



The webinar slides from the November 24, 2015 [Open Enrollment: Operational Updates and Announcements for Agents and Brokers Participating in the Federally-facilitated Marketplaces \(FFMs\)](#) webinar series are now posted on the [Agents and Brokers Resources webpage](#). This series is being presented by the Centers for Medicare & Medicaid Services (CMS) to provide agents and brokers with current information about enrolling clients in Health Insurance Marketplace plans. Topics covered by this webinar include:

- Key Open Enrollment dates and reminders
- The new HealthCare.gov Prescription Drug Check feature
- The use of mailings and email addresses by agents and brokers
- Marketing opportunities with the Marketplace
- Designated market areas with the highest numbers of uninsured
- Highlights of proposed Marketplace policies impacting agents and brokers from the proposed 2017 Payment Notice

CMS will continue to host weekly webinars through the end of Open Enrollment on Tuesdays from 3:00–4:00pm Eastern Time (ET) and they are open to all agents and brokers as long as space is available, so register today!

The schedule through December is as follows:

- December 8, 2015
- *No session December 15 – First Open Enrollment deadline*
- December 22, 2015
- December 29, 2015

Webinar Registration Instructions:

To register for any of these webinars, please log in to www.REGTAP.info and follow the instructions to register.

If you require assistance with webinar logistics or registration, contact the Registrar at 800-257-9520 or registrar@REGTAP.info. The Registrar is available by phone from 9:00 AM–5:00 PM ET, Monday through Friday. Registration closes 24 hours prior to the event.

Contact Us:

If you have any questions about the FFM agents and brokers program, please email the FFM Producer and Assister Help Desk at FFMProducer-AssisterHelpDesk@cms.hhs.gov.

You may also contact the Agent and Broker Call Center by calling 1-855-CMS-1515 (855-267-1515) and selecting option “1.” Call center representatives are available Monday through Saturday from 8:00 AM to 10:00 PM ET.

Please note that Agent and Broker Call Center will not have access to consumer information and will not be able to handle specific questions or issues with a consumer’s application.

- Call the Marketplace Call Center at 1-800-318-2596 for assistance related to enrolling consumers into coverage through the Individual Marketplace.
- Call the Small Business Health Options (SHOP) Call Center at 1-800-706-7893 for assistance related to coverage through the SHOP Marketplace.

Centers for Medicare & Medicaid Services (CMS) has sent this update. To contact Centers for Medicare & Medicaid Services (CMS) go to our [contact us](#) page.