



Plan Year 2022 Health Insurance Marketplace® Registration and Training for New Agents and Brokers

October 5, 2021

*Centers for Medicare & Medicaid
Services (CMS), Center for Consumer
Information & Insurance Oversight
(CCIIO)*



Health Insurance Marketplace® is a registered service mark of the Department of Health and Human Services.

Disclaimer

The information provided in this presentation is intended only as a general, informal summary of technical legal standards. It is not intended to take the place of the statutes, regulations, and formal policy guidance that it is based upon. This presentation summarizes current policy and operations as of the date it was presented. Links to certain source documents have been provided for your reference. We encourage audience members to refer to the applicable statutes, regulations, and other interpretive materials for complete and current information about the requirements that apply to them.

This document generally is not intended for use in the State-based Marketplaces that do not use HealthCare.gov for eligibility and enrollment. Please review the guidance on our Agents and Brokers Resources webpage (<http://go.cms.gov/CCIIOAB>) and Marketplace.CMS.gov to learn more.

Unless indicated otherwise, the general references to “Marketplace” in the presentation only includes Federally-facilitated Marketplaces (FFMs) and State-based Marketplaces on the Federal Platform.

This communication was printed, published, or produced and disseminated at U.S. taxpayer expense.

Intended Audience

The intended audience for this presentation includes 1) agents and brokers joining the Marketplace for the first time for plan year 2022 and 2) agents and brokers who participated in a previous plan year but did NOT complete plan year 2021 Marketplace registration and training.

- “New” agents and brokers who did not complete registration and training for plan year 2021 are required to complete the full Individual Marketplace training for plan year 2022 if assisting with Individual Marketplace enrollments. They are required to execute the applicable Marketplace Agreements.
- “Returning” agents and brokers who successfully completed registration and training for the plan year 2021 are eligible for “What's New for Returning Agents and Brokers” training for plan year 2022. They are required to execute the applicable Marketplace Agreements.

Agenda

- Introduction
- Marketplace Registration and Training Process
- Help Desk and Call Center Support
- Agent and Broker Resources

Introduction to Agents and Brokers for Plan Year 2022!

*Thank you for your interest in the Marketplace for plan year 2022!**

- To the extent permitted by states, licensed agents and brokers assist consumers in applying for insurance affordability programs, including the premium tax credit and cost-sharing reductions, and enrolling in qualified health plans (QHPs) through the Marketplace.
- Agents and brokers also play a crucial role in educating consumers about the Health Insurance Marketplace®, both during the annual Open Enrollment period and throughout the plan year.



** 45 CFR § 155.20 defines “plan year” as a consecutive 12-month period during which a health plan provides coverage for health benefits. A plan year may be a calendar year or otherwise.*

Introduction to Agents and Brokers for Plan Year 2022! (Continued)

Prior to assisting consumers, you should:

- Understand the standards under [45 CFR § 155.220](#), which authorize agents and brokers to assist consumers with selecting and enrolling in QHPs offered through the Marketplace.
- Be familiar with [45 CFR § 155.260](#), which outlines the limits on how agents and brokers may use any information gained as part of providing assistance to a consumer.



To better understand the standards under 45 CFR §§ 155.220 and 155.260, review the guidance on the Centers for Medicare & Medicaid Services (CMS) [Agents and Brokers Resources webpage](#).



Plan Year 2022 Health Insurance Marketplace® Registration and Training for New Agents and Brokers



*Marketplace
Registration and
Training Process*

System Reminders for Plan Year 2022

Marketplace Learning Management System (MLMS) Profile

- List of “Spoken Languages”
 - You can select from a list of languages that you speak and are proficient enough in to assist consumers with enrollments.
 - This information may be shared and displayed on Find Local Help and Help On Demand.
- Address field to capture your mailing address for official correspondence from the Centers for Medicare & Medicaid Services (CMS), and a check box to indicate if it is the same as your physical address*
- Real-time National Producer Number (NPN) validation to allow you to quickly correct any errors identified during the validation process
 - In some cases, you may be required to update your Social Security number in your Portal profile.

**Mailing addresses are for official correspondence between you and the Marketplace and will not be displayed on Find Local Help.*

System Reminders for Plan Year 2022

National Producer Number Validation

- CMS validates your NPN against data stored in the [National Insurance Producer Registry \(NIPR\) Public Database](#).
 - Results of this NIPR NPN validation appear on the public [Agent and Broker Federally-facilitated Marketplace Registration Completion List \(RCL\)](#).
 - The RCL is updated daily.
- NPN validation occurs during the annual registration process in the MLMS and is only applicable to the current plan year. If you do not maintain a valid NPN, your agreements with the Marketplace may be terminated.
- To be validated, you must:
 - Have a valid state license;
 - Have a health-related line of authority (LOA) (additional information can be found [here](#)); and
 - Have an active status for your health-related LOA.

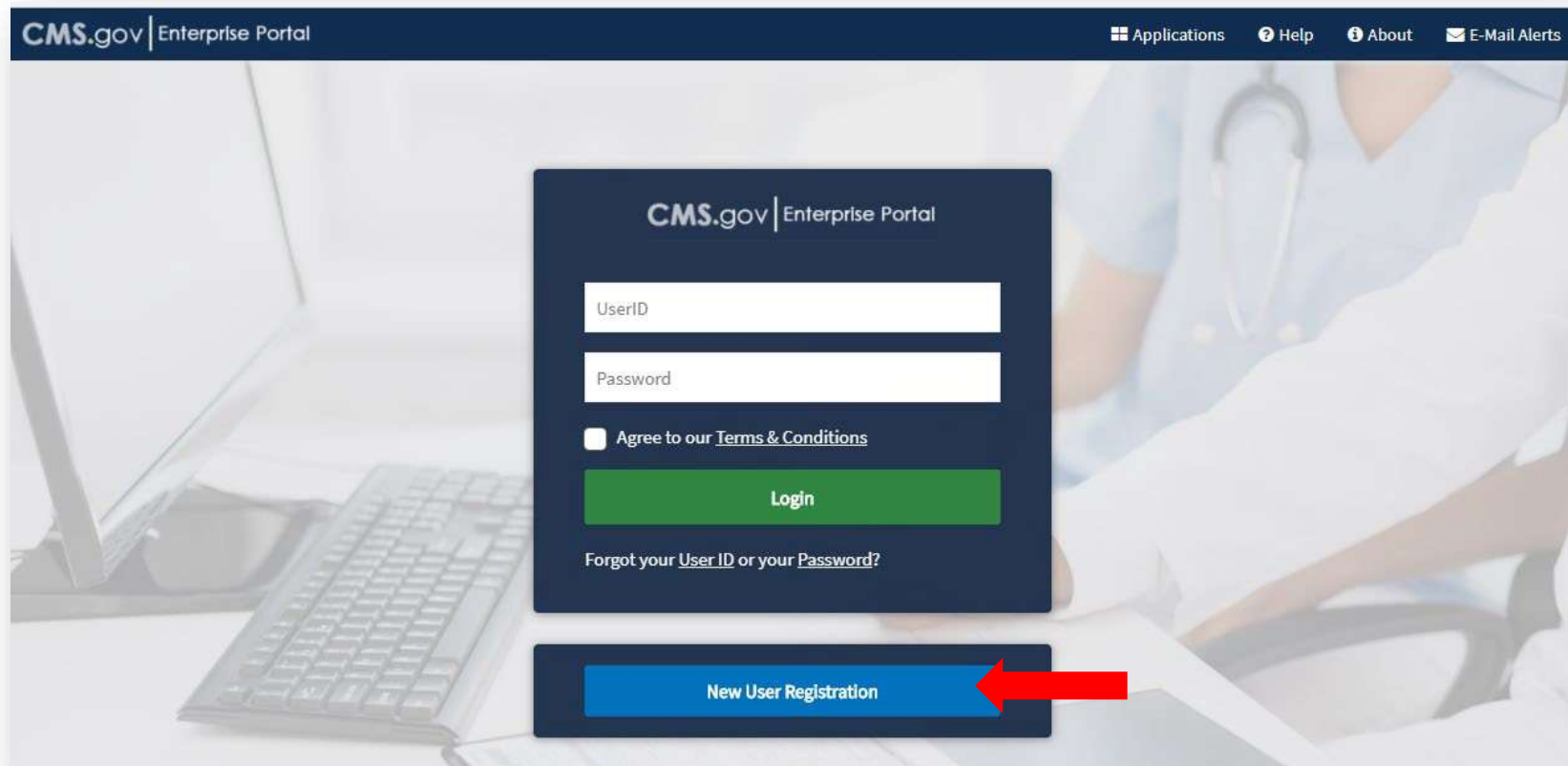
Registration and Training for New Agents and Brokers

If you wish to participate in the Marketplace for plan year 2022, you must complete the following actions:

1. Create a CMS Enterprise Portal account.
2. Request the Agent Broker Training Access role.
3. Complete remote identity proofing through the Identity Management (IDM) System.
4. Complete your agent/broker profile on the Marketplace Learning Management System (MLMS) via the CMS Enterprise Portal.
5. Complete Marketplace training on the MLMS via the CMS Enterprise Portal.
6. Read and accept the applicable Marketplace Agreement(s) on the MLMS.
7. Confirm completion of all registration steps by logging back into the CMS Enterprise Portal and printing your completion certificate.

Step 1: Agent or Broker Creates a CMS Enterprise Portal Account

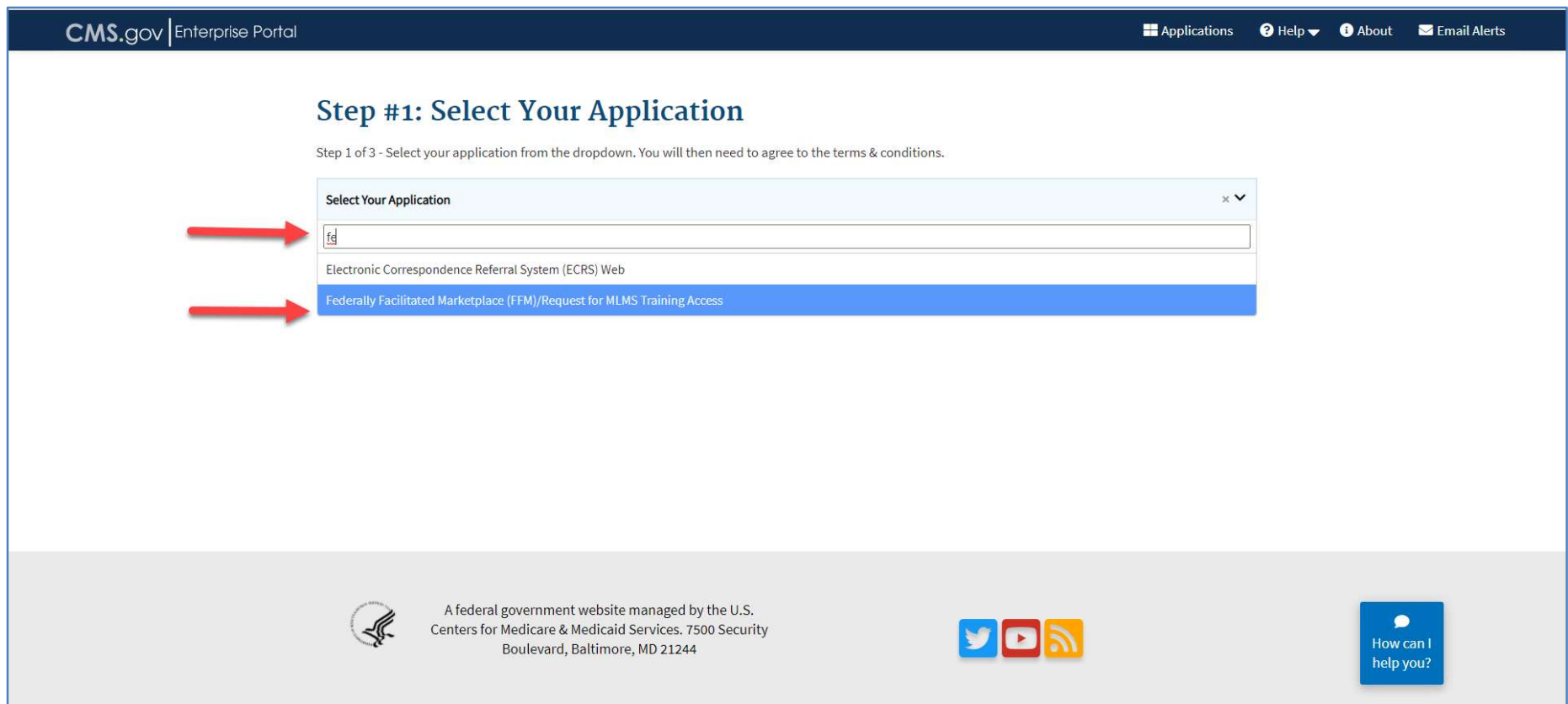
If you do not already have a CMS Enterprise Portal account*, navigate to <https://portal.cms.gov> and select the “New User Registration” button.



If you already have a CMS Enterprise Portal account, you should **not create a new one. You should log in with your existing FFM User ID and password and proceed to Step 2. If you are unsure if you already have an FFM User ID and password, see the [“Avoiding the Creation of a Duplicate CMS Enterprise Portal Account”](#) resource on the Agents and Brokers Resources webpage.*

Step 1: Agent or Broker Creates a CMS Enterprise Portal Account (Continued)

Enter “Fed” into the Access Catalog search bar.
Select the “Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access” Application and Click Next.



The screenshot shows the CMS.gov Enterprise Portal interface. At the top, the header includes the CMS.gov logo and 'Enterprise Portal' text, along with navigation links for Applications, Help, About, and Email Alerts. The main content area is titled 'Step #1: Select Your Application' and includes a sub-instruction: 'Step 1 of 3 - Select your application from the dropdown. You will then need to agree to the terms & conditions.' Below this is a search bar labeled 'Select Your Application' with a dropdown arrow. The search bar contains the text 'fd'. Two red arrows point to the search bar and the dropdown menu. The dropdown menu is open, showing two options: 'Electronic Correspondence Referral System (ECRS) Web' and 'Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access'. The second option is highlighted in blue. At the bottom of the page, there is a footer with the CMS logo, a statement about the website being managed by the U.S. Centers for Medicare & Medicaid Services, social media icons for Twitter, YouTube, and RSS, and a 'How can I help you?' button.

CMS.gov | Enterprise Portal

Applications Help About Email Alerts

Step #1: Select Your Application

Step 1 of 3 - Select your application from the dropdown. You will then need to agree to the terms & conditions.

Select Your Application

fd

Electronic Correspondence Referral System (ECRS) Web

Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access

A federal government website managed by the U.S. Centers for Medicare & Medicaid Services. 7500 Security Boulevard, Baltimore, MD 21244

How can I help you?

Step 1: Agent or Broker Creates a CMS Enterprise Portal Account (Continued)

After reading and agreeing to the Terms & Conditions, select the check box next to “I Agree to the Terms and Conditions” and then select “Next.”

CMS.gov | Enterprise Portal

Applications Help About Email Alerts

Step #1: Select Your Application

Step 1 of 3 - Select your application from the dropdown. You will then need to agree to the terms & conditions.

Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access

with the system. We may also use your answers to the challenge questions and other PII to later identify you in case you forget or misplace your User ID /Password.

I have read the HHS Rules of Behavior (HHS RoB), version 2010-0002.001S, dated August 26 2010 and understand and agree to comply with its provisions. I understand that violations of the HHS RoB or information security policies and standards may lead to disciplinary action, up to and including termination of employment; removal or debarment from work on Federal contracts or projects; and/or revocation of access to Federal information, information systems, and/or facilities; and may also include criminal penalties and/or imprisonment. I understand that exceptions to the HHS RoB must be authorized in advance in writing by the OPDIV Chief Information Officer or his/her designee. I also understand that violation of laws, such as the Privacy Act of 1974, copyright law, and 18 USC 2071, which the HHS RoB draw upon, can result in monetary fines and/or criminal charges that may result in imprisonment.

☒ I agree to the Terms and Conditions

Next

How can I help you?

Step 1: Agent or Broker Creates a CMS Enterprise Portal Account (Continued)

Enter the requested information and select “Next.”

Step #2: Register Your Information

Step 2 of 3 - Please enter your personal and contact information.
All fields are required unless marked (optional).

Enter First Name	Enter Middle Name (optional)	Enter Last Name	Suffix (optional) ▼
Select Birth Month ▼	Select Birth Date ▼	Select Birth Year ▼	

Is Your Address U.S. Based?

☒ Yes ☐ No

Enter Home Address Line 1	Enter Home Address 2 (optional)		
Enter City	Select State ▼	Enter ZIP Code	Enter Zip+4 Code (optional)
Enter Email Address		Confirm Email Address	
Enter Phone Number			

Back

Next

Cancel

Step 1: Agent or Broker Creates a CMS Enterprise Portal Account (Continued)

- Create an FFM User ID and password.
- Choose challenge questions and provide answers, then select “Next.”

Step #3: Create User ID, Password & Security Question/Answer

Step 3 of 3 - Please create User ID and Password. Select a Security Question and provide Answer.

All fields are required unless marked (optional).



Security answer to be used in case you forget your password or you need to unlock your account.



Step 1: Agent or Broker Creates a CMS Enterprise Portal Account (Continued)

Review the information you entered, make any necessary changes, and then select “Submit User.”

New User Registration Summary

Please review your information and make any necessary changes before submitting.

Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access

First Name
FirstName

Enter Middle Name (optional)

Last Name
LastName

Suffix (optional)

Birth Month
January

Birth Date
1

Birth Year
1986

Home Address Line 1
666 Far Far Away Lane

Enter Home Address 2 (optional)

City
Orlando

State
Florida

ZIP Code
32789

Enter Zip+4 Code (optional)

Email Address
name.lastname@mail.com

Confirm Email Address
name.lastname@mail.com

Phone Number
240-777-6654

All fields are required unless marked (optional).

User ID
elidm111

Enter Password

Confirm Password

Security Question
What is the food you least liked as a child?

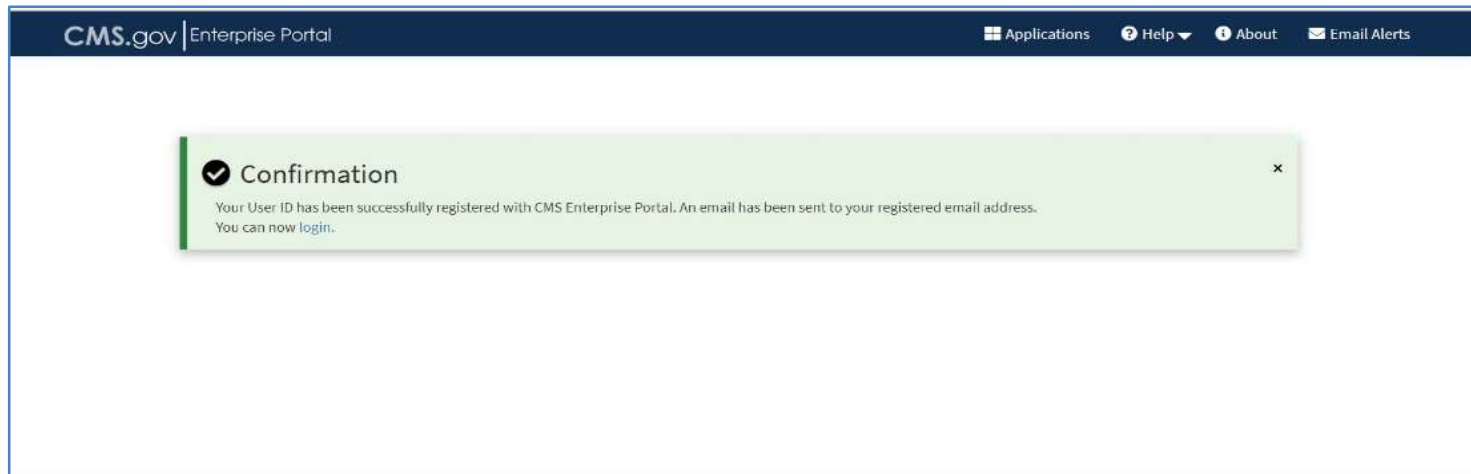
Security Answer
broccoli

Submit User

Cancel

Step 1: Agent or Broker Creates a CMS Enterprise Portal Account (Continued)

- The Confirmation page is displayed to acknowledge your successful registration.
- You will receive an email at the address you listed in your account, notifying you that your account was successfully created.



Remember! You must log in to the CMS Enterprise Portal and change your password every 180 days to maintain system access.

Registration and Training for New Agents and Brokers

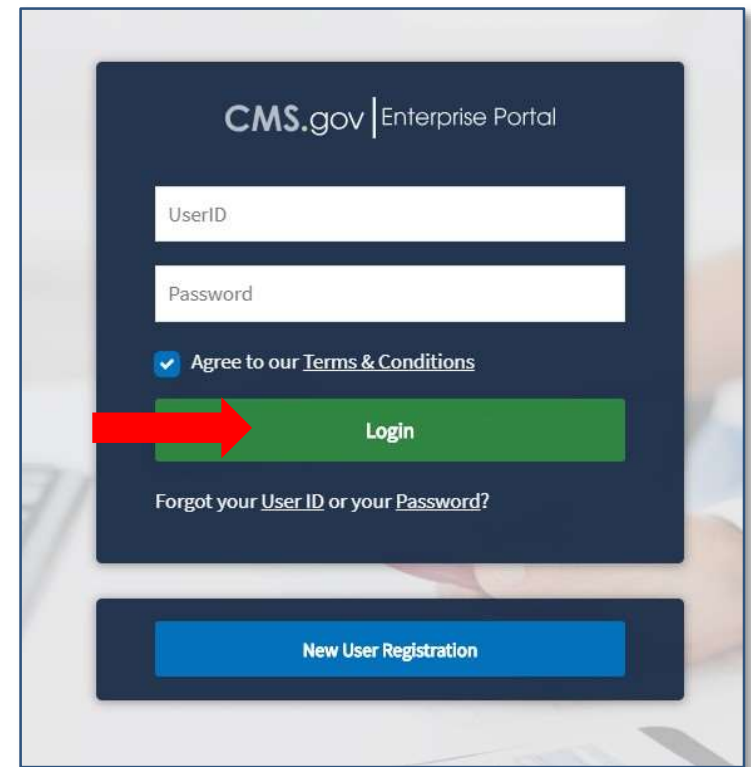
If you wish to participate in the Marketplace for plan year 2022, you must complete the following actions:

1. Create a CMS Enterprise Portal account.
2. Request the Agent Broker Training Access role.
3. Complete remote identity proofing through the Identity Management (IDM) System.
4. Complete your agent/broker profile on the MLMS via the CMS Enterprise Portal.
5. Complete Marketplace training on the MLMS via the CMS Enterprise Portal.
6. Read and accept the applicable Marketplace Agreement(s) on the MLMS.
7. Confirm completion of all registration steps by logging back into the CMS Enterprise Portal and printing your completion certificate.

Step 2: Agent or Broker Requests the FFM Agent Broker Training Access Role*

- Once you receive your account creation notification via email, or after waiting a few minutes for the system to update, log back into the CMS Enterprise Portal at <https://portal.cms.gov>.
- Enter your FFM User ID and the password you created when setting up your CMS Enterprise Portal account in Step 1.
- After reading, select the check box next to “Agree to our Terms & Conditions” and then select “Login.”

**Note: Even if you participated in the Marketplace for prior plan years 2014 through 2020, you will need to request the FFM Agent Broker training access role when you log in to your CMS Enterprise Portal account if you did not complete registration for plan year 2021.*



Step 2: Agent or Broker Requests the FFM Agent Broker Training Access Role (Continued)

On the “My Portal” page, select the “Add Application” button. to access the Application Catalog



Step 2: Agent or Broker Requests the FFM Agent Broker Training Access Role (Continued)

- Enter “Fed” into the Access Catalog search bar.
- Select the “Federally Facilitated Marketplace (FFM) / Request for MLMS Training Access” Application and Click Next.

CMS.gov | My Enterprise Portal

My Apps

Jon Tester ▼ Help ▼ Log Out

Request Application Access

The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.

- 1 Select an Application**

Application

Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access

Application Description: Click Request Access to obtain system access. Provides access to MLMS training.

> Help Desk Information

Next

Step 2: Agent or Broker Requests the FFM Agent Broker Training Access Role (Continued)

- Select “Agent Broker Training Access” from the “Select a Role” drop-down menu.
- Select the “Next” button.

The screenshot displays the CMS.gov My Enterprise Portal interface. At the top, the header includes the CMS.gov logo, "My Enterprise Portal", "My Apps", a notification bell, a user profile for "John Doe", a "Help" link, and a "Log Out" button. Below the header, a paragraph explains the step-by-step process for requesting a role. The main content area shows two steps: "1 Select an Application" (marked as completed) and "2 Select a Role". Under step 2, a dropdown menu titled "Select a Role" is open, showing a list of roles. A red arrow points to the "Agent Broker Training Access" role, which is highlighted in blue. Other roles in the list include "Assister", "MSD Tier 1 Helpdesk", "Program Integrity", "SBABI Approver", and "SBABI User". A "Top" button is visible in the bottom right corner of the dropdown menu.

CMS.gov | My Enterprise Portal

My Apps

John Doe

Help

Log Out

The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.

1 Select an Application Completed [Edit](#)

2 Select a Role

Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access

Select a Role

Select a Role

Agent Broker Training Access

Assister

MSD Tier 1 Helpdesk

Program Integrity

SBABI Approver

SBABI User

Top

Registration and Training for New Agents and Brokers

If you wish to participate in the Marketplace for plan year 2022, you must complete the following actions:

1. Create a CMS Enterprise Portal account.
2. Request the Agent Broker Training Access role.
3. Complete remote identity proofing through the Identity Management (IDM) System.
4. Complete your agent/broker profile on the MLMS via the CMS Enterprise Portal.
5. Complete Marketplace training on the MLMS via the CMS Enterprise Portal.
6. Read and accept the applicable Marketplace Agreement(s) on the MLMS.
7. Confirm completion of all registration steps by logging back into the CMS Enterprise Portal and printing your completion certificate.

Step 3: Agent or Broker Completes Identity Proofing within CMS Enterprise Portal

- Launch Identity Proofing

CMS.gov | My Enterprise Portal

My Apps

John Doe ▼ Help ▼ Log Out

Request Application Access

The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.

- 1 Select an Application** ✓ Completed
Edit
✓ Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access
- 2 Select a Role** ✓ Completed
Edit
✓ Agent Broker Training Access
- 3 Complete Identity Verification**

i Identity Verification

This role requires an additional level of verification. You will be asked to provide additional information to verify your identity. Please select "Launch" to begin the identity verification process. You will return to the next step below when identity verification is complete.

Launch

Top

Step 3: Agent or Broker Completes Identity Proofing within CMS Enterprise Portal

- Step #1: Identity Verification Overview
 - After reading the instruction, click Next.

Step #1: Identity Verification Overview

To protect your privacy, you will need to complete Identity Verification successfully, before requesting access to the selected role. Below are a few items to keep in mind.

1. Ensure that you have entered your legal name, current home address, phone number, date of birth and email address correctly. We will only collect personal information to verify your identity with Experian, an external Identity Verification provider.
2. Identity Verification involves Experian using information from your credit report to help confirm your identity. As a result, you may see an entry called a "soft inquiry" on your Experian credit report. Soft inquiries do not affect your credit score and you do not incur any charges related to them.
3. You may need to have access to your personal and credit report information, as the Experian application will pose questions to you, based on data in their files. For additional information, please see the Experian Consumer Assistance website - <http://www.experian.com/help/>

If you elect to proceed now, you will be prompted with a Terms and Conditions statement that explains how your Personal Identifiable Information (PII) is used to confirm your identity. To continue this process, select 'Next'.



Step 3: Agent or Broker Completes Identity Proofing within CMS Enterprise Portal (Continued)

- Step #2: Accept Terms & Conditions
 - After reading terms and conditions, click "I Agree" and Next.

Step #2: Accept Terms & Conditions

OMB No. 0938-1236 | Expiration Date: 04/30/2017 | (OMB Re-Certification Pending) | [Paperwork Reduction Act](#)

Protecting Your Privacy

Protecting your Privacy is a top priority at CMS. We are committed to ensuring the security and confidentiality of the user registering to EIDM. Please read the [CMS Privacy Act Statement](#), which describes how we use the information you provide.

Personal information is described as data that is unique to an individual, such as a name, address, telephone number, Social Security Number, and date of birth (DOB). CMS is very aware of the privacy concerns around PII data. In fact, we share your concerns. We will only collect personal information to verify your identity. Your information will be disclosed to Experian, an external authentication service provider, to help us verify your identity. If collected, we will validate your Social Security Number with Experian only for the purposes of verifying your identity. Experian verifies the information you give us against their records. We may also use your answers to the challenge questions and other PII to later identify you in case you forget or misplace your User ID /Password.

HHS Rules of Behavior

We encourage you to read the [HHS Rules of Behavior](#), which provides the appropriate use of all HHS information technology resources for Department users, including Federal employees, contractors, and other system users.

☒ I agree to the Terms & Conditions

Back

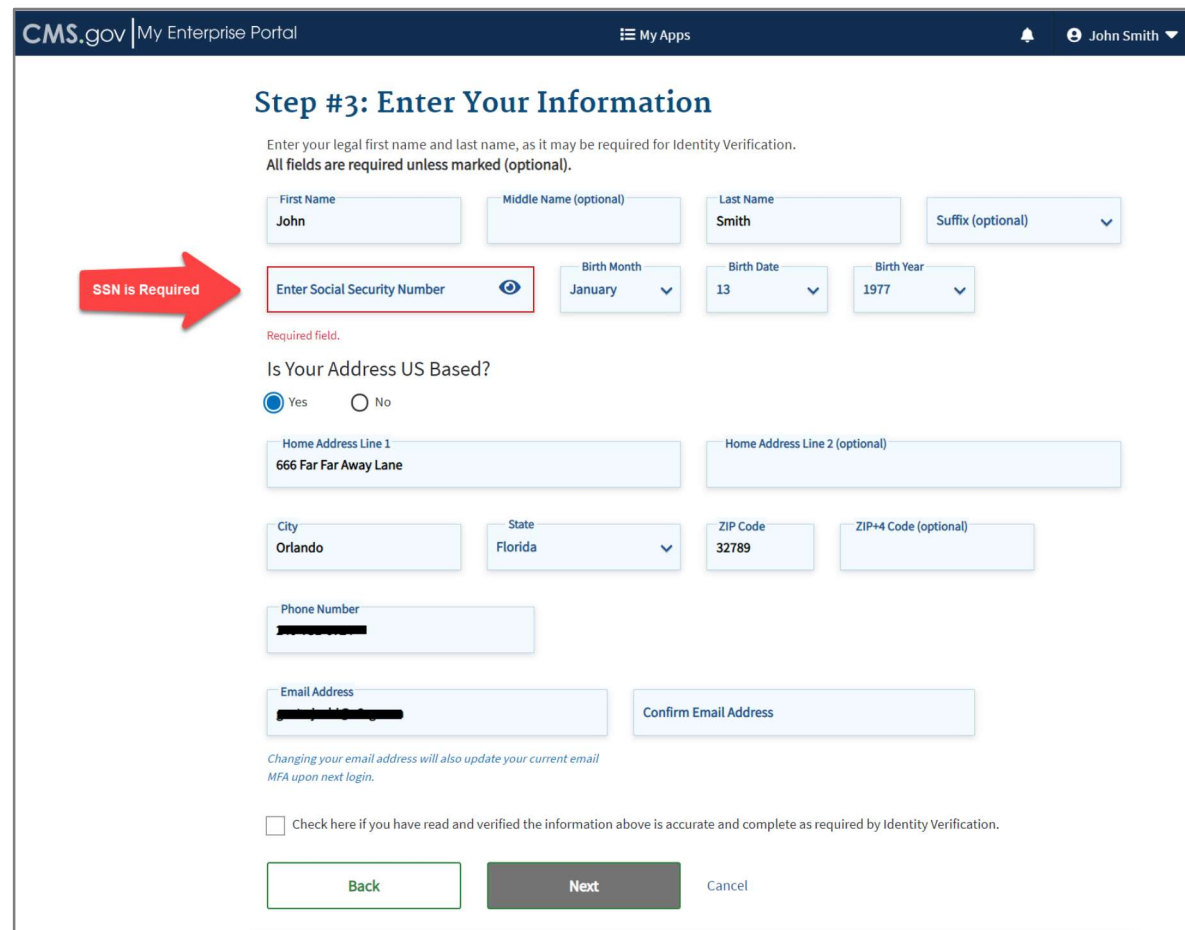
Next

Cancel

Step 3: Agent or Broker Completes Identity Proofing within CMS Enterprise Portal (Continued)

Step #3: Enter Your Information

- Confirm the information that automatically populates and enter any missing information (e.g., confirm email address, enter Social Security number).
- Then select “Next” to submit your information for verification.



CMS.gov | My Enterprise Portal

My Apps

John Smith

Step #3: Enter Your Information

Enter your legal first name and last name, as it may be required for Identity Verification.
All fields are required unless marked (optional).

First Name: John

Middle Name (optional):

Last Name: Smith

Suffix (optional):

Enter Social Security Number

Birth Month: January

Birth Date: 13

Birth Year: 1977

Required field.

Is Your Address US Based?

☒ Yes ☐ No

Home Address Line 1: 666 Far Far Away Lane

Home Address Line 2 (optional):

City: Orlando

State: Florida

ZIP Code: 32789

ZIP+4 Code (optional):

Phone Number: [REDACTED]

Email Address: [REDACTED]

Confirm Email Address:

Changing your email address will also update your current email MFA upon next login.

☐ Check here if you have read and verified the information above is accurate and complete as required by Identity Verification.

Back Next Cancel

Registration and Training for New Agents and Brokers

If you wish to participate in the Marketplace for plan year 2022, you must complete the following actions:

1. Create a CMS Enterprise Portal account.
2. Request the FFM Agent Broker Training Access role.
3. Complete remote identity proofing through the Identity Management (IDM) System.
4. Complete your agent/broker profile on the MLMS via the CMS Enterprise Portal.
5. Complete Marketplace training on the MLMS via the CMS Enterprise Portal.
6. Read and accept the applicable Marketplace Agreement(s) on the MLMS.
7. Confirm completion of all registration steps by logging back into the CMS Enterprise Portal and printing your completion certificate.

Step 4: Agent or Broker Completes MLMS Profile

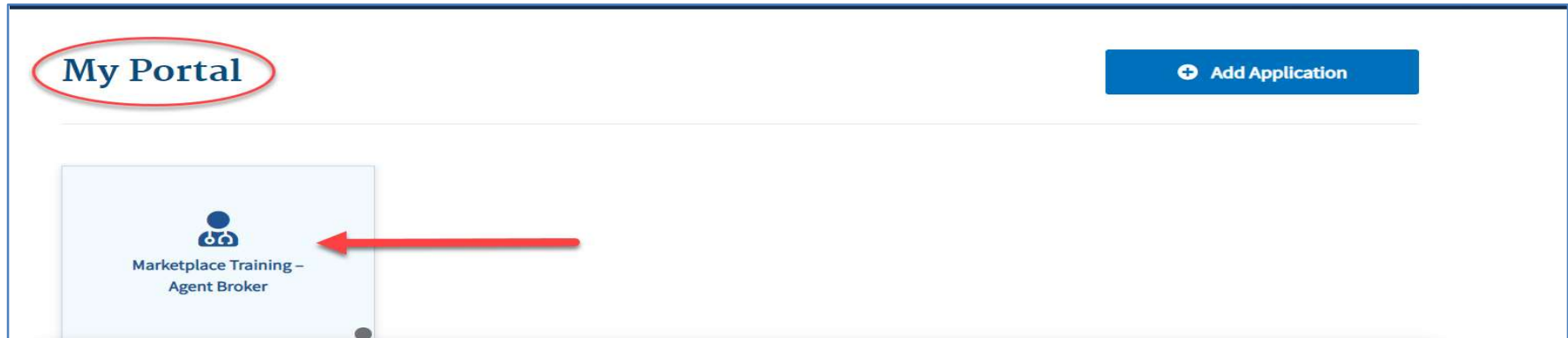
After completing identity proofing, you will complete training through the MLMS.

- You will need to create your MLMS profile prior to completing training.
- You will need to execute(i.e., sign) the applicable Marketplace Agreement(s) after you have completed training.



Step 4: Agent or Broker Completes MLMS Profile (Continued)

- To access your MLMS profile and CMS-developed training, click on the Marketplace Training – Agent Broker tile.



Step 4: Agent or Broker Completes MLMS Profile (Continued)

The MLMS profile page will appear for you to complete your role and business and/or professional contact information.

The screenshot shows the CMS.gov My Enterprise Portal interface. At the top, there's a navigation bar with 'CMS.gov | My Enterprise Portal', 'My Apps', a notification bell, a user profile icon, 'Help', and 'Log Out'. Below the navigation bar, a dropdown menu shows 'I am a: Both an Individual and SHOP Marketplace Agent Broker'. The main content area is divided into two sections. The first section, 'Find Local Help and Help On Demand options', contains a paragraph explaining the 'Find Local Help' feature and a dropdown menu with three options: 'I would like all my contact information displayed for all states where I have a valid health license.', 'I would like my contact information, except my street address, displayed for all states where I have a valid health license.', and 'I would like all my contact information displayed but only for my home state.' The second section, 'SHOP Marketplace', includes a note about the section's purpose and two radio button options: 'Yes, I want the information I provide to be searchable by small employers in the SHOP Marketplace so that they can authorize me to work on their behalf.' and 'No, I do not want the information I provide to be searchable by small employers in the SHOP Marketplace and I understand that I will not be able to assist clients or receive commission by making this selection.' Below these are input fields for 'SHOP Agency Name' and 'SHOP Agency URL', both with 'Not Applicable' as the value. The third section, 'Individual Profile', contains a form with fields for 'User Name', 'Street Address *', 'City *', 'State *', 'Zip Code *', 'Phone *', 'Email *', 'URL', 'National Producer Number *', 'Confirm NPN *', 'Preferred method of contact: *', and 'Preferred Language'. The 'City' field is filled with 'Boyd', 'State' with 'MD', 'Zip Code' with '20841', and 'Preferred Language' with 'English'.

CMS.gov | My Enterprise Portal

My Apps

I am a: Both an Individual and SHOP Marketplace Agent Broker

Find Local Help and Help On Demand options

After you complete all CMS agent/broker registration requirements, your professional contact information will be displayed on HealthCare.gov's "Find Local Help" features. Find Local Help is a tool accessible on HealthCare.gov to enable consumers, small businesses, and small business employees to identify a local registered agent or broker to assist them with the Federally-facilitated Marketplace, including the SHOP Marketplace.

Find Local Help and Help On Demand options

-Select One-

-Select One-

I would like all my contact information displayed for all states where I have a valid health license.

I would like my contact information, except my street address, displayed for all states where I have a valid health license.

I would like all my contact information displayed but only for my home state.

I don't want my contact information displayed and do not want to participate in Find Local Help or Help On Demand.

Note: This section is only applicable to Agents/Brokers who elect to participate in SHOP Marketplace. SHOP Marketplace Agents/Brokers: Allow small employers to find and authorize you to work on their behalf by making the information below searchable in the SHOP Marketplace.

SHOP Marketplace*

☐ Yes, I want the information I provide to be searchable by small employers in the SHOP Marketplace so that they can authorize me to work on their behalf.

☐ No, I do not want the information I provide to be searchable by small employers in the SHOP Marketplace and I understand that I will not be able to assist clients or receive commission by making this selection.

SHOP Agency Name

Not Applicable

SHOP Agency URL

Not Applicable

Individual Profile

User Name

Street Address *

City *

Boyd

State *

MD

Zip Code *

20841

Phone *

Email *

URL

National Producer Number *

Confirm NPN *

Preferred method of contact: *

Email address

Preferred Language

English

Step 4: Agent or Broker Completes MLMS Profile (Continued)

You will need to select one role from four options.



The screenshot shows the CMS.gov My Enterprise Portal interface. At the top, there is a dark blue header with the CMS.gov logo and "My Enterprise Portal" on the left, and a "My Apps" link on the right. Below the header, a message states: "Please fill out the following fields with your business and/or professional contact information. This information is required by CMS to maintain an accurate agent/broker registration completion list." The main content area contains a form with a dropdown menu labeled "I am a:" with the selected option "Both an Individual and SHOP Marketplace Agent Broker". The dropdown menu is open, showing four options: "Select One-", "Only an Individual Marketplace Agent Broker", "Only a SHOP Marketplace Agent Broker", and "Both an Individual and SHOP Marketplace Agent Broker". Below the dropdown, there is a text input field for "Find Local Help" and a checkbox labeled "After you are registered, your professional contact information will be displayed on HealthCare.gov's 'Find Local Help' features. Find Local Help is a tool accessible on HealthCare.gov to help individuals find a local registered agent or broker to assist them with the Federally-facilitated Marketplace, including the SHOP Marketplace."

CMS.gov | My Enterprise Portal

My Apps

Please fill out the following fields with your business and/or professional contact information. This information is required by CMS to maintain an accurate agent/broker registration completion list.

I am a: Both an Individual and SHOP Marketplace Agent Broker ▼

Select One-

Only an Individual Marketplace Agent Broker

Only a SHOP Marketplace Agent Broker

Both an Individual and SHOP Marketplace Agent Broker


Not an Agent Broker

Find Local Help

After you are registered, your professional contact information will be displayed on HealthCare.gov's "Find Local Help" features. Find Local Help is a tool accessible on HealthCare.gov to help individuals find a local registered agent or broker to assist them with the Federally-facilitated Marketplace, including the SHOP Marketplace.

Step 4: Agent or Broker Completes MLMS Profile (Continued)

The information you use to complete your MLMS profile will be used to populate [Find Local Help](#) at HealthCare.gov and Help On Demand so consumers, small employers, and small business employees can find you for assistance.*

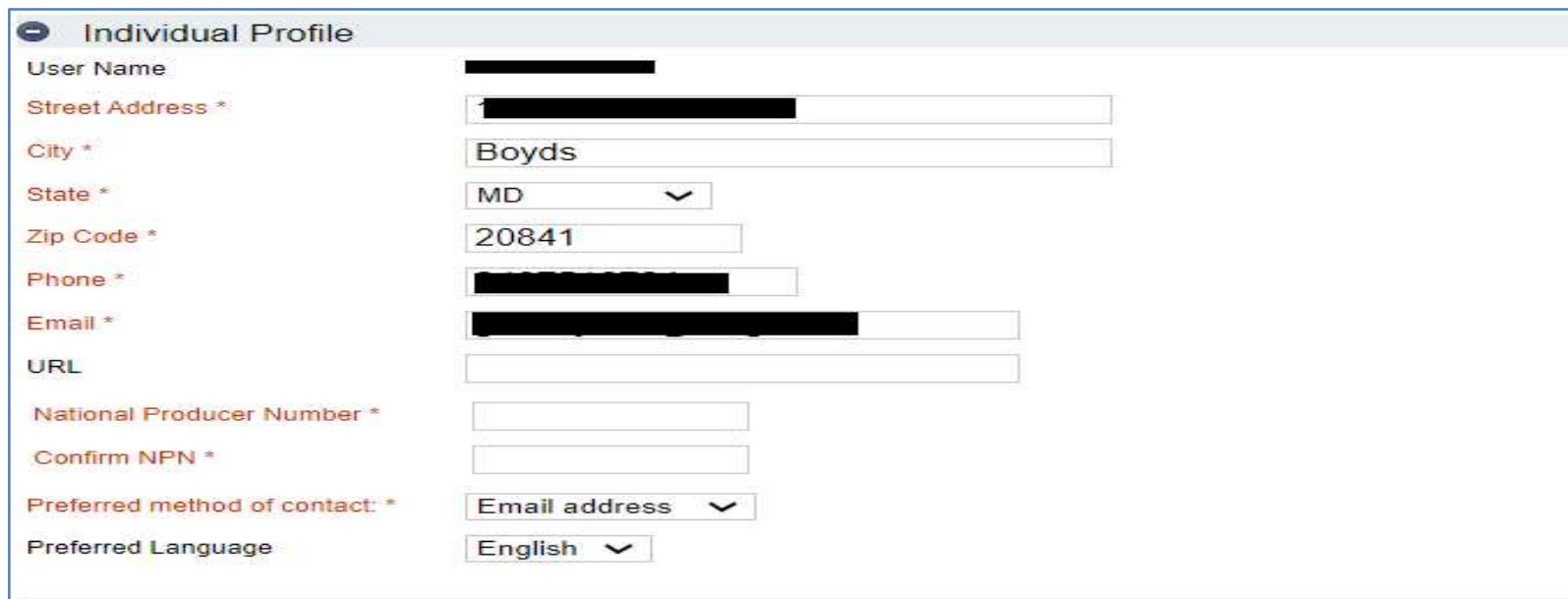
Find Local Help and Help On Demand**	
After you complete all CMS agent/broker registration requirements, your professional contact information will be displayed on HealthCare.gov's "Find Local Help" features. Find Local Help is a tool accessible on HealthCare.gov to enable consumers, small businesses, and small business employees to identify a local registered agent or broker to assist them with the Federally-facilitated Marketplace, including the SHOP Marketplace.	
Find Local Help and Help On Demand options	I would like all my contact information displayed but only for my home state. 
	-Select One-
	I would like all my contact information displayed for all states where I have a valid health license.
	I would like my contact information, except my street address, displayed for all states where I have a valid health license.
	I would like all my contact information displayed but only for my home state.
	I don't want my contact information displayed and do not want to participate in Find Local Help or Help on Demand.

*Find Local Help is also available in [Spanish](#).

**Help On Demand is a referral system that quickly connects consumers seeking enrollment assistance on HealthCare.gov with Marketplace-registered, state-licensed agents and brokers in their area who can provide immediate assistance with Marketplace plan selection and enrollment.

Step 4: Agent or Broker Completes MLMS Profile (Continued)

- If you also act as the authorized representative* for a web-broker or other business entity, you can add the web-broker's or business entity's National Producer Number (NPN) by selecting the appropriate "+" link at the bottom of the profile page.
- You can list up to three NPNs in your MLMS profile.



The screenshot shows the 'Individual Profile' form with the following fields and values:

Field	Value
User Name	[Redacted]
Street Address *	[Redacted]
City *	Boys
State *	MD
Zip Code *	20841
Phone *	[Redacted]
Email *	[Redacted]
URL	
National Producer Number *	
Confirm NPN *	
Preferred method of contact: *	Email address
Preferred Language	English

It is recommended that the agency designate only **one user to act as the authorized representative for the business or web-broker entity for MLMS training completion.*

Step 4: Agent or Broker Completes MLMS Profile (Continued)

You must enter a correct NPN in your MLMS profile to receive credit for completing Marketplace registration.

- The NPN can be up to 10 digits long and must not begin with a zero.
- The NPN must not include any special characters or letters.
- The NPN is not the same as your state license number. Be sure to use your NPN, not a state license number.
- To update the NPN, you can select the “Complete Agent Broker Training” hyperlink and update the information in your MLMS profile.
- Agent and broker NPNs can be found at www.nipr.com/PacNpnSearch.htm.

Be sure to confirm your NPN is correct in your MLMS profile.
Entering an inaccurate NPN could result in denial of compensation/credit by an issuer.

Step 4: Agent or Broker Completes MLMS Profile (Continued)

- Enter the information for the web-broker or business entity with which you are affiliated.
- If you list the web-broker's or other business entity's NPN, once you have completed registration, the registration for the additional NPNs you listed will also be complete.

Business Entity Profile

If you are the authorized individual of record completing CMS agent/broker registration on behalf of a business entity, other than a Web-based entity, then please to provide additional information. Please note there should only be one individual acting as the authorized representative of any business entity for this purpose (being affiliated with a business entity for a purpose other than completing agent/broker registration for that entity is not reason to click the link above).

Business Entity Name *

Business Entity Street Address *

Business Entity City *

Business Entity State *

Business Entity Zip Code *

Business Entity Phone *

Business Entity Email *

Business Entity URL

Business Entity National Producer Number (NPN) *

Confirm NPN *

Step 4: Agent or Broker Completes MLMS Profile (Continued)

Once you have entered all your profile information, select “Save/Update” and then select “Next.”

The screenshot displays a web form for completing an MLMS profile. The form includes the following sections and fields:

- Contact Information:**
 - Phone *: 3014608038
 - Email *: jjones001@gmail.com
 - URL: (empty)
 - National Producer Number *: 23456
 - Confirm NPN *: 23456
 - Preferred method of contact *: Email address (dropdown)
 - Preferred Language: English (dropdown)
- Hours of Operation:**
 - From *: 09:00 AM (dropdown)
 - To *: 04:00 PM (dropdown)
 - Time Zone*: Eastern Time (EST) (dropdown)
 - Work Days *: ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☐ Friday ☐ Saturday ☐ Sunday
- Entity Profiles:**
 - Business Entity Profile (expandable section)
 - Web-Based Entity Profile (expandable section)
- Action Buttons:**
 - To save your profile information, please click "Save" below. (Red arrow points to the Save button)
 - To proceed without updating your profile information, please click "Next" below. (Red arrow points to the Next button)

Registration and Training for New Agents and Brokers

If you wish to participate in the Marketplace for plan year 2022, you must complete the following actions:

1. Create a CMS Enterprise Portal account.
2. Request the FFM Agent Broker Training Access role.
3. Complete remote identity proofing through the Identity Management (IDM) System.
4. Complete your agent/broker profile on the MLMS via the CMS Enterprise Portal.
5. Complete Marketplace training on the MLMS via the CMS Enterprise Portal.
6. Read and accept the applicable Marketplace Agreement(s) on the MLMS.
7. Confirm completion of all registration steps by logging back into the CMS Enterprise Portal and printing your completion certificate.

Step 5: Agent or Broker Completes Training

- Complete Training via the CMS Enterprise Portal:
 - CMS-developed training through the MLMS (Individual Marketplace and Small Business Health Options Program [SHOP])
- You only need to complete training one time
- There is no fee associated with completing the training on the MLMS
- No CEUs are offered for completing training
- Training is only required for participation in the Individual Marketplace. Agents and brokers who participate in the SHOP are encouraged, but not required, to complete SHOP training.

Step 5: Agent or Broker Completes Training (Continued)

- For plan year 2022, Marketplace Agent and Broker Training for new agents and brokers the following core training modules available:
 - Affordable Care Act Basics
 - Marketplace Basics
 - Eligibility for Enrolling in a QHP
 - Eligibility for Insurance Affordability Programs
 - Enrolling in a QHP
 - Privacy Standards and Definitions
 - Protecting and Handling Personally Identifiable Information
 - Information Security
 - SHOP
 - American Rescue Plan Act of 2021
- There are four exams* associated with the training:
 - Basics Exam
 - Individual Marketplace Exam
 - Privacy and Security Standards Exam
 - American Rescue Plan Act of 2021 Exam

** You must obtain a score of 70% or higher to pass each exam module. If you do not pass, you can re-take the exam.*

Step 5: Agent or Broker Completes MLMS Training

- After completing your MLMS profile, you will be redirected to the MLMS landing page.
- Select “Training Options” on the left sidebar:

The screenshot displays the MLMS landing page interface. On the left, a sidebar contains navigation links: Home, Current Learning, Curriculum Status, and Training Options (highlighted with a red box). The main content area is divided into several sections:

- How to Get Started**: Includes a link to 'Check your System Configuration' and instructions on completing vendor training and CMS training.
- Agent Broker Help**: Contains a 'Preparing your computer for the MLMS' section, a 'Need Help?' section with a 'Help Desk' link, and support availability times (Monday – Friday: 9:00 AM - 5:30 PM EST).
- Agent Broker Announcements**: A section for announcements.
- Current Learning**: A section showing 'No items found.'
- Agent Broker Resources**: A list of links including 'My Profile', 'Print your Registration Completion Certificate', 'Agent Broker SHOP Privacy and Security Agreement', 'Agent Broker IM General Agreement', 'Agent Broker IM Privacy and Security Agreement', 'Agent Broker Training Resources', and 'Address Tip Sheet (NEW PY 2019 LINK)'.
- PY2022 AB Training Options**: A table with columns for Recommendation, Recommendation Type, Sources, Recommended On, and Actions.

Recommendation	Recommendation Type	Sources	Recommended On	Actions
PY2019 AB Marketplace Training – Individual Curriculum (IM)_Load2		(1)AgentBroker	06/20/2018	Actions

Step 5: Agent or Broker Completes MLMS Training (Continued)

- Identify the curriculum you wish to enroll in and hover your cursor over the “Actions” link to the right of that curriculum.
- In the “Actions” bubble, select the “Begin Enrollment” link.

Training Options

View the knowledge resources that have been recommended to you.

Active

Bookmarked

Ignored

Recommendations

Recommended in the Past (Days) 10

Recommendation Type All

Restore Defaults

☐ Group by Recommendation Type

Active Recommendations

<input type="checkbox"/>	Recommendation	Recommendation Type	Sources	Recommended On	Actions
<input type="checkbox"/>	PY2022 AB Marketplace Training – Individual Marketplace (IM)	Curriculum	(1)AgentBroker	06/20/2018	Actions
<input type="checkbox"/>	PY2022 AB Marketplace Training – Small Business Health Options Program (SHOP)	Curriculum	(1)AgentBroker	06/20/2018	Actions

Step 5: Agent or Broker Completes MLMS Training (Continued)

A page opens with the selected curriculum, including a list of the modules it includes. Select “Complete Enrollment” at the top of the screen.

The screenshot displays the 'Register for PY2022 Marketplace Training – Individual Marketplace (IM)' page. On the left is a sidebar with a user profile icon and navigation links: Home, Current Learning, Curriculum Status, and Training Options. The main content area has a header with the title 'Register for PY2022 Marketplace Training – Individual Marketplace (IM)'. Below the header, there is a blue ribbon icon and a text block: 'To register for PY2019 AB Marketplace Training – Individual Marketplace (IM)_Load2, verify the path, select modules and learning elements within the module that you would like to complete. See complete registration guidelines.' To the right of this text is a button labeled 'Complete Enrollment', which is pointed to by a red arrow. Below the text, there is a 'Path: MLMS' section and a note: 'Note: Actual seat availability might vary at the time of registration, due to existing registrations.' A warning message follows: 'If selected courses are already assigned to learners, then an order is not placed for those courses again. If you do not select any new offering and all selected courses are already assigned to learners, then the following warning is displayed: "There were no items to register for.".' The main section is titled 'MLMS (Complete 14 of 14 Required) Required' and lists three required modules, each with a checkbox, a course icon, and details:

Module	Course ID	Version	Offering ID	Language	Offered As	Suggested	Change Offering
<input checked="" type="checkbox"/> PY2022 B_01 Introduction to Marketplace Agent and Broker Training_Load2	00002545	Version 2019	<input checked="" type="radio"/> 00002686	English	Web Based Training	Suggested	Change Offering
<input checked="" type="checkbox"/> PY2022 _AB_02 Affordable Care Act Basics_Load2	00002546	Version 2019	<input checked="" type="radio"/> 00002688	English	Web Based Training	Suggested	Change Offering
<input checked="" type="checkbox"/> PY2022 _AB_03 Marketplace Basics_Load2	00002547	Version 2019	<input checked="" type="radio"/> 00002690	English	Web Based Training	Suggested	Change Offering

Step 5: Agent or Broker Completes MLMS Training (Continued)

Select “Go to Current Learning” at the bottom of the page.

Registration Confirmation

[Printer Friendly Version](#)

Order Contact: fname lname

Billed To: AgentBroker

Order Status: Confirmed

Order Number: 00059113

Order Items

Title	Learners	Delivery Type	Status	Actions
PY2022 Marketplace Training – Individual Marketplace (IM)_Load2	fname lname			

[Go to Curriculum Details](#) [Go to Current Learning](#)


Step 5: Agent or Broker Completes MLMS Training (Continued)

- You may start the curriculum's courses by selecting the “Launch” button next to each course.
- Note some modules have prerequisites, so there may not be a “Launch” button next to each module.

Current Learning

[All](#) | [Courses](#) | [Curriculum](#) | |

Sort By




PY2022_MLMS_AB_01 Introduction to Marketplace
Agent and Broker Training
(00002686, Version: 2019)
Course ID: 00002545
Duration: 00:00 hours

Status: Confirmed
Registration Date: 06/20/2021

[View Details](#)

Training Content: AB_PY2019_Basics_Intro to Marketplace AB Training
Status: Not Evaluated (Unlimited attempts)



Registration and Training for New Agents and Brokers

If you wish to participate in the Marketplace for plan year 2022, you must complete the following actions:

1. Create a CMS Enterprise Portal account.
2. Request the FFM Agent Broker Training Access role.
3. Complete remote identity proofing through the Identity Management (IDM) System.
4. Complete your agent/broker profile on the MLMS via the CMS Enterprise Portal.
5. Complete Marketplace training on the MLMS via the CMS Enterprise Portal.
6. Read and accept the applicable Marketplace Agreement(s) on the MLMS.
7. Confirm completion of all registration steps by logging back into the CMS Enterprise Portal and printing your completion certificate.

Step 6: Agent or Broker Executes the Agreement(s) with CMS

You must execute the Agreement(s) associated with the Marketplace(s) you are participating in:

- Individual Marketplace General Agreement
- Individual Marketplace Privacy and Security Agreement
- SHOP Privacy and Security Agreement



Step 6: Agent or Broker Executes the Agreement(s) with CMS (Continued)

- You must request the FFM Agent Broker Training Access role and complete/update your MLMS profile information, complete identity proofing*, and complete the required training and exams before you can sign the Agreement(s).
- Once you have completed the training (which is required for the Individual Marketplace and optional for SHOP), you will need to sign the Agreement(s).
- After launching the appropriate Agreement module, review the Agreement language by selecting “Next” at the bottom of each screen to advance through the Agreement, and select “I Agree” at the end of the Agreement to confirm you have reviewed and accept the terms of the Marketplace Agreement.



Individual Marketplace General Agreement Exit

Agent Broker General Agreement for FFM Individual Market 8 of 8

Accept Agreement

Do you accept the terms and conditions of the AGENT BROKER GENERAL AGREEMENT FOR THE FEDERALLY-FACILITATED EXCHANGE INDIVIDUAL MARKET?

Select "I Agree" to provide your electronic signature.

Select your response and then click **Submit**.

☐ I Agree 

☐ I Do Not Agree

Submit

**Note: If you completed identity proofing in a previous plan year, you do not need to complete it again.*

Registration and Training for New Agents and Brokers

If you wish to participate in the Marketplace for plan year 2022, you must complete the following actions:

1. Create a CMS Enterprise Portal account.
2. Request the FFM Agent Broker Training Access role.
3. Complete remote identity proofing through the Identity Management (IDM) System.
4. Complete your agent/broker profile on the MLMS via the CMS Enterprise Portal.
5. Complete Marketplace training on the MLMS via the CMS Enterprise Portal.
6. Read and accept the applicable Marketplace Agreement(s) on the MLMS.
7. Confirm completion of all registration steps by logging back in to the CMS Enterprise Portal and printing your completion certificate.

Step 7: Agent or Broker Confirms Completion on the Agent/Broker Registration Status Page

- After you have executed the applicable Marketplace Agreement(s), you will be redirected back to the “CMS Enterprise Portal”.
 - To ensure the system completes the update of your records, wait for the progress bar to complete to 100 percent before logging out of the system.
- On the MLMS landing page, access your training courses and agreements by accessing respective links under “Current Learning” section on the page.

The screenshot displays the 'Current Learning' interface. On the left is a sidebar with a user profile icon and navigation links: Home, Current Learning (highlighted with a red box), Curriculum Status, Training Options, and AB PDF Training. The main content area is titled 'Current Learning' and includes tabs for All, Courses, and Curriculum. Below the tabs is a 'Sort By' dropdown set to 'Registration Date' and a 'Go' button. A table lists training items, with the first entry being 'PY2022 AB 015 SHOP Privacy and Security Agreement (00002214, Version: PY2021.3.1)'. This entry shows a status of 'Confirmed', a registration date of '03/04/2021', and a duration of '00:00 hours'. Below the table, there is a section for 'Training Content: PY2021 AB 015 SHOP Privacy and Security Agreement' with a status of 'Not Evaluated (Unlimited attempts)' and a 'Launch' button.

Course ID	Version	Status	Registration Date	Duration
00002214	PY2021.3.1	Confirmed	03/04/2021	00:00 hours

Step 7: Agent or Broker Confirms Completion on the Agent/Broker Registration Status Page (Continued)

- At this time, if you have completed all steps, you will be able to print your Registration Completion Certificate(s).
- To Print Certificate(s), click on the “Actions” link on the Curriculum Status page, and then click “Print Certificate.”

To print your certificate, please click on the “Actions” link (below and to the right), and then click “Print Certificate”.

View the curriculum that have been assigned to you. For suggestions of additional curricula you can complete, [Training Options](#).

Internal View Active

Name Show Required Curriculum Only ☒
[Configure](#) [Search](#)

Internal Curriculum | Export | Modify Table

Showing 2 out of 2 results

Name	Selected Path (% Complete)	Mastery Score	Status	Assigned By	Target Date	Expired On Date	Registration date	Mandatory	Actions
PY2022 AB Marketplace Training – Small Business Health Options Program (SHOP)	<div><div></div></div> MLMS - 0% Completed	<div><div></div></div> N/A	Assigned		10/31/2021	03/04/2021		<input type="checkbox"/>	Actions View Curriculum History View Course History Print Certificate
PY2022 AB Marketplace Training - Individual Marketplace (IM)	<div><div></div></div> MLMS - 100% Completed	N/A	Acquired		10/31/2021	11/17/2020			Actions

Step 7: Agent or Broker Confirms Completion on the Agent/Broker Registration Status Page (Continued)

Select the “Print your Registration Completion Certificate” link once you have been redirected to the MLMS.

How to Get Started
- [Check your System Configuration](#)

If you completed vendor training, you need to complete the agreement(s) in the “Current Learning” section below. Click “Launch” next to the first module to begin.

To complete CMS training in English, find the “Training Options” section below, hover over “Actions” beside the applicable curriculum, and click “Enroll” to begin.

Agent Broker Help
Preparing your computer for the MLMS

Need Help? Please click on the Help Desk link at the bottom of the page to send an email to the MLMS help desk

Support is available during the following times.

- Monday – Friday: 9:00 AM - 5:30 PM EST

Agent Broker Resources

- [My Profile](#)
- [Print your Registration Completion Certificate](#)
- [Agent Broker SHOP Privacy and Security Agreement](#)
- [Agent Broker IM General Agreement](#)
- [Agent Broker IM Privacy and Security Agreement](#)
- [Agent Broker Training Resources](#)
- [Address Tip Sheet](#)

Agent Broker Announcements

Current Learning

Name	Status	Action
PY2022 MLMS 1 Introduction to Marketplace Agent and Broker Training_Load2 Location: Online	In-Progress	Launch
PY2022 MLMS 2 Affordable Care Act Basics_Load2 Location: Online	In-Progress	Launch
PY2022 MLMS _J3 Marketplace Basics_Load2 Location: Online	In-Progress	Launch
PY2022 MLMS _J4 Basics Exam_Load2 Location: Online	In-Progress	View Details

Step 7: Agent or Broker Confirms Completion on the Agent/Broker Registration Status Page (Continued)

Then scroll over the “Actions” bubble and select “Print Certificate.”

The screenshot displays the 'Internal Curriculum' section of the Agent/Broker Registration Status Page. On the left is a sidebar with navigation links: Home, Current Learning, Curriculum Status (highlighted), and Training Options. The main content area includes a profile picture placeholder, a navigation bar with 'Internal' selected, and a search filter section with fields for Name, Status, and a checkbox for 'Show Required Curriculum Only'. Below the search section is a table titled 'Internal Curriculum' showing 1 result. The table has columns: Name, Selected Path (% Complete), Mastery Score, Status, Assigned By, Target Date, Expired On Date, Registration Date, Mandatory, and Actions. The first row shows 'PY2022 AB' with a 'Training - Individual Marketplace (IM)' path, 'Granted' status, 'N/A' mastery score, 'Acquired' status, and an 'Actions' link. A red arrow points to the 'Actions' link in the table, and another red arrow points to the 'Actions' bubble that appears when hovering over it. The bubble contains three options: 'View Curriculum History', 'View Course History', and 'Print Certificate'.

To print your certificate, please click on the “Actions” link (below and to the right), and then click “Print Certificate”.

View the curriculum that have been assigned to you. For suggestions of additional curricula you can complete, [Training Options](#).

Internal View Active

Name Show Required Curriculum Only ☒
Status -Select One- ▼
[Configure](#) | [Save Search Query](#) Search

Internal Curriculum Add Curriculum | Modify Table

Showing 1 out of 1 results

Name	Selected Path (% Complete)	Mastery Score	Status	Assigned By	Target Date	Expired On Date	Registration Date	Mandatory	Actions
PY2022 AB Training – Individual Marketplace (IM)	Granted	N/A	Acquired	fname lname	09/30/2019	06/20/2018		<input type="checkbox"/>	Actions

Actions
View Curriculum History
View Course History
Print Certificate

Step 7: Agent or Broker Confirms Completion on the Agent/Broker Registration Status Page (Continued)

Your Registration Completion Certificate will include:

- Your name
- Your NPN(s)
- The market segment(s) for the certificate
- The plan year for the certificate
- The date you completed FFM registration



The issuer(s) that you are affiliated with may request to view your Registration Completion Certificate(s). However, issuers are instructed to review the [Agent and Broker FFM Registration Completion List](#) (RCL) to confirm the registration status of agents and brokers.

Step 7: Agent or Broker Confirms Completion on the Agent/Broker Registration Status Page (Continued)

- You should also confirm that your information appears on the [RCL](#).
- Your information may take one to two business days to appear on the RCL after completing all registration and training steps. It may take up to three business days to appear on Find Local Help.
- If your NPN does not appear for plan year 2022, go to the [Marketplace Registration Tracker](#) to check your Marketplace registration status.
 - Enter your NPN and ZIP code.
 - Information is updated daily by 5:00 PM ET.
- If you still need assistance, send an email to: FFMProducer-AssisterHelpDesk@cms.hhs.gov.

The screenshot displays the 'AGENT AND BROKER MARKETPLACE REGISTRATION TRACKER' interface. At the top, it identifies the tool as a 'Current Plan Year Registration Status Lookup Tool'. A blue informational box on the right states: 'The Agent and Broker Registration Tracker is a searchable database that allows you to look up your Marketplace registration status with the National Producer Number (NPN) and ZIP Code that you have saved in your Marketplace Learning Management System (MLMS) profile for the current plan year.' The main section, 'Find Your Status', prompts users to 'Enter both NPN and ZIP code to look up your status.' It features two input fields: 'NPN (numbers only)' and 'ZIP Code (5 digit only)', followed by a 'View Status' button. Below the inputs, it notes 'Data last updated on: 8/27/2018' and provides tabs for 'About the Tool' and 'Other Resources'. A 'Resources for Agents and Brokers' section lists links such as 'Registration Completion List (updated daily)', 'Registration Termination List', 'Plan Year 2019 Registration and Training Instructions', 'New Agents and Brokers Quick Guide', 'Returning Agents and Brokers Quick Guide', and 'Start Training by logging into the CMS Portal'. At the bottom, contact information for the Marketplace Service Desk (MSD) is provided: 1-855-267-1515 or CMS_FEPS@cms.hhs.gov.



Plan Year 2022 Health Insurance Marketplace® Registration and Training for New Agents and Brokers



*Help Desk and Call
Center Support*

Agent/Broker Marketplace Help Desks and Call Centers

Name	Phone # and/or Email Address	Types of Inquiries Handled	Hours (Closed Holidays)
Agent/Broker Email Help Desk	FFMProducer-AssisterHelpDesk@cms.hhs.gov	<ul style="list-style-type: none"> • General enrollment and compensation questions • Manual identity proofing/Experian issues • Escalated registration and training questions (not related to a specific training platform) • Agent/Broker Registration Completion List issues • Find Local Help listing issues • Help On Demand participation instructions or questions • Report concerns that a consumer or another agent or broker has engaged in fraud or abusive conduct 	Monday-Friday 8:00 AM–6:00 PM ET
Marketplace Service Desk	855-CMS-1515 855-267-1515 CMS_FEPS@cms.hhs.gov	<ul style="list-style-type: none"> • CMS Enterprise Portal password resets and account lockouts • Other CMS Enterprise Portal account issues or error messages • General registration and training questions (not related to a specific training platform) • Login issues on the Classic Direct Enrollment agent/broker landing page • Technical or system-specific issues related to the Marketplace Learning Management System (MLMS) • User-specific questions about maneuvering in the MLMS site, or accessing training and exams 	Monday-Friday 8:00 AM–8:00 PM ET
Marketplace Call Center Agent/Broker Partner Line	855-788-6275 Note: Enter your NPN to access this line. TTY users 1-855-889-4325	<p>Specific consumer application questions related to:</p> <ul style="list-style-type: none"> • Password reset for a consumer HealthCare.gov account, • Special enrollment period not available on the consumer application, or • Consumer specific eligibility and enrollment questions 	Monday-Sunday 24 hours/day

Agent/Broker Marketplace

Help Desks and Call Centers (Continued)

Help Desk Name	Phone # and/or Email Address	Types of Inquiries Handled	Hours of Operation (Closed Holidays)
Agent/Broker Training and Registration Email Help Desk	MLMSHelpDesk@cms.hhs.gov	<ul style="list-style-type: none"> • Technical or system-specific issues related to the MLMS • User-specific questions about maneuvering in the MLMS site, or accessing training and exams 	Monday-Friday 9:00 AM–5:30 PM ET
SHOP Call Center	800-706-7893	<ul style="list-style-type: none"> • Inquiries related to SHOP eligibility determinations on HealthCare.gov • Contact the insurance company for most questions about SHOP plans, such as applications, enrollment, renewal, or changing or updating coverage. 	Monday-Sunday 24 hours/day
Marketplace Appeals Center	1-855-231-1751 TTY users 1-855-739-2231	<ul style="list-style-type: none"> • Status of a Marketplace eligibility appeal • How to appoint an Authorized Representative to request Marketplace eligibility appeal on a consumer's behalf 	Monday-Friday 7:00 AM–8:30 PM ET

Support Available for Complex Consumer Cases

- Consumer-specific complex cases are cases where a consumer has submitted an eligibility application and/or enrollment for coverage and requires assistance in making a change.
- In this situation, you must first attempt to resolve the case by contacting the Marketplace Consumer Call Center or the applicable Enhanced Direct Enrollment (EDE) partner.
- If you are unsuccessful in resolving the case with the Call Center or EDE partner and still require assistance, contact the FFM Agent/Broker Email Help Desk (FFMProducer-AssisterHelpDesk@cms.hhs.gov) and provide the following information:
 - Full name, email address, and phone number of the agent or broker assisting the consumer
 - The consumer's Marketplace application ID
 - The state in which the consumer resides
 - Summary of the case and what you are requesting
 - Whether the case is medically urgent (and if so, when a response is needed)
 - Indicate that you have already called the Marketplace Call Center or EDE partner and provide the date of the call
- The Help Desk will refer the information you provide to representatives from our Complex Case Help Center (CCHC) so they can respond to your issue. A member of the CCHC team will contact you via phone for additional information or to communicate the outcome of the case.



Plan Year 2022 Health Insurance Marketplace® Registration and Training for New Agents and Brokers



*Agent and Broker
Resources*

Agent and Broker Resources

Resource	Description	Link
Frequently Asked Questions for Agents and Brokers	Provides answers to commonly asked questions about working with the Marketplace and helping clients enroll in and maintain their coverage	https://www.agentbrokerfaq.cms.gov/s/
Agent and Broker FFM Registration Completion List (RCL)	Public list of agents and brokers who have completed Marketplace registration; used by issuers to verify your eligibility for compensation for assisting with Marketplace consumer enrollments	https://data.healthcare.gov/ffm_ab_registration_lists
Agent and Broker Marketplace Registration Tracker	Searchable database that allows users to look up their Marketplace registration status with the NPN and ZIP Code saved in their MLMS profile for the current plan year	https://data.healthcare.gov/ab-registration-tracker/
Find Local Help	Tool available on HealthCare.gov that enables consumers to search for a local, Marketplace-registered agent or broker to assist with Marketplace enrollment	https://localhelp.healthcare.gov/
Help On Demand	Help On Demand is a referral system that quickly connects consumers seeking enrollment assistance on HealthCare.gov with Marketplace-registered, state-licensed agents and brokers in their area who can provide immediate assistance with Marketplace plan selection and enrollment	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Help-On-Demand-for-Agents-and-Brokers

Agent and Broker Resources (Continued)

Resource	Description	Link
Agent and Broker NPN Search Tool	Enables users to search and find the correct NPN to enter in your MLMS profile and on Marketplace applications	www.nipr.com/PacNpnSearch.htm
List of Approved Health-related Lines of Authority	Provides a list of valid health-related lines of authority for agents and brokers	https://data.healthcare.gov/dataset/NIPR-Valid-Lines-of-Authority-List/wk5a-kdpd/data
CMS Enterprise Portal	Allows you to securely complete identity proofing and access the MLMS to complete annual, required Marketplace agent and broker training and registration	https://portal.cms.gov
Issuer and Direct Enrollment Partner Directory	List of approved, participating issuers and web-brokers includes entities that offer online resources for agents and brokers, such as direct enrollment and client management functionality	https://data.healthcare.gov/issuer-partner-lookup
LinkedIn® for Marketplace Agents and Brokers	Contains posts with announcements, new resources, upcoming webinars, and more information for Marketplace agents and brokers	https://www.linkedin.com/showcase/cms-ab
Assisting Clients with Marketplace Eligibility Appeals	Reviews the Marketplace eligibility appeal process and describes consumers' rights to appeal a Marketplace eligibility determination	http://cbt.regtap.info/cbt/regtap/AB_MarketplaceEligibilityAppeals_CBT_5CR_061119/story_html5.html

Agent and Broker Resources (Continued)

Resource	Description	Link
Agents and Brokers Resources Webpage	Primary outlet for agents and brokers to receive information about working in the Health Insurance Marketplace; provides the latest news and resources, including newsletters, webinars, fact sheets, videos, and tip sheets	http://go.cms.gov/CCIIOAB
HealthCare.gov	Official site of the Health Insurance Marketplace; used for researching health coverage choices, eligibility, and enrollment	https://www.healthcare.gov/
Marketplace Information	Official Marketplace information source for assisters and outreach partners about Marketplace eligibility, financial assistance, enrollment, and more	https://marketplace.cms.gov
Agent and Broker Video Learning Center	Official Health Insurance Marketplace video learning center for agents and brokers.	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Video-Learning-Center

Acronym Definitions

Acronym	Definition
CCIIO	Center for Consumer Information and Insurance Oversight
CEU	Continuing Education Unit
CMS	Centers for Medicare & Medicaid Services
IDM	Identity Management
FFM	Federally-facilitated Marketplace
HHS	Department of Health & Human Services
MLMS	Marketplace Learning Management System
NPN	National Producer Number
QHP	Qualified Health Plan
RCL	Registration Completion List
SHOP	Small Business Health Options Program

Conclusion

