Open Enrollment and Beyond

The Role of Assisters in the Federally-Facilitated Marketplaces (FFMs) After Open Enrollment

March 2017
Following the end of Open Enrollment for the individual market, Navigator grantees, certified application counselors (CACs), and non-Navigator assistance personnel in FFMs (“assisters”), will continue many of their existing functions.
Key Role in Three Areas

1. **Enrollment Assistance:** continuing to assist eligible consumers enroll in coverage.

2. **Post-Enrollment and Other Assistance:** helping consumers with questions related to using their coverage (i.e.: coverage to care), etc.

3. **Outreach and Education:** providing consumers with educational information about the Affordable Care Act (ACA) and health insurance.
Enrollment Assistance

• Expect to assist individuals in several key groups that are still able to enroll in coverage
  – Consumers eligible for a special enrollment period (SEP);
  – Consumers eligible for Medicaid/Children's Health Insurance Program (CHIP);
  – American Indians/Alaskan Natives; and,
  – Small businesses wanting to enroll employees in the Small Business Health Options Programs (SHOP).
Post-Enrollment & Other Assistance

• Expect to continue and enhance efforts to help consumers navigate the health insurance and health care system.

• This includes helping consumers with
  – Understanding Marketplace eligibility appeals
  – Understanding their coverage and how to use it (i.e.: coverage to care)
Outreach & Education

• Expect to continue to educate consumers about the benefits of enrolling in coverage in preparation for the 2018 Enrollment Cycle.

• This includes:
  – Building trust in your communities,
  – Building and strengthening community partnerships and local coalitions, and
Ongoing CMS Engagement & Support

- Assister Webinars and Newsletters
- Assister Page on Marketplace.CMS.gov
- CMSzONE Community Online Resource Library for Marketplace Assisters
- Navigator Project Officers
- Regional Office Staff
## Planned Technical Assistance Topics

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<tr>
<th>Time Period</th>
<th>Topic</th>
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<tr>
<td>Early Spring</td>
<td>Role of Assisters post-Open Enrollment including SEPs, complex scenarios, post-enrollment, etc.</td>
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<tr>
<td>Summer</td>
<td>Deep Dives on specific topics including special population outreach and education, SHOP, best practices, etc.</td>
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<td>Early Fall</td>
<td>Getting ready for 2018 Open Enrollment, including assister policies, guidance, and requirements</td>
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<td>2018 Open Enrollment</td>
<td>Latest information and updates on issues affecting consumers</td>
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*Note: Topics tentative and subject to change*
• If you are a Navigator grantee, please reach out to your Navigator Project Officer.

• If you are a CAC designated organization, please send an email with the subject line “Assister TA Feedback” to CACQuestions@cms.hhs.gov.