

Potential HealthCare.Gov Downtime During Open Enrollment

Every year, there is downtime that enables CMS and our various federal partners to make sure that Healthcare.gov continues to run optimally. Like other IT systems, these downtime windows are how we update and improve our system and are the normal course of business.

In order to allow assisters to plan in advance of Open Enrollment, we are sharing the maximum potential Healthcare.gov downtime windows for the upcoming Open Enrollment Period. While this information has not been provided to assisters prior to Open Enrollment in the past, CMS is providing this information at the request of the assisters to provide more visibility into the potential Healthcare.gov maintenance windows.

It is important to note that these times are the maximum potential windows for downtimes if they are needed. As it has been in the past, CMS anticipates the actual downtimes will be shorter while we work to minimize disruption for consumers. Last year, for example, HealthCare.gov was down for 53.5 hours out of the 54 initially authorized during the first six Sundays of Open Enrollment. The potential/maximum Healthcare.gov downtime schedule for Open Enrollment is:

- Wednesday, November 1, 2017, potential early morning downtime before the start of the business day
- Sundays, 12:00AM to 12:00PM (maximum time allotted), except on December 10, 2017

This year's potential downtime schedule is similar to last year's. CMS plans to continue working with assisters to ensure they have the information necessary to plan for Open Enrollment.

