

Tips to Get Marketplace Call Center Help Faster!

In need of support to assist clients enrolling in the Individual Marketplace? There are several [resources](#) available to support you.

If you need additional assistance, contact the Marketplace Call Center. Use these tips to get help quickly:

- Use the new Health Insurance Marketplace Agent/Broker Direct Line (855-788-6275), available exclusively to agents and brokers who have completed 2017 Marketplace registration to help with consumer related eligibility and enrollment questions. When calling, enter your National Producer Number as your ID.
- Call during off-peak hours. Peak times are generally between 10:00 AM and 2:00 PM Eastern Time.
- Avoid calling around key enrollment deadlines (i.e., December 12-15, January 12-15, and January 29-31), when possible.
- Contact the Small Business Health Options Program (SHOP) Call Center at 1-800-706-7893 if you have questions about enrolling small employers and employees in the SHOP Marketplace.