



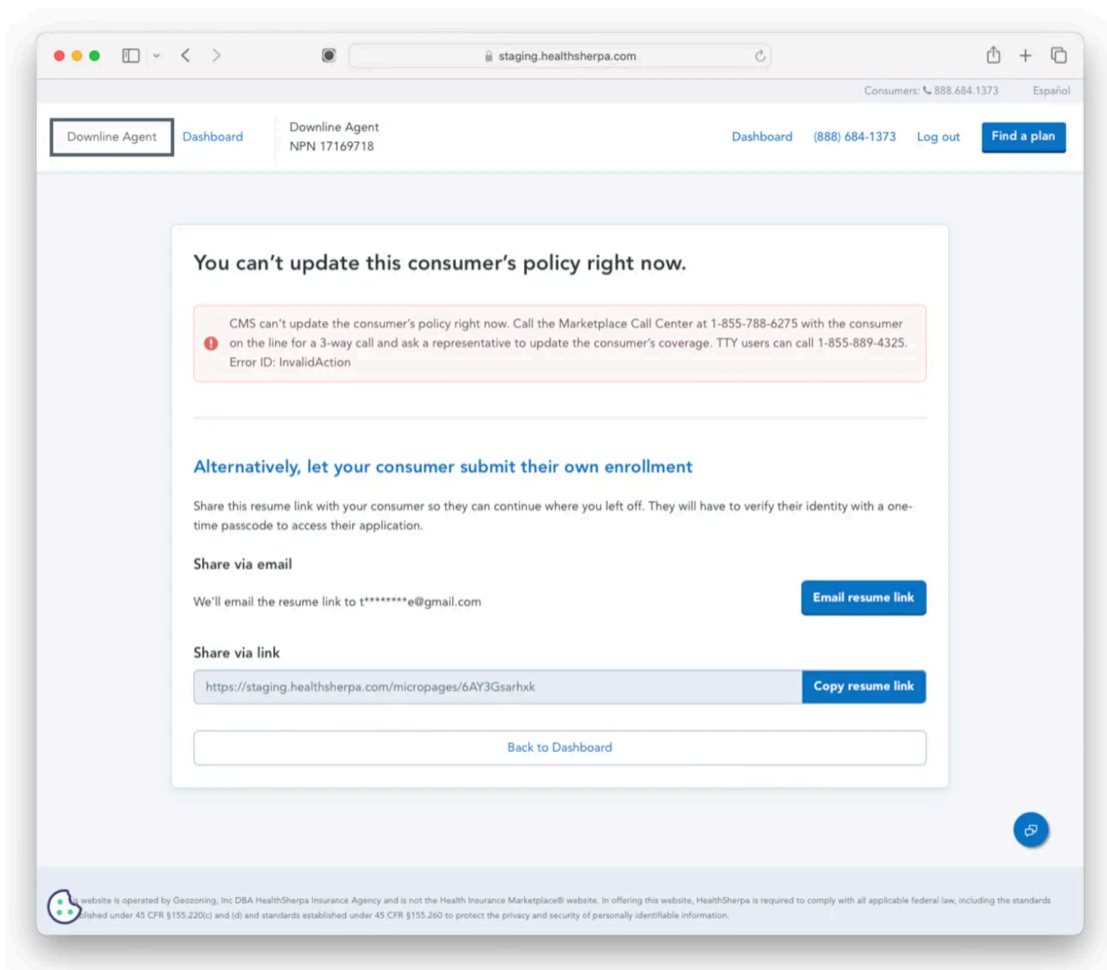
Hello there,

We're excited to introduce a new Resume Link, now available for agents encountering the InvalidAction error. This new feature includes an ID-proofing step designed to protect consumer intent while making application updates. By using this workflow, agents may be able to bypass the need for a three-way call with the Marketplace Call Center.

Recently, CMS began blocking agents from updating active FFM enrollments unless the agent was already associated with the application. To address this, we've collaborated with CMS to create this new process that allows agents to work with consumers to complete application updates.

## **Improved workflow for when an agent encounters the Invalid Action error from CMS:**

**1. Agent receives error:** When an agent submits an update to an enrollment not associated with their NPN, CMS returns the Invalid Action error.



**2. Agent shares Resume Link:** The agent chooses “Share via email” or “Share via link” to share the new Consumer Resume Link with the consumer.

**3. Consumer completes the submission:** The consumer accesses the Consumer Resume Link, is prompted to sign in or create an account, and completes ID proofing to access their policy and complete the submission.

**4. Agent services the enrollment:** Once the consumer submits the enrollment, the agent or override NPN will be associated with the enrollment and the agent can service that consumer via HealthSherpa.

## Consumer Resume Link Experience

Please use the [Resume Link Guide](#) to see what consumers experience so that you can help them successfully complete their submission.

More details can also be found in our [FAQ on the CMS System Changes](#).

We believe this new process will make it easier for you to submit updates while preserving consumer intent. We're continually improving this experience, so keep an eye out for future enhancements!

## Agent Training

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If you have any questions please contact our Agent Support Team at 888-684-1373, by email at [agent\\_support@healthsherpa.com](mailto:agent_support@healthsherpa.com), or by chat from within your HealthSherpa for Agents account.

Sincerely,

Team HealthSherpa

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