



Date: May 30, 2014

Subject: Agent and Broker Registration in the Federally-facilitated Marketplace for the 2015 Plan Year: Frequently Asked Questions

I am an agent who registered with the Federally-facilitated Marketplace (FFM) for the individual market for the 2014 plan year. How do I renew my registration for the 2015 plan year? When is the deadline for completing these steps?

Registration requirements vary based on the market(s) you wish to serve. To renew your registration with the FFM for the individual market, you must complete the 2015 plan year training and FFM Agreements assigned to you through the Medicare Learning Network[®] (MLN) curriculum (Part I of registration). MLN will automatically choose the curriculum for you based on the user type/user role you selected when you created your MLN account. Agents and brokers may access Part I of FFM registration starting in July 2014, at: <https://Marketplace.MedicareLearningNetworkLMS.com>. You should complete the 2015 plan year curriculum by September 30, 2014 to ensure there is no lapse in your FFM registration status.

Since you completed Part II of registration (i.e., creating an FFM user account and completing identity proofing on the CMS Enterprise Portal) for the 2014 plan year, you do NOT need to complete Part II again for the 2015 plan year.

I am an agent who participated in the Federally-facilitated SHOP Marketplace (FF-SHOP) for the 2014 plan year. What must I do to be able to participate in the FF-SHOP for the 2015 plan year?

Registration requirements vary based on the market(s) you wish to serve. For the FF-SHOP, first, you must complete the 2015 plan year FFM Agreement assigned to you through the MLN curriculum (Part I of registration). If you are only participating in the FF-SHOP and you are not the FFM for the individual market, then you are not required to complete training—but it is strongly encouraged. MLN will choose the curriculum for you based on the user type/user role you selected when you created your MLN account. Starting in July 2014, Part I can be accessed at: <https://Marketplace.MedicareLearningNetworkLMS.com>.

Effective for the 2015 plan year, you must also complete Part II of registration, which includes creating an FFM user account, and completing identity proofing on the CMS Enterprise Portal: <https://portal.cms.gov/>. (If you previously completed Part II for the 2014 plan year, you do NOT need to complete it Part II again for the 2015 plan year.) You must complete Part I and Part II of registration by September 30, 2014 to ensure there is no lapse in your FF-SHOP registration status.

I have not previously registered for the FFM as an agent or broker. How do I complete registration for the 2015 plan year?

Agents and brokers who will be participating in the FFM for the individual market for the first time must complete initial registration, which includes—

- Part I: Required individual market training, and execution of the Agent Broker General Agreement and the Agent Broker Agreement for the FFM Individual Market (“Privacy and Security Agreement”), as assigned through the MLN curriculum; and
- Part II: Creation of an FFM user account and completion of identity proofing.

For first-time participation in the FF-SHOPs, agent and broker registration includes—

- Part I: Optional (but strongly encouraged) SHOP training, and execution of the Agent Broker Agreement for the FF-SHOP (“FF-SHOP Privacy and Security Agreement”) as assigned through the MLN curriculum; and
- Part II: Creation of an FFM user account and completion of identity proofing (new requirement for plan year 2015).

Registration for 2014 plan year enrollment will be available through June 14, 2014. However, the training and Agreements offered through June 14, 2014 will expire on September 30, 2014.

FFM registration for 2015 plan year enrollment begins in July 2014. Once you complete Part I and Part II of registration, you will immediately be able to assist eligible consumers with special enrollment periods for plan year 2014, and you can assist consumers during the plan year 2015 annual open enrollment period that begins November 15, 2014.

I completed the training curriculum to participate in the FFM for the individual market during the 2014 plan year, but I did not complete any other registration steps. What do I need to do to be able to participate in the FFM for the individual market during the 2015 plan year?

You will need to complete Parts I and II of FFM registration for the individual market. First, you must complete the 2015 plan year training and FFM Agreements assigned to you through the MLN curriculum (Part I of registration). MLN will choose the curriculum for you based on the user type/user role you selected when you created your MLN account. Starting in July 2014, Part I can be accessed at: <https://Marketplace.MedicareLearningNetworkLMS.com>.

You must then complete Part II of registration, which includes creating an FFM user account, and completing identity proofing on the CMS Enterprise Portal: <https://portal.cms.gov/>. If you have already created an FFM user account, you will need to complete identity proofing to add the “FFM Agent Broker” role to your FFM user account.

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I am an agent who completed registration and assisted consumers during the 2014 plan year. I plan to participate in the FFM for the 2015 plan year. What will happen if I don't complete the required registration steps by September 30, 2014?

Your Agent Broker FFM Agreement(s) with CMS for the 2014 plan year expire(s) on September 30, 2014, and you will no longer be registered with the FFM after that point. You should complete your required annual registration steps by this date to ensure there is no lapse in your FFM registration status.

How do I know if I successfully completed Part II of registration during the 2014 plan year? Is there any way I can check?

In the coming weeks, CMS will contact agents and brokers who successfully completed part I of FFM registration for the 2014 plan year to inform them of whether they have successfully completed part II of registration. We will send this notice to the e-mail address you entered when you created your account on MLN.

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