



May 7, 2025

## Help Consumers Resolve SEP Verification Issues for Loss of Coverage

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We're reaching out to notify you that pre-enrollment verification for the Marketplace loss of minimum essential coverage (MEC) Special Enrollment Period (SEP) will begin on **Friday, May 16, 2025**.

### How will this impact consumers?

If a consumer attests to having experienced or anticipates a loss of MEC and becomes eligible for a SEP, but our systems are unable to automatically verify this loss, the consumer will need to provide documentation confirming the loss or anticipated loss of coverage **before they can use their plan**.

A Special Enrollment Period Verification Issue (SVI) is triggered once a plan is selected, and manual verification is needed for the loss of MEC. Consumers will have **30 days** to submit acceptable documentation to resolve the SVI. If the SVI is not resolved within the 30-day period, the consumer will not be able to use their health coverage.

### What can you do to help?

1. [Know which documents are accepted](#). Review the list of documents that can be used to verify a loss of MEC so you can effectively guide consumers.
2. [Upload](#) or [mail](#) documents as soon as possible so that consumers can use their Marketplace plan and avoid potential gaps in coverage.
3. Learn about [SEP Verification \(SEPV\) and SVI](#).

### More Information

- [What is a Special Enrollment Period?](#)
- [What is minimum essential coverage?](#)