

Important Information about Social Security System Maintenance Outage and HealthCare.gov

What's happening?

From Saturday February 15, 2014 at 3:00 p.m. until Tuesday, February 18, 2014 at 5:00 a.m. EST, the Social Security Administration will conduct required, regularly scheduled systems maintenance activities over the three-day weekend. During this period, verification of Social Security Numbers and other related data via the Data Services Hub will be unavailable. All other services of the Hub will be functioning as normal.

What this means for consumers

For coverage effective March 1, consumers generally need to enroll by February 15. But, because of the maintenance window, consumers who don't submit an application before the outage won't be able to receive a determination and can't complete enrollment by the deadline.

These consumers will need to save their application and return to **HealthCare.gov** on or after February 18 to submit. When they find out what they qualify for, they can pick a plan, and complete enrollment.

If a consumer had an application in process between 3:00 p.m. and 12:00 midnight on Saturday, February 15, but couldn't complete it by the deadline because of the outage, the person can contact the Marketplace call center on February 18 and ask that their coverage still be effective on March 1.

For consumers who have received a determination and just need to finish selecting a plan and enrolling, the system outage won't affect them and they need to finish enrolling by February 15 for coverage to begin March 1.

What we're doing to spread the word

- Posted a consumer blog on **HealthCare.gov** on February 10 explaining the outage.
- Sending regular email reminders to consumers within the online application process on February 12 and February 14 – language about the system maintenance and its impact will be included.
- Posting alert messages on the **HealthCare.gov** and **CuidadoDeSalud.gov** home pages and Get Insurance landing pages, beginning on the evening of February 13.
- Messaging about the outage on Marketplace Facebook and Twitter channels.
- Issuing alerts to insurers, State-based Marketplaces, assisters and other partners.
- Adding content about the outage and instructions to key screens within the online application.
- Collecting contact data for consumers with online applications in process between 3:00 p.m. and 12:00 midnight on Saturday, February 15. We will contact these consumers beginning Tuesday, February 18 to help them finish enrolling with a March 1 effective date for coverage.

