

Agents & Brokers: Selling in the Marketplace

HealthCare.gov

Marketplace News for Agents & Brokers

Marketplace Update for Agents and Brokers

Did you miss the “CMS Marketplace Update for Agents and Brokers” webinar on September 13, 2017? Check out the slides for more information about:

- Increasing partnerships with the private sector
- Reducing the burden to participate in the Marketplace
- Agent/broker feedback and improvement efforts for plan year 2018
- New “Help on Demand” sales lead generation tool
- Key reminders and resources

The slides are [now available on the Agents and Brokers Resources webpage](#) for your reference.

Sign up for our weekly “Health Insurance Marketplace Updates for Agents and Brokers” webinar series for additional ways to help you prepare for Open Enrollment. You can find more information and register at www.REGTAP.info.

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Upcoming Events

The Centers for Medicare & Medicaid Services (CMS) is hosting multiple upcoming webinars to help you prepare for Open Enrollment, including:

[“Health Insurance Marketplace Updates for Agents and Brokers”](#)

- Weekly on Wednesdays 9/13/17 – 10/25/17, 1:00 PM – 2:00 PM ET
- Weekly on Wednesdays 11/8/17 – 12/13/17, 1:00 PM – 1:30 PM ET

Go to www.REGTAP.info to find more information and register.

Need Help Accessing Your CMS Enterprise Portal Account?

While you must have a CMS user account to log in to the CMS Enterprise Portal and access the Marketplace Learning Management System (MLMS) to complete plan year 2018 Marketplace registration and training, it is important that you do not create multiple accounts. Having multiple or duplicate accounts can lead to delays with being listed on the Agent and Broker FFM Registration Completion List and receiving credit for enrollment transactions.

If you are not sure whether you already have a CMS Enterprise Portal account or forgot your User ID and/or password, see the [Avoiding the Creation of a Duplicate CMS Enterprise Portal Account](#) resource, which reviews self-service options to address these issues.

The Marketplace Presents You with Real Sales Opportunities

The Marketplace makes it easier to sell affordable health and dental plans and expand your client base.



Watch our ["Sell Marketplace Plans, Grow Your Business"](#) video to learn about some of the benefits

Recently Released Resources

Visit the [Agents and Brokers Resources](#) webpage for up-to-date information, including these helpful resources:

- [Plan Year 2018 Registration and Training Resources](#)
- [Understanding Special Enrollment Periods](#)
- [Agent/Broker Marketplace Help Desks and Call Centers](#)

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, and Find Local Help), Monday–Friday, 8:00 AM–6:00 PM ET.

Marketplace Service Desk:

855-267-1515 (for CMS Enterprise Portal account issues, password resets, and general registration questions), Monday–Friday 8:00 AM–8:00 PM ET; Weekend hours in October–November: Saturday & Sunday 10:00 AM–3:00 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. Enter your NPN when prompted to enter an ID number.

SHOP Call Center: 800-706-7893 (for all SHOP Marketplace

available to you and your clients when you register and sell 2018 Marketplace plans.

inquiries), Monday–Friday, 9:00 AM–7:00 PM ET.