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Submitting Your FFM Information in ComplianceWire

Introducing ComplianceWire

Producers and subproducers helping individuals enroll in Qualified Health Plans (QHPs) on the Federally Facilitated Marketplace (FFM) must register annually with the Centers for Medicare & Medicaid Services (CMS). The process includes completing and passing the Individual Marketplace Curriculum. In turn, issuers of QHPs are responsible for collecting their producers' certificates of completion.

We now have an easy process, via ComplianceWire, for submitting your annual Individual Marketplace Curriculum Certificate of Completion and other FFM information. This guide details the steps required to submit this information to us.

What You'll Need

1. NPN

You'll need your own National Producer Number (NPN) from the National Insurance Producer Registry. In most states, your NPN is on your license. You can also find it on www.nipr.com.

2. CERTIFICATE

Be sure you have a digital copy of your Individual (or combined Individual and SHOP) Marketplace Curriculum Certificate of Completion for plan year 2015. Certificates are saved on the Medicare Learning Network (MLN) at <https://Marketplace.MedicareLearningNetworkLMS.com>. Go to the **Transcript** tab and view or print your curriculum certificate.

If you print a paper copy of your certificate, you could then scan the paper document and save it as a .jpg image file. If you select print, one print option might be to print to a .pdf file. Both .jpg and .pdf file formats are accepted in ComplianceWire.

If you view your certificate, you could make a screen capture and paste the screen capture into a .doc or .docx Microsoft Word file.

Part I: Printing Curriculum Certificates

- Agents and brokers should print their curriculum certificates (not course certificates), as they must provide them to the issuers and web-brokers with which they are affiliated.



- Agents and brokers may log into the MLN to reprint copies of curriculum certificates at any time.

Blue Cross and Blue Shield of Illinois, Blue Cross and Blue Shield of Montana, Blue Cross and Blue Shield of New Mexico, Blue Cross and Blue Shield of Oklahoma, and Blue Cross and Blue Shield of Texas,

Divisions of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

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The digital file must be no larger than 500 KB or 0.5 MB. File formats include those listed in the table below.

Be sure to note the date on your completion certificate. You will need to enter this date into ComplianceWire. The date on your Individual (or combined Individual and SHOP) Marketplace Curriculum Certificate of Completion for Plan Year 2015 must precede the date on your client's Marketplace plan application for you or your agency to receive compensation for that policy.



File Formats Accepted

File Extension	Most Frequently Associated Application	Capturing Your Certificate in a Digital File
A file with a .doc or .docx file extension	Microsoft Word	A user can make a screen capture of the certificate and paste the image into a Word document.
An image file with a .jpg file extension	Numerous image applications	Each image processing application has a different way of capturing images. See your application's help file for details.
A file with a .pdf file extension	Adobe Reader (free version) or Adobe Acrobat (full paid version)	Some users have the ability to print to Reader or Acrobat and create a .pdf file.
A file with a .ppt or .pptx file extension	Microsoft PowerPoint	A user can make a screen capture of the certificate and paste the image into a PowerPoint document.

3. DESKTOP OR LAPTOP

Use desktop or laptop computers when accessing ComplianceWire. Tablets and smartphones, including Apple products, will experience compatibility issues.

4. COMPUTER BROWSER

ComplianceWire is a Web-hosted application and you will need Internet access to use it. The following are compatible browsers. To download one of these free applications, visit their respective websites:

- Google's Chrome: <https://www.google.com/intl/en/chrome/browser/>
- Mozilla's Firefox: <https://www.mozilla.com/en-US/firefox/>
- Microsoft's Internet Explorer: <http://www.microsoft.com/windows/internet-explorer/default.aspx>

Do not use Internet Explorer 11. Use Internet Explorer 8, 9 or 10 only.

5. FFM USER ID

You must have a valid FFM User ID, which you created during Part 2 of the CMS Agent/Broker Marketplace registration process via <https://portal.cms.gov>. For renewing producers that completed the registration process for plan year 2014, your FFM User ID should be valid for 2015.

6. NINE-DIGIT PRODUCER NUMBER

You'll need your nine-digit producer number issued to you when you contracted (producers) or onboarded (subproducers) with us. If you are a subproducer, do not use your agency's producer number.

Log In to ComplianceWire

The first time you use ComplianceWire, use the default login. First, go to the following Web address: <https://www.compliancewire.com/partners/hcscproducers>. Be sure to Bookmark this page or save it to your Favorites. Then follow these steps:

- 1 Next to “User ID,” enter your **NPN**. Your NPN must be 10 digits. Add leading zeros if your NPN is not 10 digits. For example, if your NPN is 1234567, enter 0001234567. Your User ID for ComplianceWire will always be your NPN.
- 2 Enter the same 10-digit **NPN** for the “Password” field. You should change your password after your initial login.
- 3 Next to “Company Code,” enter **HCSCProducers** as one word. This field is not case sensitive.
- 4 Click the **I Accept** button.

ComplianceWire®

Login System Status

• [System Information](#)

To log on to ComplianceWire, enter your login information, review the terms of use, and click the 'I Accept' button below.

1 User Id: 1234567891

2 Password: 1234567891 [Forgot your password?](#)

3 Company Code: hcscproducers

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Do you accept the Terms of Use? ☐ I Accept 4

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You are allowed **SIX** login attempts before you are locked out of the ComplianceWire system. After one hour, you can try to log back into the application.

Those Certified to Sell our Over 65 Products

If you also sell our Medicare Advantage Plans with prescription drug coverage (MAPD) and stand-alone Medicare Prescription Drug Plans (PDP), then you already have an account in our ComplianceWire system. Use the same login information.

Answer Password Security Questions

After your first login, the “Password Security Questions” window will open. You will have to choose two password security questions and answer them. Click on the **Answer Questions** button to open your forgotten choices questions.

Remember that your answers will be used in the event that you forget your password.

Forgotten Password Question

You must select and answer at least 2 questions to enable this feature. These questions will be used in the future in the event that you forget your password.

Question	Answer
What was the name of your first school?	
What is your all-time favorite sports team?	
What is your father's middle name?	
What was your high school mascot?	
What make was your first car?	
Where did you first meet your spouse?	
What is your mother's maiden name?	
Who is your favorite actor, musician, or artist?	
What is your favorite color?	
What was your favorite place to visit as a child?	
What is the first and last name of your first boyfriend or girlfriend?	
Which phone number do you remember most from your childhood?	

[Return](#)

Find the 2015 CMS Individual Marketplace Curriculum Certificate Form

After answering your password questions, you can view and access the “To-Do List” in ComplianceWire.

- 1 Select the **Knowledge Center** tab.
- 2 Click on the **To-Do List** in the left menu.
- 3 Find the Title column.
- 4 Search for the **2015 CMS Individual Marketplace Curriculum Certificate** and select it.

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1 Knowledge Center support

07/21/2014

2 To-Do List

History

Catalog

Reports

Calendar

To-Do List

Viewing 1 - 11 of 11 Records

3

Tokens	Type	Title	Code	Ver	Additional Info	Due Date	
		2015 Training Disclaimer	Initial Training Disclaimer	1.0	Due in 163 Day(s)	12/31/2014	i
		2015 Medicare Basics Exam	Medicare Basics Exam	1.0	Prerequisite Items	(No due date)	i
		2015 Medicare Rules & Regulations Exam	Medicare Rules & Regulations Exam	1.0	Prerequisite Items	(No due date)	i
		2015 Fraud, Waste & Abuse Exam	Fraud, Waste & Abuse	1.0	Prerequisite Items	(No due date)	i
		2015 MAPD - PDP Product Exam	Product Exam	0.0	Prerequisite Items	(No due date)	i
		2015 HCSC/HTSC Medicare Product(s) Producer Certification	Producer Certification	1.0	Prerequisite Items	(No due date)	i
		4 2015 CMS Individual Marketplace Curriculum Certificate		1.0	Prerequisite Items	(No due date)	i
		2015 Medicare Basics Course	2015_HCSC_Med_Basic	1.0	Prerequisite Items	(No due date)	i
		2015 MAPD/PDP Product Course	2015_MAPD_PDP_Prod	1.0	Prerequisite Items	(No due date)	i
		2015 Medicare Marketing Rules and Regulations Course	2015_Med_Rule_Regs	1.0	Prerequisite Items	(No due date)	i
		2015 Fraud, Waste, and Abuse Course	HCSC_2015_FWA_Course	1.0	Prerequisite Items	(No due date)	i

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Complete the Form

Complete the form by following the steps below.

- 1 If you have completed the 2015 FFM registration process, select **I agree** for the first statement.
- 2 Enter your personal FFM User ID that you created in Part 2 of the CMS FFM registration process along with identity proofing. Renewing producers created their IDs for the 2014 plan year.
- 3 Select the completion date of your Individual (or combined Individual and SHOP) Marketplace Curriculum Certificate for plan year 2015. Use the calendar icon to select the completion date. This date should match what is on your certificate. Also, it must precede the date on your client's Marketplace plan application for you or your agency to receive compensation for that policy.
- 4 If applicable, select **I Understand** for the next two statements and **I Affirm** for the last statement.

2015 CMS Individual Marketplace Curriculum Certificate
2015 CMS Individual Marketplace Curriculum Certificate Version 1.0

Required Fields are marked with a red asterisk(*)

Individual Marketplace Curriculum

Plan Year 2015 Certification of Compliance

This Certification of Compliance is for Producers associated with Health Care Service Corporation, a Mutual Legal Reserve Company ("HCSC"), which operates through its Blue Cross and Blue Shield of Illinois, Blue Cross and Blue Shield of Montana, Blue Cross and Blue Shield of New Mexico, Blue Cross and Blue Shield of Oklahoma and Blue Cross and Blue Shield of Texas divisions (each a "BCBS Plan").

The Centers for Medicare & Medicaid Services (CMS) expects Qualified Health Plan (QHP) issuers to verify that the agents and brokers selling their products have valid state licenses and comply with applicable agent and broker Federally Facilitated Marketplace (FFM) registration requirements. The QHP issuer is responsible for confirming the agent's or broker's state license and National Producer Number (NPN) before allowing an agent or broker to access the QHP issuer's connection to the FFM (if the QHP issuer supports the Direct Enrollment Pathway) and before issuing compensation. Agents and brokers are required to provide their affiliated QHP issuers with a copy of their FFM curriculum completion certificate, and QHP issuers may ask agents and brokers for their FFM user ID.

I have completed the required 2015 CMS Individual Marketplace Curriculum administered by CMS, to sell products through the FFM and State Partnership Marketplaces. *

1 ☐ I agree

- If you did not check "I Agree" to the question above, STOP. This form is to be completed only by those producers who have completed the required CMS training in order to sell BCBS Plan products via the FFM or State Partnership Marketplace.
- In order to continue, you must have your 2015 CMS Individual Marketplace Curriculum completion certificate in a format ready for submission. Accepted file types are Adobe Acrobat .pdf files, Microsoft Word .doc and .docx files, Microsoft PowerPoint .ppt and .pptx files, and various image files, such as .jpg, .jpeg

Please Enter Your Marketplace ID (FFMID) as established with the CMS Healthcare Marketplace *

2

(Response character limit: 2000)

Please enter the certification date as indicated on your 2015 CMS Individual Marketplace Curriculum Certificate *

3

(m/d/yyyy)

I understand that I must complete my training and registration with CMS prior to assisting with the enrollment of any policy sold through an FFM or State Partnership Marketplace. *

4 ☒ I Understand

I understand that I must maintain my registration with CMS in order to remain as a producer of record on any policy sold through a FFM or State Partnership Marketplace. *

4 ☒ I Understand

I AFFIRM that [attached/I am submitting] a true and correct copy of my 2015 CMS Individual Marketplace Curriculum certificate indicating I have successfully completed the training required to sell products via an FFM and/or State Partnership Marketplace with my submission of this document *

4 ☒ I Affirm

Complete the Form (continued)

- 5 Before beginning the process of uploading a digital file of your certificate, be sure your file is in one of the file formats: .doc, .docx, .jpg, .pdf, .ppt and .pptx. Make sure the file size is no larger than 500 KB or 0.5 MB. Then click on the **Upload File** link.
- 6 When the "Upload File" dialog box opens, use the **Browse** button to navigate to the digital file showing your certificate for plan year 2015. Select the file and click the **Click here to upload the file** button.
- 7 For User ID, enter your ComplianceWire User ID, which is your 10-digit NPN. Remember to add leading zeros if your NPN is not 10 digits.
- 8 For Password, enter your ComplianceWire Password. If you haven't changed your password, it will be your 10-digit NPN. If you changed your password after your initial log in, be sure to use the new one.
- 9 Click on the **Electronically Sign** button to complete the form.

Please submit your 2015 CMS Individual Marketplace Curriculum completion certificate by clicking on "Upload File" and selecting the file from your computer. The file must not be larger than 500kb. Please ensure you submit only the aforementioned document, all others will be rejected as not meeting CMS requirements. *

JaneDoe2015CMSCertificate2.jpg **5** → [Upload File](#) ✕ [Remove](#)
(File attachment size limit: 500 KB)
(File Attachment Types: |doc|docx|jpg|pdf|ppt|pptx)

e-Signature Required
Required Fields are marked with a red asterisk (*)

User Name: Masters, Sarah

7 User Id:*

8 Password:*

Reason for Signature* I ACKNOWLEDGE ▼

Signature Comment

9 [Cancel Signature](#) [Electronically Sign](#)

Upload File

Please use the browse button below to select the document to upload.

Choose a file to upload:
 [Browse...](#)

[Click here to upload the file](#) **6**

Technical Support

For ComplianceWire Technical Support, such as logging in and password resets, contact our Help Desk at **888-706-0583**, Monday through Friday 7 a.m. to 10 p.m., CT, and Saturday from 7 a.m. to 3:30 p.m., CT. For all other producer training issues, contact the Producer Service Center at 855-782-4272, Monday through Friday, 8 a.m. to 5 p.m. CT.

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