Marketplace Assister Newsletter

Wednesday, October 5, 2016

Contents

## Best Practices for Accessing and Taking the Assister Training

Please reference the following best practices when attempting to take assister training using the Marketplace Learning Management System (MLMS).

Make Sure your Computer is Properly Configured to Take the Training

Review this Quick Reference Guide to ensure your computer is configured to access and take the assister training.

Properly Exit the Course or Exam for the System to Record your Progress

Please use the internal course navigation features and exit button, <u>not the browser back or close buttons</u> to navigate through course content. Use of the browser close (X) button to exit the course will suspend the content/exam and may cause the system not to track your progress. The following screenshot shows how to properly exit a course:
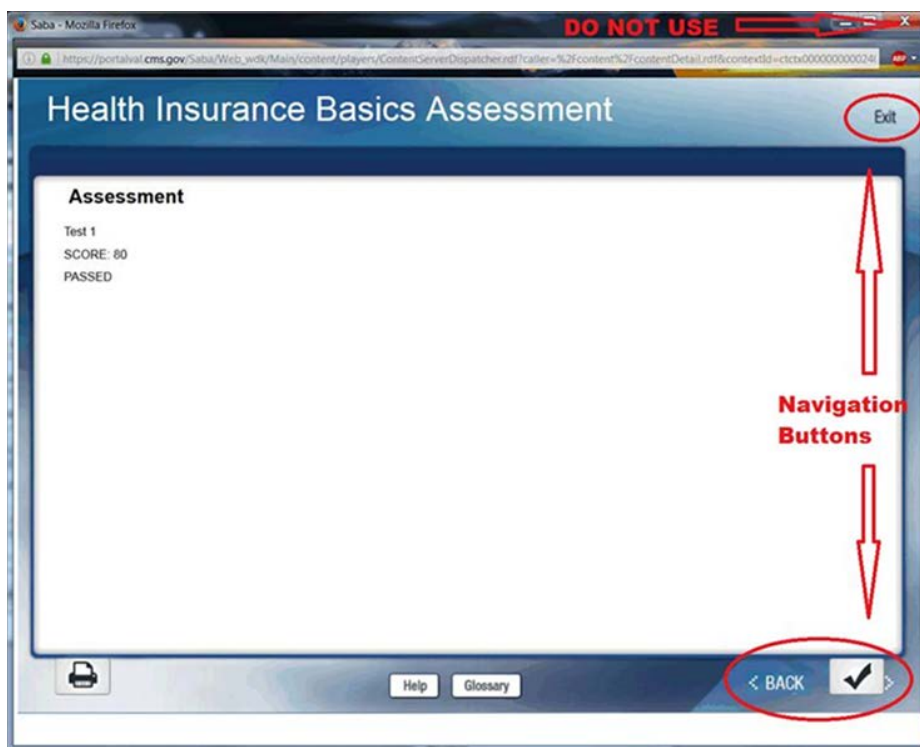
Take Screen Shots When Completing a Course or Exam

A "best practice" is to save a screenshot for each course completion/screen score before hitting the Exit button, just in case it does not record as successful in the MLMS. The screen shot or picture will be used by the MLMS Help Desk team to manually complete courses so users will not have to retake them. Here's some simple instructions:

To create a screenshot on a <u>Windows computer</u>:

1. If you are using a laptop hold down the Fn key (located on the lower left-hand side of most keyboards) and the PRNTSCRN key at the same time (usually located on the right-hand side of the top row of keys). If you are using a desktop, just use the PRNTSCRN key.
2. Save the screenshot, and then if necessary, paste the image into an email to the MLMS Help Desk.

To create a screenshot on a <u>MAC Computer</u>:

1. Hold down the Command, Shift, and 3 buttons at the same time.
2. Save the screenshot, and then if necessary, paste the image into an email to the MLMS Help Desk.

CMS Portal Password Reset and Security Questions

To change your CMS portal password:

1. Visit the [CMS Enterprise Portal](#).
2. On the right side of the site, click on the Forgot Password link under the CMS Secure Portal pane.
3. Follow the on-screen instructions.
4. To recover your user ID, please repeat Steps 1 through 3.

Passwords must be changed at least every 180 days. It must be a minimum of 8 and a maximum of 20 characters. Passwords may be changed only once a day. It must contain at least 1 letter and 1 number, at least 1 upper case and 1 lower case letter, and may contain special characters. It should be different from any previous passwords used and it should not contain your User ID. The following special characters may not be used: ? < > ( ) ' " / \ &.

If you have been locked out of your account or cannot remember the answers to your security questions please contact the Exchange Operation Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 855-267-1515 [Monday-Friday, 9 AM- 6 PM ET].

Helpdesk Contact

CMS Enterprise Portal Help Desk (MLMS Access / User ID / Password Reset)

- 855-267-1515

- CMS_FEPS@CMS.hhs.gov

MLMS Help Desk (Curriculum / Certificate)

- MLMSHelpDesk@cms.hhs.gov

Quality Star Rating Pilot

On September 30th, CMS began the pilot display of QRS star ratings in two FFM States (Virginia and Wisconsin) for the 2017 individual market open enrollment period. CMS' goals with the 2016 consumer pilot testing include:

- Obtaining further details about consumer understanding and use of QHP quality rating information during an actual open enrollment period to inform QRS star ratings' display; and
- Informing the development of comprehensive technical assistance and education related to the QRS for assisters, navigators, agents, brokers and consumer groups prior to QRS public reporting.

CMS will be able to collect data to support the above stated goals and inform the future display of QHP quality rating information to consumers beyond 2017 by using this limited pilot approach. This guidance updates the QRS bulletin released April 29, 2016.

The most recent Bulletin can be found on CCIIO's website here.

Answers to Questions from Assisters: Assister Forum / MLMS Training

Assister Forum

Q1: What information would be helpful for HHS Navigator grantees to collect in addition to CMS's required metrics?

A1: HHS Navigator grantees might find it helpful to collect information to help them understand who they are reaching and how. Such information might include plan selected, income range, HIV/AIDS status (for help accessing AIDS Drug Assistance Programs), gender, and language(s) spoken. Remember that Navigators in FFM (including SPM) states are required to develop and maintain general knowledge about the racial, ethnic, and cultural groups in their service area, including each group's diverse cultural health beliefs and practices, preferred languages, health literacy, and other needs; and to collect and maintain updated information to help understand the composition of the communities in the service area, including the primary languages spoken—even if such

information is not collected by CMS. For more information, see [Assister Tip Sheet: Dos and Don'ts for Providing Non-discriminatory, Culturally and Linguistically Appropriate Services, and Services Accessible for Consumers with Disabilities in Federally-facilitated and State Partnership Marketplaces](#).

Q2: What should assisters do when consumers aren't showing up to events outside of individual market Open Enrollment?

A2: Outside of individual market Open Enrollment, think beyond hosting your own events. Instead, reach out to other service providers, including those who interact with consumers who are experiencing life events that might qualify them for a special enrollment period. Examples include faith leaders, lawyers, tax professionals, and human resource professionals who might be helping people with marriage, birth, adoption, or a job loss.

<u>Assister Training</u>

Q3: As a Navigator, when I take the assister training on the MLMS, do I have to select "Navigator" as my assister type when registering, even if I plan on taking all of the required courses?

If you are a Navigator in a state with a Federally-facilitated Marketplace (FFM), please ensure you are selecting the "Navigator" assister type on the MLMS Profile Page. You should not begin the training until you have received your unique Navigator ID, assigned by your supervisor, and you should ensure you are using your Navigator ID to complete the training.

If you complete your training using the assister type "Other", you will receive credit for the curriculum only, but you will not receive an official Navigator completion certificate containing your unique Navigator ID and you will not be permitted to carry out navigator functions. Additionally, if you complete your training using the assister type "Other" your training will not be documented properly within the CMS system of record, and you will not be able to take the shorter recertification training next year.

As a reminder, staff and volunteers of CMS Navigator grantees must not hold themselves out as Federally-certified Navigators, and must not carry out any Navigator functions (including outreach and education activities), until they have been trained and are certified or recertified, as applicable. Additionally, individuals may not hold themselves out as Navigators or perform Navigator functions in an FFM unless they are affiliated with a current CMS Navigator grantee and have a current certification that accurately reflects that affiliation, or they are themselves certified as a current CMS Navigator grantee.

Network Classification Pilot

CMS issued guidance to finalize details for [the network breadth pilot](#). This guidance is an update to the bulletin released on August 19, 2016, that announced that during the open enrollment period for the 2017 coverage year, information on the relative size of provider networks will display for plans in a limited number of states on HealthCare.gov. The guidance announces the four states selected to participate in the pilot. For Plan Year 2017, network breadth information will display for the following states: Maine, Ohio, Tennessee, and Texas.

New Report Shows Gains in Health Insurance Coverage for Key Demographics

On September 29th, HHS released an analysis showing gains in health insurance coverage from 2010-2015 across key demographic categories: income, age, geography, race and ethnicity. The report finds that ACA coverage gains and reduction in the uninsured have been widely shared across groups.

- Read the [press release](#)

- Find the [report](#)
- View a [chart pack](#) on coverage gains

Upcoming Assister Webinars

- **[Medicare & the Marketplace](#); October 12th from 2:00 – 3:00 pm ET.** This webinar will provide information about Medicare and the Marketplace including Medicare eligibility & enrollment, enrollment decisions, transitioning from the Marketplace to Medicare, and resources.
- **[2017 Overview for Open Enrollment](#); October 14th from 2:00 – 3:00 pm ET**
- **[Marketplace 101](#); October 18th from 2:00 – 3:00 pm ET.** This webinar will provide an overview of the Health Insurance Marketplaces, including who might be eligible, options for those with limited income, the enrollment process, available options for people with Medicare, and resources.

For an exhaustive calendar of 2016 Health Insurance Marketplace^{SM} Trainings for CMS Partners, click [here](#).

New Assister Resources

- [Assister Conflict of Interest Requirements – September 16, 2016 (slides with speaker notes](#))

- [Complex Case Scenarios: Pregnancy, Prenatal Care, and Newborn Coverage Options – September 16, 2016 (slides)](#)

Standing Assister Resources: Helpful Links / Call Center Hours / Contact Us

Links to Helpful Resources

- Marketplace Assister Training [Resources](#) and [Webinar](#)

- [Technical Assistance Resources](#)

- CMS Marketplace [Applications & Forms](#)

- 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 Call Center Hours

Health Insurance Marketplace^{SM} Call Center: For customer service support, to start or finish an application, compare plans, enroll or ask a question. 1-800-318-2596 (TTY: 1-855-889-4325). Available 24 hours a day, 7 days a week. Closed Memorial Day, July 4th, and Labor Day.

SHOP Call Center: For customer service support, including assisting employers and employees apply for and enroll in SHOP. 1-800-706-7893 (TTY: 711). Available M-F 9:00 am-7:00 pm EST. Closed New Year's Day, Martin Luther King Day, Memorial Day, July 3rd, Labor Day, Veterans Day, Thanksgiving and the day after, and Christmas.

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Stay in Touch

To sign up for the CMS Weekly 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 weekly webinar series or here in this newsletter please contact us.

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

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

Follow @HealthCaregov Twitter with the hashtag #ACAassisters for updates, reminders, and new publications for assisters.

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.

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