

Prepare for a successful OPEN ENROLLMENT PERIOD

Federal Exchange Enrollment Dates

November 1, 2019 - December 15, 2019

State-Based Exchanges with Longer Open Enrollment Periods*

- ▶ CA: Oct 15 - Jan 15
- ▶ CO: Nov 1 - Jan 15
- ▶ DC: Nov 1 - Jan 31
- ▶ MN: Nov 1 - Dec 23
- ▶ MA: Nov 1 - Jan 23
- ▶ NY: Nov 1 - Jan 31

*Some other state-run exchanges may opt to extend

Nov 1st - Dec 15th Hours:

Monday - Friday

6 AM - 8 PM Pacific
9 AM - 11 PM Eastern

Saturday

9 AM - 5 PM Pacific
12 PM - 8 PM Eastern

Extended Sundays

12/8

8 AM - 6 PM Pacific
11 AM - 9 PM Eastern

12/15

6 AM - 9 PM Pacific
9 AM - Midnight Eastern

Best Dates & Times to Call:

- ▶ Nov 25th - Nov 30th
- ▶ Saturdays
- ▶ Before 2 PM PST (5 PM Eastern)
- ▶ Please note VelaPoint will be closed on Nov 28nd for Thanksgiving

Please encourage your customers to call during these lower volume hours as those who don't may experience longer hold times.

Customers will Need:

- ▶ Annual household income
- ▶ Access to their email
- ▶ An hour for consultaion and enrollment
- ▶ Each dependent household member's:
 - ▶ Social Security Number
 - ▶ Date of birth
 - ▶ Preferred doctors
 - ▶ Preferred hospitals
 - ▶ Any prescriptions