

Broker News



October 8, 2026

The Centers for Medicare & Medicaid Services (CMS) changes/Agent compliance

The 2027 Final Rule tightens documentation expectations for all agents and brokers. Brokers can continue to use existing CMS Model Consent Forms and guidance for:

- Eligibility application review documentation
- Consumer consent documentation

The importance of verifying your client's documentation for 2027:

CMS will automatically renew plans in 2027 but will remove an agent's national producer number (NPN) if the application lacks verifiable documentation. Missing or unverified information includes:

- Social Security numbers (SSN)
- Immigration documentation information

CMS is checking applications with an NPN attached to ensure they meet verification requirements. Please note that CMS no longer allows agents to change an NPN directly on Healthcare.gov.

Agent advice before 2027 Open Enrollment (OE)

- Audit existing client files for missing or unverified SSN's/immigration documents
- Update applications through an approved EDE platform
- Don't reply on passive renewals—instead manually update applications during OE
- Document all enrollment activity
- Re-verify identity and documentation for clients with unresolved data issues

WellSense Clarity plans in New Hampshire (ACA)

Upcoming webinars on 2027 WellSense Clarity (ACA) Individual and Family plans

Join [Patrick MacLeod](#) for a First Look overview of the new plans on one of the following dates:

- [Tue., Oct. 20, 11 a.m. – 12 p.m.](#)
- [Thurs., Oct. 22, 11 a.m. – 12 p.m.](#)
- [Tue., Oct. 27, 11 a.m. – 12 p.m.](#)
- [Thurs., October 29, 11 a.m. – 12 p.m.](#)

Simply join the webinar of your choosing by clicking the corresponding link above that works for you. There is no need to RSVP.

NH Healthy Families market exit – WellSense updates

NH Healthy Families (from Ambetter) is exiting the ACA market effective Jan. 1, 2027. Approximately 11,000 members with ACA coverage through NH Healthy Families will soon hear (or have already been notified) from Ambetter and NHID that their plan will no longer be offered as of Jan. 1, 2027. Impacted individuals will be assigned to a new ACA/Marketplace plan offered by either WellSense, Anthem or Harvard Pilgrim.

We expect the Marketplace to send to the list of new members assigned to WellSense in mid-October. Once we do, these individuals will receive a letter from WellSense to confirm they've been assigned to a Clarity plan and encourage them to review their new plan's information (cost shares, provider directory, formulary). Overall, impacted members are not locked into the new plan and they should review their options during Open Enrollment (Nov. 1 – Dec. 15, 2026).

Impacted individuals will also have a Special Enrollment Period that begins Jan. 1, which allows them another 60 days to make a plan selection.

We encourage brokers to contact their Ambetter clients to ensure they're aware of what's happening and have an opportunity to review their options.

We're here to help

Please reach out to AgentAdmin@wellsense.org with any questions.



[Unsubscribe](#) from future emails anytime.

WellSense Health Plan, 100 City Square, Suite 200, Charlestown, MA 02129