

DEPARTMENT OF HEALTH & HUMAN SERVICES

Centers for Medicare & Medicaid Services

Center for Consumer Information & Insurance Oversight

200 Independence Avenue SW

Washington, DC 20201



Congratulations, you have reached the Elite level of the 2021 Marketplace Circle of Champions!

Your achievement in helping more than 100 consumers actively apply for and enroll in coverage gives you access to the Elite Marketplace Circle of Champions commemorative badge, certificate of appreciation, and digital and social media toolkit. These materials are tailored exclusively for you, an Elite Circle of Champions member, to further distinguish your accomplishment and share your achievement within your community, and professional and social networks!

We are continually impressed by the dedication and commitment you show to consumers during this busy Open Enrollment period. The valuable work that agents and brokers carry out each day is a major reason that we at the Centers for Medicare & Medicaid Services (CMS) strive to continually improve the Marketplace and provide support to help you perform your important work.

Our [web page for Marketplace agents and brokers](#) has a full range of materials and resources to assist you in helping consumers. If you haven't already, I'd encourage you to check out some of our important information on key topics:

- [List of Issuers and Direct Enrollment partners that offer consumer support capabilities to agents and brokers](#)
- [Instructions on how to have your complex consumer case escalated to the Complex Case Help Center](#)
- [More information about health reimbursement arrangements](#)
- [Our Video Learning Center with videos created to help you quickly address common technical issues](#)
- [The Agent and Broker Frequently Asked Questions website for quick answers to some top questions](#)

This is an outstanding achievement, so let me close by congratulating and thanking you again! Now you have your sights set on the highest level of the Marketplace Circle of Champions – Elite Plus status, which is for agents and brokers with over 500 enrollments. I wish you good luck and thank you for the support and assistance you provide to consumers as they enroll in and use their health insurance throughout the year.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeffrey D. Grant', is written over a light blue horizontal line.

Jeffrey D. Grant
Deputy Director for Operations
Center for Consumer Information & Insurance Oversight
Centers for Medicare & Medicaid Services