

Message

From: Tavenner, Marilyn (CMS/OA) [/O=HHS EES/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=E&C Redaction]
Sent: 10/5/2013 6:08:03 PM
To: Bataille, Julie (CMS/OC) [/O=HHS EES/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E&C Redaction]
CC: Khalid, Aryana C. (CMS/OA) [/O=HHS EES/OU=First Administrative Group/cn=Recipients/cn=E&C Redaction]
Subject: Fw: And I should be perfectly clear

Please delete this email-but please see if we can work on call script. [REDACTED]

----- Original Message -----

From: Lambrew, Jeanne [mailto:E&C Redaction@who.eop.gov]
Sent: Saturday, October 05, 2013 01:55 PM
To: Tavenner, Marilyn (CMS/OA); Jennings, Christopher <E&C Redaction@who.eop.gov>; Hash, Michael (HHS/OHR); Palm, Andrea (HHS/IOS); Park, Todd E&C Redaction@ostp.eop.gov
Cc: Khalid, Aryana C. (CMS/OA)
Subject: RE: And I should be perfectly clear

There may be a problem with the CSR training or script: I tried again. I was told that they could take my information, depending on how complicated my circumstances are and whether they could verification information, it could take 20-30 minutes. When I pushed and asked: I could I enroll without going to the website, I was told no, at some point I would have to create an account on HealthCare.gov.

We are regrouping over here on a process recommendation for discussion to ensure that we are all working off of the same understanding of how things work (like this) and what is going on to prevent confusion, lots of emails and phone calls.

More later.

-----Original Message-----

From: Tavenner, Marilyn (CMS/OA) [E&C Redaction@cms.hhs.gov]
Sent: Saturday, October 05, 2013 1:28 PM
To: Jennings, Christopher; Lambrew, Jeanne; Hash, Michael (HHS/OHR); Palm, Andrea (HHS/IOS); Park, Todd
Cc: Khalid, Aryana C. (CMS/OA)
Subject: And I should be perfectly clear

There are three things going on here. Those applications we took in a PDF file the first 3 days. 25,000 approx which for all practical purposes look and act like a paper application. They will have to be worked by SERCO and we are doing. Paper applications that are now starting to come in will be worked by SERCO. Website is clear to everyone I believe. It is a matter of the identity proofing and then go all the way through. So let me explain what happened yesterday. We went to on line assistance with folks. Which means that instead of a PDF we can now take their info on line-we can take them all the way through shopping and help them pick a plan. Everyone is doing this but it has been less than one day. We did about 4000 this way. Should these folks want to have this tool on line themselves-then they would create an acct/be identity proofed and then their account would be there for them. Hope this answers your questions and I am available anytime on 804-E&C Redaction.