

**From:** Oregon Health Insurance Marketplace [mailto:ordcbs@public.govdelivery.com]  
**Sent:** Monday, September 12, 2016 2:37 PM  
**To:** joel.c.metlen@state.or.us; MORTER Michael H \* DCBS  
**Subject:** Alert: Health Insurance Agents: TEST

# Oregon Health Insurance Marketplace

## Information for Exchange and Medicare Agents

The Oregon Health Insurance Marketplace (Marketplace) has several critical items to share with resident health insurance agents who write (or have written) business on the federal health insurance exchange and/or Medicare.

Check our locator tool <http://healthcare.oregon.gov/Pages/get-help.aspx> and search for your agency by zip code to confirm the following:

### Exchange agents

- If you are writing business on the exchange, please check that your contact information is correct. In addition, if you want to receive our agent newsletter, please subscribe by going to [https://public.govdelivery.com/accounts/ORDCBS/subscriber/new?qsp=ORDCBS\\_3](https://public.govdelivery.com/accounts/ORDCBS/subscriber/new?qsp=ORDCBS_3).
- If you are no longer writing on the exchange but your information is listed, please contact us to have your information removed.
- Changes need to be sent to [agents.marketplace@Oregon.gov](mailto:agents.marketplace@Oregon.gov) with "Agent locator/FFM" in the subject line. We will process changes within 24 hours.

### Medicare agents

The state will be adding a feature to the locator tool above that will allow consumers to search for local Medicare agents. This search function will be the first of its kind in the nation.

As this is a pilot project with interest at the national level from CMS, we are asking agents to submit specific documentation and participate in a short webinar and test in order to be listed as a Medicare agent on the locator.

- Note this is a voluntary process, so agents are not required to go through this process unless they choose to opt in. If you do not participate, however, your listing on the locator tool will say you do not provide Medicare assistance.
- This is available only to agents who have a brick and mortar location.
- As this is a pilot project, changes will be made over time.

Required documentation:

- Include the code of conduct language below in the response acknowledgment you agree
- Current AHIP certification
- Documentation showing current appointment with 2 Medicare carriers
- Medicare health insurance experience for at least 2 years
- No confirmed complaints with the Oregon Insurance Commissioner

Email this documentation to [agents.marketplace@Oregon.gov](mailto:agents.marketplace@Oregon.gov) with "Agent locator/Medicare" in the subject line. Once all of the above are submitted and verified, you will be given access to the webinar training (15-20 minutes of key highlights) and testing program. Passage of the test with 80% or better score will initiate the process for adding your name in the locator tool.

As this is a new process, your patience is requested as we work through an anticipated heavy workload. We expect to roll out the Medicare help search function in the coming months.

**Code of Conduct:**

Participation in the agent locator tool will require the following:

- I will follow all of the guidelines spelled out by the Marketplace for participation.
- I will keep all of my required certifications & appointments up to date and current.
- I will follow all of the rules and regulations set forth by CMS regarding the sale of Medicare plans.
- I will do my best to find the best plan for each and every person based upon their needs.

By agreeing to the above, I also understand that my participation can be terminated at the discretion of the Marketplace.



Oregon Health Insurance Marketplace

1-855-268-3767

[info.marketplace@oregon.gov](mailto:info.marketplace@oregon.gov)

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