



The Federal Call Center: Assuring Access for Consumers



*Center for Consumer
Information & Insurance
Oversight (CCIIO)*

*Centers for Medicare &
Medicaid Services (CMS)
Department of Health and
Human Services (HHS)*

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Agenda

- Brief Overview of FFM Approach.
- Referrals.
- Reporting.
- Q&As.

Background and Overview

- CMS will ramp up the call centers by October 2013 to respond to open enrollment inquiries, assist with eligibility applications, perform plan comparisons and enrollments for consumers in FFM states.
- The call center will be up and available to take calls before October 2013 (likely during the summer in conjunction with the website).

Federally Facilitated Call Center Approach

- Built off of infrastructure, expertise and best practices from 1-800 MEDICARE.
- Agent desktop application.
- Interactive Voice Response (IVR) self-service & call routing.
- Backend integration with website and supporting IT systems.

Topics

- Referrals.
- Reporting.

Q&As

Thank you.