

# Open Enrollment and Beyond

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

*March 2017*



# Post Open Enrollment

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
  - Reflecting on what worked and what didn't work in 2017.

# 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

<b>Time Period</b>	<b>Topic</b>
<u>Early Spring</u>	Role of Assisters post-Open Enrollment including SEPs, complex scenarios, post-enrollment, etc.
<u>Summer</u>	Deep Dives on specific topics including special population outreach and education, SHOP, best practices, etc.
<u>Early Fall</u>	Getting ready for 2018 Open Enrollment, including assister policies, guidance, and requirements
<u>2018 Open Enrollment</u>	Latest information and updates on issues affecting consumers

*Note: Topics tentative and subject to change*

# Assister Feedback

- 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](mailto:CACQuestions@cms.hhs.gov).