Marketplace Learning Management System (MLMS)
Frequently Asked Questions (FAQs)

AGENT AND BROKER FAQs

TERMS & DEFINITIONS

1. **Business Entity:** A legal organization licensed as an insurance producer, and assigned a National Producer Number (NPN), that is eligible for appointment by issuers to assist consumers with enrollment in qualified health plans (QHPs) after becoming registered for the Federally-facilitated Marketplaces (FFMs). A business entity must be FFM-registered by virtue of an authorized representative completing registration on its behalf, before it assists consumers or employers/employees with enrollment through the FFMs or Small Business Health Options Program (SHOP) Marketplace.
2. **CMS Enterprise Identity Management System (EIDM):** A CMS website that is integrated with the CMS Enterprise Portal to provide users of CMS systems with a means to apply and obtain approval for access to one or more CMS systems.
3. **CMS Enterprise Portal:** An internet portal provided by CMS to give the public access to a number of systems related to CMS programs, including the FFM agent and broker training.
4. **Federally-facilitated Marketplaces (FFMs):** Online marketplaces operated by the Department of Health and Human Services (HHS) that allow consumers to shop for and compare health insurance plans in states that do not operate their own Marketplaces.
5. **FFM Agent and Broker Registration:** A process that Agents and Brokers must complete to be able to assist consumers using the FFMs, which includes one-time identity verification, completion of annual training (required for the Individual Marketplaces and recommended for the SHOP Marketplace) and annual execution of Agreement(s).
6. **FFM ID:** The FFM ID Number is the same as the user name or login ID, which do not appear on your certificate.
7. **Individual Marketplaces:** The Marketplaces where individuals or families can purchase health insurance via the FFMs. For some consumers, premium tax credits and/or cost-sharing reductions are available.
8. **Marketplace Learning Management System (MLMS):** The training system hosted by CMS to provide access to the necessary training, testing, and Agreement materials to agents, brokers, and assisters who wish to assist consumers in the FFMs.
9. **MLMS Curriculum:** A collection of courses in the MLMS that, in combination, form one of the two training options that fulfill the training component of agent and broker registration. There are Individual Marketplace (IM), IM Refresher and SHOP Marketplace curricula available on the MLMS.
10. **Remote Identity Proofing (RIDP):** A required step for agents and brokers who wish to assist consumers utilizing the FFMs. Remote identity proofing involves answering "out of wallet" questions (information not easily available to persons apart from the user) to verify your identity. Note that RIDP is required only once, and does not apply to assisters.
11. **Small Business Health Options Program (SHOP) Marketplace:** The Marketplace where small businesses can offer health insurance to their employees, and where their employees can enroll in the coverage offered by their employer.
12. **Web-based Entity (WBE):** A non-FFM website that assists consumers with completing enrollments in QHPs offered in the Individual Marketplaces. A WBE must meet FFM registration requirements by virtue of an authorized representative completing registration and adding the corporate NPN to their MLMS profile, before the WBE assists consumers with enrollment in QHPs.

GENERAL TROUBLESHOOTING

1. **How do I access the agent and broker training on the MLMS?**
   ANSWER: For an agent and broker who has not previously registered with CMS and does not have a CMS Enterprise Portal account: To access the agent and broker training on the MLMS, complete the following steps:
   Note: Identity proofing must be completed prior to accessing the MLMS.
   1. Navigate to the CMS Enterprise Portal using the following link: https://portal.cms.gov.
   2. Select the "New User Registration" link.
   3. Select the "I agree to the terms and conditions" check box and select the "Next" button.
   4. Enter valid data in all the mandatory fields and select the "Next" button.
   5. Create a user ID and password, and then choose challenge questions and answers. Then select the "Next" button.
   6. Select the "OK" button, and wait up to 5 minutes.
   7. Select the "Login to CMS Secure Portal" button on the "CMS Enterprise Portal" login page.
   8. Select the "I Accept" button on the "Terms and Conditions" page.
   9. Enter your user ID and password on the "Login" page and select the "Login" button.
   10. Select the "Request Access Now" button on the "CMS Enterprise Portal" landing page.

11. Enter “F” in the search box (OR) select the “Show All” button.
12. Select the “Request Access” button on the “FFM/Training-Agents/Brokers/Assisters” tile.
13. Select the down arrow next to “Role” to access the drop-down list.
14. Select “Agents and Brokers” from the “Role” drop-down list.
15. Select the “Submit” button.
16. Log out by selecting the “OK” button, and wait up to 2 minutes.
17. Select the "Login to CMS Secure Portal" button on the “CMS Enterprise Portal” login page.
18. Select the "I Accept" button on the "Terms and Conditions" page.
19. Enter your user ID and password on the "Login" page and select the "Login" button.
20. Select the “Complete Agent Broker Training” link.
21. Fill out the required information on the “MLMS Agent and Broker” profile page.
22. Select “Save/Update” to access the “MLMS Agent and Broker” landing page.
23. The agent and broker training options appear in the “Training Options” section on the MLMS Agent and Broker landing page.

ANSWER: For an Agent or Broker who has previously registered with CMS and does have a CMS Enterprise Portal account:
To access the agent and broker training on the MLMS, complete the following steps:
1. Login to the CMS Enterprise Portal using the following link: https://portal.cms.gov. Remember to use the CMS Enterprise Portal user ID and password you created when you originally completed agent and broker registration.
2. Select the “Complete Agent Broker Training” link.
5. Fill out the required information on the “MLMS Agent and Broker” profile page.
6. Select “Save/Update” to access the “MLMS Agent and Broker” landing page.
7. The agent and broker training options appear in the “Training Options” section on the “MLMS Agent and Broker” landing page.

2. **What do I do if I have forgotten my User ID?**
ANSWER: In order to obtain your CMS Portal User ID, complete the following steps:
1. Visit the CMS Enterprise Portal via https://portal.cms.gov.
2. On the right side of the site, select the “Forgot User ID?” link under the "Login to CMS Secure Portal" button.
3. Follow the on-screen instructions.
If you continue to have trouble logging into an existing account, contact the XOSC Tier 1 support at 1-855-267-1515 or CMS_FEPS@cms.hhs.gov for assistance. It is important to retain the originally created User ID to ensure a complete agent or broker record and cause payment disruption.

3. **How do I change or reset my CMS Portal password?**
ANSWER: In order to change your CMS Portal password, complete the following steps:
1. Visit the CMS Enterprise Portal via https://portal.cms.gov.
2. On the right side of the site, select the “Forgot Password?” link under the "Login to CMS Secure Portal" button.
3. Follow the on-screen instructions.
If you continue to have trouble logging into an existing account, contact the XOSC Tier 1 support at 1-855-267-1515 or CMS_FEPS@cms.hhs.gov for assistance. It is important to retain the originally created User ID to ensure a complete agent or broker record and cause payment disruption.

4. **Why do I see the refresher training curriculum when I log in for the first time this year?**
ANSWER: The MLMS determines whether a user has completed their PY2016 Agent/Broker training. If they have completed the curriculum from last year a user is automatically enrolled in the refresher curriculum this year. A user can decide to enroll in and complete the full curriculum found in the “Training Options” section instead if they prefer. See FAQ section Agent and Broker Training question #9 for the steps to enroll in a curriculum.

5. **Why do I see the full agent and broker Individual Marketplace and SHOP training curriculum when I log in for the first time this year?**
   ANSWER: The MLMS determines whether a user has completed their PY2016 Agent/Broker training. If they have not completed the curriculum from last year a user is automatically enrolled in the full curriculum this year.

6. **Why do I get logged out automatically?**
   ANSWER: An inactivity warning is given at 28 minutes. After 30 minutes without activity, the system will automatically log you out to maintain privacy and security. In order to keep from being logged out automatically, maintain some level of activity on your computer.

7. **My language is not in the list! Can I request it be added?**
   ANSWER: The MLMS only supports English for plan year 2017. No additions are anticipated at this time.

8. **Can I use a mobile device to complete training?**
   ANSWER: At this time, mobile devices cannot be used to complete training on the MLMS.

9. **I am getting an error message when I try to register for a curriculum. What can I do?**
   ANSWER: Ensure that you have the latest version of your web browser. You can also try refreshing your browser. If the problem persists, contact the Help Desk at MLMSHelpDesk@cms.hhs.gov or by selecting the "Help Desk" link at the bottom of the window while logged in to the MLMS. Be sure to include your error message in your email to the Help Desk.

10. **I am getting an error message when I try to start a course. What can I do?**
    ANSWER: MLMS recommends using Chrome (44.0.2403.155), Firefox (35.01) or IE (10) and that your pop-up blockers are turned off. You can also try refreshing your browser. If the problem persists, contact the Help Desk at MLMSHelpDesk@cms.hhs.gov or by selecting the "Help Desk" link at the bottom of the window while logged in to the MLMS. Be sure to include your error message in your email to the Help Desk.

11. **I start training and then my screen freezes! What can I do?**
    ANSWER: Try exiting the window displaying the training content and launching the course again. Your training progress will not be lost. It will be bookmarked so that you can resume your training from where you left off. You can also try restarting your computer. If the problem persists, contact the Help Desk at MLMSHelpDesk@cms.hhs.gov or by selecting the "Help Desk" link at the bottom of the window while logged in to the MLMS.

12. **Why won't my course launch?**
    ANSWER: You may have your pop-up blocker enabled. Disable your pop-up blocker and try to launch the course again. If the problem persists, contact the Help Desk at MLMSHelpDesk@cms.hhs.gov or by selecting the "Help Desk" link at the bottom of the window while logged in to the MLMS.

13. **Why do I get redirected to the "Agent/Broker Registration Status" page when I complete a curriculum?**
    ANSWER: When you complete a curriculum, you are taken back to the "Agent/Broker Registration Status" page in order to confirm training completion. This is a necessary step to ensure you receive credit for your work. From the "Agent/Broker Registration Status" page, you may navigate back to the MLMS by selecting the "Complete Agent Broker Training" link.

14. **Why do I see a redirect screen when navigating to the MLMS?**
    ANSWER: When using Internet Explorer 11 and moving from the Profile page to the MLMS landing page a user may see a middle step indicating that they are being redirected to the MLMS. If the user is not automatically moved to the MLMS landing page, simply select the **Next** button at the bottom of the page.

USER PROFILE

1. **How do I update and/or edit my profile information in the MLMS (e.g., email address, NPN)?**
   ANSWER: You may edit any profile any information except your name in the MLMS on the MLMS Agent and Broker profile page, which you will land on first every time you log in to the MLMS. If you want to change your name, contact the XOSC Tier 1 support at 1-855-267-1515 or CMS_FEPS@cms.hhs.gov for assistance. If you have additional questions or concerns with editing your profile information, please contact the Help Desk at MLMSHelpDesk@cms.hhs.gov or by selecting the "Help Desk" link at the bottom of the window while logged in to the MLMS.

2. **Why do I have a profile in the CMS Enterprise Portal and the MLMS?**
   ANSWER: Your CMS Enterprise Portal account allows you to access the MLMS. To establish a CMS Enterprise Portal account, you must provide certain information as a standard protocol. The MLMS collects additional profile information specific to an agent and broker. You do not need to use a separate user ID to access the MLMS.

3. **What is my profile information used for?**
   ANSWER: Agent and broker information is collected so that CMS can conduct oversight and consumer support functions, such as publishing a FFM Registration Completion List to inform issuers about which agents and brokers are eligible for compensation for assisting consumers with the FFM. In addition, agents and brokers may elect to have their professional contact information displayed on HealthCare.gov's "Find Local Help" feature, where consumers can look for assistance with enrollment or it can be made available and searchable in SHOP Marketplace. This information can also be found on the Agents and Brokers Resources webpage and is updated twice monthly.

4. **Do I have to enter profile information in the MLMS?**
   ANSWER: Some profile information is required. This information is marked by an asterisk (*).

5. **What is a NPN? Why is this required?**
   ANSWER: NPNs, are unique identifiers assigned through the licensing application process or the National Association for Insurance Commissioners reporting systems to individuals and business entities engaged in insurance-related activities regulated by a state insurance department. NPNs are included on the agent and broker FFM Registration Completion List that CMS publishes, and are used by the FFMs and issuers for compensation purposes.

6. **Why is there a "Business Entity" profile section? Should I fill that out?**
   ANSWER: CMS requires that any business entity that wishes to be compensated by issuers for assisting consumers with eligibility and enrollment in the FFM delegate an authorized representative to complete the entity's FFM registration requirements. You should only fill out this section if you are the authorized representative for your business entity. If you are employed by a business entity but are not the authorized representative, there is no need to fill this section out.

7. **Why is there a "WBE" profile section? Should I fill that out?**
   ANSWER: CMS requires that any WBE that wishes to be compensated by issuers for assisting consumers with eligibility and enrollment in the FFMs delegate an authorized representative to complete the entity's FFM registration requirements. You should only fill out this section if you are the authorized representative for your WBE. If you are employed by a WBE, but are not the authorized representative, there is no need to fill this section out.

8. **How can I request my contact information not be displayed on HealthCare.gov's "Find Local Help" feature?**
   ANSWER: At the top of the MLMS Agent and Broker profile page, you have the option to display all your professional contact information, all your professional contact information other than your street address, or have none of your contact information displayed.

9. **Why is my profile information not displayed on HealthCare.gov's "Find Local Help" feature?**
   ANSWER: Upon completing registration (identity proofing, training, signing the applicable CMS Agreement(s)), it may take up to four business days for your information to appear on HealthCare.gov's "Find Local Help" feature. Also, note that your profile page in the MLMS provides an option to display or not display your information on Find Local Help. Please ensure that you have selected the option you prefer.

10. **What happens if I complete FFM Agent and Broker registration, and then add profile information for a business entity or WBE?**
ANSWER: Adding information for a business entity or WBE after completing registration does not affect your registration status. Your profile information in the MLMS will reflect that you are now the authorized representative for the business entity or WBE.

AGENT AND BROKER TRAINING

1. **What are the required elements of the Individual Marketplace curriculum?**
ANSWER: All courses that comprise the Individual Marketplace (IM) or IM Refresher curriculum and the corresponding CMS privacy agreements must be signed. The courses for the full Individual Marketplace training include:
    - 01 Welcome
    - 02 ACA Basics
    - 03 Marketplace Basics
    - 04 ACA Marketplace Basics EXAM
    - 05 Privacy Standards and Definitions
    - 06 Protecting and Handling PII
    - 07 Information Security
    - 08 Privacy Security EXAM
    - 09 IM Eligibility for QHP
    - 10 IM Eligibility for IAP
    - 11 IM Enrollment
    - 12 IM Exam
    - 13 IM Privacy Security AGREEMENT
    - 14 IM General AGREEMENT

2. **How do I know when I'm done with the Individual Marketplace curriculum?**
ANSWER: On the "Agent/Broker Registration Status" page, you will see a "Complete" indicator next to "Individual Marketplace" when CMS has confirmed completion of the curriculum. You may access the "Agent/Broker Registration Status" page by logging into the CMS Enterprise Portal.

3. **What are the required elements of the SHOP Marketplace curriculum?**
ANSWER: The SHOP Marketplace Privacy and Security Agreement is the only required element of the SHOP Marketplace curriculum. However, CMS strongly encourages you to take the optional training as it provides additional, valuable information. These include:
    - 15 SHOP Marketplace AGREEMENT
    - 16 SHOP Employer
    - 17 SHOP Employee
    - 18 SHOP Marketplace EXAM

4. **How do I know when I'm done with the SHOP Marketplace curriculum?**
ANSWER: On the "Agent/Broker Registration Status" page, you will see a "Complete" indicator next to "SHOP Marketplace" when CMS has confirmed completion of the curriculum. You may access the "Agent/Broker Registration Status" page by logging into the CMS Enterprise Portal.

5. **Do I have to pay to use the MLMS to complete my agent and broker training?**
ANSWER: No, all training offered within the MLMS is free of charge. Training completed through a CMS-approved vendor may include a cost to the agent or broker.

6. **Is there an option to take training from a CMS-approved vendor for plan year 2017?**
   ANSWER: Yes, there are two CMS-approved vendors available to agents and brokers that would prefer to complete their training through their course materials. These include:
   - America's Health Insurance Plans (AHIP)
   - National Association of Health Underwriters (NAHU)

   Additional information about these CMS-approved vendors is found Plan Year 2017 Agent/Broker Training Options page in the MLMS.

7. **How do I access CMS-approved vendor training?**
   ANSWER: The coursework provided by the CMS-approved vendors is accessed through the MLMS by navigating to the Plan Year 2017 Agent/Broker Training Options page and clicking the Access Training link next to the desired vendor.

8. **If I choose to take training via a CMS-approved vendor, how will the MLMS know I've completed the training so that I can sign the Agreement(s)?**
   ANSWER: Upon successful completion of the training materials, the vendor notifies the MLMS of the completion and sends an email with instructions to the agent or broker. When that email is received the agent or broker logs back into the MLMS and navigates to the MLMS landing page. In the Current Learning section the applicable agreements will be displayed. Click Launch next to each one and complete the steps to sign the agreement.

9. **How do I enroll in and launch a curriculum?**
   ANSWER: To enroll in a curriculum, first log in to the MLMS. (Please reference FAQ #2 in the "General/Troubleshooting" section of this document for instructions on how to access the MLMS). Then complete the following steps:
   1. On the MLMS agent/broker landing page, look for the "Training Options" section.
   2. Identify the curriculum you wish to enroll in, and hover your cursor over the "Actions" link to the right of that curriculum.
   3. In the bubble that appears, select the "Enroll" button
   4. Then select the "Complete Enrollment" button.
   5. Select the "Go to Current Learning" button at the bottom of the MLMS Agent and Broker landing page.
   6. You may start the curriculum's courses by selecting the "Launch" button next to each course.

10. **How do I find the curricula I am enrolled in?**
    ANSWER: On the MLMS Agent and Broker landing page, look for the "Current Learning" section. All curricula you are currently enrolled in will appear in that section.

11. **How do I prove I have completed the Agent and Broker registration requirements?**
    ANSWER: Once you have completed all registration requirements for either the IM, IM Refresher and/or SHOP Marketplace, you may print the Registration Completion Certificate specific to the Marketplace(s) for which you completed registration. Note, your registration completion certificate will be marked "Incomplete" if you have completed training, but not yet signed the Agreement(s). Your NPN and registration completion date for each Marketplace will appear on the public Agent and Broker FFM Registration Completion List. A link to the Registration Completion List is maintained by CMS and accessible via the Agents and Brokers Resources webpage, which accessible at the following link: http://go.cms.gov/CCIIOAB in the Agent and Broker Federally-Facilitated Marketplace (FFM) Registration Completion List section.

12. **How do I delete courses remaining from my Plan Year 2016 enrollment?**
ANSWER: It is not necessary to delete courses that were added but not completed in Plan Year 2016, but if an agent or broker prefers to remove them from their Current Learning page they may. Agents and brokers will not be able to enroll in extraneous courses starting in Plan Year 2017 as they will only be enrolled in a curriculum and therefore must complete all courses presented. To delete the extraneous courses:
   1. On the MLMS agent/broker landing page, select the Current Learning option in the left-hand navigation
   2. Locate the desired course in the list of enrolled courses
   3. Click the "Drop" link
   4. Click the "Drop" button
   5. Enter a reason for the dropped course in the "Input Reason" pop-up window
   6. Click the "Save" button

AGENT/BROKER REGISTRATION STATUS

1. **What is the status of my FFM agent and broker registration?**
ANSWER: You can view your registration status on the "Agent/Broker Registration Status" page. After you have accessed the MLMS for the first time, you should land on the "Registration Status" page each time you log in to the CMS Enterprise Portal.

2. **When does my FFM agent and broker registration expire?**
ANSWER: Your FFM registration is valid for the plan year for which you electronically signed the Individual Marketplace and/or SHOP Marketplace Agreement(s). The agent and broker Agreements expire on the day before Open Enrollment for the next plan year (e.g., October 31, 2016 for plan year 2017).

3. **What do I do to renew my FFM agent and broker registration?**
ANSWER: In order to renew your registration, you must complete identity proofing (if you haven't already done so), complete all required courses that comprise the Individual or IM Refresher and/or SHOP Marketplace curricula and sign the applicable CMS Agreement(s) for the Marketplaces where you plan to assist consumers. You must do this each year to renew your registration. However, creating an account on the CMS Enterprise Portal and completing remote identity proofing only need to be completed once; you will not need to repeat these steps each year. If you have forgotten your User ID or Password see FAQ section General Troubleshooting, questions #2 and 3 for instructions to retrieve the information. It is important to retain the originally created User ID to ensure a complete agent or broker record and prevent payment disruption.

4. **Is there a deadline to complete my FFM Agent or Broker registration?**
ANSWER: There is no deadline to complete registration, but CMS encourages you to complete it prior to Open Enrollment each year. Open Enrollment for plan year 2017 is scheduled to begin November 1, 2016. Agents and brokers planning to assist consumers for the coming Open Enrollment period will need to complete plan year 2017 registration and training.

   Please note that plan year 2016 registration closed on July 15, 2016 at 11:59 AM Eastern Time and can no longer be accessed. If you have not already completed plan year 2016 registration and training, you will not be able to assist consumers for the remainder of the plan year 2016 coverage period.

5. **Do I have to sign the Individual Marketplace and/or SHOP Marketplace Agreement(s)? Why?**
ANSWER: Yes, this is required pursuant to federal regulation (see 45 CFR 155.220), which requires that the agent or broker does the following:
(1) Registers with the Marketplace in advance of assisting qualified individuals enrolling in QHPs through the Marketplace;
(2) Receives training in the range of QHP options and insurance affordability programs; and
(3) Complies with the Marketplace's privacy and security standards as a condition of the Agent's or Broker's Agreement(s) executed pursuant to 155.260.

6. **How do I sign the Individual Marketplace and/or SHOP Agreements?**
ANSWER: The Individual Marketplace Agreements and the SHOP Marketplace Agreement are part of each corresponding curriculum. (Please reference FAQ #6 in the "Agent/Broker Training" section for instructions on how to enroll in a curriculum.) Once enrolled in a curriculum, if the associated curriculum prerequisites are complete, then you will be able to launch the Agreement offering with the "Launch" button just like the other courses in the curriculum. You will then be able to electronically sign the Agreement(s) per the on-screen instructions.

ACCESSING AND PRINTING CERTIFICATES

1. **How do I print my FFM agent and broker Registration Completion Certificate?**
ANSWER: To print your FFM agent and broker Registration Completion Certificate complete the following steps:
   1. Reference FAQ #1 in the "Agent/Broker Registration Status" section of this document for instructions on how to access the "Agent/Broker Registration Status" page
   2. Select the "Print Certificate" link on the "Agent/Broker Registration Status" page.
   3. Update your profile information as needed and select "**Save/Update**" or "**Next**" if no information needs an update
   4. On the Curriculum Status page hover the mouse over the "Actions" link next to the applicable curriculum
   5. Select "Print Certificate" in the bubble that appears.
   6. Select "Print" in the upper left corner of the certificate in the pop-up window.

2. **The "Print" function does not work! What can I do?**
ANSWER: First, ensure that you have completed all the required training. If the curriculum is not complete, then the "Print Certificate" link will not be available in the "Actions" bubble. Also ensure that your browser's pop-up blocker is turned off.
If the Registration Completion Certificate appears on the screen, and the "Print" link in the upper left is not functioning, verify that the computer in use has a printer associated with it. If the printer is not functioning, then it will be necessary to check such things as cable connections, power connections, ink supply, paper supply, and other standard troubleshooting items. If the problem persists, contact the MLMS Help Desk at MLMSHelpDesk@cms.hhs.gov or by selecting the "Help Desk" link at the bottom of the window while logged in to the MLMS.

3. **If I can't print my certificate, how can I view and save an electronic copy of it?**
ANSWER: Printing certificates to an electronic version (e.g., a PDF) requires that specific software is installed on your computer. If your computer has the ability to print to a PDF or other file type, the procedure is as follows:

   1. On the MLMS agent/broker landing page, select the "Print your Registration Completion Certificate" link in the "Agent Broker Resources" section.
   2. Hover the mouse over the "Actions" link to the right of the curriculum for which you would like to print a certificate, and then select "Print Certificate" in the bubble that appears.
   3. When your certificate appears, select "Print" in the upper left corner of the certificate.
      - On many computers, there will be an option that prints to a document (e.g., CutePDF Writer).
   4. The remaining required actions will vary, but likely include entering a file name, choosing a save location, and selecting the "Save" or "Print" button to complete the process.

4. **Why does my certificate say FFM agent and broker registration is "Incomplete"?**
ANSWER: You may have not completed identity proofing or signed the Agreement(s), which are required to complete registration. Confirm that identity proofing is complete by visiting the "Agent/Broker Registration Status" page. (Please reference FAQ #1 in the Agent/Broker Registration Status" section for instructions on how to access the "Agent/Broker Registration Status" page). If the problem persists, contact the MLMS Help Desk at MLMSHelpDesk@cms.hhs.gov or by selecting the "Help Desk" link at the bottom of the window while logged in to the MLMS.

Agent and Broker Steps after Registration is Complete

1. **Is there something else I have to do to complete FFM agent and broker registration?**
ANSWER: The "Agent/Broker Registration Status" page will display your status. Please be sure to check your status there after completing the Individual and/or SHOP Marketplace curricula on the MLMS, completing identity proofing, and signing the Agreement(s). (Please reference FAQ #1 in the Agent/Broker Registration Status" section for instructions on how to access the "Agent/Broker Registration Status" page).

2. **How do I start assisting consumers?**
ANSWER: Please visit the Agents and Brokers Resources webpage for more details regarding the pathways to assist consumers at the following link: http://go.cms.gov/CCIIOAB.

3. **Who do I show my FFM agent and broker Registration Completion Certificate to?**
ANWER: The issuer(s) with which you are affiliated may request to view your Registration Completion Certificate(s). However, CMS guidance currently instructs issuers to review the Agent and Broker FFM Registration Completion List published by CMS to confirm the registration status of agents and brokers. A link to the Registration Completion List is available on the Agents and Brokers Resources webpage: http://go.cms.gov/CCIIOAB.

4. **I was registered last year. Do I have to take training again?**
ANSWER: Yes, in order to renew your registration you must complete all required courses that comprise the Individual and/or SHOP Marketplace curricula. As in previous years, CMS encourages agents and brokers to complete the SHOP Marketplace training and exam but they are not required. If you completed IM training and registration for plan year 2016, you can take a shorter IM refresher curricula. This must be done each year to renew your registration. However, creating an account on the CMS Enterprise Portal and completing remote identity proofing only need to be completed once; you will not need to repeat these steps each year. It is important to retain the originally created User ID to ensure a complete agent or broker record and cause payment disruption.

OTHER

1. **My question isn't listed here. How can I get additional assistance with the MLMS?**
ANSWER: Please contact the MLMS Help Desk at MLMSHelpDesk@cms.hhs.gov or by selecting the Help Desk link at the bottom of the window while logged in to the MLMS.