



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



August 26, 2021

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

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 Agent and Broker 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.

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Intended Audience

- The intended audience for this presentation is agents and brokers who successfully completed plan year 2021 Marketplace registration and training and are returning for plan year 2022. They are required to execute the applicable Marketplace Agreements.
- Agents and brokers who participated in a previous plan year, but did NOT complete plan year 2021 Marketplace registration and training are not eligible for “What's New for Returning Agents and Brokers” training and must complete the full Individual Marketplace training for plan year 2022.
- The full Individual Marketplace training for plan year 2022 will not be available at the same time as the training for Returning agents and brokers. CMS will perform outreach when the full Individual Marketplace training is available for plan year 2022. Returning agents and brokers will have the *option* to complete it when it is available.

Agenda

- Reminders for Plan Year 2022
- Marketplace Registration and Training Process
- Help Desk and Call Center Support
- Agent and Broker Resources

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



*Marketplace Reminders
for Plan Year 2022*

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 CMS Enterprise 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 (Continued)

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.

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



*Marketplace
Registration and
Training Process*

Step 1: Returning Agent or Broker Updates MLMS Profile

To participate in the Marketplace for plan year 2022, you must complete the following actions:

1. Update your agent/broker profile on the MLMS via the CMS Enterprise Portal.
2. Complete Marketplace training on the MLMS via the CMS Enterprise Portal.
3. Read and accept the applicable Marketplace Agreement(s) on the MLMS.
4. Confirm completion of all registration steps by logging back into the CMS Enterprise Portal and printing your completion certificate.

Step 1: Returning Agent or Broker Updates MLMS Profile (Continued)

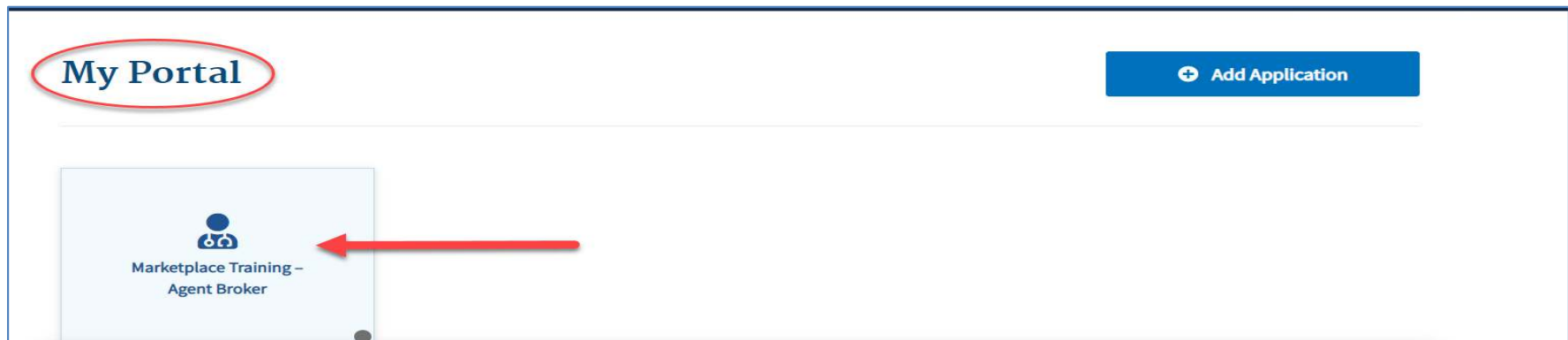
- Registration for plan year 2022 is available through the [CMS Enterprise Portal](#).
- As a returning agent or broker, you must log in and update your profile on the MLMS:
 - Because you have participated in a previous plan year, you already have a CMS Enterprise Portal account and should not create a new one.
 - If you do not remember your 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 and watch the video [“How to Retrieve Your User ID and Reset Your Password”](#) in the Agent and Broker Video Learning Center



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


Step 1: Returning Agent or Broker Updates MLMS Profile (Continued)

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



Step 1: Returning Agent or Broker Updates MLMS Profile (Continued)

The MLMS profile page will appear in a separate window for you to update your profile information.

[Portal Help & FAQs](#) [Print](#) [Log Out](#) z 

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: Only an Individual Marketplace Agent Broker

Find Local Help

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 option: -Select One-

Business Profile

Street Address *

City *

State * -Select One-

Zip Code *

Phone *

Email *

URL

National Producer Number *

Confirm NPN *

Preferred method of contact * Email address

Preferred Language English

Hours of Operation

From * AM

To * PM

Time Zone * -Select One-

Work Days * ☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday ☐ Sunday

Business Entity Profile

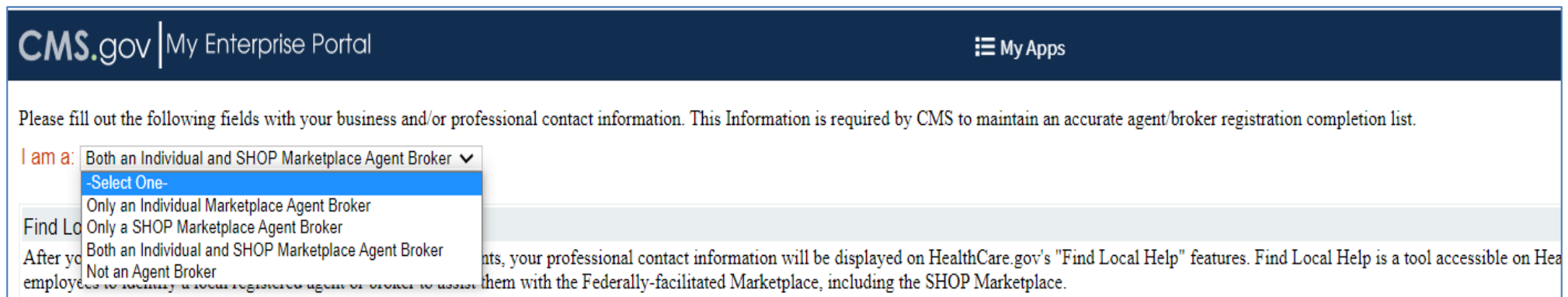
Web-Based Entity Profile

To save your profile information, please click "Save" below.

[Save](#)

Step 1: Returning Agent or Broker Updates MLMS Profile (Continued)

You will need to select one role from four options. Then, your appropriate role will show or hide the corresponding profile fields.



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" text on the left, and a "My Apps" menu icon on the right. Below the header, a light blue banner contains the instruction: "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 form area has a label "I am a:" followed by a dropdown menu. 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". The first option is highlighted in blue. To the left of the dropdown, there is a "Find Local Help" link. Below the dropdown, there is a text area with a placeholder "After you select a role, 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 you find a local registered agent or broker to assist you with the Federally-facilitated Marketplace, including the SHOP Marketplace."

Step 1: Returning Agent or Broker Updates MLMS Profile (Continued)

The information you use to complete your MLMS profile will be used to populate [Find Local Help](#) on 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 1: Returning Agent or Broker Updates 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 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 a web form for updating an MLMS profile. The form is divided into several sections. The top section contains fields for 'Phone *', 'Email *', 'URL', 'National Producer Number *', 'Confirm NPN *', 'Preferred method of contact: *', and 'Preferred Language'. Below this is the 'Hours of Operation' section, which includes fields for 'From *', 'To *', 'Time Zone*', and 'Work Days *'. The 'Work Days *' section has checkboxes for Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday. Below the 'Hours of Operation' section is the 'Business Entity Profile' section, which contains a link labeled '+ Web-Based Entity Profile' that is highlighted with a red rectangle. At the bottom of the form, there are two buttons: 'Save' and 'Next'. A message at the bottom right says 'To save your profile information, please click "Save" below.' and 'To proceed without updating your profile information, please click "Next" below.'

Phone * 3014608038

Email * jjones001@gmail.com

URL

National Producer Number * 23456

Confirm NPN * 23456

Preferred method of contact: * Email address

Preferred Language English

Hours of Operation

From * 09:00 AM

To * 04:00 PM

Time Zone* Eastern Time (EST)

Work Days * ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☐ Friday ☐ Saturday ☐ Sunday

+ Business Entity Profile

+ Web-Based Entity Profile

To save your profile information, please click "Save" below.

Save

To proceed without updating your profile information, please click "Next" below.

Next

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 1: Returning Agent or Broker Updates 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 *	<input type="text"/>
Business Entity Street Address *	<input type="text"/>
Business Entity City *	<input type="text"/>
Business Entity State *	<input type="text" value="-Select One-"/>
Business Entity Zip Code *	<input type="text"/>
Business Entity Phone *	<input type="text"/>
Business Entity Email *	<input type="text"/>
Business Entity URL	<input type="text"/>
Business Entity National Producer Number (NPN) *	<input type="text"/>
Confirm NPN *	<input type="text"/>

Step 1: Returning Agent or Broker Updates 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 1: Returning Agent or Broker Updates MLMS Profile (Continued)

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

Phone * 3014608038

Email * jjones001@gmail.com

URL

National Producer Number * 23456

Confirm NPN * 23456

Preferred method of contact: * Email address

Preferred Language English

Hours of Operation

From * 09:00 AM

To * 04:00 PM

Time Zone* Eastern Time (EST)

Work Days * ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☐ Friday ☐ Saturday ☐ Sunday

+ Business Entity Profile

+ Web-Based Entity Profile

To save your profile information, please click "Save" below.

To proceed without updating your profile information, please click "Next" below.

Save

Next

Step 2: Returning Agent or Broker Completes Training

To participate in the Marketplace for plan year 2022, you must complete the following actions:

1. Update your agent/broker profile on the MLMS via the CMS Enterprise Portal.
2. Complete Marketplace training on the MLMS via the CMS Enterprise Portal.
3. Read and accept the applicable Marketplace Agreement(s) on the MLMS.
4. Confirm completion of all registration steps by logging back in to the CMS Enterprise Portal and printing your completion certificate.

Step 2: Returning Agent or Broker Completes Training (Continued)

- Returning Individual Marketplace agents and brokers are eligible to take a condensed training (Marketplace Training for Returning Agents and Brokers) to complete the Individual Marketplace training requirement.*
- The required portion of Marketplace Training for Returning Agents and Brokers takes approximately ninety minutes to complete.
- Returning agents and brokers will be automatically enrolled in Marketplace Training for Returning Agents and Brokers, but can enroll in additional curricula, such as Small Business Health Options Program (SHOP) training or the full Individual Marketplace training, as desired.



**Training is only required for participation in the Individual Marketplace. If you participate in the SHOP you are encouraged, but not required, to take SHOP training.*

Step 2: Returning Agent or Broker Completes Training (Continued)

The curriculum for the Marketplace Training for Returning Agents and Brokers consists of a self-paced review of Marketplace resources and updates.

You must attest to completing the required reading and review of the materials in order for your training to be considered complete. This attestation is located within the Agent Broker General Agreement.

Required Training Materials

- American Rescue Plan Act of 2021: Preparing to Help New and Current Clients with Marketplace Coverage
- American Rescue Plan Act of 2021: COBRA
- Unemployment Compensation, APTC and CSRs under the American Rescue Plan Act of 2021
- Failure to Reconcile Updates: Information for Agents and Brokers
- Compliance with Marketplace Requirements: Reminders for Agents and Brokers

Step 2: Returning Agent or Broker Completes Training (Continued)

- To ensure you are eligible for Marketplace Training for Returning Agents and Brokers, confirm that your NPN appears on the [Agent and Broker FFM Registration Completion List](#) for plan year 2021.
- If you believe you completed the plan year 2021 registration and training process, but do not find your name on the RCL, send an email to FFMProducer-AssisterHelpDesk@cms.hhs.gov for additional assistance.

Data.HealthCare.gov | [Sign In to Data.HealthCare.gov](#)

FFM Agent Broker Registration and Termination Status Page

Agent and Broker FFM Registration Completion List

Registration Completion List Disclaimer

The Centers for Medicare & Medicaid Services (CMS) is making the Agent and Broker Federally-facilitated Marketplace (FFM) Registration Completion List available to the public on a monthly basis pursuant to Section 1312(e) of the Affordable Care Act and 45 C.F.R. §155.220, and Routine Use No. 11 of the System of Records Notice required by the Privacy Act of 1974 (5 U.S.C. §552a), titled, "Health Insurance Exchanges (HIX) Program" (No. 09-70-0560), published at 78 Fed. Reg. 8,538 (February 6, 2013), as amended and published at 78 Fed. Reg. 32,256 (May 29, 2013), and at 78 Fed. Reg. 63,211 (October 23, 2013). The information within the Agent and Broker List may be used only for the following purposes:

1. To confirm that an agent or broker has successfully completed registration requirements for the FFM or State-based Marketplace on the Federal Platform (SBM-FP) for the Individual Marketplace and/or the Small Business Health Options Program Marketplace (SHOP); and
2. To allow states and other stakeholders to conduct oversight, monitoring and enforcement activities related to agents and brokers, and to educate consumers about agents and brokers who may provide assistance to consumer who are interested in obtaining health care coverage through the FFM or SBM-FP in their states.

The information contained in the Agent and Broker FFM Registration Completion List (RCL) may be used and/or disclosed only to the extent necessary to accomplish these purposes and never to discriminate inappropriately.

For the current plan year, the agent and broker FFM RCL has a NPN Validation column. The indicator in the NPN Validation column is a check that occurs on the National Insurance Producer Registry (NIPR <http://www.nipr.com/>) database. A valid National Producer Number (NPN) and an active licensure status in a healthcare related line of authority are required to receive a "Y" for successful validation. If an agent or broker has an inquiry regarding their licensure status, the inquiry should be routed to NIPR customer service (http://www.nipr.com/index_contacts.htm). If the agent or broker's NPN does not match licensure records on NIPR, download the Fair Credit Reporting Act form at http://www.nipr.com/index_fair_credit_reporting_act.htm and submit your dispute.

For a list of qualifying healthcare related lines of authority or if the agent or broker's NPN is valid in NIPR and has an active status however, does not have a "Y" in the current year NPN Validation column please contact FFM Producers and Assistants Email Help Desk at FFMProducer-AssisterHelpDesk@cms.hhs.gov.

Agents and brokers that complete registration before the expiration date of the previous plan year are allowed to sell prior plan year health plans during Special Enrollment Periods (SEPs). This only applies to agents and brokers who have not otherwise completed registration for the previous plan year. Agents and brokers that fall within this scenario will appear with registration completions for two consecutive plan years each having the same registration completion date. Please reference the agreement and expiration dates for each plan year below.

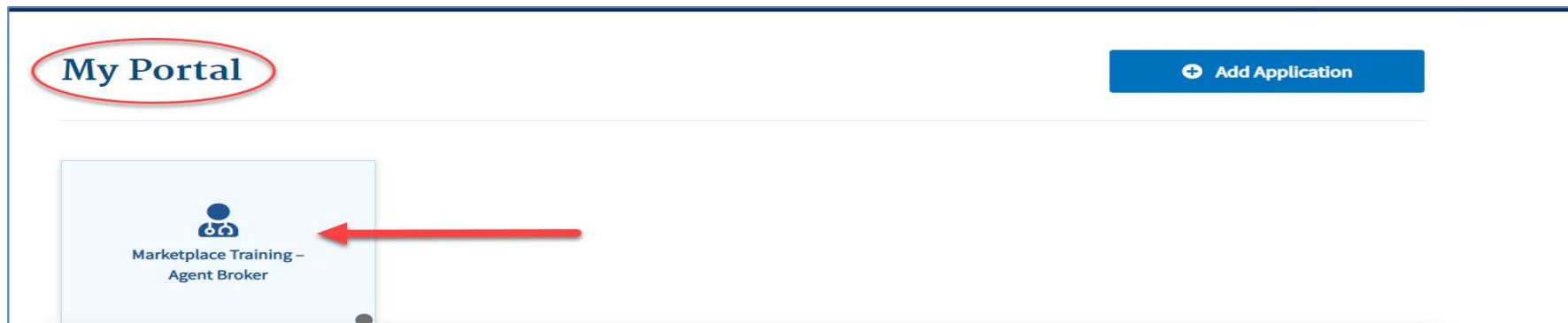
- Plan Year 2014 FFM registration and CMS agreements became available 8/30/2013 and expired 9/30/2014
- Plan Year 2015 FFM registration and CMS agreements became available 7/7/2014 and expired 11/12/2015
- Plan Year 2016 FFM registration and CMS agreements became available 9/15/2015 and expire 10/31/2016
- Plan Year 2017 FFM registration and CMS agreements became available 8/1/2016 and expire 10/31/2017

[Access Agent and Broker FFM Registration Completion List](#)

Step 2: Returning Agent or Broker Completes Training (Continued)

For plan year 2022, there is one option for training via the CMS Enterprise Portal: CMS-developed training through the MLMS (Individual Marketplace and SHOP).

There will be no vendor option for training for this plan year. All returning agents and brokers must complete this year's training on the MLMS. There is no fee associated with completing training on the MLMS.



Step 3: Returning Agent or Broker Executes Agreement(s) with CMS

To participate in the Marketplace for plan year 2022, you must complete the following actions:

1. Update your agent/broker profile on the MLMS via the CMS Enterprise Portal.
2. Complete Marketplace training on the MLMS via the CMS Enterprise Portal.
3. Read and accept the applicable Marketplace Agreement(s) on the MLMS.
4. Confirm completion of all registration steps by logging back in to the CMS Enterprise Portal and printing your completion certificate.

Step 3: Returning Agent or Broker Executes Agreement(s) with CMS (Continued)

- 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
- You must update your MLMS profile information and complete the required training before you can sign the Agreement(s).



Step 4: Returning Agent or Broker Confirms Completion

To participate in the Marketplace for plan year 2022, you must complete the following actions:

1. Update your agent/broker profile on the MLMS via the CMS Enterprise Portal.
2. Complete Marketplace training on the MLMS via the CMS Enterprise Portal.
3. Read and accept the applicable Marketplace Agreement(s) on the MLMS.
4. Confirm completion of all registration steps by logging back in to the CMS Enterprise Portal and printing your completion certificate.

Step 4: Returning Agent or Broker Confirms Completion (Continued)

- 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 and agreements by accessing respective links under the “Current Learning” section on the page.

The screenshot displays the 'Current Learning' interface of the CMS Enterprise Portal. 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, Curriculum, and a vertical ellipsis. Below the tabs is a 'Sort By' dropdown set to 'Registration Date' and a 'Go' button. The primary content shows a course entry for 'PY2022 AB 015 SHOP Privacy and Security Agreement' with a status of 'Confirmed' and a registration date of '03/04/2021'. Below this, a section for 'Training Content' lists 'PY2021 AB 015 SHOP Privacy and Security Agreement' with a status of 'Not Evaluated (Unlimited attempts)' and a 'Launch' button. A 'Drop' link is also visible next to the course entry.

Course ID	Course Name	Status	Registration Date	Duration
00002214	PY2022 AB 015 SHOP Privacy and Security Agreement	Confirmed	03/04/2021	00:00 hours

Training Content	Status	Attempts
PY2021 AB 015 SHOP Privacy and Security Agreement	Not Evaluated	Unlimited attempts

Step 4: Returning Agent or Broker Confirms Completion (Continued)

- You will be redirected to the MLMS Landing Page, where you can select the “Print your Registration Completion Certificate” link.
- 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](#) to confirm the registration status of agents and brokers.

Step 4: Returning Agent or Broker Confirms Completion (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 once 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 the '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 for Registration Completion List, Registration Termination List, Plan Year 2019 Registration and Training Instructions, New Agents and Brokers Quick Guide, and Returning Agents and Brokers Quick Guide. A footer note directs users to contact the Marketplace Service Desk (MSD) at 1-855-267-1515 or CMS_FEPS@cms.hhs.gov for assistance.

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



*Help Desk and Call
Center Support*

Agent/Broker Marketplace Help Desks and Call Centers

Name	Phone Number 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	Specific consumer application questions related to: <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

Name	Phone Number and/or Email Address	Types of Inquiries Handled	Hours (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 a 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 Returning 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 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	A repository of short technical assistance videos to help agents and brokers quickly address common technical issues	https://www.youtube.com/playlist?list=PLaV7m2-zFKpgUK9AqdbnOdW69-WwodvRj

Acronym Definitions

Acronym	Definition
CCIIO	Center for Consumer Information and Insurance Oversight
CMS	Centers for Medicare & Medicaid Services
IDM	Identity Management
FFM	Federally-facilitated Marketplace
HHS	Department of Health & Human Services
HRA	Health Reimbursement Arrangement
LOA	Line of Authority
MLMS	Marketplace Learning Management System
NIPR	National Insurance Producer Registry
NPN	National Producer Number

Acronym Definitions (Continued)

Acronym	Definition
QHP	Qualified Health Plan
QSEHRA	Qualified Small Employer Health Reimbursement Arrangement
RCL	Registration Completion List
SHOP	Small Business Health Options Program

Conclusion

