



MARKETPLACE ASSISTER NEWSLETTER

June/July 2019

News Flash!

2019 Assister Certification Training on the Marketplace Learning Management System (MLMS) “Go-Dark”

As we prepare to release the 2020 Assister Certification Training, the 2019 Assister Certification Training that is hosted on the Marketplace Learning Management System (MLMS), will be taken offline at 6:00 p.m. (ET) on Monday July 15, 2019. During this “go-dark” period, assisters will not be able to access the certification training. We anticipate that the 2020 Assister Certification Training will be available later this summer. Assisters who need to take the current training before the 2020 training is available should complete the 2019 Assister Certification training prior to its removal on July 15th. *Please note: this is training for assisters in the Federally-facilitated Marketplace, and assisters in SBMs or SBM-FPs should follow their state’s training and certification requirements.*

Open Season Announcement for Certified Designated Organizations - Live Application Link Available Now!

Time is running out! The Centers for Medicare & Medicaid Services (CMS) is inviting organizations who would like to become Certified Application Counselor Designated Organizations (CDOs) to apply during CMS’s Open Season beginning **June 12, 2019, and ending September 16, 2019**. Certified Application Counselor Designated Organizations are a vital component of the assister community. In the Federally-facilitated Marketplace, CDOs oversee certified application counselors (CACs) who are trained and able to help consumers seeking health coverage options through the Marketplace.

Any organization seeking to provide CAC enrollment assistance to consumers for Plan Year 2020 must be a certified CDO. In order to be designated as a CDO, you must submit an online application and enter into an agreement with CMS. *As a reminder, SBM-FPs are not part of the FFM CAC refresh and their CDOs are not being asked to apply. This is because SBM-FP states run their own CAC programs, which are not operated by CMS.*

If your organization completed the CDO refresh process last year and received a new CDO identification number and a welcome packet, then you do not need to reapply.

We invite all interested organizations, as well as all CDOs that did not complete the application process during the CDO refresh, to submit an application to become a CDO for Plan Year 2020. In preparation for the next Open Enrollment Period, the deadline to submit an application to become a CDO is September 16, 2019. We look forward to working together!



The CDO application link is now live and can be accessed here: [CDO Application](#)

CDO Application technical assistance webinar recordings, user guides, and more can be found [here](#).

For additional questions, contact us at CACQuestions@cms.hhs.gov.

In Case You Missed It

Centers for Medicare & Medicaid Services Issues a Funding Opportunity Announcement for the Federally-facilitated Exchange Navigator Program

The Centers for Medicare and Medicaid Services (CMS) issued a Notice of Funding Opportunity (NOFO) for the Federally-facilitated Exchange (FFE) Navigator Program that funds Navigator organizations to provide in-person enrollment assistance for individuals seeking health coverage.

The NOFO announces the same \$10 million annual level of funding as last year. The announcement also expands the period of performance from one year to two years in order to promote stability in the program and improve the consumer experience. The total available funding for the first 12-month budget period will be allocated among the 34 FFE states based on the size of the remaining eligible uninsured population in each FFE state. A minimum of \$100,000 will be available to each eligible state.

As required in previous years, under the Terms and Conditions of cooperative agreements awarded under this NOFO, funding for the second 12-month budget period will be contingent on the awardee continuing to meet all Navigator program requirements, current program priorities, and the availability of funds.

- There will be a second technical assistance call for potential applicants (details can be found in the NOFO): July 9, 2019 from 3:00-4:00pm EDT

To access the Notice of Funding Opportunity (NOFO), please visit [Grants.gov](#) and search for CFDA # 93.332.

HHS Proposes to Revise ACA Section 1557 Rule

The U.S. Department of Health and Human Services (HHS) is issuing a proposed rule to revise regulations implementing and enforcing Section 1557 of the Affordable Care Act (ACA). Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in certain health programs or activities. The comment period for this proposed rule ends on August 13, 2019.

Review the [Proposed Regulation on Section 1557 and for instructions on submitting comments](#).

Review the proposed regulation [Factsheet on Section 1557 \(PDF\)](#).



Resources

Updates To How To Report Alimony On A Marketplace Application

The Tax Cuts and Jobs Act of 2017 changes the way alimony payments affect income for divorces and separations finalized on or after January 1, 2019. Refer to [this resource](#) for more information on how this change impacts how consumers should treat alimony when reporting their income on a Marketplace application.

Previous Webinars / Q&A

1. [Special Enrollment Period \(SEP\) Overview for the Federally-facilitated Marketplace – April 2019 \(slides\)](#)
2. [Creating Outreach & Education Events – June 2019 \(slides\)](#)
3. [Tips for FFM Assisters Working with Outside Orgs – June 2019 \(slides\)](#)

Important Reminders / Tips

Links to Helpful Resources

- Marketplace Assister Training [Resources](#) and [Webinars](#)
- [Technical Assistance Resources](#)
- CMS Marketplace [Applications, Forms, & Notices](#)
- CMS [Outreach and Education](#) Resources
- [Marketplace.CMS.gov Page](#)
- [CMSzONE Community Online Resource Library Pilot for Marketplace Assisters](#)
- [Find Local Help](#)

Marketplace Call Center and SHOP Center Hours

Health Insurance Marketplace Call Center: 1-800-318-2596 (TTY: 1-855-889-4325). For customer service support, to start or finish an application, compare plans, enroll or ask a question. Available 24 hours a day, 7 days a week (except holidays). CACs and Navigators should call their dedicated phone lines so the Call Center can better track the needs of assisters. The Assister Line can also help with password resets and can help with access to non-application SEPs. Contact your Navigator Project Officer (for Navigators) or your CDO leadership (for CACs) for more information on the Assister Line.



- Navigator Marketplace Call Center line: 1-855-868-4678
- CAC Marketplace Call Center line: 1-855-879-2683
- General consumer Call Center line: 1-800-318-2596 (TTY: 1-855-889-4325).

SHOP Call Center: For SHOP related questions, you and employers or employees you interact with may contact the SHOP Call Center at 800-706-7893 or by using the TTY phone number (for hearing impaired) at 1-888-201-6445.

Stay in Touch

To sign up for the CMS Assister Newsletter, please send a request to the Assister Listserv inbox (ASSISTERLISTSERV@cms.hhs.gov) write "Add to listserv" in the subject line, please include the email address that you would like to add in the body of your email. For requests to be removed from the listserv, please forward a copy of a webinar invite or newsletter received and write "Remove" in the subject line.

If you have specific questions or issues that you would like to see us highlight in our webinar series or here in this newsletter please contact us.

For **CMS Navigator grantees** - please get in touch with your Navigator Project Officer.

For **CAC Designated Organizations in FFM States** - please send an email to CACQuestions@cms.hhs.gov.

We welcome questions, suggestions and comments, so please feel free to contact us!

Please note that the information presented in this Assister Newsletter is informal, technical assistance for assisters and is not intended as official CMS guidance.