

2021 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 IT systems, these scheduled maintenance windows are how we update and improve our systems to run optimally and are the normal course of business.

In order to allow agents, brokers, assisters, and states 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 the last three years, this information is being provided in advance of Open Enrollment to accommodate requests from agents, brokers, assisters, and states.

It is important to note that these times are the maximum scheduled 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 72 hours as the maximum potential period of scheduled maintenance during Open Enrollment, only 24.5 hours was used.

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

- Sunday, November 1, 2020, early morning to make final preparations ahead of the start of the Open Enrollment period to ensure the website runs smoothly for consumers.
- Sundays, 12:00AM to 12:00PM (maximum time allotted), except on November 1 and December 13, 2020

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