokers get credit for assisting with annual re-enrollments, and how to include your NPN on applications submitted or updated through the Marketplace Call Center. 33 Slides (July 2019)*

**NEW! [2019 Marketplace Agent and Broker Summit: Exchange Applicants and Short-Term Limited Duration Insurance – What’s Your Role?](#)**

*Understand Short-term, limited-duration insurance (STLDI) coverage and guidance for agents and brokers. 8 Slides (July 2019)*

**NEW! [2019 Marketplace Agent and Broker Summit: Working with Navigators and Other Assisters](#)**

*Learn about assisters and how agents and brokers can work with assisters and navigators. 16 Slides (July 2019)*

**NEW! [2019 Marketplace Agent and Broker Summit: State Relief and Empowerment Waivers](#)**

*Learn about Section 1332 Waivers and the application process. 17 Slides (July 2019)*

**[Assisting Clients with Marketplace Eligibility Appeals](#)**

*Learn about a consumer’s right to appeal to the U.S. Department of Health & Human Services appeals entity and how agents and brokers can assist consumers with this process. 24 Slides (April 2019)*

**[Helping Consumers Apply and Enroll](#)**

*Explore the consumer decision support features available at HealthCare.gov, the FFM SEPs and plan category restrictions coming in plan year 2019, and a reminder of the new same day termination policy. 41 Slides (October 2018)*

**[Assisting Consumers with Redeterminations and Re-enrollments](#)**

*Review the Batch Auto Re-enrollment process, where consumers can update and review their 2019 applications, how consumers can stop coverage for 2019, how to ensure agents and brokers get credit for assisting with annual re-enrollments, and where to insert your NPN on HealthCare.gov applications. 53 Slides (October 2018)*

**[Consumer Outreach](#)**

*Review how to participate in Help On Demand, Circle of Champions eligibility and benefits, ensure consumers can find you via Find Local Help, and where to insert your NPN on HealthCare.gov applications. 50 Slides (October 2018)*

**[Preparing for Plan Year 2019 Open Enrollment](#)**

*Review the agent and broker registration requirements, the new agent and broker Marketplace registration tracker, where to insert your NPN on HealthCare.gov applications, and the availability of Help On Demand. 38 Slides (October 2018)*

[Assisting Rural Consumers](#)

*Understand how to assist rural consumers with CMS' rural health strategy and how to help consumers with eligibility and enrollment barriers. 21 Slides (June 2018)*

[Internal Claims and Appeals and External Review Processes Overview](#)

*Learn about coverage appeals regulations, internal claims and appeals, state external review, and the federal external review programs. 31 Slides (April 2018)*

[Application Spotlight: Family and Household Composition Section](#)

*Understand how household composition affects consumers' Marketplace applications and learn how to better assist consumers with household composition questions on their Marketplace applications. 28 Slides (November 2017)*

[CMS Marketplace Update for Agents & Brokers](#)

*Receive guidance on how CMS is striving to increase its partnership with the private sector, stabilize health insurance markets, and reduce the burden to participate in Health Insurance Marketplaces. Review highlights of recent agent and broker feedback and upcoming improvements to the agent and broker program, and learn about key reminders and resources. 30 Slides (September 2017)*

[Health Insurance Marketplace Quality Rating Information \(Pilot Program\)](#)

*Learn how to provide guidance to your clients about CMS' Health Insurance Marketplace QRS. 16 Slides (September 2017)*

[Marketplace Eligibility Appeals: Eligibility Appeals Process Overview](#)

*Learn how consumers can receive help with Marketplace eligibility appeals and the steps taken after appeals are submitted. 21 Slides (June 2017)*

[Application Spotlight: Income](#)

*Learn about Marketplace application questions related to a consumer's household income. 40 Slides (January 2017)*

**[Periodic Data Matching \(PDM\) and Data Matching Issues \(DMI\)](#)**

**NEW!** [How to Resolve Income Data Matching Issues \(DMIs\)](#)

*Learn about income DMI, what to include as income, how to resolve income DMIs, and find additional tips and resources. 20 Slides (August 2019)*

**NEW!** [2019 Marketplace Agent and Broker Summit: Medicare, Medicaid, and Children's Health Insurance Program Periodic Data Matching](#)

*Review how to help consumers who are dually enrolled in Marketplace coverage with advance payments of the premium tax credit (APTC) and minimum essential coverage (MEC) Medicare, Medicaid, or the Children's Health Insurance Program (CHIP). 27 Slides (July 2019)*

**NEW! 2019 Marketplace Agent and Broker Summit: Demystifying Consumer Documentation Requirements: An Overview of Data Matching Issues and Special Enrollment Period Verification Issues**

*Learn about Data Matching Issues (DMIs), Special Enrollment Period (SEP) Verification Issues (SVIs), and steps to help resolve DMIs and SVIs. 30 Slides (July 2019)*

**Complex Cases: Calculating Past-Due Premium Payments and Resolving DMIs**

*Determine how to calculate past-due premium payments, best practices for assisting consumers with DMIs, key reminders and resources, and how to manage Marketplace and Registration for Technical Assistance Portal (REGTAP) emails. 55 Slides (October 2017)*

**Medicaid/CHIP PDM (Medicaid/CHIP PDM): Final Notices**

*Review the final notices on financial help for consumers enrolled in Marketplace coverage with ATPC or CSRs and Medicaid or CHIP. 16 Slides (Spring 2017)*

**Registration/Training**

**NEW! Plan Year 2020 Health Insurance Marketplace® Registration and Training for Returning Agents and Brokers**

*Review plan year 2020 Health Insurance Marketplace registration and training process for returning agents and brokers who completed plan year 2019 registration and training. 49 Slides (August 2019)*

**NEW! 2019 Marketplace Agent and Broker Summit: Overview of Plan Year 2020 Registration and Training for Agents and Brokers and Resources to Master the Marketplace**

*Review plan year 2020 Health Insurance Marketplace registration and training process for new and returning agents and brokers. 46 Slides (July 2019)*

**Resources**

**Review of Resources, Help Desks, and Call Centers for Marketplace Agents and Brokers**

*Review resources, Help Desks, and Call Centers for Marketplace agents and brokers. 39 Slides (March 2018)*

**Small Business Health Options Programs (SHOP)**

**Overview of Changes to SHOP Enrollment**

*Review changes to the 2019 Payment Notice final rule, impacts to Federally-facilitated Small Business Health Options Programs (FF-SHOP), guidance on issuer participation in an FF-SHOP for plan year 2018 and beyond, impacts of SHOP changes on agents and brokers, key reminders and resources, and how to manage Marketplace and REGTAP emails. 27 Slides (April 2018)*

**Special Enrollment Periods (SEPs)**

**SEP: Overview**

*Learn about SEP basics, qualifying events overview, prior coverage requirements, coverage effective dates, and qualifying events and examples. 47 Slides (April 2017)*

**Assisting Consumers with Complex Situations**

*Review information you can use to help consumers in the FFM with certain complex situations and review scenarios to apply that knowledge. 43 Slides (June 2016)*

**Tax Season Readiness**

**Working with Consumers that have NOT Filed or Reconciled APTC from Prior Years: Overview of the FTR Recheck Process**

*Review how the Marketplace is verifying enrollees who attested to having filed their 2016 federal income tax return and reconciled APTC. 13 Slides (April 2018)*

**Tax Season Readiness: An Overview for Agents and Brokers**

*Learn about tax season readiness, what consumers need to know about Marketplace coverage and taxes, how agents and brokers can help consumers, the anatomy of Form 1095-A, tax communication, tax tools, reprints and corrections, and resources and definitions. 56 Slides (February 2017)*

Use the downloadable hyperlinked titles to easily view resources or get more information as you browse. We hope the Agent and Broker Catalog will be a source of information and education you turn to time and again.

## APPENDIX

### **Acronyms and Definition**

ACA: Affordable Care Act

APTC: Advance Payments of the Premium Tax Credit

CEU: Continuing Education Unit

CHIP: Children's Health Insurance Program

CMS: Centers for Medicare & Medicaid Services

COBRA: Consolidated Omnibus Budget Reconciliation Act

CSRs: Cost-sharing Reductions

DMI: Data Matching Issue

FAQ: Frequently Asked Questions

FFE: Federally-facilitated Exchange

FFM: Federally-facilitated Marketplace

FF-SHOP: Federally-facilitated Small Business Health Options Programs

HHS: Department of Health & Human Services

IRS: Internal Revenue Service

MLMS: Marketplace Learning Management System

NPN: National Producer Number

PDM: Periodic Data Matching

PII: Personally Identifiable Information

QHP: Qualified Health Plan

QRS: Quality Rating System

QSEHRA: Qualified Small Employer Health Reimbursement Arrangements

RCL: Agent and Broker FFM Registration Completion List

REGTAP: Registration for Technical Assistance Portal

SAVE: Systematic Alien Verification Entitlement

SEP: Special Enrollment Period

SEPV: SEP Pre-Enrollment Verification

SHOP: Small Business Health Options Program

SVI: SEP Verification Issue



**January 2020**