

# Oregon Health Insurance Marketplace

## Agent Newsletter

### New Oregon Health Insurance Marketplace Administrator appointed

We are very pleased to announce the appointment of Chiqui Flowers as the permanent Administrator of the Oregon Health Insurance Marketplace.

Chiqui has been with the Health Insurance Marketplace (both at Cover Oregon and here at DCBS) for over four years, working as a project coordinator and manager, managing the COFA Premium Assistance Program, and as acting administrator. Prior to that she worked for four years doing marketing and events at Medical Teams International, and has a further background in communications. She has degrees in Biology and Business Administration from the University of the Philippines, and a further degree in Communications from Marylhurst.

### DCBS director on rotation as acting director of the Oregon Health Authority

Governor Brown has asked DCBS Director Patrick Allen to become the Acting Director of the Oregon Health Authority beginning September 1. During Pat's rotation, Deputy Director Jean Straight will fill the role of acting DCBS director. Jean has demonstrated significant leadership during her several years at DCBS and, previously, the Oregon Youth Authority, and the Secretary of State's office.

### Special enrollment period verification updates

As you know, new regulations require HealthCare.gov customers seeking Special Enrollment Periods to submit documents confirming their SEP eligibility before they can enroll and start using their Marketplace coverage. A new CMS webinar found [here](#) provides very useful details on this process, as well as information on the latest categories of SEPs subject to verification.

As of August 23, 2017, pre-enrollment verification has started for the following SEP types:

- Marriage
- Gaining or becoming a dependent through adoption, placement for adoption, placement in foster care, or a child support or other court order

- Medicaid/CHIP denial

**Note:** HealthCare.gov does not forward enrollment details to the insurance carrier for the plan chosen until the verification documents have been received, reviewed, and approved. HealthCare.gov is calling consumers 15 days prior to the document submission deadline as a warning. Consumers will need to be aware that the deadlines are strict and to submit documents timely to ensure a smooth enrollment.

### New Regulatory Guidance for Small Group Health Plan purchases

New regulatory guidance on common law employee requirements for group health plan purchases may cause some small employers to lose eligibility to purchase or renew a group health plan.

Recently, the Division of Financial Regulation (DFR) requested advice from the Department of Justice (DOJ) regarding common law employee requirements for group health plan purchases. This request was in response to concerns raised with DFR that insurers could apply the standard differently.

DOJ's advice concluded that under both the federal Employee Retirement Income Security Act (ERISA) and the Small Business Health Options Program (SHOP), if an employer purchases a plan with the intent to obtain coverage for the employee under the plan, the plan must have at least one common law employee enrolled as a participant. A participant is considered a common law employee if the employer has the authority to direct and control the manner in which the services are performed by the individual. DFR is bound to follow and apply this advice to insurance participants in the small group market.

More information on this new regulatory guidance can be found [here](#).

### Agent/Broker CMS & HealthCare.gov Help Desk information

**Agent/Broker Partner Line (Individual Marketplace):** 855-788-6275

Hours of operation: Monday-Sunday, 24 hours/day

Types of inquiries handled:

- Password resets for consumer HealthCare.gov accounts
- Special enrollment periods not available on application
- Eligibility and enrollment issues related to the Individual Marketplace

**Agent/Broker Email Help Desk:** [FFMProducer-AssisterHelpDesk@cms.hhs.gov](mailto:FFMProducer-AssisterHelpDesk@cms.hhs.gov)

Hours of operation: Monday-Friday, 8:00AM - 6:00PM ET

Types of inquiries handled:

- Policy questions
- Identity proofing/Experian Issues requiring manual verification
- Agent/Broker registration completion list issues

**Marketplace Service Desk (Phone & Email):** 855-267-1515 / [CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov)

Hours of operation: Monday-Friday, 8:00AM - 8:00PM ET

October-November: Saturday-Sunday, 10:00AM - 3:00PM ET

Types of inquiries handled:

- CMS Enterprise Portal password resets and account lockouts in MLMS
- Login issues on the agent/broker landing page
- Other CMS Enterprise Portal account issues, requests or error messages

**Agent/Broker Training and Registration Help Desk:** [MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov)

Hours of operation: Monday-Friday, 9:00AM – 5:30PM ET

Types of inquiries handled:

- Technical or system-specific issues related to the agent/broker training and registration system
- User-specific questions about working within MLMS, or accessing training and exams

More contact/resource information is available [here](#).



Oregon Health Insurance Marketplace

1-855-268-3767

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