



MARKETPLACE ASSISTER NEWSLETTER

September 2019

News Flash!

The 2019 Federally-Facilitated Marketplace Navigator Cooperative Agreement Awards

Each year, the Centers for Medicare & Medicaid Services (CMS) makes Navigator Cooperative Agreement Awards to organizations who serve as Navigators in Federally-facilitated Marketplace (FFM) states. For 2019, CMS awarded a total of \$10 million to 34 organizations, matching the annual level of funding awarded last year. These awards will support the work of organizations that offer assistance to consumers searching, shopping for, and enrolling in health coverage for the 2020 plan year.

The 2019 Navigator [Notice of Funding Opportunity](#) expanded the period of performance for awardees from one year to two years and funded cooperative agreement awards in 12-month increments in order to provide stability and improve the consumer experience. As required in previous years, funding for the second 12-month budget period will be contingent on the awardee's performance continuing to meet all Navigator program requirements and current program priorities as well as the availability of funds.

The grants awarded this year will have a period of performance of two years from the award date, August 30, 2019, to August 29, 2021. Organizations and individuals cannot serve as Navigators without receiving federal grant funding from CMS to perform Navigator duties.

The 2020 Open Enrollment Period is November 1, 2019, to December 15, 2019.

Find a list of 2019 CMS Navigator grantees [here](#).

2020 Assister Certification Training Modules Now Available!

In preparation for the Marketplace Open Enrollment Period starting November 1, 2019 for the 2020 Plan Year, the Centers for Medicare & Medicaid Services (CMS) has updated the Assister Certification Training curriculum. Assisters are invited to take the **2020 Assister Certification training** beginning **August 30, 2019**.

The training is hosted on the Marketplace Learning Management System (MLMS), the online web-based training platform for assisters providing application and enrollment assistance to consumers in



Federally-Facilitated Marketplaces and State-based Marketplaces using the Federal platform. The MLMS can be accessed through the CMS Enterprise Portal.

- **New users** register [here](#).
- **Existing users** can login at [Portal.cms.gov](https://portal.cms.gov).

Required ID Validation for MLMS Access

Beginning August 30, 2019 all new and returning Assisters (Certified Application Counselors, Navigators and State Based Exchange-Federal Platform Assisters) will need to verify their identity on the CMS Portal to access Assister Certification training on the MLMS. Previously, a user would request access to the MLMS and add a role without going through the Identity Verification process. The Quick Reference Guide: FFM Registration with ID Verification for Assisters provides an overview of how to re-register as a returning Assister, or register as a new Assister, using the Identity Verification process. You can access the guide [here](#).

Use of Navigator ID

When registering for the 2020 Navigator training on the MLMS training platform, all individual Navigators should ensure that they register for and complete the 2020 Navigator certification or recertification training using the unique Navigator ID number assigned to them by the CMS Navigator grantee organization with which they are affiliated. Navigators should use the unique Navigator ID number assigned to them to ensure that the Navigator certificate issued to them reflects their current ID number and their current affiliation with a CMS Navigator grantee organization.

Use of CAC ID Number

Prior to registering for the 2020 Assister Certification training, returning Certification Application Counselors (CACs) should ensure they are using a *current* CAC ID number (issued to them by their Certified Application Counselor Designated Organization for plan year 2019 or later). CACs **should not** register for the 2020 CAC training until they have confirmed with their organization that they are using a current CAC ID.

New organizations that applied to become CDOs during CMS's 2019 Open Season and are approved to operate as CDOs during Plan Year 2020 should instruct their CACs to wait to take the 2020 CAC training until **after** they have been issued a CAC ID number by their organization.

When registering for the 2020 CAC training, all CACs should enter their CAC ID number in the CAC ID field on the "Welcome to the MLMS" profile page. This will ensure that each CAC's enrollments on HealthCare.gov are linked to the correct CDO organization.

You can find training presentations and additional resources, such as Frequently Asked Questions (FAQs) and MLMS Quick Reference Guides, [here](#).

For additional assistance with questions on the MLMS assister training, please submit inquiries to MLMSHelpDesk@cms.hhs.gov Monday–Friday 9:00 AM–5:30 PM Eastern Time or contact the Marketplace Service Desk at 1-855-267-1515 or 1-855-CMS-1515 Monday–Friday from 8:00 AM–8:00 PM Eastern Time.

For assistance with Navigator program questions, please submit inquiries to your CMS project officer.



CACs with general questions about assister certification training should contact CACQuestions@CMS.hhs.gov.

Wellness Program Demonstration Project Bulletin

Today, the Centers for Medicare & Medicaid Services (CMS) released an informational bulletin announcing the opportunity for 10 states to apply to participate in a wellness program demonstration project for their individual market. This bulletin gives states and issuers additional flexibility and control over their health insurance markets, consistent with the President's January 2017 Executive Order (13765). Given that health-contingent wellness programs are currently permitted in the group market and that participatory wellness programs are currently permitted in the individual and group markets, CMS is publishing this bulletin to optimize issuer flexibility and consumer choice by providing states the option of applying to permit health-contingent wellness programs in the individual market as well. This demonstration project is authorized by statute. The press release is available [here](#).

The bulletin is available [here](#).

The 2019 CMS Enrollment Assister Bulletin Has Been Posted

In preparation for the Open Enrollment Period beginning November 1, 2019 for the 2020 plan year in the individual market, the Centers for Medicare & Medicaid Services (CMS) has updated the training curriculum for Navigators and certified application counselors (CACs) in the Federally-facilitated Marketplaces (FFMs). This bulletin provides guidance on the training and certification requirements and procedures for Navigators, CACs, and CDOs in the FFMs. Please select the following link to the bulletin for more information.

[Marketplace.cms.gov/technical-assistance-resources/training-materials/assister-training-certification-bulletin.pdf](https://marketplace.cms.gov/technical-assistance-resources/training-materials/assister-training-certification-bulletin.pdf)

Any questions about the requirements included in this bulletin should be directed as follows:

- **Certified Application Counselors:** Please send your questions via email to CACQuestions@cms.hhs.gov.
- **Navigators:** Please contact your CMS project officer.

In Case You Missed It

CMS Brings Health Plan Quality Ratings to all Marketplaces

For the first time, the Centers for Medicare & Medicaid Services (CMS) will require the display of the five-star Quality Rating System (or star ratings) available nationwide for health plans offered on the Health Insurance Marketplaces beginning with the 2020 Open Enrollment Period.



Beginning with this year's Open Enrollment Period, consumers will be able to compare health coverage choices using a five-star quality rating of each plan on Marketplace websites, including [HealthCare.gov](https://www.healthcare.gov), similar to other CMS star rating programs, such as the easy-to-understand Nursing Home Compare website and Medicare Advantage.

The 2020 Open Enrollment Period is November 1, 2019, to December 15, 2019.

The Marketplaces Quality Rating System guidance is available [here](#) and [here](#).

The Plan Year 2019 Nationwide Quality Rating System PUF is available [here](#) and [here](#).

The Results At a Glance of the Plan Year 2019 PUF data is available [here](#) and [here](#).

The Marketplaces Quality Rating System fact sheet is available [here](#).

Enrollment Reports Available Now!

On August 12, 2019, the Centers for Medicare & Medicaid Services (CMS) released two reports, the Early 2019 Effectuated Enrollment Report and the Trends in Subsidized and Unsubsidized Enrollment Report. These reports provide information on the stability of the individual health insurance market during the 2018 plan year as well as offering preliminary insights into the market for 2019.

For more information, please select the following links:

For the Early 2019 Effectuated Enrollment report, visit [2019 Effectuated Enrollment Snapshot](#).

For the Trends in Subsidized and Unsubsidized report, visit [Trends Subsidized and Unsubsidized Enrollment Report](#).

Resources

New Updates from C2C's Roadmap to Behavioral Health

The Centers for Medicare & Medicaid Services Office of Minority Health (CMS OMH), in partnership with Substance Abuse and Mental Health Services Administration (SAMHSA), has updated *The Roadmap to Behavioral Health*.

Select [this link](#) to download a copy today!

This guide offers important information about mental health and substance use disorder services, finding a behavioral health provider, defining behavioral health terms, receiving services, and following up on care.

The resource demonstrates the eight steps of the Roadmap to offer information specific to behavioral health, a glossary, and links to other HHS resources.

- To learn more or download C2C resources, please visit cms.gov/c2c or email CoverageToCare@cms.hhs.gov.



- Want to receive updates on *From Coverage to Care*? Subscribe to the [C2C listserv](#).
- Order printed copies of this publication from the [CMS Product Ordering Website](#)

Previous Webinars / Q&A

MLMS Assister Training

- New users register at portal.cms.gov.
- Existing users can login at portal.cms.gov.

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.