

A decorative graphic featuring a large, light blue dashed circle that frames the central text. Various solid-colored circles in shades of teal, green, yellow, orange, and pink are scattered around the perimeter. Some circles are solid, while others are dashed or have smaller circles inside them, creating a layered, abstract design.

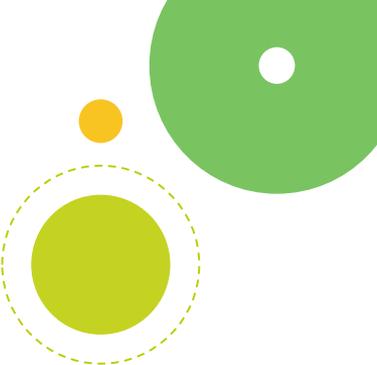
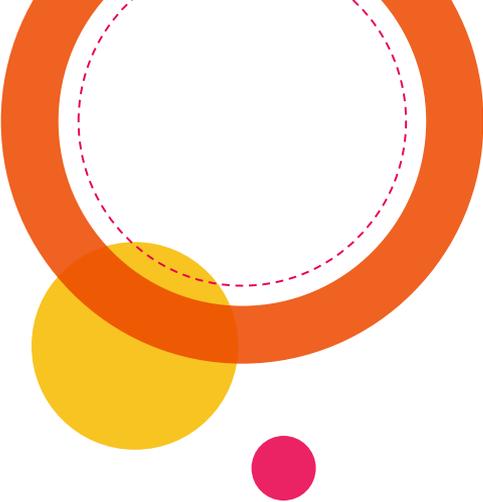
2020
ACA
Certification



New & Returning Agent Walkthrough

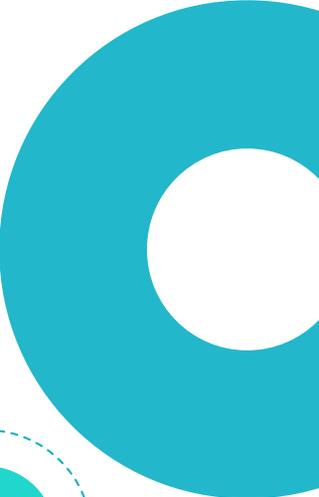
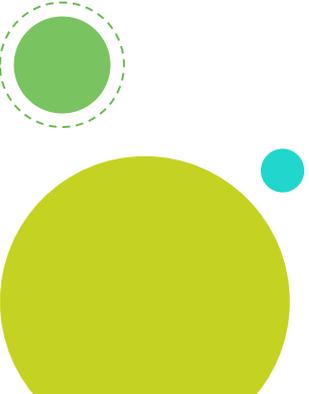
This presentation will walk you through how to set up a new agent account and register for the FFM training.

For returning agents this will show you how to log on and complete the FFM training.



1

New Agent Registration



CMS.gov | Enterprise Portal

 Agree to our [Terms & Conditions](#)

[Forgot your User ID](#) or your [Password](#)?

Website:
<https://portal.cms.gov>

Click on New User
Registration

Step #1: Choose Your Application

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

Choose Your Application



Click here. You will select your "roll" here

Step #1: Choose Your Application

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

Choose Your Application ▼

- IDHD: Restricted Use Application
- ISV: Internet Server
- MACFin: Medicaid and CHIP Financial
- MACPro: Medicaid and CHIP Program
- MAISTRO: Medicare Administrative Issue Tracker and Reporting of Operations System
- MARx/MAPD: Medicare Advantage & Prescription Drug Systems
- MCU: Marketplace Change Utility
- MDM: Master Data Management
- MDP: Medicaid Drug Program
- MDR: MDR State Exchange
- MDX
- MED: Medicare Exclusion Database
- MH: Million Hearts Cardiovascular Disease Risk Reduction Model
- MLMS: Marketplace Learning Management System**
- Novitasphere Portal
- OCM: Oncology Care Model
- OnePI: One Program Integrity System
- Open Payments: Physician Payments Sunshine Act
- PECOS AI: Provider Enrollment, Chain & Ownership System
- PECOS Data Mart: Provider Enrollment, Chain & Ownership System Data Mart

**You will select
MLMS**

Step #1: Choose Your Application

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

MLMS: Marketplace Learning Management System

You will start your new account by filling out the next couple of pages.

Terms & Conditions

OMB No.0938-1236 | Expiration Date: 03/31/2021 | [Paperwork Reduction Act](#)

Consent to Monitoring

By logging onto this website, you consent to be monitored. Unauthorized attempts to upload information and/or change information on this web site are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sec.1001 and 1030. We encourage you to read the [HHS Rules of Behavior](#).

I agree to the terms and conditions

Next

Cancel

Step #2: Register Your Information

Step 2 of 3 - Please enter your personal and contact information.

All fields are required unless marked 'Optional'.

Step 2 of the new agent account



Is Your Address US Based?

Yes

No



Step #3: Create User ID, Password & Challenge Questions

Step 3 of 3 - Please create User ID and Password, Select Challenge questions and provide answers.



**Step 3 of the new
agent account**

The background features several decorative elements: a large orange ring with a dashed red inner circle in the top left; a large teal ring in the bottom right; a large teal number '2' inside a dashed light blue circle in the center; and various smaller solid and dashed circles in colors like yellow, pink, green, and lime green scattered throughout.

2

New & Returning Agent Training

CMS.gov | Enterprise Portal

Agree to our [Terms & Conditions](#)

Login

Forgot your [User ID](#) or your [Password](#)?

New User Registration

Log in and let's
get started

My Access

[Request New System Access](#)

[View and Manage My Access](#)

[Annual Certification](#)

Agent Broker Registration Status

Plan Year 2020

Please click the link below next to items marked 'INCOMPLETE' to register as an agent/broker for the 2020 plan year. If you have completed steps 1 and 2 below, Registration Complete should display at the bottom of the page. If your status is not accurate, please log out and log back in later. During busy periods, it may take 30 minutes or longer to finalize registration.

FFM - Agents and Brokers Role

1. Complete Identity Proofing

Status

Complete

2. Complete Agent Broker Training:

Incomplete

Individual Market

SHOP

3. Print Certificate(s)

Accessible after completing steps 1 & 2.

You will select the “incomplete” link. This will take you to the next step of the training



My Access

[Request New System Access](#)

[View and Manage My Access](#)

[Annual Certification](#)

Plan Year 2020 Agent/Broker Training Options

Agents and brokers have new options to complete Individual Marketplace and/or SHOP Marketplace training for the 2020 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](#) [Learn More](#) [Access Training](#) 800-984-8919
- [Marketplace Learning Management System \(CMS\)](#) [Return to Training](#) MLMSHelpDesk@cms.hhs.gov

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

Here you can choose the CMS list and its Free

or you can choose America's Health Ins Plan for a fee and CE credit.

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

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

Find Local Help and Help On Demand options

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

Find Local Help and Help On Demand options I would like all my contact information displayed but only for my home state.

SHOP Marketplace

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

- SHOP Marketplace* Yes, I want the information I provide to be searchable by small employers in the SHOP Marketplace so that they can authorize me to work on their behalf. No, I do not want the information I provide to be searchable by small employers in the SHOP Marketplace and I understand that I will not be able to assist clients or receive commission by making this selection.

SHOP Agency Name Not Applicable

SHOP Agency URL Not Applicable

Individual Profile

User Name

Street Address *

City *

State *

Zip Code *

Phone *

Email *

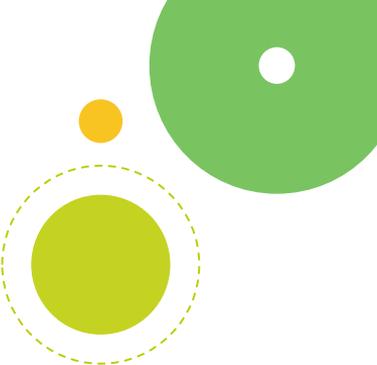
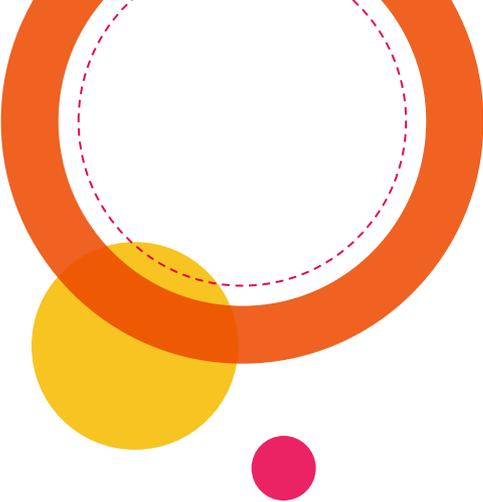
URL

National Producer Number *

Confirm NPN *

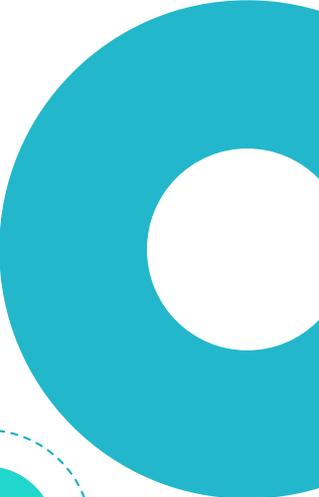


You will need to make sure that your information is correct. Then Save and continue to the next screen.



3

FFM Training





Home

Current Learning

Curriculum Status

Training Options

How to Get Started

- Check your System Configuration

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

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

Agent Broker Help

Preparing your computer for the MLMS

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

You should see your training listed here. You will need to complete PY2020

Agent Broker Announcements

Marketplace Agent/Brokers – An error occurred on Monday, July 22nd which temporarily allowed you to access the Marketplace Learning Management System (MLMS) during the closed period. We regret any inconvenience this may have caused you and appreciate your efforts. Based on your past participation, the refresher training should be available once PY2020 goes live and should save you some time to complete the registration and training.

The Marketplace Learning Management System (MLMS) will be closed on Wednesday, July 17, 2019 at 6:00 PM ET as the Centers for Medicare & Medicaid Services (CMS) prepares for the launch of plan year 2020 registration and training.

Be sure to take the following actions before the closing date:

- Confirm your MLMS profile is up-to-date so your contact information is available to potential new clients on HealthCare.gov.

Due to a technical issue with addresses containing capital "H" in either the street or city name, we recommend using a lowercase "h" when entering your address. The use of the lowercase "h" will not impact how you're displayed on Find Local Help. Please note that this issue will not prevent you from completing training and registration.

Current Learning

Name	Status	Action
 PY2020 AB 013 Returning Individual Marketplace Privacy and Security Agreement Location: Online	In-Progress	View Details



Health Insurance Marketplace



Home

Current Learning

Curriculum Status

Training Options

Once you click on current learning you will see this screen it will have all the courses that you will need to take.

Current Learning

All | Courses | Curriculum | |

Sort By: Registration Date ▼ Go



PY2020 AB 013 Returning Individual Marketplace Privacy and Security Agreement
(00002001, Version:PY2020)

Course ID: 00002220
Duration: 00:00 hours

Status: Confirmed
Registration Date: 08/06/2019

Drop

Hide Learning Assignments ▲

Training Content: PY2020 AB 013 Individual Marketplace Privacy and Security Agreement
Status: Not Evaluated (Unlimited attempts)



PY2020 AB 014 Returning Individual Marketplace General Agreement
(00001941, Version:PY2020)

Course ID: 00002160
Duration: 00:00 hours

Status: Confirmed
Registration Date: 08/06/2019

Drop

Hide Learning Assignments ▲

Training Content: PY2020 AB 014 Individual Marketplace General Agreement
Status: Not Evaluated (Unlimited attempts)



PY2020 AB 017 Introduction to Marketplace Training for Returning Agents and Brokers
(00001937, Version:PY2020)

Course ID: 00002156
Duration: 00:00 hours

Status: Confirmed
Registration Date: 08/06/2019

Drop

Hide Learning Assignments ▲

Training Content: PY2020 AB 017 Introduction to Marketplace Training for Returning Agents and Brokers
Status: Not Evaluated (Unlimited attempts)

Launch



PY2020 AB 018 What's New for Returning Agents and Brokers
(00001938, Version:PY2020)

Course ID: 00002157
Duration: 00:00 hours

Status: Confirmed
Registration Date: 08/06/2019

Drop

Hide Learning Assignments ▲

Training Content: PY2020 AB 018 What's New for Returning Agents and Brokers
Status: Not Evaluated (Unlimited attempts)

Launch



- Home
- Current Learning
- Curriculum Status**
- Training Options

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

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

Internal View / Active ▼

Name Show Required Curriculum Only

Configure

Internal Curriculum

Showing 10 out of 10 results

Name	Selected Path (% Complete)	Mastery S							Actions
PY2020 AB Marketplace Training – Individual Marketplace (IM) for Returning Agents and Brokers									Actions
PY2019 AB Marketplace Training – Individual Marketplace (IM) for Returning Agents and Brokers	MLMS - 100% Completed	N/A	Acquired	MLMS Super	10/31/2019	07/30/2018			Actions
PY2018 AB Training – Small Business Health Options Program (SHOP)	MLMS	N/A	Expired	Belynda Diciaccio	10/31/2018	08/03/2017			Actions
PY2018 AB Training – Individual Marketplace (IM)	MLMS	N/A	Expired	Belynda Diciaccio	10/31/2018	08/02/2017			Actions
PY2018 AB									

Recommendation, Click on Curriculum Status, This will give you a progress bar that will help you as you complete the training.



Home

Current Learning

Curriculum Status

Training Options

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

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

Internal

View Active

Name Show Required Curriculum Only

Configure

Search

Internal Curriculum

Modify Table

Showing 10 out of 10 results

Name	Selected Path (% Complete)	Mastery Score	Status	Assigned By	Target Date	Expired On Date	Registration date	Mandatory <input type="checkbox"/>	Actions
PY2020 AB Marketplace Training – Individual Marketplace (IM) for Returning Agents and Brokers	MLMS - 20% Completed	N/A	In Progress	MLMS Super	10/31/2020		08/06/2019	<input type="checkbox"/>	Actions
PY2019 AB Marketplace Training – Individual Marketplace (IM) for Returning Agents and Brokers	MLMS - 100% Completed	N/A	Acquired	MLMS Super	10/31/2019		07/30/2018	<input type="checkbox"/>	Actions
PY2018 AB Training – Small									

Progress Bar





Home

Current Learning

Curriculum Status

Training Options

PY2020 AB Marketplace Training – Individual Marketplace (IM) for Returning Agents and Brokers (2020)



Assigned By MLMS Super
 Assigned On 08/06/2019
 Status Assigned Expiration Date 10/31/2020

MLMS - 0% Completed

Back

Main Complete Progress Report

Graphical View Detailed Status View

Path MLMS
 Completion Requirement 1 of 2 Modules Required
 Status **Not Completed**

MLMS - Required REQUIRED

Status: Incomplete Progress: 0 of 5 Required Items Completed

PY2020 AB 017 Introduction to Marketplace Training for Returning Agents and Brokers
Not Completed
 View Progress

PY2020 AB 018 What's New for Returning Agents and Brokers
Not Completed
 View Progress

PY2020 AB 019 Returning Agents and Brokers What's New Exam
Not Completed
 View Progress

PY2020 AB 013 Returning Individual Marketplace Privacy and Security Agreement
Not Completed
 View Progress

PY2020 AB 014 Returning Individual Marketplace General Agreement
Not Completed
 View Progress

Each of these boxes will need to be completed for you to be certified -
 Click to launch the course

MLMS - Optional Optional

Status: Incomplete Progress: 0 of 3 Required Items Completed

PY2020 AB 020 Basics Review for Returning Agents and Brokers
Not Completed

PY2020 MLMS AB 021 Individual Marketplace Review for Returning Agents and Brokers

PY2020 MLMS AB 022 Privacy and Security Review for Returning Agents and Brokers



Home

Current Learning

Curriculum Status

Training Options

PY2020 AB 017 Introduction to Marketplace Training for Returning Agents and Brokers (00001937, PY2020)



Available From 06/12/2019
Language English
Description Web Based Training

- *Web Based Training*

Launch
Go to Current Learning

Main **Learning Assignments** Associated Learning

Completion Status Not Evaluated
Score 0

You will need to "Launch" each course

Learning Assignments Modify Table

Module	Assignment Type	Requirement	Details	Completion Status	Completed On	Actions
PY2020 AB 017 Introduction to Marketplace Training for Returning Agents and Brokers	Training Content	Required	Attempts Allowed: Unlimited	Not Evaluated		Launch

Back

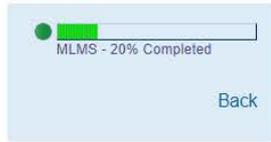


- Home
- Current Learning
- Curriculum Status**
- Training Options

PY2020 AB Marketplace Training – Individual Marketplace (IM) for Returning Agents and Brokers (2020)



Assigned By MLMS Super
Assigned On 08/06/2019
Status In Progress (20%) **Expiration Date** 10/31/2020



Main Complete Progress Report

Graphical View Detailed Status View

Path MLMS
Completion Requirement 1 of 2 Modules Required
Status Not Completed

MLMS - Required REQUIRED

Status: Incomplete **Progress:** 1 of 5 Required Items Completed

PY2020 AB 017 Introduction to Marketplace Training for Returning Agents and Brokers
 Completed on 08/06/2019

View Progress

PY2020 AB 018 What's New for Returning Agents and Brokers
 Not Completed

View Progress

PY2020 AB 019 Returning Agents and Brokers What's New Exam
 Not Completed

View Progress

PY2020 AB 013 Returning Individual Marketplace Privacy and Security Agreement
 Not Completed

View Progress

PY2020 AB 014 Returning Individual Marketplace General Agreement
 Not Completed

View Progress

You will see this when course is completed

Marketplace Agent and Broker Agreements

Every agent and broker must electronically execute the applicable Agreement(s) with the Centers for Medicare & Medicaid Services (CMS) as part of the registration process. These Agreements are referenced throughout this training as "Marketplace Agreement(s)" and include the following:

- **Agent Broker General Agreement for Individual Market Federally-facilitated Exchanges and the State-based Exchanges on the Federal Platform (General Agreement).** All agents and brokers who wish to assist consumers in the Individual Marketplace must electronically execute this General Agreement.
- **Agreement between Agent or Broker and CMS for Individual Market Federally-facilitated Exchanges and the State-based Exchanges on the Federal Platform (Individual Marketplace Privacy and Security Agreement).** All agents and brokers who wish to assist consumers in the Individual Marketplace must electronically execute this Privacy and Security Agreement.
- **Agreement between Agent or Broker and CMS for the Small Business Health Options Programs of the Federally-facilitated Exchanges and State-based Exchanges on the Federal Platform (SHOP Privacy and Security Agreement).** All agents and brokers who wish to assist qualified employers and qualified employees in the SHOP must electronically execute this Privacy and Security Agreement.

The Agreements can only be accessed via the MLMS. Select the Job Aids button for a step-by-step guide on how to complete and sign the Agreements.

At the end of the certification you will need to make sure that you click and agree on the 3 agreements

Completed? Certified?



Make sure to print your certificate and
check the CMS competition list.

My Access

[Request New System Access](#)

[View and Manage My Access](#)

[Annual Certification](#)

Plan Year 2020

Please click the link below next to items marked 'INCOMPLETE' to register as an agent/broker for the 2020 plan year. If you have completed steps 1 and 2 below, Registration Complete should display at the bottom of the page. If your status is not accurate, please log out and log back in later. During busy periods, it may take 30 minutes or longer to finalize registration.

FFM - Agents and Brokers Role	Status
1. Complete Identity Proofing	Complete
2. Complete Agent Broker Training:	Complete
<ul style="list-style-type: none">● Individual Market● SHOP	Complete
3. Print Certificate(s)	

Make sure to Print your Certificate once completed



Registration Complete

You have successfully completed the registration process and have been granted the FFM Agent/Broker role. You may access training and print your certificate at any time by returning to this page.

Agent Press F11 to exit full screen

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

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

Internal [Redacted]

View **Active** ▼

Name Show Required Curriculum Only

[Configure](#)

Internal Curriculum

[Modify Table](#)

Showing 10 out of 10 results

Name	Selected Path (% Complete)	Mastery Score	Status	Assigned By	Target Date	Expired On Date	Registration date	Mandatory <input type="checkbox"/>	Actions
PY2020 AB Marketplace Training – Individual Marketplace (IM) for Returning Agents and Brokers	MLMS - 100% Completed	N/A	Acquired	MLMS Super		10/31/2020	08/06/2019	<input type="checkbox"/>	View Curriculum History View Course History Print Certificate Actions



PY2019 AB Marketplace Training – Individual Marketplace	MLMS - 100% Completed	N/A	Acquired	MLMS Super		10/31/2019	07/30/2018	<input type="checkbox"/>	Actions
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Registration Completion Certificate

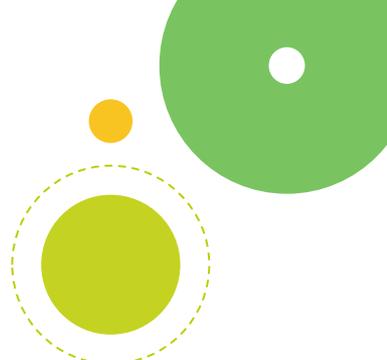
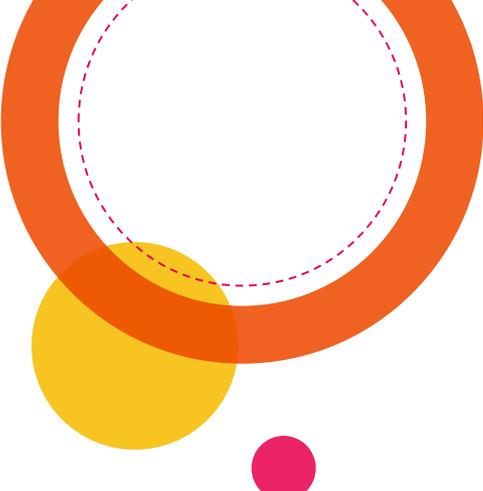
[Redacted]

NPN(s) [Redacted]

Individual Marketplace

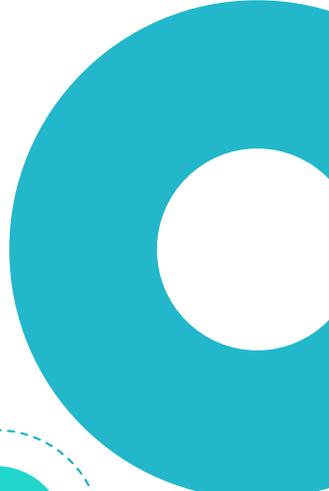
Registration status for Plan Year 2020:
Completed on 08/06/2019





4

Helpful Links





Helpful Links

CMS:
Competition List

<https://data.healthcare.gov/ffm-ab-registration-lists>

2020 Federal Poverty Level

<https://aspe.hhs.gov/poverty-guidelines>

What's New for the Individual Marketplace

Instruct Consumers to Insert Your NPN on Marketplace Applications

When a consumer is using the Marketplace Pathway to complete an application (by logging directly into the HealthCare.gov site) the Marketplace application will prompt the consumer to enter your name and NPN to indicate that you assisted the consumer. You should always enter your NPN on the application, or instruct consumers to enter your NPN to ensure it will persist on the enrollment transaction if there is a Change in Circumstance.

The consumer will encounter a screen with the heading "Application Help" and the questions "Is a professional helping you complete your application?" and "Which type of professional is helping you?"* Make sure the consumer selects the "Agent or Broker" box on this screen. This will produce a new set of fields, including one labeled "National Producer Number," which is where the consumer should enter your name and NPN to record your assistance with the Marketplace application. If the consumer is re-enrolling and entered a different agent's or broker's NPN for the prior plan year, the screen will be pre-populated with that agent's or broker's NPN. The consumer should update all information that is pre-populated (e.g., the agent's or broker's name and NPN) as may be appropriate.

For more information on recording your NPN on Marketplace applications, review [this resource](#).

*Some consumers may experience a different application flow and will see a screen with the heading "Help applying for coverage" and the instruction to "Tell us if you're getting help from one of these people." The consumer should select "Agent or Broker" and provide your name and NPN in the applicable fields.

HealthCare.gov

← Back

Application help

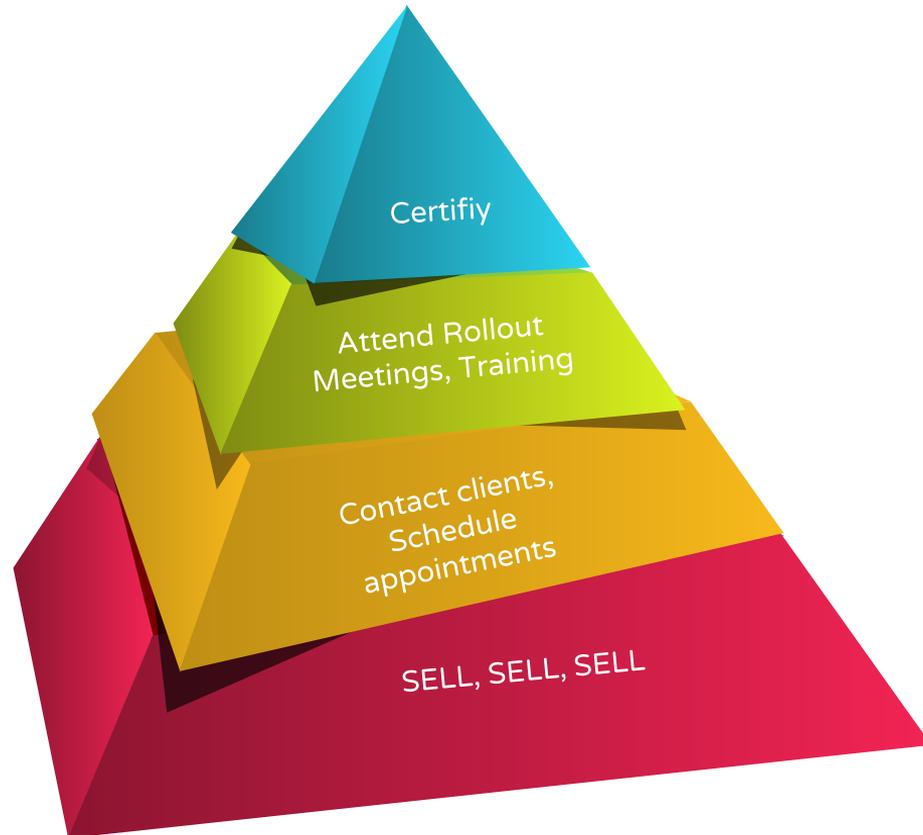
Is a professional helping you complete your application?
If a family member or friend is helping you, select "No."
[Learn about professionals who can help with your application.](#)

Yes
 No

Which type of professional is helping you?
Select all that apply.

Navigator
 Certified application counselor
 Agent or Broker
 Other assister

**VERY IMPORTANT:
IF YOU ARE
HELPING A CLIENT
ON
HEALTHCARE.GOV
MAKE SURE THAT
YOU FILL OUT
YOUR AGENT
INFORMATION TO
BE AGENT OF
RECORD ON THE
CASE.**



Thanks!

