



# Plan Year 2018 Health Insurance Marketplace Registration and Training for Returning Agents and Brokers

*July 2017*

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



# Intended Audience

- The intended audience for this webinar is agents and brokers who successfully completed plan year 2017 Marketplace registration and training and are returning for plan year 2018.
  - Agents and brokers who participated in a previous plan year, but did NOT complete plan year 2017 Marketplace registration are not eligible for Refresher Training and must complete the full Individual Marketplace training for plan year 2018.
  - These “new” agents and brokers should attend the “Plan Year 2018 Health Insurance Marketplace Registration and Training for New Agents and Brokers” webinar for additional guidance.
- Please be advised that this is not an open press call. Members of the press or a media outlet should disconnect the call at this time and contact the Centers for Medicare & Medicaid Services (CMS) Press Office for further information.

# 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 (SBMs), but some of the material in it might be relevant if you are in a state with an SBM that is using 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](http://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 (SBM-FPs).*

# Webinar Agenda

- Changes for Plan Year 2018
- Small Business Health Options Program (SHOP)
- Marketplace Registration and Training
- Call Center and Help Desk Support
- Agent and Broker Resources
- Q&A Session
- Closing Remarks



# Plan Year 2018 Health Insurance Marketplace Registration and Training for Returning Agents and Brokers



*Changes for  
Plan Year 2018*

# System Enhancements for Plan Year 2018

The Marketplace Learning Management System (MLMS) has introduced several enhancements to improve the agent and broker experience for plan year 2018.

New Feature	Improvements
<b>MLMS Profile Modernization</b>	<ul style="list-style-type: none"><li>• New profile page offers a more modern look and feel, improving the overall experience.</li><li>• The new “My Profile” link on the MLMS landing page allows for easy navigation to the MLMS profile.</li><li>• MLMS profile customization allows the user to select one of four roles, showing or hiding the corresponding profile data fields.</li><li>• Agents and brokers can indicate a time zone that corresponds to their hours of operation.</li><li>• Removed the self-attested state licensure fields.</li></ul>

# System Enhancements for Plan Year 2018

(continued)

New Feature	Improvements
<b>Find Local Help Enhancements</b>	<ul style="list-style-type: none"><li>• Agents and brokers have the option to display all states in which they are licensed.</li></ul>
<b>Curriculum Display Enhancements</b>	<ul style="list-style-type: none"><li>• Course names are updated and grouped by curriculum, making it easier to identify the appropriate curriculum.</li><li>• Agents and brokers can sort by registration date to make the most recent and relevant curriculum display at the top.</li></ul>
<b>National Producer Number (NPN) Validation Message</b>	<ul style="list-style-type: none"><li>• The MLMS will check the validity of NPNs entered in an agent's or broker's MLMS profile.</li><li>• New warning messages provide details about potential typographical errors or NPN validation issues (e.g., inactive license or invalid line of authority).</li></ul>

*For more information on these changes, please reference the “[MLMS Enhancements Overview](#)” webinar [slides](#), available on the [Agents and Brokers Resources](#) webpage.*

# Policy Changes for Plan Year 2018

As part of the Refresher Training curriculum, agents and brokers will learn about key policy changes impacting the Health Insurance Marketplace.

Topic	Summary
<b>Requirement to Obtain Consumer Consent</b>	<ul style="list-style-type: none"><li>• New instructions for complying with requirement to obtain consumer consent prior to providing assistance</li></ul>
<b>Best Practices for Managing Privacy and Security Risks</b>	<ul style="list-style-type: none"><li>• Tips to prevent unauthorized or inappropriate disclosure of personally identifiable information (PII)</li></ul>
<b>Special Enrollment Period (SEP) Pre-Enrollment Verification (SEPV)</b>	<ul style="list-style-type: none"><li>• New SEPV process for new applicants who attest to certain types of SEP qualifying events</li></ul>
<b>Changes to Direct Enrollment Pathway</b>	<ul style="list-style-type: none"><li>• New streamlined approach for approved qualified health plan (QHP) issuers or web-brokers to process a subset of non-complex applications and receive eligibility determinations without using the consumer-facing secure redirect to HealthCare.gov</li></ul>
<b>SHOP</b>	<ul style="list-style-type: none"><li>• Employers no longer enroll through the SHOP Marketplace at HealthCare.gov</li></ul>



# Session Guidelines

- This is a 60-minute webinar session.
- Throughout the webinar, you may submit questions via the web chat box and we will address as many as we can during the question and answer (Q&A) session at the end of the presentation.
- For questions regarding webinar content or logistics, contact the REGTAP Registrar at [registrar@regtap.info](mailto:registrar@regtap.info) or by phone at (800) 257-9520.



# Plan Year 2018 Health Insurance Marketplace Registration and Training for Returning Agents and Brokers



*SHOP*

# SHOP Registration

To register to participate in the SHOP, agents and brokers:

- **Must** create an account and complete identity proofing through the CMS Enterprise Portal.
- **Must** execute the SHOP Privacy and Security Agreement in the MLMS.
- **May** complete the SHOP training and exam.
  - It is recommended that agents and brokers complete SHOP training, but not required.

*Note: To access the SHOP Marketplace Agent/Broker Portal and assist clients with their SHOP application and enrollment, visit:*

*<https://healthcare.gov/marketplace/small-businesses/agent>*

# Proposed Changes to SHOP for Plan Year 2018

- On May 15, 2017 CMS announced an intention to propose, in future rulemaking, a change in the way small businesses enroll in insurance coverage through the Federally-facilitated SHOP (FF-SHOP).
- Under the proposed approach, small employers looking for SHOP coverage would no longer enroll in SHOP coverage through HealthCare.gov beginning for plan years on or after January 1, 2018.
- Employers would enroll directly through SHOP registered agents and brokers or through issuers instead.
- Agents and brokers will still need to sign the annual Privacy and Security Agreement to assist small employers with applying and enrolling in SHOP coverage.
  - Agents and brokers who sign the Privacy and Security Agreement will be searchable by small employers on Find Local Help on HealthCare.gov.

# Enrolling Clients Under Proposed Enrollment Approach

- Under the proposed changes to the FF-SHOP enrollment process, SHOP registered agents and brokers could help their small business clients find a SHOP plan in their area using the See Plans and Prices Tool on HealthCare.gov.
- SHOP registered agents and brokers would then help their clients enroll in an FF-SHOP plan directly through an FF-SHOP issuer.
- Employers will need to complete a simple eligibility determination from the FF-SHOP through HealthCare.gov.
- Employers completing an eligibility determination on HealthCare.gov who enroll in a SHOP plan will still have access to the Small Business Health Care Tax Credit, if eligible.

# What is New for SHOP in 2018?

**Employee Choice by Insurance Company:** While employers in all states are able to offer their employees a choice of a single health and/or dental plan or all health and/or dental plans at a single metal level of coverage, employers in the states listed below will also be able to offer their employees a choice of health and/or dental plans by insurance company. This allows employers to offer coverage options at different metal levels to their employees from a single insurance company.

Vertical Choice States		
Alaska	Mississippi	Pennsylvania
Delaware	Missouri	South Carolina
Florida	Montana	South Dakota
Georgia	Nebraska	Tennessee
Illinois	Nevada	Texas
Indiana	New Hampshire	Utah
Iowa	North Carolina	Virginia
Kansas	North Dakota	West Virginia
Louisiana	Ohio	Wisconsin
Maine	Oklahoma	Wyoming

*Note: Vertical Choice is not available in: Alabama, Arizona, Kentucky, Michigan, New Jersey*

# SHOP Tools at HealthCare.gov

Tool	Functionality & Value
See Plans and Prices	Help clients browse SHOP health and dental plans available in their area. Premium estimates are based on age and geographic location.
Full Time Equivalent (FTE) Calculator	Help clients determine if they may be eligible for SHOP coverage by counting their total number of full-time and FTE employees.
Tax Credit Estimator	Help employers estimate if they may be eligible for the Small Business Health Care Tax Credit, and estimate how much the tax credit may be worth to them.
Minimum Participation Rate (MPR) Calculator	Help employers predict if they will meet the MPR required to enroll in SHOP.

# SHOP Resources

- Learn more about SHOP and use tools to help your clients enroll in SHOP coverage at [www.HealthCare.gov/small-businesses/](http://www.HealthCare.gov/small-businesses/).
- Find SHOP resources, fact sheets, and user guides at <https://Marketplace.CMS.gov>.
- Learn more about the potential proposed changes coming to the SHOP at <https://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/Downloads/The-Future-of-the-SHOP-CMS-Intends-to-Allow-Small-Businesses-in-SHOPs-Using-HealthCaregov-More-Flexibility-when-Enrolling-in-Healthcare-Coverage.pdf>.
- See the listing of states offering employee choice by insurance company in 2018 by visiting <https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/2017-Implementation-of-Vertical-Choice.html>.





# Plan Year 2018 Health Insurance Marketplace Registration and Training for Returning Agents and Brokers



## *Marketplace Registration and Training*

# Registration and Training For Returning Agents and Brokers

To participate in the Marketplace for plan year 2018, you must complete the following actions:\*

1. Update your profile on the MLMS via the CMS Enterprise Portal.
2. Complete Marketplace training on the MLMS or through a CMS-approved vendor via the CMS Enterprise Portal and pass the associated exam(s).
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 “Agent/Broker Registration Status” page on the CMS Enterprise Portal and printing your completion certificate.

*\* For step-by-step guidance on completing registration and training for plan year 2018, register for the “Plan Year 2018 Health Insurance Marketplace Registration and Training for New Agents and Brokers” webinar on REGTAP.*

# Step 1: Returning Agent or Broker Updates MLMS Profile

- Registration for plan year 2018 is available through the CMS Enterprise Portal at <https://portal.cms.gov/>.
- As a returning agent or broker, you must login 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 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 available on the Agents and Brokers Resources webpage.
- You can navigate to your MLMS profile from the “MLMS Landing Page” using the “My Profile” hyperlink.

**Remember! 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)

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

Portal Help & FAQs | Print | Log Out | z | Text Size [+ | -]

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:

**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:

**Business Profile**

Street Address \*

City \*

State \*

Zip Code \*

Phone \*

Email \*

URL

National Producer Number \*

Confirm NPN \*

Preferred method of contact \*

Preferred Language

**Hours of Operation**

From \*  AM

To \*  PM

Time Zone\*

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 (1) role from four (4) options. Then, your appropriate role will show or hide the corresponding profile fields.

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 :

- Only an Individual Marketplace Agent Broker
- Only a SHOP Marketplace Agent Broker
- Both an Individual and SHOP Marketplace Agent Broker
- Not an Agent Broker

Business Profile

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

Save

# 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 so consumers, small businesses, and small business employees can find you for assistance.

- Access Find Local Help at <https://localhelp.healthcare.gov/#intro>.
- Also available in Spanish at <https://ayudalocal.cuidadodesalud.gov/es/#intro>.

## 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-

I would like all my profile information displayed

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

I do not want my contact information displayed

I would like my profile information displayed. Including states where I have a valid NPN

# 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 (3) NPNs in your MLMS profile.

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

- 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 Profile Options:**
  - Business Entity Profile
  - Web-Based Entity Profile

At the bottom of the form, there are two instructions and buttons:

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

# 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)

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

The screenshot shows a web form for updating an MLMS profile. The form is divided into several sections:

- Personal Information:** Fields for Phone (3014608038), Email (jjones001@gmail.com), URL, National Producer Number (23456), Confirm NPN (23456), Preferred method of contact (Email address), and Preferred Language (English).
- Hours of Operation:** Fields for From (09:00 AM), To (04:00 PM), and Time Zone (Eastern Time (EST)).
- Work Days:** Checkboxes for Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday. Monday, Tuesday, and Wednesday are checked.
- Business Entity Profile:** A section with a plus sign icon and the text "Business Entity Profile".
- Web-Based Entity Profile:** A section with a plus sign icon and the text "Web-Based Entity Profile".

At the bottom right of the form, there are two buttons: "Save" and "Next".

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

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

# 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 generally 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](http://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 2: Returning Agent or Broker Completes Refresher Training

- For plan year 2018, returning Individual Marketplace agents and brokers are eligible to take Refresher Training to complete the Individual Marketplace training requirement.\*
- Refresher Training takes approximately two (2) hours to complete, about half the time as the full Individual Marketplace training.
- Returning agents and brokers will be automatically enrolled in Refresher Training, but can enroll in additional curricula, such as 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 Refresher Training (continued)

- The Refresher Training curriculum consists of three (3) training modules for returning Individual Marketplace agents and brokers:
  - Basics Refresher Training
  - Individual Marketplace Refresher Training
  - Privacy and Security Refresher Training
- The training culminates in a single Refresher Training exam.
- Agents and brokers must score at least a 70 percent to pass the exam.

# Step 2: Returning Agent or Broker Completes Refresher Training (continued)

- To ensure you are eligible for Refresher Training, confirm that your NPN appears on the Agent and Broker FFM Registration Completion List (RCL) for plan year 2017.
- You can check the RCL on Data.Healthcare.gov at [https://data.healthcare.gov/ffm\\_ab\\_registration\\_lists](https://data.healthcare.gov/ffm_ab_registration_lists).
- If you believe you completed the plan year 2017 registration and training process, but do not find your name on the RCL, send an email to [FFMProducer-AssisterHelpDesk@cms.hhs.gov](mailto:FFMProducer-AssisterHelpDesk@cms.hhs.gov) for additional assistance.

# Step 2: Returning Agent or Broker Completes Refresher Training (continued)

- For plan year 2018, there are two (2) options for completing Refresher Training via the CMS Enterprise Portal:
  - CMS-developed training through the MLMS
  - Training offered through a CMS-approved vendor

## Plan Year 2018 Agent/Broker Training Options

Agents and brokers have new options to complete Individual Marketplace and/or SHOP Marketplace training for the 2018 plan year. These include third-party vendors. Third-party vendor training may be approved for continuing education units (CEUs). Select ""Learn More"" next to each vendor's listing to obtain information about pricing and CEUs. Please contact the vendor for more information, or if you are having difficulty accessing the vendor's site.

CMS continues to offer training at no charge through its Marketplace Learning Management System (MLMS), but no CEUs are available through the MLMS.

• America's Health Insurance Plans	<a href="#">Learn More</a>	<a href="#">Access Training</a>	800-984-8919
• Litmos by CallidusCloud	<a href="#">Learn More</a>	<a href="#">Access Training</a>	844-675-6565
• National Association of Health Underwriters	<a href="#">Learn More</a>	<a href="#">Access Training</a>	844-257-0990
• Marketplace Learning Management System (CMS)		<a href="#">Access Training</a>	<a href="mailto:MLMSHelpDesk@cms.hhs.gov">MLMSHelpDesk@cms.hhs.gov</a>

[Return to Agent Broker Registration Status Page](#)

*\*CMS recommends that agents and brokers who choose to take training via a CMS-approved vendor complete training prior to completing their MLMS profile information.*

# Step 2: Returning Agent or Broker Completes Refresher Training (continued)

- In addition to the MLMS, there are several vendors approved to offer Marketplace training for plan year 2018:
  - **America's Health Insurance Plans, Inc. (AHIP):** For more information go to <https://www.ahipexchangetraining.com/file.php/1/public/About.html>
  - **Litmos by CallidusCloud (Litmos):** For more information go to <http://cms.learnpass.com/learn-more>
  - **National Association of Health Underwriters (NAHU):** For more information go to <http://www.nahu.org/education/ffmtraining/index.cfm> or, for continuing education unit (CEU) credit information, visit <https://www.netstudy.com/nahu>
- If you chose to complete training through a CMS-approved vendor, you must access the vendor's training via the CMS Enterprise Portal.

# Step 2: Returning Agent or Broker Completes Refresher Training (continued)

- CMS-approved vendors are required to offer continuing education unit (CEU) credits in at least five (5) states where the Marketplace operates.
  - Agents and brokers can use these CEUs to meet state licensure requirements for continuing education.
  - For more information on individual state CEU requirements, check with your state's Department of Insurance.
- CMS-approved vendors may charge a fee to take their training. Fees for plan year 2018 will range from \$20-\$100 depending on the vendor and the curriculum completed.
- Once you complete training through a CMS-approved vendor, you will be directed to log back in to the CMS Enterprise Portal to complete registration, including signing the applicable Agreement(s) on the MLMS (Step 3).



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

- Agents and brokers must execute the Agreement(s) associated with the Marketplace(s) they 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 and exams before you can sign the Agreement(s).

*Note: If you did NOT successfully complete plan year 2017 registration, additional steps are required before signing the Agreement(s). For step-by-step guidance, register for the “Plan Year 2018 Health Insurance Marketplace Registration and Training for New Agents and Brokers” webinar on REGTAP.*

# Step 4: Returning Agent or Broker Confirms Completion on the Agent/Broker Registration Status Page

- After you have executed the Agreement(s), you will be redirected back to the “Agent Broker Registration Status” page on 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.
- Once you have been redirected, you should review the “Agent Broker Registration Status” page to confirm you have completed all registration steps.
- If you have completed all steps, you will be able to print your Registration Completion Certificate(s).

The screenshot displays the 'Agent Broker Registration Status' page for the 'Plan Year 2018'. The page includes a navigation menu on the left with links for 'Request New System Access', 'View and Manage My Access', and 'Annual Certification'. The main content area shows a table of registration steps, all of which are marked as 'Complete'. A progress bar at the bottom indicates 100% completion. Red arrows point to the 'Complete' status for each step and the 100% mark on the progress bar.

FFM - Agents and Brokers Role	Status
1. Complete Identity Proofing	Complete
2. Complete Agent Broker Training:	Complete
• Individual Market	Complete
• SHOP	
3. Print Certificate(s)	

0% 100%

We are in the process of updating your records and granting you the Agent Broker Role. Please stay on this page until this process is complete. This page will automatically refresh in 16.0 seconds.

# Step 4: Returning Agent or Broker Confirms Completion on the Agent/Broker Registration Status Page (continued)

- You will be redirected to the MLMS Landing Page, where you can select the “Print your Registration Completion Certificate” link.
- The MLMS will generate Registration Completion Certificate(s) specific to the market segment(s) (i.e., Individual Marketplace and/or SHOP) for which you signed Agreement(s).

[Print](#)



## Registration Completion Certificate

kat ault  
NPN(s): 7771234, .  
Individual Marketplace  
Registration status for Plan Year 2018:  
Completed on 07/03/2017



# Step 4: Returning Agent or Broker Confirms Completion on the Agent/Broker Registration Status Page (continued)

- You should also confirm that your information appears on the RCL at [https://data.healthcare.gov/ffm\\_ab\\_registration\\_lists](https://data.healthcare.gov/ffm_ab_registration_lists).
- Your information may take one (1) to two (2) business days to appear on the RCL after completing all registration and training steps. It may take up to three (3) business days to appear on Find Local Help.
- If your NPN does not appear for plan year 2018, send an email to: [FFMProducer-AssisterHelpDesk@cms.hhs.gov](mailto:FFMProducer-AssisterHelpDesk@cms.hhs.gov) for 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](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](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](mailto: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](#)



# Plan Year 2018 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

Help Desk Name	Phone # and/or Email Address	Types of Inquiries Handled	Hours of Operation (Closed Holidays)
Individual Marketplace Agent/Broker Line	855-788-6275  Note: Enter your NPN to be directed to agent/broker representatives.	Inquiries related to specific consumers: <ul style="list-style-type: none"> <li>• Password resets for consumer HealthCare.gov accounts</li> <li>• Special enrollment periods not available on the consumer application</li> <li>• Eligibility and enrollment issues related to the Individual Marketplace</li> </ul>	Monday-Sunday 24 hours/day
Agent/Broker Email Help Desk	<a href="mailto:FFMProducer-AssisterHelpDesk@cms.hhs.gov">FFMProducer-AssisterHelpDesk@cms.hhs.gov</a>	<ul style="list-style-type: none"> <li>• Policy questions</li> <li>• Identity proofing/Experian issues requiring manual verification</li> <li>• Escalated general registration and training questions (not related to a specific training platform)</li> <li>• Agent/Broker Registration Completion List issues</li> <li>• Find Local Help issues</li> </ul>	Monday-Friday 8:00 AM-6:00 PM ET

# 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)
Marketplace Service Desk	855-CMS-1515 855-267-1515 <a href="mailto:CMS_FEPS@cms.hhs.gov">CMS_FEPS@cms.hhs.gov</a>	<ul style="list-style-type: none"> <li>• Password resets and account lockouts on the CMS Enterprise Portal (used to access the MLMS, the agent/broker training and registration system)</li> <li>• Login issues on the agent/broker landing page used for Direct Enrollment (often due to FFM User ID not populating correctly when the agent or broker is redirected from an issuer's or web-broker's site)</li> <li>• Other CMS Enterprise Portal account issues, requests, or error messages</li> <li>• 501 Downstream Error message on HealthCare.gov website issues</li> <li>• General registration and training questions (not related to a specific training platform)</li> <li>• General enrollment and eligibility policy questions related to the Individual Marketplace</li> </ul>	Monday-Friday 8:00 AM-8:00 PM ET  Saturday-Sunday 10:00 AM-3:00 PM ET (October–November only)

# 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	<a href="mailto:MLMSHelpDesk@cms.hhs.gov">MLMSHelpDesk@cms.hhs.gov</a>	<ul style="list-style-type: none"> <li>• Technical or system-specific issues related to the agent/broker training and registration system (i.e., the MLMS)</li> <li>• User-specific questions about maneuvering in the MLMS site, or accessing training and exams</li> </ul>	Monday-Friday 8:00 AM-5:00 PM ET
SHOP Call Center	800-706-7893	<ul style="list-style-type: none"> <li>• All inquiries related to SHOP</li> <li>• SHOP agent/broker portal access questions</li> <li>• Employers and employees may also contact the SHOP Call Center for assistance</li> </ul>	Monday-Friday 9:00 AM-7:00 PM ET
Direct Enrollment (formerly Web-Broker) Email Help Desk	<a href="mailto:DirectEnrollment@cms.hhs.gov">DirectEnrollment@cms.hhs.gov</a>	<ul style="list-style-type: none"> <li>• All inquiries specifically related to becoming and/or operating as a direct enrollment issuer or web-broker in the Marketplace</li> </ul>	Monday-Friday 9:00 AM-5:00 PM ET



# 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)
AHIP Training Help Desk	<a href="mailto:support@ahipinsuranceeducation.org">support@ahipinsuranceeducation.org</a> 800-984-8919	All inquiries specifically related to the AHIP agent/broker training platform	<b>Call Center/Email</b> Monday-Friday: 8:00 AM-9:00 PM ET Saturday: 8:30 AM-5:30 PM ET
Litmos Training Help Desk	<a href="mailto:cmsffmsupport@litmos.com">cmsffmsupport@litmos.com</a> 844-675-6565	All inquiries specifically related to the Litmos agent/broker training platform	<b>Call Center</b> Monday-Friday 9:00 AM-6:00 PT <b>Email</b> 24 hours/day
NAHU Training Help Desk	<a href="mailto:NAHU-FFM@nahu.org">NAHU-FFM@nahu.org</a> 844-257-0990	All inquiries specifically related to the NAHU agent/broker training platform	<b>Call Center:</b> Monday-Friday: 9:00 AM-5:00 PM ET <b>Technical Support:</b> Monday-Friday: 8:00 AM-9:00 PM ET Saturday-Sunday: 8:00 AM-8:00 PM ET



# Plan Year 2018 Health Insurance Marketplace Registration and Training for Returning Agents and Brokers



*Agent and  
Broker  
Resources*

# Upcoming Activities

- The slides from this webinar are available on REGTAP at [www.REGTAP.info](http://www.REGTAP.info) and will be available on the Resources for Agents and Brokers webpage at <http://go.cms.gov/CCIIOAB> in the coming days.
- In addition, this webinar will be available for on-demand training on REGTAP in early August.
- The Open Enrollment period for plan year 2018 will begin on November 1, 2017 and runs through December 15, 2017.
  - Weekly webinars will be held starting in October and throughout Open Enrollment to help you stay informed, notify you of important updates and deadlines, and answer any questions you might have.
  - To register for upcoming webinars, visit REGTAP at [www.REGTAP.info](http://www.REGTAP.info).

# Agent and Broker Resources

Resource	Link
Agents and Brokers Resources webpage	<a href="http://go.cms.gov/CCIIOAB">http://go.cms.gov/CCIIOAB</a>
HealthCare.gov	<a href="https://www.healthcare.gov/">https://www.healthcare.gov/</a>
Outreach and Education Materials on Marketplace.CMS.gov	<a href="https://marketplace.cms.gov/outreach-and-education/outreach-and-education.html">https://marketplace.cms.gov/outreach-and-education/outreach-and-education.html</a>
Technical Assistance and Training on Marketplace.CMS.gov	<a href="https://marketplace.cms.gov/technical-assistance-resources/training-materials/training.html">https://marketplace.cms.gov/technical-assistance-resources/training-materials/training.html</a>
Twitter updates <a href="https://twitter.com/HealthCareGov">@HealthCareGov</a>	<a href="https://twitter.com/search?f=tweets&amp;vertical=default&amp;q=%23MktplaceABs%20ofrom%3Ahealthcaregov&amp;src=typd">https://twitter.com/search?f=tweets&amp;vertical=default&amp;q=%23MktplaceABs%20ofrom%3Ahealthcaregov&amp;src=typd</a>
Email updates via the CMS Enterprise Portal	Sign up by establishing an account on the CMS Enterprise Portal at <a href="https://portal.cms.gov/">https://portal.cms.gov/</a>
SHOP Marketplace Agent/Broker Portal	<a href="https://healthcare.gov/marketplace/small-businesses/agent">https://healthcare.gov/marketplace/small-businesses/agent</a>
RCL on Data.HealthCare.gov	<a href="https://data.healthcare.gov/ffm_ab_registration_lists">https://data.healthcare.gov/ffm_ab_registration_lists</a>
Find Local Help Tool	<a href="https://localhelp.healthcare.gov/">https://localhelp.healthcare.gov/</a>
Agent and Broker NPNs	<a href="http://www.nipr.com/PacNpnSearch.htm">www.nipr.com/PacNpnSearch.htm</a>

# Agent and Broker Resources (continued)

Resource	Link
“News for Agents and Brokers” Newsletter	Distributed via email and available on the Agents and Brokers Resources webpage at <a href="http://go.cms.gov/CCIIOAB">http://go.cms.gov/CCIIOAB</a>
“Marketplace Learning Management System (MLMS) Enhancements Overview” webinar slides	<a href="https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/MLMS-Enhancements-Overview.pdf">https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/MLMS-Enhancements-Overview.pdf</a>
Plan Year 2018 Health Insurance Marketplace Registration and Training for New Agents and Brokers” webinar slides	The slides from this webinar are available on REGTAP at <a href="http://www.REGTAP.info">www.REGTAP.info</a> and will be available on the Resources for Agents and Brokers webpage at <a href="http://go.cms.gov/CCIIOAB">http://go.cms.gov/CCIIOAB</a> in the coming days
Plan Year 2018 Health Insurance Marketplace Registration and Training for Returning Agents and Brokers” webinar slides	The slides from this webinar are available on REGTAP at <a href="http://www.REGTAP.info">www.REGTAP.info</a> and will be available on the Resources for Agents and Brokers webpage at <a href="http://go.cms.gov/CCIIOAB">http://go.cms.gov/CCIIOAB</a> in the coming days

# Agent and Broker Resources (continued)

Resource	Link
For QHPs available in the Marketplace in your state, view the QHP landscape file available	<a href="https://www.healthcare.gov/health-and-dental-plan-datasets-for-researchers-and-issuers/">https://www.healthcare.gov/health-and-dental-plan-datasets-for-researchers-and-issuers/</a>
Regulation authorizing agents and brokers to assist consumers with selecting and enrolling in QHPs offered through the Marketplaces	Regulation <a href="#">45 CFR 155.220</a>
CMS-approved vendor training option regulation	Regulation <a href="#">45 CFR 155.222</a>
CMS' eight (8) privacy principals regulation	Regulation <a href="#">45 CFR 155.260(a)</a>
Patient Protection and Affordable Care Act Market Stabilization Final Rule	Regulation <a href="#">82 FR 18346</a>

# Agent and Broker Resources: Definition of Acronyms

Acronym	Definition
CCIIO	Center for Consumer Information and Insurance Oversight
CEU	Continuing Education Unit
CMS	Centers for Medicare & Medicaid Services
EIDM	Enterprise Identity Management
FFM	Federally-facilitated Marketplace
FF-SHOP	Federally-facilitated Small Business Health Options Program
FTE	Full-time Equivalent
MLMS	Marketplace Learning Management System

# Agent and Broker Resources: Definition of Acronyms (continued)

Acronym	Definition
MPR	Minimum Participation Rate
NPN	National Producer Number
Q&A	Question and Answer
QHP	Qualified Health Plan
RCL	Registration Completion List
SBM	State-based Marketplace
SBM-FP	State-based Marketplace on the Federal Platform
SHOP	Small Business Health Options Program