



FFM Requirement to Obtain Consumer Consent

- Script must be read PRIOR TO checking subsidy eligibility or enrolling in a Marketplace plan
- It is recommended that this be read right at the beginning of the call
- After consent is given, please make a “consumer consent obtained” note in the customer’s file

“CMS requires that I obtain your verbal consent prior to helping you **[apply for a subsidy and/or enroll in]** a Marketplace Qualified Health Plan. If you agree with the statement I am about to read, please answer ‘yes’ and state your first and last name.”

*“Today is **[DATE]**. Do you, **[CUSTOMER FIRST & LAST NAME]**, give me, LICENSED AGENT **[AGENT FIRST & LAST NAME]**, permission to help you **[apply for a subsidy and/or enroll in]** a Marketplace Qualified Health Plan?”*

(Wait for customer to state his or her first and last name before proceeding)