

Agents & Brokers: Selling in the Marketplace

HealthCare.gov

Marketplace News for Agents & Brokers

CMS Issues the 2019 Open Enrollment Period Final Report

CMS has released the Health Insurance Exchanges 2019 Open Enrollment Report. The report confirms another successful Open Enrollment Period (OEP), coinciding with a stabilization of premiums after years of substantial increases. Specifically, the report shows plan selections in Marketplace plans in the 50 states and Washington, D.C. remained steady at 11.4 million. This total enrollment number represents a minimal decline of around 300,000 plan selections from the same time last year. Also, as outlined in the Open Enrollment Report, average total premiums for plans selected through HealthCare.gov dropped by 1.5 percent from the prior year, the first decline since the Marketplace began operations in 2014.

To view the report, [click here](#).

New Agent and Broker Resources Catalog Now Available Online

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Recently Released Resources

Visit the [Agents and Brokers Resources webpage](#) for up-to-date information, including this helpful resource.

- [April 2019 Agent and Broker Resource Catalog](#)

Stay Connected

Here are other ways you can stay in the know on Marketplace updates:

- Join the agent/broker community on [LinkedIn](#)
- Follow @HealthCareGov on [Twitter](#)

Quick Links

The first quarterly CMS Marketplace Agent and Broker Resource Catalog is now online!

This catalog, which is part of CMS' ongoing effort to meet the informational and educational needs of agents and brokers, contains references to online resources, brief descriptions of offerings from the Agents and Brokers [General Resources webpage](#), links to informative videos and webinars, and much more.

The catalog includes more than 100 listings on topics popular with agents and brokers, such as enhanced direct enrollment, compliance, Help On Demand, and Marketplace registration and training, to name a few. CMS will release an updated catalog quarterly, as new resources become available.

Be sure to [take a look at the catalog](#) today!

Save the Date: Agent and Broker Summit on July 1

CMS is pleased to announce the 2019 Agent and Broker Summit on July 1, 2019 from 8:30 AM to 4:00 PM ET in Baltimore, Maryland.

The Summit will cover topics of interest to agents and brokers, and offer opportunities for agents and brokers to provide feedback to and ask questions of CMS leadership and experts in advance of the plan year 2020 OEP.

Can't make it to Baltimore? Summit events will also be accessible virtually via YouTube and audio connections.

Be sure to keep an eye on your email inbox for more information on the Summit and how to reserve your seat, as space will be limited.

We hope to see you there!

- [Partner Directory for Agents and Brokers](#)
- [Agent/Broker FAQs](#)
- [Find Local Help](#)
- [Help On Demand](#)
- [Registration Completion List](#)
- [Agent/Broker Help Desks](#)

Contact Us

Agent/Broker Email Help Desk:
FFMProducer-AssisterHelpDesk@cms.hhs.gov
for policy questions, escalated registration questions, or issues with your ID proofing, the Registration Completion List, Find Local Help, and Help On Demand, Monday–Friday, 8:00 AM–6:00 PM ET.

Marketplace Service Desk: 855-267-1515 (for CMS Enterprise Portal account issues, Enterprise Portal password resets, general registration questions, and login issues on the Direct Enrollment agent/broker landing page), Monday–Friday, 8:00 AM–8:00 PM ET.

Agent/Broker Training/Registration Email Help Desk:
MLMSHelpDesk@cms.hhs.gov (for technical or system-specific issues related to the Marketplace agent/broker training/registration system), Monday–Friday, 9:00 AM–5:30 PM ET.

Individual Marketplace Agent/Broker Partner Line: 855-788-6275 (for Individual Marketplace consumer account password resets, special enrollment periods not available online, and eligibility and enrollment issues). Open 24/7. Available only to registered agents and brokers for Plan Year 2019. Enter your NPN when prompted to enter an ID number.

SHOP Call Center: 800-706-7893 (for all SHOP inquiries), open 24/7.