

# Guidance on Unauthorized Plan Switches

Center for Consumer Information & Insurance Oversight (CCIIO)

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# Guidance on Unauthorized Plan Switches



- Issuers who are contacted by an enrollee who states that an agent/broker (or other third party) switched their plan without their consent should direct enrollees to the Marketplace Call Center.
- The Call Center Representative will create a HICS case and will route cases according to the accusation specified by the consumer to either CPI, OPOLE, or the Issuer on a case-by-case basis.
- Please note that these cases are different from Unauthorized Enrollments, in which an enrollee states that they were enrolled in a QHP without their consent and requests that the coverage be canceled.
- *Guidance on Unauthorized Enrollments can be found here: [https://regtap.info/reg\\_librarye.php?i=4299](https://regtap.info/reg_librarye.php?i=4299)*