



## CAC Program Update for PY2021

This Certified Application Counselor (CAC) program update has important information for active Certified Application Counselor Designated Organizations (CDOs) in Federally-facilitated Marketplaces (FFMs) regarding CDO Certification Renewals and the CAC Roster requirement for Plan Year 2021 and beyond. This update also includes CDO Application information for **new** organizations interested in becoming a CDO.

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### **For NEW Organizations Wishing to Join the Certified Application Counselor Designated Organization (CDO) Program: CDO Application Now Live!**

CMS invites **new** applicant organizations who want to become a Certified Application Counselor Designated Organization (CDO) for Plan Year 2021 to apply during CMS's Open Season, running now through **August 31, 2020**.

Only organizations who complete the process and receive a CDO ID from CMS can certify staff or volunteers as federally certified application counselors (CACs) to provide enrollment assistance services.

For an [overview of the CDO Program](#) and resources like [FAQs](#) and [demonstration videos](#) that demonstrate the CDO application, visit the [CDO Program Information](#) page of Marketplace.CMS.gov. To apply to become a CDO, complete the [CDO Application](#).

**IMPORTANT:** This notification applies only to organizations operating in a FFM state that **do not** currently have an active CMS-CDO agreement with CMS who wish to become a CDO for Plan Year 2021. Organizations with an active CDO-CMS agreement should renew their CMS-CDO Agreement prior to expiration. If you are unsure if your organization has an active CMS-CDO agreement with CMS, please contact us at [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov).

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### **Existing CDOs Must Renew CDO Certification Every 2 Years**

The Centers for Medicare and Medicaid Services (CMS) certifies Certified Application Counselor Designated Organizations (CDOs) on a two (2)-year basis. CDOs that completed the CDO Refresh process and were certified in 2018 are now due for [CDO Renewal in 2020](#).

To renew CDO certification with CMS, one of the organization's three unique contacts can access the [CDO Organizational Maintenance web form](#), review and update the organization's information as needed, and upload a newly signed and dated CMS-CDO agreement. In preparation for renewal, ensure your organization contacts and information are up to date in the CDO Organizational Maintenance web form.

CMS will email your CDO contacts when it's time to renew. The CDO certification expiration date can be found on the CDO Summary page of the CDO Organizational Maintenance web form, or you can email us at [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov).

For an [overview of the CDO Renewal process](#) and resources like [FAQs](#) and [demonstration videos](#) that demonstrate how to complete a renewal, visit the [Information for Active CDOs](#) page of Marketplace.CMS.gov.

**Important: CDOs must renew certification within 30 days of the CDO certification expiration date. If a CDO does not renew its CDO certification, the organization will become inactive. If the CDO becomes inactive, the organization will need to re-apply to the CAC Program. Per the CMS-CDO agreement, the organization must also inform its CACs to stop providing enrollment assistance once the organization becomes inactive.**

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## **NEW: CAC Roster Requirement for PY2021**

The Centers for Medicare & Medicaid Services (CMS) heard from our active certified application counselor designated organizations (CDOs) and is announcing a [new tool to help CDOs](#) collect and maintain certified application counselor (CAC) information.

CDOs are currently required to maintain their own list of CACs and their unique CAC IDs. With this new tool, CMS is providing CDOs with one place to collect and maintain CAC information, as well as monitor CAC training completion dates.

To begin using this tool, active CDOs with CMS will add a roster of their active CACs using the [CDO Organizational Maintenance web form](#). To prepare for this feature, ensure that each CAC is assigned a [unique CAC ID](#).

**For Plan Year 2021 and beyond, CDOs must maintain a roster of their active CACs using the CDO Organization Maintenance web form in order for their CACs to be able to access the annual certification training on the Marketplace Learning Management System (MLMS).**

For an [overview of the CDO Roster requirement](#) and resources like [FAQs](#) and [demonstration videos](#) that demonstrate how to use the CAC Roster, visit the [Information for Active CDOs](#) page of Marketplace.CMS.gov.

