

Which Federally-facilitated Marketplaces (FFM) will display quality rating information?

- All Marketplaces that use HealthCare.gov will display quality rating information beginning with the 2020 Open Enrollment Period.
- During the 2017, 2018, and 2019 benefit years, HealthCare.gov included Quality Rating System (QRS) quality ratings in select FFM states as a pilot.

What about State-based Marketplaces (SBMs)?

- SBMs, which operate their own technology platforms, will also display quality rating information beginning with the 2020 Open Enrollment Period.
- SBMs have some flexibility to customize the display of their health plan quality rating information so there may be differences in the information provided on SBM websites.

For more information

- Marketplace Service Desk (reference “Marketplace Quality Initiatives”)
 - CMS_FEPS@cms.hhs.gov or 1-855-CMS-1515 (1-855-267-1515)
- HealthCare.gov Website
 - <https://www.healthcare.gov/quality-ratings/>
- Consumer Fact Sheet on Marketplace Quality
 - <https://marketplace.cms.gov/outreach-and-education/choosing-a-high-quality-plan.pdf>
- 2019 QRS Display Guidance
 - <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Downloads/Quality-Rating-Information-Bulletin-for-Plan-Year-2020.pdf>
- FAQs on Different QHP types for different needs
 - <https://marketplace.cms.gov/outreach-and-education/5-questions-to-ask-choosing-a-plan.pdf>