



## NEW MEXICO HEALTH INSURANCE EXCHANGE

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### *Valuable information for Certified Agents and Brokers*

Greetings!

In order to allow agents, brokers, assisters, and states to plan for the 2021 SEP, we are sharing the current plan for scheduled maintenance activities during which the HealthCare.gov application and enrollment tools will be unavailable. Like other IT systems, these scheduled maintenance activities are how we update and improve our systems, and are part of the normal course of business. Each of these periods is planned for specific system updates; as such, we expect to use the full time periods listed below. During these time periods, consumers will still be able to visit HealthCare.gov for educational content, and to window shop.

Based on the current schedule, maintenance activities will take place at the following times:

- Sunday, April 25 from 12:00am-12:00pm

Please note that this schedule may be updated if additional maintenance is required. Any adjustments will be communicated through normal channels. CMS plans to continue working with agents, brokers, assisters, and states to ensure they have the information necessary to plan for the 2021 SEP.

We appreciate your support, in assisting New Mexico residents in securing health coverage.

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