

Understanding Direct and Enhanced Direct Enrollment

As an agent or broker, you have two ways to assist consumers with enrolling in and managing their Marketplace coverage: 1) through HealthCare.gov, working “side-by-side” with consumers, and 2) through the Direct Enrollment (DE) and Enhanced DE Pathways.

The DE and Enhanced DE Pathways allow Marketplace-registered agents and brokers to assist consumers with making plan selections and, in some cases, completing applications for coverage on a carrier’s or web-broker’s website.

To help you, we have added new frequently asked questions (FAQs) on the DE and Enhanced DE Pathway:

- [What is the Direct Enrollment \(DE\) Pathway, and how can I use it?](#)
- [What enrollment and client management functions may be offered by approved Direct Enrollment \(DE\) partners?](#)
- [How can I find an issuer or web-broker that has been approved to offer enrollment and client management capabilities that are not available on HealthCare.gov?](#)

Check out all available [DE FAQs](#) to learn more about enrollment and client management portals.

Regardless of your preferred enrollment platform, [complete Marketplace registration and training](#) today to assist consumers through the DE and EDE Pathways.

If you have questions, contact the Agent/Broker Email Help Desk at FMProducer-AssisterHelpDesk@cms.hhs.gov.

