

## Agents & Brokers: Selling in the Marketplace

HealthCare.gov

# Marketplace News for Agents & Brokers

## Redetermination and Re-enrollment Notices for Current Marketplace Consumers

In advance of the Open Enrollment period (OEP), the Marketplace will send a Marketplace Open Enrollment Notice (MOEN) to current 2018 enrollees who do not have a future termination transaction on file. This notice describes the annual redetermination and re-enrollment process, encourages consumers to contact the Marketplace to report changes that could affect their eligibility, and reminds consumers of key dates and instructions for ensuring their coverage will be effective on January 1, 2019.

The MOEN does not describe the enrollee's eligibility for advance payments of the premium tax credit (APTC) and cost-sharing reductions (CSRs) for plan year 2019, nor does it describe the qualified health plan (QHP) that he or she will be re-enrolled in. The MOEN for specific groups of qualified individuals who are enrolled in a QHP with APTC or CSRs may contain additional content

### IN THIS ISSUE

- [Redetermination and Re-enrollment Notices for Current Marketplace Consumers](#)
- [Quick Reference Guide for Optimum Training Experience](#)
- [Agent and Broker Registration and Training Reminder](#)
- [Invalid or Incorrect Web-based Entity NPN?](#)

### Upcoming Events

CMS is hosting webinar sessions to answer your questions about plan year 2019 Open Enrollment. Please watch your email for an invitation:

Early October:

"Preparing for Plan Year 2019 Open Enrollment"

"Assisting Consumers with Redeterminations and Re-enrollments"

### Recently Released Resources

Visit the [Agents and Brokers Resources](#) webpage for up-to-date

with information tailored to their group, such as a warning for certain consumers that they are at risk of losing APTC for the future plan year unless they update their Marketplace application and receive a new eligibility determination.

QHP issuers must also send current Marketplace enrollees a notice to notify them of the QHP options that will be available for the next plan year and, if they have changed, identify the premium and any key changes to benefits and cost-sharing between the current and future plans.

To effectively help consumers understand and participate in the annual redetermination and re-enrollment process, agents and brokers should:

- Help them review the QHP issuer and Marketplace notices they receive and to understand what processes they should follow for the OEP;
- Assess if and how their coverage needs have changed from last year;
- Assist them in updating their eligibility information at HealthCare.gov to get an updated eligibility determination and select a QHP; and
- Encourage them to complete the re-enrollment process by the end of the OEP so their coverage is effective on January 1, 2019.

## Quick Reference Guide for Optimum Training Experience

Check out the [Quick Reference Guide: Plan Year 2019 Computer Configuration Requirements](#) to prepare your system for the functional requirements of the Marketplace Learning Management System (MLMS) used for plan year 2018 FFM registration. Review the guide for suggestions and step-by-step instructions to improve your user experience in accessing and

information, including these helpful resources:

- [Help On Demand Training and Registration Guide](#)
- [Avoiding the Creation of a Duplicate CMS Portal Account](#)
- [Cancelling or Terminating Consumer Marketplace Coverage](#)
- [States Offering Continuing Education \(CEU\) Credits for 2019 Vendor Training](#)
- [Pricing for Plan Year 2019 CMS-approved Vendor Training](#)

### Stay Connected

Here is another other way you can stay in the know on Marketplace updates:

- Join the agent/broker community on [LinkedIn](#)

### Quick Links

- [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](mailto: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, and general registration questions), Monday–Friday, 8:00 AM–8:00 PM ET.

#### Agent/Broker Training/Registration Email Help Desk:

[MLMSHelpDesk@cms.hhs.gov](mailto: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.

working through the registration steps and required training via the MLMS.

## Agent and Broker Registration and Training Reminder

If you haven't done so yet, be sure to [register for the Marketplace for plan year 2019](#) so you're able to assist consumers with enrolling in plan year 2019 coverage and managing that coverage until the plan year 2020 OEP begins. [This quick guide](#) offers tips on the Marketplace registration and training process for plan year 2019.

Once you've completed registration and training for plan year 2019, you'll be eligible to participate in the consumer assistance referral system, [Help On Demand](#), *at no cost to you!* For more information and details of how to sign up click [here](#).

Registered agents and brokers can update their [Find Local Help](#) contact selections to ensure that consumers looking for Marketplace assistance can search for them by ZIP Code, city, or state. [Read more here!](#)

Attend an upcoming webinar in October, hosted on [REGTAP](#), that will cover how to prepare for plan year 2019 OEP, how to enhance your consumer outreach, and more. Keep an eye out for an invitation in your email.

## Invalid or Incorrect Web-based Entity NPN?

Have you received an email from CMS notifying you that your MLMS profile contains an incorrect web-based entity National Producer Number (NPN)? If so, you should address this issue now, so it does not affect your compensation for assisting clients in enrolling or re-enrolling in plan year 2019 coverage. You can update your MLMS

**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 2018. Enter your NPN when prompted to enter an ID number.

**SHOP Call Center:** 800-706-7893 (for all SHOP Marketplace inquiries), Monday–Friday, 9:00 AM–5:00 PM ET.

profile to remove the Web-based Entity NPN or to add the correct NPN by following the steps below.

1. [Log in to your account on the CMS Enterprise Portal](#). On the Agent Broker Registration Status page, click **Complete Agent Broker Training**, and then select the **Access Training** link next to the MLMS listing.
2. On the MLMS Profile page, make sure that one of the following four Agent Broker options is selected: **Only an Individual Marketplace Agent Broker**, **Only a SHOP Marketplace Agent Broker**, **Both an Individual and SHOP Marketplace Agent Broker**.
3. On the MLMS Profile page, scroll down to the **Web-based Entity Profile** section and click on the icon next to the section heading to expand the Web-based Entity Profile fields.
4. Update the NPN within the **Web-based Entity National Producer Number (NPN)** and **Confirm NPN** fields. To remove the NPN, delete the NPN from the **Web-based Entity National Producer Number (NPN)** and **Confirm NPN** fields.
5. Click on the **Save/Update** button at the bottom of the page to ensure your profile information is updated.