

## 2015-2016 Assister Help Desk Resource Guide

Name of Help Desk	What they Can Help With	Contact Information
<p>Assister Help Resource Center (AHRC)</p> <p>Serving Navigator and non-Navigator assistance personnel [Enrollment Assistance Program (EAP), In-Person Assisters (IPAs)] and certified application counselors (CACs)</p>	<p>Policy related inquiries regarding:</p> <ul style="list-style-type: none"> <li>• Immigration, mixed status households, immigration status</li> <li>• Medicaid and Children's Health Insurance Program (CHIP) as they relate to the states using Healthcare.gov platform</li> <li>• Documents and information needed for ID proofing / verification</li> <li>• Income and eligibility</li> <li>• Enrollment process</li> <li>• Exemptions</li> <li>• Special enrollment periods (SEPs)</li> <li>• Issues with 1095-A</li> <li>• Reporting life changes</li> <li>• Tips for avoiding or resolving data matching issues</li> </ul>	<p>1-855-811-7299</p> <p>Monday through Friday from 9am to 9pm EST and Saturday from 9am to 5pm</p> <p>Closed Thanksgiving, Christmas, and New Year's Day</p> <p>(Hours reflect operating hours during the 2016 Open Enrollment Period for the individual market)</p>
<p>Marketplace Call Center</p>	<ul style="list-style-type: none"> <li>• Completing Marketplace applications</li> <li>• Comparing plans</li> <li>• Enrolling in coverage</li> <li>• Reporting a life change</li> <li>• Resetting passwords/Providing User IDs</li> <li>• Updating consumers' email addresses</li> <li>• Unlocking accounts</li> <li>• Performing prospective SEPs</li> </ul>	<p>1-800-318-2596 (TTY: 1-855-889-4325)</p> <p>Available 24 hours a day, 7 days a week</p> <p>Closed Memorial Day, July 4th, and Labor Day</p>

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Marketplace Learning Management System (MLMS) Help Desk	<ul style="list-style-type: none"> <li>• MLMS system technical issues</li> <li>• 2016 assister training</li> </ul>	<a href="mailto:MLMSHelpDesk@cms.hhs.gov">MLMSHelpDesk@cms.hhs.gov</a> Monday through Friday from 8am to 8pm EST and Saturday and Sunday from 9am to 5pm EST
Small Business Health Options Program (SHOP) Call Center	<ul style="list-style-type: none"> <li>• Assists employers and employees with applying for and enrolling in SHOP</li> </ul>	1-800-706-7893 (TTY: 711) Monday through Friday 9am to 7pm EST Closed Veterans Day, Thanksgiving and the day after, Christmas, New Year's Day, Martin Luther King, Jr. Day, Memorial Day, July 3rd, and Labor Day