



June 3, 2024

CDO Application Open Season - Now Live & Available Year-Round!

We are pleased to announce the [Certified Application Counselor Designated Organization \(CDO\) Application web form](#) is **now live and will remain available year-round!**

CDOs are a vital component of the assister community. In states with a Federally-facilitated Marketplace (FFM), CDOs oversee Certified Application Counselors (CACs), who are annually trained and able to help consumers seeking health coverage options through the Marketplace.

Help us spread the word - the Centers for Medicare & Medicaid Services (CMS) invites **new applicant organizations** who want to become CDOs to apply.

This announcement applies only to organizations that:

- Wish to apply to the CDO program operating in an FFM state, and
- **Do not** currently have an active CMS-CDO agreement with CMS

Organizations with an active CMS-CDO agreement should disregard this message. If you are unsure if your organization has an active CMS-CDO agreement with CMS, please contact us at CACQuestions@cms.hhs.gov.

Only organizations that complete the two steps below and receive a CDO ID from CMS can certify staff or volunteers as CACs in an FFM state to provide enrollment assistance services.

To apply to become a CDO:

1. Access and complete the CDO Application at <https://mats.secure.force.com/CDOApplication/>. CMS will review your application and send a determination email with your application status. Please allow up to 10 business days for this review.
2. If CMS approves your application, your leadership contacts will receive a Preliminary Approval email.
3. Your Organization Senior Official (OSO) listed on your application will receive an email from DocuSign containing directions and a link to your CMS-CDO Agreement and must sign using DocuSign.
4. Please be sure to check your spam/junk folder and add cacquestions@cms.hhs.gov and DocuSign email dse@DocuSign.net to your approved senders list.
5. CMS will then review your signed agreement and send your leadership contacts a determination email. If CMS approves your agreement, you will receive a Welcome Packet email with a unique CDO ID and next steps. Please allow up to 5 business days for this review.

Resources for CDO Applicants

For an overview of the CDO Program and resources that walk users through the CDO application, please visit:

- [CDO Application Information](#) – information about who should apply and how to apply.
- [CDO Program Information](#) – information about who can become a CDO and CDO role responsibilities.

For questions or updates, you can email CACQuestions@cms.hhs.gov. Please include your organization's name and address in the body of your email.

Thank you,

Marketplace Assister Community Support Team

Center for Consumer Information & Insurance Oversight (CCIIO)

Centers for Medicare & Medicaid Services (CMS)

U.S. Department of Health & Human Services (HHS)

