

## KEY DATES

Medicare Open Enrollment

**October 15<sup>th</sup> - December 7<sup>th</sup>**

Marketplace Open Enrollment

**November 1<sup>st</sup> - December 15<sup>th</sup>**

Medicaid Open Enrollment

**November 2<sup>nd</sup> - December 15<sup>th</sup>**

National Get Covered America  
Day

**December 10<sup>th</sup>**

## Marketplace Open Enrollment Notice

The Marketplace Open Enrollment Notice (MOEN) informs residents enrolled in a Marketplace health plan about enrollment and coverage dates, the benefits of updating their application information, and the proper steps for taking action. The federally-facilitated Marketplace sends the MOEN to individuals currently enrolled in a Marketplace plan who are eligible for advance payments of the premium tax credit (APTC) and income-based cost sharing reductions (CSR), who authorized the Marketplace to check income data, and who also meet other specific criteria.

This notice isn't a determination of eligibility. Instead, it informs the consumer about their current status and explains why it's important to update Marketplace application information during Open Enrollment to get accurate eligibility results, to enroll in the right coverage for 2021, and to keep all information up to date.

For more information on the Marketplace Open Enrollment Notice (MOEN), review the full notice and explanation attached in the same email containing this Newsletter.

## HEALTHCARE.GOV OUTAGES

Sunday, December 13, 2020

**Early Morning**

Every Sunday  
(except for December 13<sup>th</sup>)

**12:00 AM to 12:00 PM**

## Failure to Reconcile Open Enrollment Warning Notice

The Failure to Reconcile (FTR) Open Enrollment Warning Notice is sent directly to tax filers who are flagged with a positive FTR resulting from verification with IRS data on HealthCare.gov. A positive FTR indicates that a tax filer did not file a 2019 tax return, have not reconciled the associated APTC, and are currently enrolled in the Marketplace with APTC. It is important to note the tax filer that receives this notice may or may not be the same Individual listed as the household contact on the application.

This notice warns tax filers they are at risk of losing APTC for their 2021 coverage, urges them to file their taxes and reconcile APTC for 2019 immediately, and encourages them to update their application to attest they have filed. It also informs tax filers that they will have the opportunity to file an appeal with the Marketplace if their APTC is removed and they disagree with the removal.

For more information on the Failure to Reconcile (FTR) Open Enrollment Warning Notice, review the full FTR Open Enrollment Warning Notice attached in the same email containing this Newsletter.

## HELPDESK TRACKER & NUMBERS

Issue Tracker

<https://chfs.info/OEIssueTracker>

Professional Service Line

**(855) 326-4650**

Department for  
Medicaid Services

**(855) 446-1245**

Call Center (Public)

**(855) 459-6328**

Self Service Portal (SSP)  
Helpdesk

**(844) 407-8398**

Federal Health Insurance  
Marketplace (FFM)

**(800) 318-2596**

**Passcode: 502-999-9999**

**KHBE**

**Email: [KHBE.Program@ky.gov](mailto:KHBE.Program@ky.gov)**



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