



This message is intended for agents and brokers who have initiated the registration process for the Federally-facilitated Marketplaces (FFM)—including State Partnership Marketplaces (SPM).

2-10-2014

We wanted to advise you of an upcoming, scheduled outage at the Federal Data Services Hub. From Saturday 2/15, at 3:00PM EST until Tuesday, 2/18 at 5:00AM EST, the Social Security Administration (SSA) will conduct annual systems maintenance activities. See also: [annual systems maintenance activities](#). During this period, verification of Social Security Numbers and other related data that is accessed via the Hub will be unavailable.

HealthCare.gov will still be online for consumers during this time. While all other services of the Hub will be functioning as normal, state Medicaid agencies that use the hub for SSN and IRS verifications will experience a delay in their ability to complete the eligibility determination process during this period and will need to finish processing these applications once the service is back online on 2/18.

Individuals attempting to complete the application process on HealthCare.gov during this period (2/15 at 3:00PM EST until 2/18 at 5:00AM EST) will not be able to immediately receive an eligibility determination/assessment from the Marketplace. Upon completion, those consumers will need to save their application and return to HealthCare.gov on or after 2/18 to complete the enrollment process for coverage beginning on 4/1. Individuals who have already completed the application and have received a determination that they are eligible for coverage through the Marketplace can continue shopping and pick a plan without delay.

If a consumer wants coverage effective 3/1/2014, they generally need to sign up by 2/15. But, because of the maintenance window, they won't be able to find out what they qualify for if they apply after 3pm on 2/15. Those consumers should call the Federal Call Center at 1-800-318-2596 starting on 2/18 to request March coverage.

As a reminder, consumers have until 3/31 to sign up for new coverage during this year's Marketplace open enrollment window.

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