

From: CAC Questions <cacquestions@cms.hhs.gov>
Sent: Monday, May 4, 2026 5:45 PM
Subject: Notice of CMS MAC Communications



Notice: Be on the Lookout for MAC Communications!

The Centers for Medicare & Medicaid Services (CMS) is moving the Find Local Help (FLH) Upkeep Tool into the Marketplace Assister Community (MAC) on August 18, 2026.

As a Certified Application Counselor Designated Organization (CDO) leadership contact, you must request MAC access to use the FLH Upkeep Tool once it is in the MAC.

CMS will be onboarding CDO Leadership contacts into the MAC from May – August. You will begin to receive emails from the MAC inbox, FFMAssisterCommunity@cms.hhs.gov, with important information, including when and how to request MAC access. When it is your organization's turn to request access, you will receive an email with access instructions and a link to support calls for the CMS Assister Support team to assist with access requests.

Please reach out to CACQuestions@cms.hhs.gov with any questions about the CDO program and FFMAssisterCommunity@cms.hhs.gov with any questions about FLH. You can also call the new Assister Support toll-free number at 844-497-2123 Monday-Friday 9am-5pm ET.

Thank you,

Marketplace Assister Support Team
Center for Consumer Information & Insurance Oversight (CCIIO)
Centers for Medicare & Medicaid Services
U.S. Department of Health & Human Services



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