Preparing for Plan Year 2019 Open Enrollment



October 9, 2018

Centers for Medicare & Medicaid Services (CMS)
Center for Consumer Information & Insurance Oversight (CCIIO)

Disclaimer

The information provided in this presentation is intended only as a general informal summary of technical legal standards. It is not intended to take the place of the statutes, regulations, and formal policy guidance that it is based upon. This presentation summarizes current policy and operations as of the date it was presented. Links to certain source documents have been provided for your reference. We encourage learners to refer to the applicable statutes, regulations, and other interpretive materials for complete and current information about the requirements that apply to them.

This document generally is not intended for use in the State-based Marketplaces that do not use HealthCare.gov for eligibility and enrollment. Please review the guidance on our Agents and Brokers Resources webpage (http://go.cms.gov/CCIIOAB) and Marketplace.CMS.gov to learn more.

Unless indicated otherwise, the general references to "Marketplace" in the presentation only includes Federally-facilitated Marketplaces (FFMs) and State-based Marketplaces on the Federal Platform.

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Webinar Agenda

- Reminder of Agent/Broker Registration Requirements
- New Tool: Agent and Broker Marketplace Registration Tracker
- Where to Insert Your National Producer Number (NPN) on HealthCare.gov Applications
- Availability of Help On Demand
- Help Desk and Call Center Support, Resources, and Key Reminders
- Questions and Answers

Plan Year 2019 Open Enrollment

- The Open Enrollment period for plan year 2018 begins on November 1, 2018 and runs through December 15, 2018.
- There are no opportunities to make an Open Enrollment plan selection after December 15.



Preparing for Plan Year 2019 Open Enrollment



Agent Broker Registration Status

Plan Year 2019

Please click the link below next to items marked 'INCOMPLETE' to register as an agent/broker for the
Complete should display at the bottom of the page. If your status is not accurate, please log out and l
registration.

FFM - Agents and Brokers Role	Status
1.Complete Identity Proofing	Complete
2.Complete Agent Broker Training:	Incomplete
• Individual Market	
• SHOP	
3.Print Certificate(s)	Accessible after completing steps 1 & 2.

Reminder of Agent and Broker Registration Requirements

Do Not Lose Your Ability to Sell Marketplace Plans for 2019

- CMS will programmatically remove your FFM agent/broker role if you were registered for plan year 2018, but do not complete registration for plan year 2019 before the plan year 2019 Open Enrollment period begins **(i.e., prior to November 1, 2018)**.
- If CMS removes your FFM agent/broker role, you can re-establish it by completing plan year 2019 Marketplace registration via the CMS Enterprise Portal at https://portal.cms.gov.
  - You can complete training and sign the Agreement(s) any time, but cannot assist consumers prior to obtaining the role and completing all other applicable registration and training requirements for plan year 2019.

If you lose your FFM agent/broker role, until this role is re-established:

- You will not be eligible for compensation by qualified health plan issuers for actively assisting Marketplace consumers.
- You will not be able to participate in Help On Demand.
- You will be systematically blocked from enrolling consumers through HealthCare.gov and Private Partner Website Pathways.
- New consumers will no longer be able to find you on HealthCare.gov using the Find Local Help tool.

Individual Marketplace Registration

Plan year 2019 Marketplace registration and training is available through the CMS Enterprise Portal at https://portal.cms.gov.

New Agents and Brokers (those who did not complete plan year 2018 registration)

- Must take the full Individual Marketplace training for plan year 2019
- Must execute the Agent Broker General Agreement and the Individual Marketplace Privacy and Security Agreement via the Marketplace Learning Management System (MLMS)

Returning Agents and Brokers (completed plan year 2018 registration)

- Can take condensed required training for plan year 2019
- Must execute the Agent Broker General Agreement and the Individual Marketplace Privacy and Security Agreement via the MLMS

Resources to Guide You Through the Registration and Training Process



Computer-Based Training (CBT)*

New Agents and Brokers: Click Here

Returning Agents and Brokers: Click Here



CBT Slide Deck

New Agents and Brokers: Click Here

Returning Agents and Brokers: Click Here



Printable Tip Sheets

New Agents and Brokers: Click Here

Returning Agents and Brokers: Click Here

Avoid Creating Duplicate CMS Accounts

Please note that this CBT is **NOT the same as the required annual Marketplace registration and training for agents and brokers.*

SHOP Registration

To register to participate in the Small Business Health Options Program (SHOP), you:

- **Must** execute the SHOP Privacy & Security Agreement in the MLMS
- **May** complete the SHOP training* (recommended but not required)



For more information about participating in the SHOP, go to the SHOP Marketplace Resources webpage.

**Note: The SHOP curriculum is not available through the CMS-approved vendor. It is only available on the MLMS.*

Best Practices for Completing Registration and Training

- CMS Enterprise Portal passwords must be changed every 180 days. Follow these steps to change your password:
  - Visit the CMS Enterprise Portal at https://portal.cms.gov/.
  - Click **Forgot Password?** on the right side of the home page.
  - Follow the instructions to complete the action.
  - Use these same steps to recover your user ID.
- If you are locked out of your account and do not know the answers to your security questions, contact the Marketplace Service Desk at CMS_FEPS@cms.hhs.gov or 1-855-267-1515, Monday through Friday, 8:00 AM to 8:00 PM ET or Saturday and Sunday 10:00 AM-3:00 PM ET (October–November only).

Best Practices for Completing Registration and Training (Continued)

- The MLMS works best with Chrome or Firefox web browsers.
  - Use the Computer Configuration Quick Reference Guide to prepare your system for the functional requirements of the MLMS.
- When taking training on the MLMS, it is best to use the internal course navigation features and **Exit** button—not the browser back or close buttons—to navigate through the course.
  - Using the browser close (**X**) button to exit may cause issues with saving your place in the course or exam.
- You should capture a screenshot of each course completion screen prior to exiting to save as a secondary record of your completion.

Best Practices for Completing Registration and Training (Continued)

- You must enter a correct NPN in your MLMS profile to receive credit for completing registration.
  - The NPN can be up to 10 digits long and must not begin with a zero (0).
  - The NPN must not include any special characters or letters.
  - The NPN is generally not the same as your state license number. You should be sure to use your NPN, not a state license number.
- To update the NPN, select the **Complete Agent Broker Training** link and update the information in your MLMS profile.
- Agent and broker NPNs can be found at: www.nipr.com/PacNpnSearch.htm.

You should confirm your NPN is correct in your MLMS profile. Entering an inaccurate NPN could result in denial of compensation or credit by an issuer.

You May Get an NPN Validation Warning When Entering an NPN in Your MLMS Profile

- You will receive a "Cannot Be Found" pop-up warning if your NPN does not exist in the MLMS or the Marketplace enrollment database.

NPN XXXXX was not found.
This could have occurred because of one of the following reasons:
• You registered in a previous plan year under a different NPN.
• You are a **new** agent or broker.
• You are not a licensed agent or broker.

You may continue to take training and complete registration. However you should validate your NPN if seeking to receive issuer compensation and/or be listed on Find Local Help or if you wish to participate in Help On Demand. For details on NPN validation, visit the Agents and Brokers Resources webpage.

- You will receive an "Invalid" pop-up warning if:
  - You have an inactive license.
  - You are not approved by the applicable state for a health-related line of authority.

NPN XXXXX was found but is invalid.
This could have occurred because of one of the following reasons:
• Inactive license status
• Inactive line of authority
• Line of authority is not in a health-related field

You may continue to take training and complete registration. However you should validate your NPN if seeking to receive issuer compensation and/or be listed on Find Local Help or if you wish to participate in Help On Demand. For details on NPN validation, visit the Agents and Brokers Resources webpage.

Note: These NPN validation warnings will **not** prevent you from completing training and executing the applicable Agreement(s) with CMS. CMS will do an additional validation when adding your NPN to the Agent and Broker FFM Registration Completion List (RCL).

Validation of NPNs on the Agent and Broker RCL

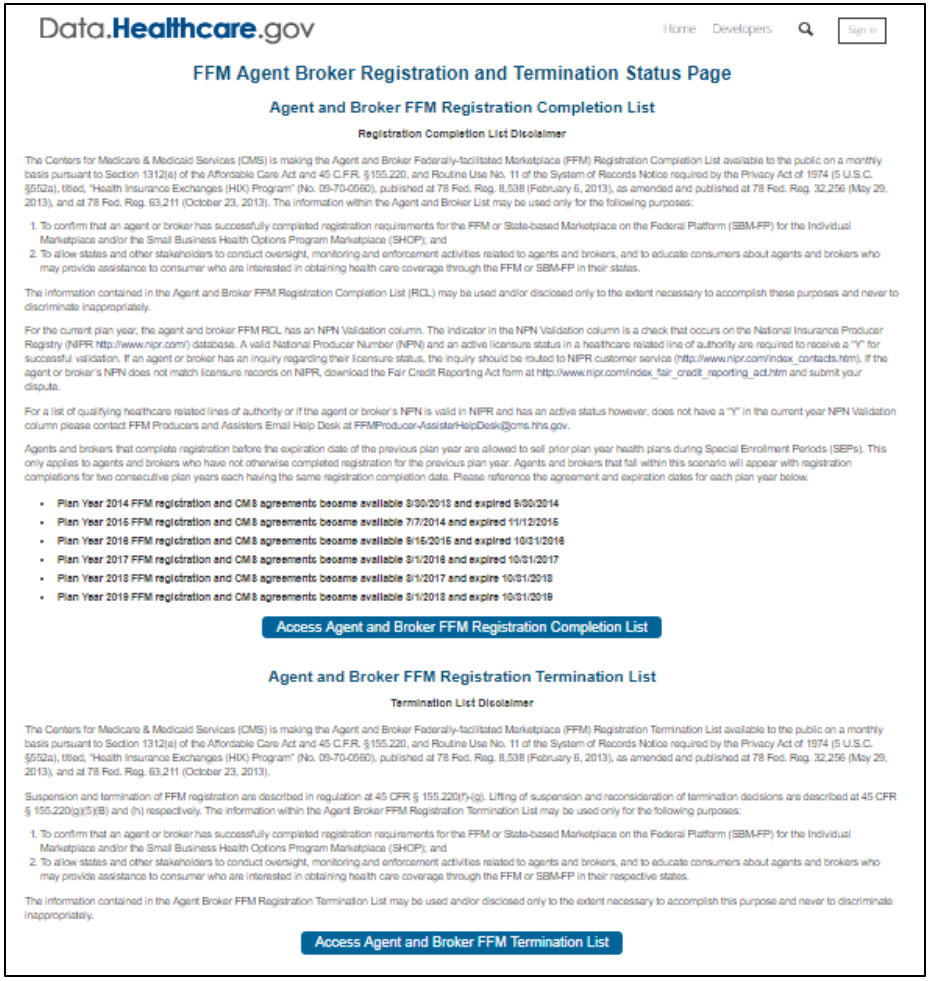
- The RCL has a column that indicates when the NPN you entered in your MLMS profile has been validated for the current plan year.
- Validations include a check against the National Insurance Producer Registry database to confirm the NPN is associated with an active license and is approved by the applicable state for a health-related line of authority.
- Invalid NPNs remain on the RCL, but they do not display on the Find Local Help tool at HealthCare.gov; only agents and brokers with a validated NPN are searchable by consumers via Find Local Help and able to participate in Help On Demand.

Data.Healthcare.gov

Manage | More Views | Filter

	NPN	Applicable Plan Year	Individual Market Registration Completion Date	NPN Valid (Current Plan Year Only)
53	7647127	2018	08/10/2017	Yes
54	9478449	2018	08/01/2017	Yes
55	17587479	2018	08/10/2017	No
56	9161662	2018	08/10/2017	Yes
57	16554530	2018	08/06/2017	Yes

Make Sure You Are on the RCL Before Helping Consumers Enroll



Data.Healthcare.gov

Home Developers Sign in

FFM Agent Broker Registration and Termination Status Page

Agent and Broker FFM Registration Completion List

Registration Completion List Disclaimer

The Centers for Medicare & Medicaid Services (CMS) is making the Agent and Broker Federally-facilitated Marketplace (FFM) Registration Completion List available to the public on a monthly basis pursuant to Section 1312(e) of the Affordable Care Act and 45 C.F.R. §155.220, and Routine Use No. 11 of the System of Records Notice required by the Privacy Act of 1974 (5 U.S.C. §552a), titled, "Health Insurance Exchanges (HIX) Program" (No. 09-70-0560), published at 78 Fed. Reg. 8,538 (February 6, 2013), as amended and published at 78 Fed. Reg. 32,256 (May 29, 2013), and at 78 Fed. Reg. 63,211 (October 23, 2013). The information within the Agent and Broker List may be used only for the following purposes:

1. To confirm that an agent or broker has successfully completed registration requirements for the FFM or State-based Marketplace on the Federal Platform (SBM-FP) for the Individual Marketplace and/or the Small Business Health Options Program Marketplace (SHOP); and
2. To allow states and other stakeholders to conduct oversight, monitoring and enforcement activities related to agents and brokers, and to educate consumers about agents and brokers who may provide assistance to consumer who are interested in obtaining health care coverage through the FFM or SBM-FP in their states.

The information contained in the Agent and Broker FFM Registration Completion List (RCL) may be used and/or disclosed only to the extent necessary to accomplish these purposes and never to discriminate inappropriately.

For the current plan year, the agent and broker FFM RCL has an NPN Validation column. The indicator in the NPN Validation column is a check that occurs on the National Insurance Producer Registry (NIPR http://www.nipr.com/) database. A valid National Producer Number (NPN) and an active licensure status in a healthcare related line of authority are required to receive a "Y" for successful validation. If an agent or broker has an inquiry regarding their licensure status, the inquiry should be routed to NIPR customer service (http://www.nipr.com/index_contacts.htm). If the agent or broker's NPN does not match licensure records on NIPR, download the Fair Credit Reporting Act form at http://www.nipr.com/index_fair_credit_reporting_act.htm and submit your dispute.

For a list of qualifying healthcare related lines of authority or if the agent or broker's NPN is valid in NIPR and has an active status however, does not have a "Y" in the current year NPN Validation column please contact FFM Producers and Assisters Email Help Desk at FFMProducer-AssisterHelpDesk@cms.hhs.gov.

Agents and brokers that complete registration before the expiration date of the previous plan year are allowed to sell prior plan year health plans during Special Enrollment Periods (SEPs). This only applies to agents and brokers who have not otherwise completed registration for the previous plan year. Agents and brokers that fall within this scenario will appear with registration completions for two consecutive plan years each having the same registration completion date. Please reference the agreement and expiration dates for each plan year below.

- **Plan Year 2014 FFM registration and CMS agreements became available 9/30/2013 and expired 9/30/2014**
- **Plan Year 2015 FFM registration and CMS agreements became available 7/7/2014 and expired 11/12/2015**
- **Plan Year 2016 FFM registration and CMS agreements became available 9/15/2015 and expired 10/31/2016**
- **Plan Year 2017 FFM registration and CMS agreements became available 9/1/2016 and expired 10/31/2017**
- **Plan Year 2018 FFM registration and CMS agreements became available 9/1/2017 and expire 10/31/2018**
- **Plan Year 2019 FFM registration and CMS agreements became available 9/1/2018 and expire 10/31/2019**

Access Agent and Broker FFM Registration Completion List

Agent and Broker FFM Registration Termination List

Termination List Disclaimer

The Centers for Medicare & Medicaid Services (CMS) is making the Agent and Broker Federally-facilitated Marketplace (FFM) Registration Termination List available to the public on a monthly basis pursuant to Section 1312(e) of the Affordable Care Act and 45 C.F.R. §155.220, and Routine Use No. 11 of the System of Records Notice required by the Privacy Act of 1974 (5 U.S.C. §552a), titled, "Health Insurance Exchanges (HIX) Program" (No. 09-70-0560), published at 78 Fed. Reg. 8,538 (February 6, 2013), as amended and published at 78 Fed. Reg. 32,256 (May 29, 2013), and at 78 Fed. Reg. 63,211 (October 23, 2013).

Suspension and termination of FFM registration are described in regulation at 45 CFR § 155.220(f)-(g). Lifting of suspension and reconsideration of termination decisions are described at 45 CFR § 155.220(g)(5)(B) and (h) respectively. The information within the Agent Broker FFM Registration Termination List may be used only for the following purposes:

1. To confirm that an agent or broker has successfully completed registration requirements for the FFM or State-based Marketplace on the Federal Platform (SBM-FP) for the Individual Marketplace and/or the Small Business Health Options Program Marketplace (SHOP); and
2. To allow states and other stakeholders to conduct oversight, monitoring and enforcement activities related to agents and brokers, and to educate consumers about agents and brokers who may provide assistance to consumer who are interested in obtaining health care coverage through the FFM or SBM-FP in their respective states.

The information contained in the Agent Broker FFM Registration Termination List may be used and/or disclosed only to the extent necessary to accomplish this purpose and never to discriminate inappropriately.

Access Agent and Broker FFM Termination List

Upon successful completion of the registration requirements, you should confirm your information is included accurately in RCL.

- The RCL and Agent and Broker FFM Registration Termination List is updated as frequently as daily.
- If your NPN does not appear for plan year 2019 and you completed Marketplace registration for plan year 2019, send an email to: FFMProducer-AssisterHelpDesk@cms.hhs.gov.

Registration and Training Resources Available on the Agent and Broker Resources Webpage

The following additional registration and training resources are available on the Plan Year 2019 Registration and Training webpage:

- Agent and Broker Plan Year 2019 Marketplace Registration and Training Process Workflow
- NPN Validation Frequently Asked Questions
- MLMS Quick Reference Guide: Plan Year 2019 Computer Configuration Requirements
- Marketplace Agent and Broker Agreements Job Aid



CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Preparing for Plan Year 2019 Open Enrollment

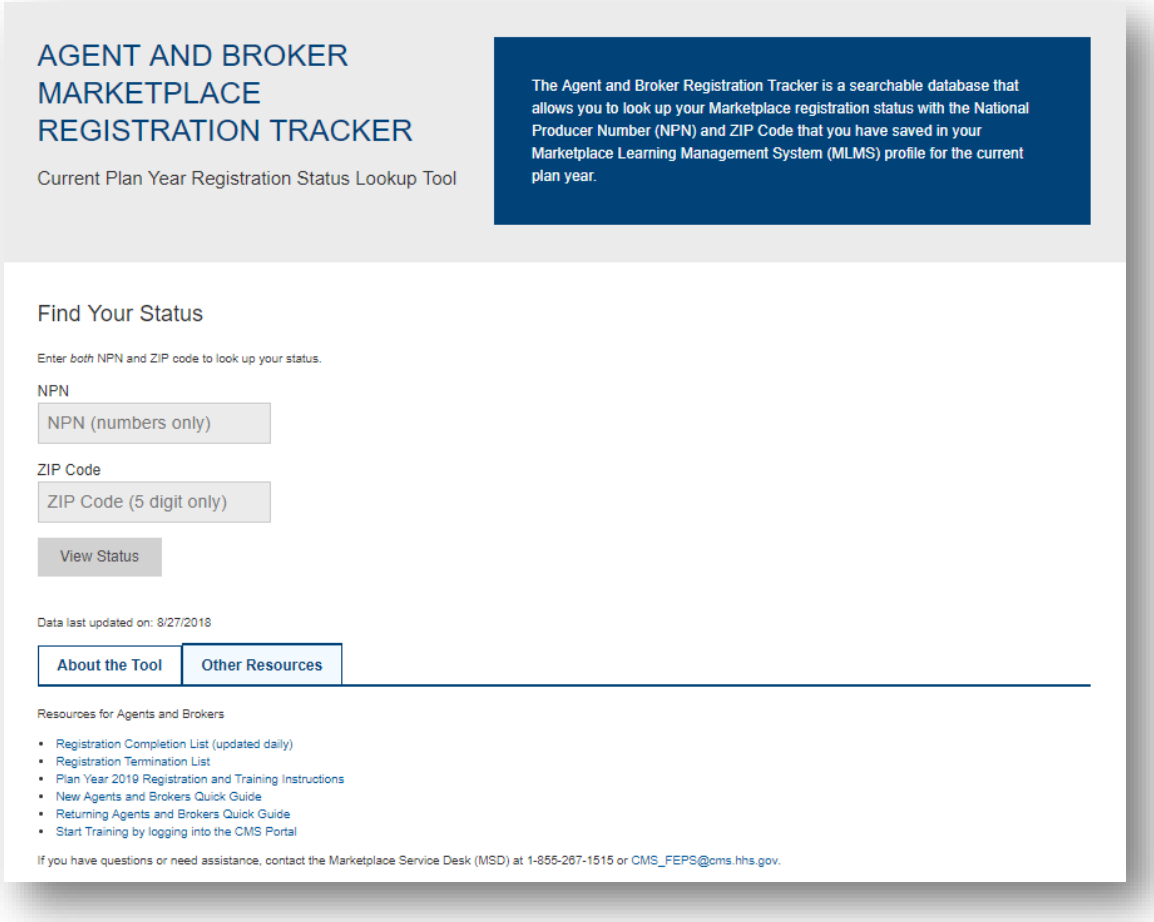


New Tool: Agent and Broker Marketplace Registration Tracker

NEW

Agent and Broker Marketplace Registration Tracker

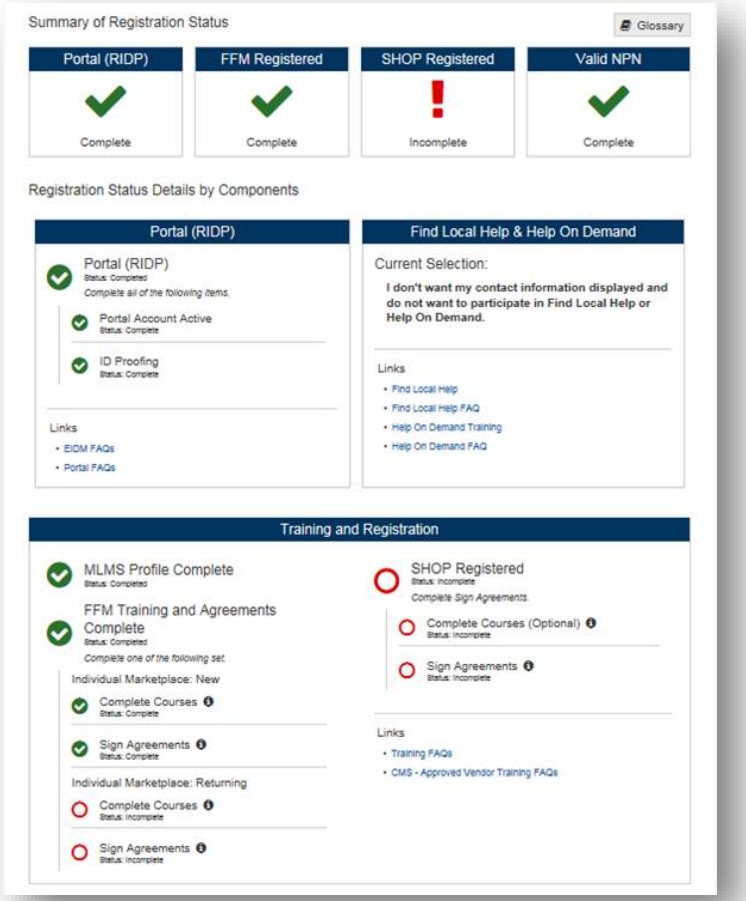
- If your NPN does not appear on the RCL for plan year 2019, go to the new Marketplace Registration Tracker to check your Marketplace registration status.
- Enter your NPN and ZIP code.
- Information is updated once daily by 5:00 PM ET.



NEW

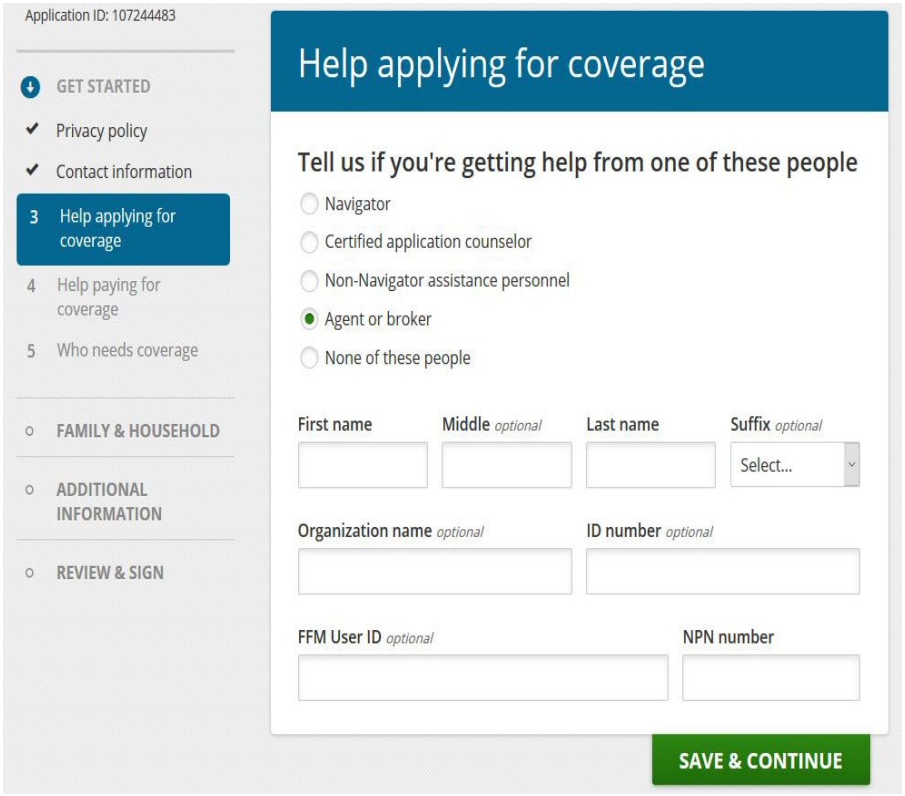
Agent and Broker Marketplace Registration Tracker (Continued)

- See details of the Marketplace training and registration steps you have completed.
- Explore courses you are eligible for based on whether you are a new or returning agent or broker and the status of Agreements you must sign.
- Confirm CMS' validation of the NPN you provided in your MLMS profile.
- Reminder: Completing SHOP training is **NOT** required.
- This tracker is a supplemental tool for the RCL, **NOT** a replacement.



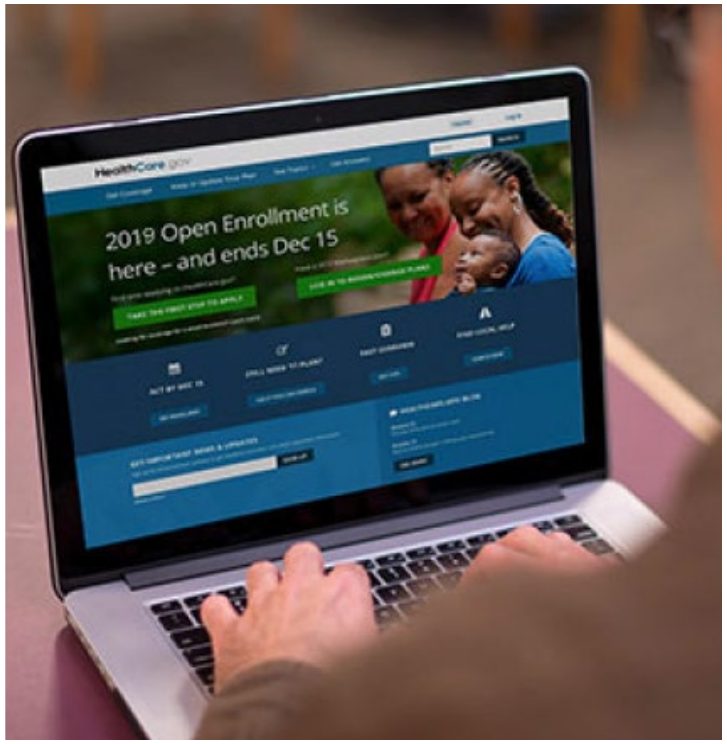
If you need additional assistance, contact the Marketplace Service Desk (MSD) at 1-855-267-1515 or CMS_FEPS@cms.hhs.gov.

Preparing for Plan Year 2019 Open Enrollment



Where to Insert Your NPN on HealthCare.gov Applications

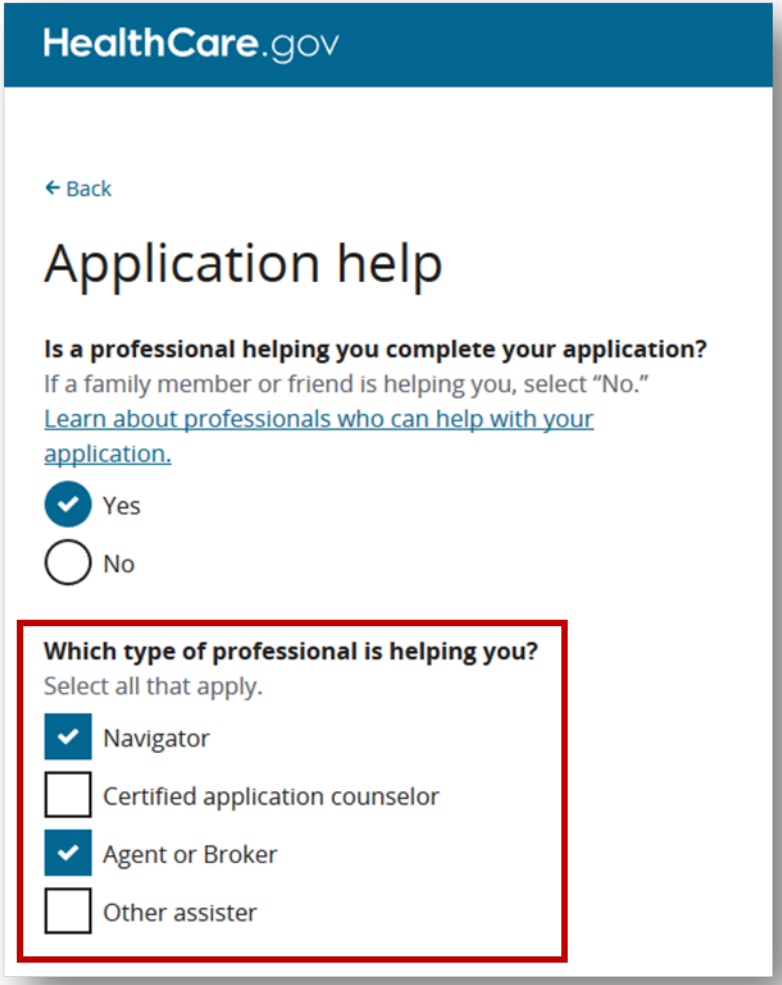
Entering Your NPN in the HealthCare.gov Application



- Through the HealthCare.gov application screens, consumers will be able to indicate if a professional, such as an agent or broker, Navigator, certified application counselor, or other assister, has helped them complete the application.
- When you assist consumers, this **Application Help** section is where they will enter your name and NPN.

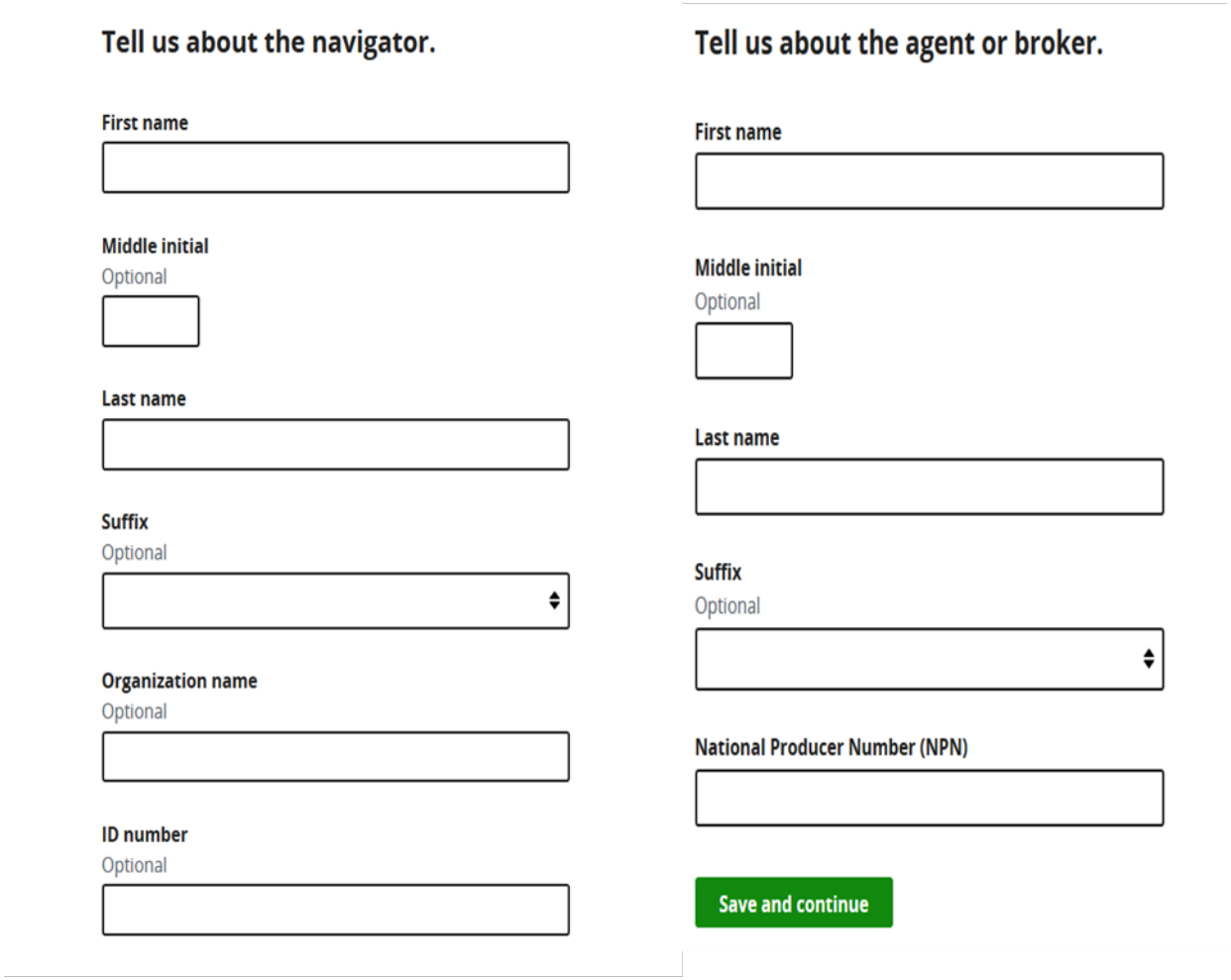
Navigating and Completing the HealthCare.gov Application Help Screen

- NEW for plan year 2019 Open Enrollment: The streamlined (shorter) HealthCare.gov Application Help screen gives consumers the ability to list multiple entities or individuals who provide assistance (e.g., an agent or broker and a Navigator).
- Only consumers should remove or update this information on their HealthCare.gov applications.
- If a non-agent/broker has previously helped a consumer and the application allows more than one entry point, do not remove the information without the consumer's consent.



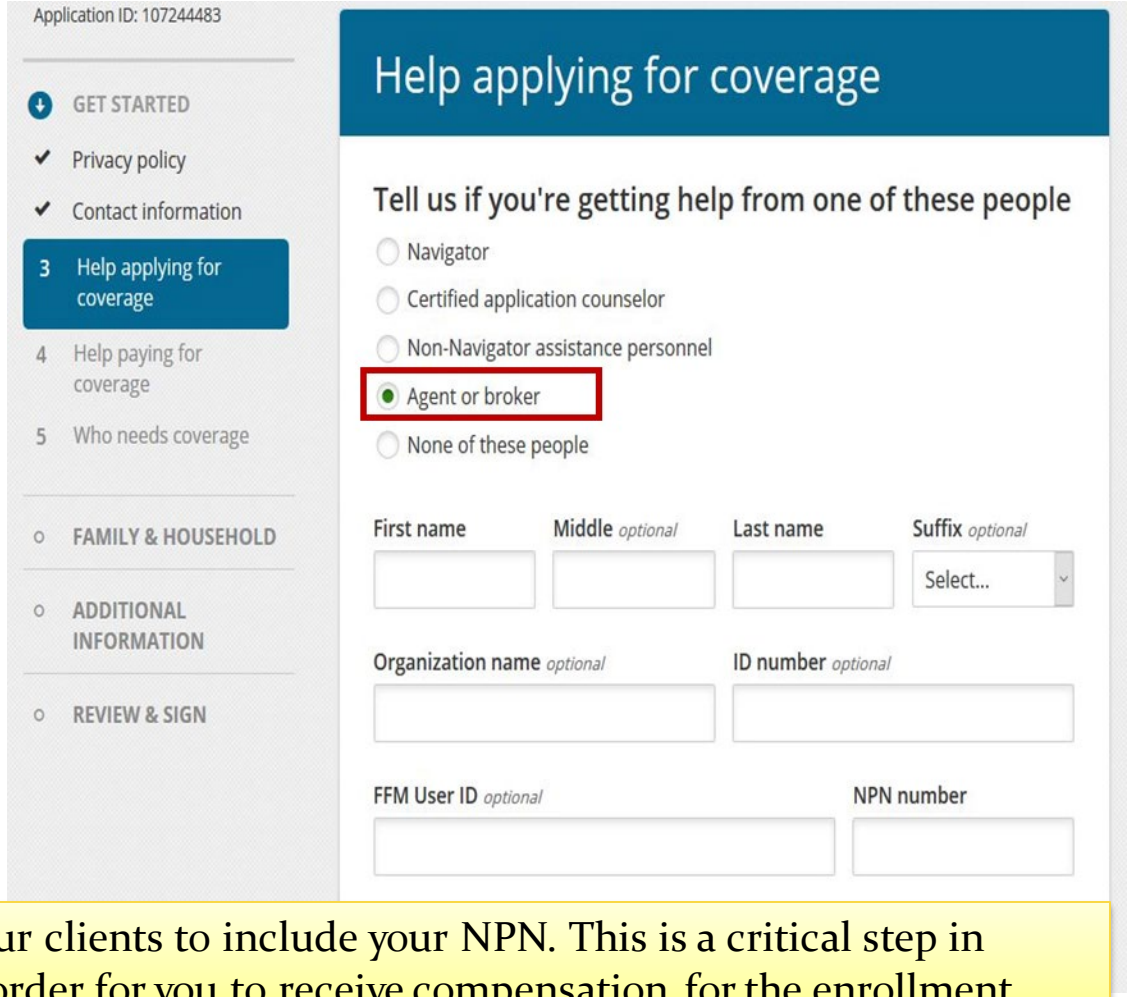
HealthCare.gov Application Screen

While consumers will now be able to indicate if multiple professionals assisted them when using the streamlined (shorter) HealthCare.gov application, they can still only identify one agent or broker.



HealthCare.gov Application Screen (Continued)

When using the full (longer) HealthCare.gov application, the consumer will only be able to indicate if one professional provided assistance.



Note: Do not forget to ask your clients to include your NPN. This is a critical step in completing the application in order for you to receive compensation for the enrollment.

Preparing for Plan Year 2019 Open Enrollment

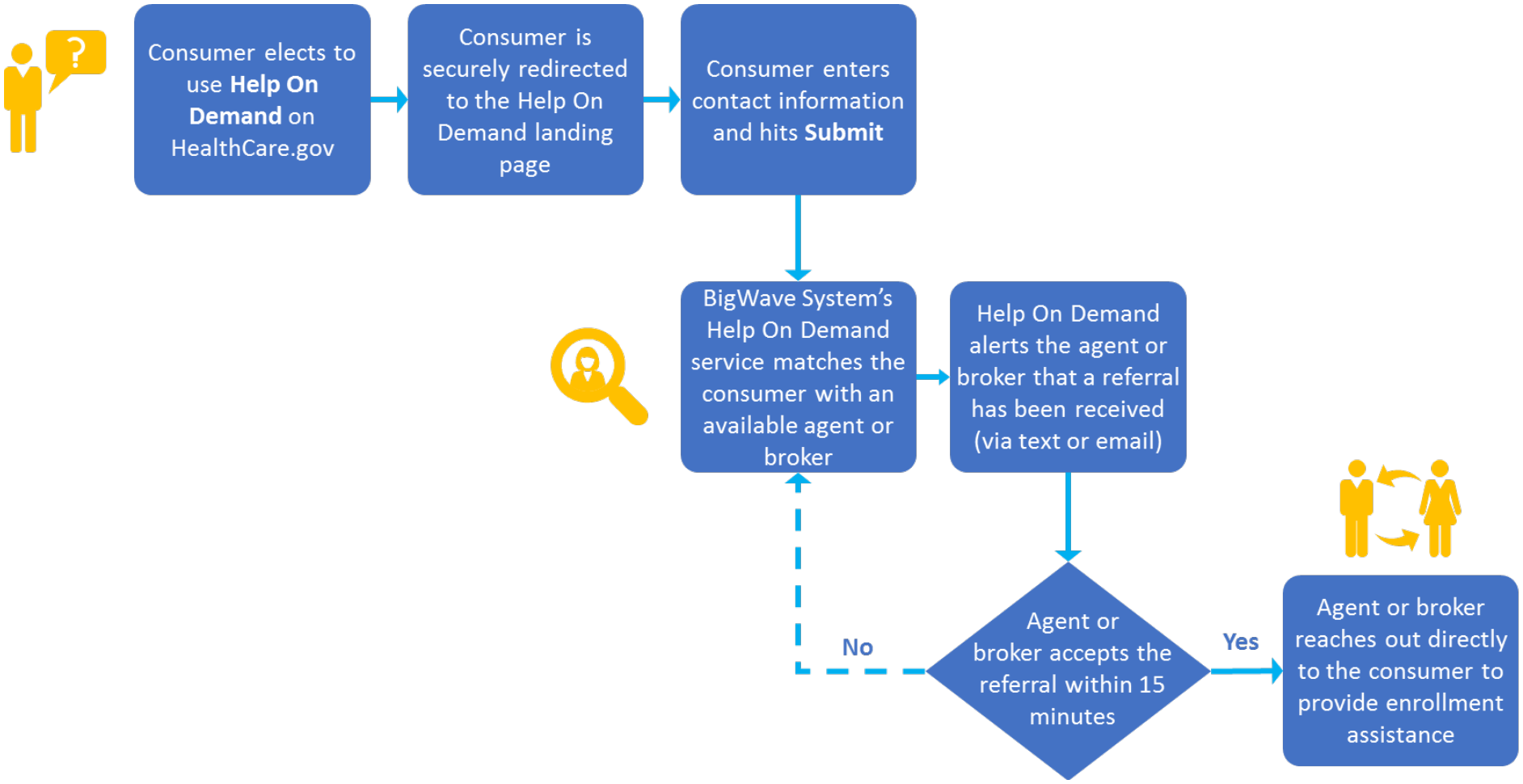
Help On Demand

Availability of Help On Demand

What is Help On Demand?

- Help On Demand is a real-time consumer assistance referral service that connects individuals with Marketplace-registered, licensed agents and brokers in their area who can provide immediate assistance with Marketplace plan selection and enrollment.
- The Help On Demand technology is hosted by BigWave Systems.
- As an agent or broker, you must complete PY 2019 Marketplace training and registration to be eligible to participate in Help On Demand. You must also be licensed and hold a valid health line of authority in the state(s) where you are assisting Marketplace consumers.

How Does It Work?



Help On Demand: How to Participate

To participate in Help On Demand, you must:

- ✓ Complete Marketplace registration and training for plan year 2019 on http://portal.cms.gov.
- ✓ Ensure you have an active state license and health line of authority for the state(s) where you plan to offer assistance with enrollment in Marketplace plans.
- ✓ Confirm your NPN is listed on the Agent and Broker FFM RCL on Data.HealthCare.gov.
- ✓ Complete the required, self-paced Help On Demand training and certify completion by providing your name, email address, and NPN at the end of the training at http://training-help-on-demand.ardx.us.*

After successfully completing Help On Demand training, you will receive a secure link from BigWave Systems to activate your account, complete your profile, and begin receiving referrals.

For more information about how to use Help On Demand, please review the Help On Demand Training and Registration Guide, Help On Demand Overview and Tips for Maximizing your Participation in Help On Demand.

**Note: If you actively participated in Help On Demand during plan year 2018, you may not be required to retake Help On Demand training. Your account is active and will remain active as long as you complete plan year 2019 Marketplace training and registration with CMS.*

Preparing for Plan Year 2019 Open Enrollment



Help Desk and Call Center Support

Agent and Broker Marketplace Help Desks and Call Centers

Name	Phone # and/or Email Address	Types of Inquiries Handled	Hours (Closed Holidays)
Marketplace Service Desk	1-855-CMS-1515 1-855-267-1515 CMS_FEPS@cms.hhs.gov	• CMS Enterprise Portal password resets and account lockouts • Other CMS Enterprise Portal account issues or error messages • General registration and training questions (not related to a specific training platform) • Login issues on the Direct Enrollment agent/broker landing page	Mon-Fri 8:00 AM–8:00 PM ET Sat-Sun 10:00 AM-3:00 PM ET (October-November only)
Agent/Broker Email Help Desk	FFMProducer-AssisterHelpDesk@cms.hhs.gov	• General enrollment and compensation questions • Manual identity proofing/Experian issues • Escalated general registration and training questions (not related to a specific training platform) • Agent/Broker RCL issues • Find Local Help listing issues • Help On Demand participation instructions or questions • Report concerns that a consumer or another agent or broker has engaged in fraud or abusive conduct	Mon-Fri 8:00 AM–6:00 PM ET
Direct Agent/ Broker Partner Line	1-855-788-6275 Note: Enter your NPN to access this line.	• HealthCare.gov account password resets • Special enrollment periods not available on the consumer application • Individual Marketplace eligibility and enrollment issues	Mon–Sun 24 hours/day

Agent and Broker Marketplace Help Desks and Call Centers (Continued)

Help Desk Name	Phone # and/or Email Address	Types of Inquiries Handled	Hours (Closed Holidays)
Agent/Broker Training and Registration Email Help Desk	MLMSHelpDesk@cms.hhs.gov	• Technical or system-specific issues related to the MLMS • User-specific questions about maneuvering in the MLMS site, or accessing training and exams	Mon–Fri 9:00 AM–5:30 PM ET
Small Business Health Options Program (SHOP) Call Center	1-800-706-7893	• All inquiries related to the SHOP • Employers and employees may also contact the SHOP Call Center for assistance.	Mon-Fri 9:00 AM-5:00 PM ET
Direct Enrollment Email Help Desk	DirectEnrollment@cms.hhs.gov	• All inquiries specifically related to becoming and/or operating as a direct enrollment web-broker in the Marketplace	Mon-Fri 9:00 AM-5:00 PM ET
America's Health Insurance Plans (AHIP) Training Help Desk	support@ahipinsuranceeducation.org 1-800-984-8919	• All inquiries specifically related to the AHIP agent/broker training platform	Mon-Fri 8:00 AM-7:00 PM ET Sat 8:30 AM-5:00 PM ET

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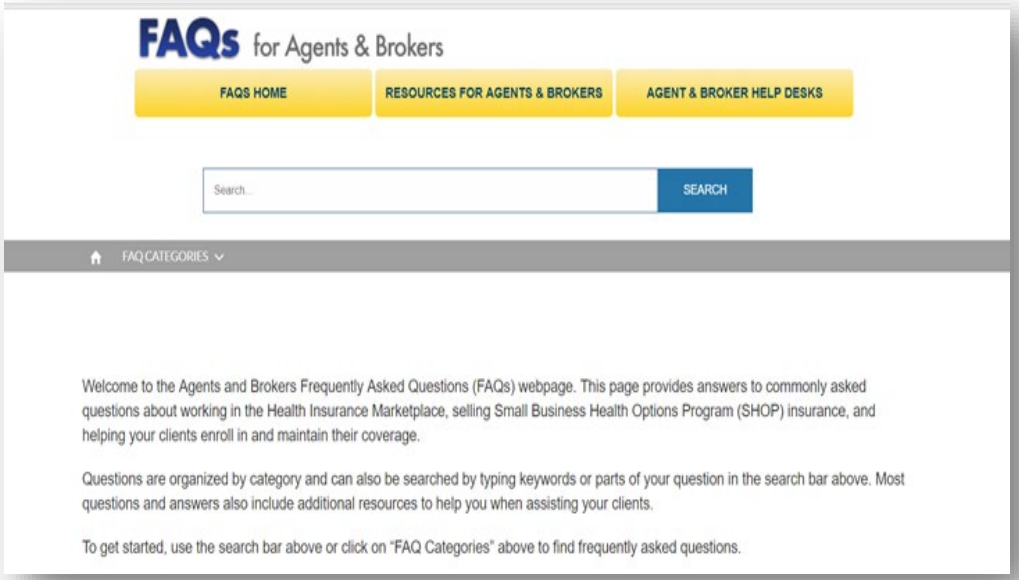


Agent and Broker Resources and Key Reminders

NEW

Agents and Brokers FAQs Webpage

- The Agent and Broker Frequently Asked Questions (FAQs) webpage provides answers to commonly asked questions about working in the Marketplace, selling SHOP coverage, and helping your clients enroll in and maintain their coverage.
- FAQs are organized by category and can also be searched by typing keywords or parts of your question in the search bar.
- Most FAQs also include additional resources to help you when assisting your clients.



Quickly find answers to common questions in the following categories:

- Basic Information
- Registration and Training
- Helping Consumers
- Compensation
- Direct Enrollment
- Privacy and Security
- SHOP

Agent and Broker Resources

Resource	Description	Link
Agents and Brokers Resources webpage	Primary outlet for agents and brokers to receive information about working in the Health Insurance Marketplace; provides the latest news and resources, including newsletters, webinars, fact sheets, videos, and tip sheets	http://go.cms.gov/CCIIOAB
Agent and Broker FFM Registration Completion List	Public list of agents and brokers who have completed Marketplace registration; used by issuers to verify your eligibility for compensation for assisting with consumer enrollments	https://data.healthcare.gov/ffm_ab_registration_lists
Agent and Broker Marketplace Registration Tracker	Searchable database that allows agents and brokers to look up their Marketplace registration status with the NPN and ZIP Code saved in their MLMS profile for the current plan year	https://data.healthcare.gov/ab-registration-tracker/
Find Local Help	Tool available on HealthCare.gov that enables consumers to search for a local, Marketplace-registered agent or broker with an active licensure status in a valid health-related line of authority to assist with FFM enrollment	https://localhelp.healthcare.gov/
Help On Demand	A real-time consumer-assistance referral service that connects individuals with Marketplace-registered, licensed agents and brokers in their area who can provide immediate assistance with Marketplace plan selection and enrollment	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/Help-On-Demand.pdf

Agent and Broker Resources (Continued)

Resource	Description	Link
Agent and Broker NPN Search Tool	Enables users to search and find the correct NPN to enter in their MLMS profiles and on Marketplace applications	www.nipr.com/PacNpnSearch.htm
List of Approved Health-related Lines of Authority	Provides a list of valid health-related lines of authority for agents and brokers	https://data.healthcare.gov/dataset/NIPR-Valid-Lines-of-Authority-List/wk5a-kdpd/data
HealthCare.gov	Official site of the Health Insurance Marketplace; used for researching health coverage choices, eligibility, and enrollment	https://www.healthcare.gov/
Marketplace Information	Official Marketplace information source for assisters and outreach partners about Marketplace eligibility, financial assistance, enrollment, and more	https://marketplace.cms.gov
CMS Enterprise Portal	Provides access to the MLMS and allows users to request the FFM Agent/Broker role; the MLMS provides the following functions: • Complete Marketplace Agent and Broker Registration and Training • Sign Marketplace Agent and Broker Agreements • Access CMS-approved Vendor Training	https://portal.cms.gov
LinkedIn for Marketplace Agents and Brokers	Contains posts with announcements, new resources, upcoming webinars, and more information for Marketplace agents and brokers	https://www.linkedin.com/showcase/cms-ab

Upcoming Activities

- The slides from this webinar will be available on the Registration & Training Technical Assistance Portal (REGTAP) at www.REGTAP.info and on the Agents and Brokers Resources webpage at http://go.cms.gov/CCIIOAB in the coming days.
- In addition, this webinar will be available for on-demand training on REGTAP.
- Weekly webinars will continue through October 25 to help you prepare for the plan year 2019 Open Enrollment period. Topics will include:
  - Assisting Consumers with Redeterminations and Re-enrollments
  - Helping Consumers Apply and Enroll

Upcoming Webinars* **Mark your calendars for these dates and times.**
October 11 2-3 PM ET
October 18 2-3 PM ET
October 25 2-3 PM ET

**Final topics for each session will be announced prior to each webinar.*

- CMS will host a series of open-forum office hour sessions for agents and brokers during the Open Enrollment period to offer you real-time access to CMS experts who can answer your questions.

2019 Open Enrollment Period HealthCare.gov Scheduled Maintenance Windows

Every year, CMS establishes scheduled maintenance windows that provide periods of time when CMS and its partners can make updates or resolve issues. Maintenance will only occur within these windows when deemed necessary to provide consumers with a better shopping experience. Consumer access to HealthCare.gov may be limited or restricted when this maintenance is required. The purpose in scheduling these times is to minimize any consumer disruption. Like other information technology systems, these scheduled maintenance windows are how we update and improve our system to run optimally and are the normal course of business.

In order to allow agents, brokers, and assisters to plan in advance of Open Enrollment, we are sharing the maximum potential windows of scheduled maintenance on HealthCare.gov for the upcoming Open Enrollment period. Similar to last year, this information is being provided in advance of Open Enrollment to accommodate requests from agents, brokers, and assisters.

It is important to note that these times are the maximum potential windows when consumer access may be limited if maintenance is needed. As it has been in the past, CMS anticipates the actual maintenance periods will be shorter while we work to minimize disruption for consumers. Last year, while HealthCare.gov had set a total of 60 hours as the maximum potential period of scheduled maintenance during open enrollment, the site only used 21.5 hours.

Potential/maximum scheduled HealthCare.gov maintenance windows for this upcoming Open Enrollment period is:

- Thursday, November 1, 2018, early morning to make final preparations ahead of the start of the Open Enrollment period
- Sundays, 12:00 AM to 12:00 PM (maximum time allotted), except on December 9, 2018

This year's scheduled maintenance windows are the same as last year's. CMS plans to continue working with agents, brokers, and assisters to ensure they have the information necessary to plan for Open Enrollment.

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES
OFFICE OF TECHNOLOGY SOLUTIONS

Acronym Definitions

Acronym	Definition
AHIP	America's Health Insurance Plans
CBT	Computer-based Training
CCIIO	Center for Consumer Information and Insurance Oversight
CMS	Centers for Medicare & Medicaid Services
FAQs	Frequently Asked Questions
FFM	Federally-facilitated Marketplace
MLMS	Marketplace Learning Management System
NPN	National Producer Number
RCL	Registration Completion List
REGTAP	Registration and Training Technical Assistance Portal
SHOP	Small Business Health Options Program