

TRAINING AND EMPLOYMENT NOTICE	NO. 13-16
	DATE November 4, 2016

TO: STATE WORKFORCE AGENCIES
 STATE WORKFORCE ADMINISTRATORS
 STATE WORKFORCE LIAISONS
 STATE AND LOCAL WORKFORCE BOARD CHAIRS AND DIRECTORS
 STATE LABOR COMMISSIONERS
 AMERICAN JOB CENTERS
 RAPID RESPONSE COORDINATORS
 ALL EMPLOYMENT AND TRAINING ADMINISTRATION GRANTEEES

FROM: PORTIA WU /s/
 Assistant Secretary

SUBJECT: 2017 Health Insurance Marketplace Open Enrollment Period

1. **Purpose.** This notice is to inform the public workforce investment system about available health insurance coverage options during the Health Insurance Marketplace Open Enrollment period beginning on November 1, 2016 and ending on January 31, 2017, and to offer potential opportunities to refer job seekers and workers to information about how and where to sign up for coverage.
2. **Background.** Open Enrollment is the period of time during which eligible individuals can enroll in a Qualified Health Plan through the Health Insurance Marketplace. Individuals can enroll directly through the Marketplace online at www.HealthCare.gov or by calling the Marketplace Call Center at **1-800-318-2596/1-855-889-4325 (TTY)**.

For health coverage starting on January 1, 2017, individuals must choose a plan by December 15, 2016. Individuals enrolling between December 16, 2016 and January 31, 2017 will have their coverage start at a later date.

Under the WIOA authority 134(c)(2)(A), local areas are providing information to clients about Federally-funded programs, such as Medicaid, Temporary Assistance for Needy Families (TANF), or Supplemental Nutrition Assistance Program (SNAP). Providing information about Open Enrollment for the Marketplace is similar and allowable under WIOA 134(c)(2)(A).

To prepare the public workforce system for Open Enrollment, the Employment and Training Administration circulates a yearly Training and Employment Notice (TEN) (See TEN 02-13, TEN 13-14, and TEN 15-15). These resources and other educational materials are available for workforce development professionals who connect individuals to supportive services to assist them with referring clients to the Marketplace during Open Enrollment. Frontline staff and managers in the public workforce system serving job seekers and workers are encouraged to inform clients about the Marketplace options and refer individuals to the Marketplace and/or organizations that can help assist clients with enrollment.

3. **Options Available.** The Department of Labor suggests that state workforce agencies (SWAs), state and local workforce development boards (WDBs), American Job Centers (AJCs) and grantees share information with job seekers and workers about Marketplace coverage options available during Open Enrollment, as appropriate. Below are potential opportunities the public workforce system can consider to raise awareness:

- **Emphasize the Importance of Health Coverage During Intake:** AJC intake staff are strongly encouraged to integrate information about the availability of affordable health coverage options through the Marketplace during the orientation and/or intake process.
- **Email to Jobseekers:** AJCs are strongly encouraged to distribute emails to AJC clients as a standalone email, part of newsletter distribution, alerts, or where appropriate. We strongly recommend sending this email to AJC job seekers the week of December 12th and the week of January 23rd, leading up to two key enrollment deadlines. Suggested language is attached.
- **Update Web Sites:**
 - Display widgets and badges that link to the Health Insurance Marketplace.
 - Post brochures and fact sheets about the Marketplace on the Web site; and
 - Display Marketplace logo as computer screensaver and/or welcome screen. Widgets, badges, and logos in English and in Spanish can be found at <http://marketplace.cms.gov/outreach-and-education/widgets-and-badges.html>;
- **Update Call Centers:** Provide recorded messages with information referring job seekers and workers to the 24/7 Marketplace Call Center number, **1-800-318-2596** or **1-855-889-4325** for the hearing impaired, or www.HealthCare.gov, while callers are on hold. Two suggested messages could read as follows:

“It’s Open Enrollment at HealthCare.gov. That means, if you—or someone you care about—needs health insurance, now is your chance to find a plan that fits your needs and budget. Visit www.HealthCare.gov.”

“Did you know that last year more than 8 out of 10 people who signed up for health coverage at HealthCare.gov qualified for financial help to make their coverage more affordable? Most people found plans available for under \$75 dollars a month. Visit www.HealthCare.gov or call 1-800-318-2596 to learn more.”

- **Share Resources with Job Seekers and Workers** (more information on how to access resources to share is attached):
 - Distribute Marketplace brochures and fact sheets to clients;
 - Display Marketplace posters in prominent places;
 - Dedicate computer(s) in a resource room for enrollment signup and post signage to highlight availability of the “Health Care Corner”; and
 - Connect jobseekers and workers in need of insurance to any of the following:

- Local Navigators or Assisters, found at:
<https://localhelp.healthcare.gov/#intro>
- www.HealthCare.gov for general marketplace information
- Marketplace toll free number **1-800-318-2596/1-855-889-4325 (TTY)** to speak with a trained customer service representative 24 hours a day, 7 days a week.

In addition to the above options, the public workforce system can also partner with other groups seeking to provide information on affordable health care options:

- **Coordinate Outreach Activity with Navigators and Assisters:** Connect with local navigators and assisters to create a pipeline for referrals for clients who need health insurance. Navigators may also reach out to AJCs to give presentations about the Marketplace and to provide one-on-one enrollment assistance. To find a Navigator or assister near you, visit <https://localhelp.healthcare.gov>.
 - **Contact HHS Regional Office:** HHS hosts ten Regional Offices that directly serve state and local organizations. The Regional Offices are a good resource for staying up-to-date on ACA outreach efforts in the community and to facilitate connections with local navigators. To contact an HHS Regional Office, please visit <http://www.hhs.gov/about/agencies/regional-offices/index.html>.
4. **Inquiries.** Information about the Marketplace is available at www.HealthCare.gov and questions can be directed to a trained customer representative at the Marketplace Call Center (**1-800-318-2596/1-855-889-4325 TTY**).
 5. **Attachments.** Suggested email language for jobseekers and Marketplace resources.