

CDO Welcome Video Transcript



**WELCOME TO THE
CDO PROGRAM**

Welcome to the CDO Program

Welcome to the CDO Program. Certified application counselor designated organizations (CDOs) are a vital component of the assister community. In the Federally-facilitated Marketplaces, CDOs oversee Certified Application Counselors, referred to as CACs, who are trained and able to help consumers seeking health coverage options through the Marketplace.

Vital First Steps

As a CDO, your vital first steps are to certify your CACs. To complete this step, you must first issue unique CAC ID numbers to individuals and enter into an agreement with each of your CACs to oversee their performance. Then, add your CACs to your organization's CAC Roster. Next, require your CACs to complete federal assister training and confirm your CACs successfully completed federal assister training and provide your CACs who successfully completed training and meet all other state or organizational requirements, if applicable, with a certificate.

Record Maintenance

CDOs are responsible for uploading and maintaining a CAC Roster, maintaining its CDO record with CMS, and renewing its CDO status within a time frame determined and communicated by CMS, typically every two years.

CAC Training

After you complete these vital first steps, your CACs will gain access to annual certification training via the Marketplace Learning Management System, referred to as the MLMS, so they can provide Marketplace application and enrollment assistance to consumers.

Find Local Help

Upon admittance, CMS will send a welcome packet email to your organization's unique contacts. Within 30 days of receiving your Welcome Packet email, you can post your listings on CMS' online Find Local Help directory, which connects consumers with enrollment assistance.

CDO Resources

CMS will also provide you and your CACs with important assister information and updates via webinars and newsletters. You will also receive general support via the CAC Questions inbox at CACQuestions@cms.hhs.gov as well as technical support for consumer assistance via the Marketplace Call Center.

Closing Remarks

I'm Jeff Grant, Deputy Director for Operations in the Center for Consumer Information & Insurance Oversight, the organization that administers the CDO Program for the Federally-facilitated Marketplaces. Thank you for being our partner in making affordable health care coverage a reality for people in your community—we look forward to working together!

Thank you!