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Subject: Special Enrollment Periods in the Marketplace

HHS Intergovernmental and External Affairs Notification

March 26, 2014

From: Paul Dioguardi
Director, Office of Intergovernmental and External Affairs
U.S. Department of Health and Human Services

RE: Special Enrollment Periods in the Marketplace -- Countdown to Coverage/End of Open Enrollment

The deadline for open enrollment is March 31st. As the Administration said previously, those consumers who are in line by the March 31st deadline to complete enrollment, we will make sure you get covered. Just like Election Day, if you are in line when the polls close, you get to vote. We won't close the door on those who tried to get covered and were unable to do so through no fault of their own. So, those who were in line or had technical problems with the website can quickly come back and sign up as soon as possible.

Additionally, CMS also is clarifying that under limited circumstances, people with complex cases may qualify for a special enrollment period. These include, for example, victims of domestic abuse and consumers who were found ineligible for Medicaid, but whose accounts were not transferred to the Marketplace in a timely way before March 31. These special cases are for specific situations where a consumer was not able to successfully complete enrollment during the open enrollment period despite their efforts to do so and through no fault of their own.

Guidance for Issuers on People "In Line": <http://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/Downloads/in-line-SEP-3-26-2014.pdf>

Guidance for Issuers on Complex Cases: <http://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/Downloads/complex-cases-SEP-3-26-2014.pdf>

Assister Tips In Line: <http://marketplace.cms.gov/help-us/assisting-consumers-march-31.pdf>

Assister Tips Complex Cases: <http://marketplace.cms.gov/help-us/complex-cases-sep.pdf>