

HealthSherpa and December 15th application errors

This year, open enrollment for a January 1, 2022 effective date will end at 5:00 a.m. EST on December 16, 2021. Consumers and agents can continue submitting enrollments on HealthSherpa up until this deadline.

HealthSherpa has made significant improvements to ensure a stable environment, but despite those efforts, technical issues and user errors may still occur. To ensure enrollees are not left without coverage, HealthSherpa will be tracking errors programmatically, but has also worked with CMS to confirm those people who encounter errors before 5:00 a.m. EST on December 16, 2021 **will be granted extensions.**

Please be prepared to help consumers document extension requests should they experience any application errors during the final moments of OEP. Please follow the steps below:

1. Call Healthcare.gov at 800-318-2596. Leave a message with the primary applicant's name and phone number to create a record that you tried to enroll before the deadline.
2. Continue trying to finish the application. You have until 3:00 p.m. EST on December 17th to complete the application with CMS and get your client's eligibility letter. The application may say the consumer is ineligible to enroll because there is no Special Enrollment Period (SEP) — this is expected and will not impact the consumer's ability to enroll.
3. Add your client to the HealthSherpa Extension Spreadsheet once you get their eligibility letter.
4. **IMPORTANT NOTE:** DO NOT reopen the application until you are notified that your client has received an extension.

The HealthSherpa Extension Spreadsheet template below will help you document the information CMS needs to process requests. This information must be returned to your HealthSherpa Account Manager by close of business on December 16th so they have time to compile the information and forward it to CMS before the deadline.

Once HealthSherpa has your complete list, they will work with CMS to secure extensions for as many customers as possible and communicate back to carriers after December 18, 2021. Consumers who receive extensions will have until December 29, 2021 to make a final plan selection with a January 1, 2022 effective date.

If you have questions, please contact your HealthSherpa Account Manager. For direct support, agents should contact HealthSherpa's Agent Support Team directly by calling 888-684-1373 or email agent_support@healthsherpa.com.

For other non-HealthSherpa related issues or to speak with US Health and Life agent support, please contact us at 844-828-5968.

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