Find Local Help (FLH) Upkeep Tool Job Aid for Assisters

Overview

The [Find Local Help (FLH) Consumer Tool](#), allows consumers seeking health coverage in the Federally-facilitated Marketplace (FFM) to find assisters in their community that will provide application enrollment assistance, by zip code. Assisters include Navigator grantees, certified application counselor designated organizations (CDOs) (which oversee certified application counselors (CACs)), Enrollment Assistance Personnel (EAP), and other non-Navigator assistance personnel certified by the FFM to provide impartial assistance with applying for and enrolling in Marketplace, Medicaid, and Children's Health Insurance Program (CHIP) coverage.

Leadership contacts can manage their organization's assistance locations using the FLH Upkeep Tool at https://www.assisters.cms.gov/flhupkeep/s/.

Note: Agents & Brokers cannot use the FLH Upkeep Tool to request an update or removal of their listing. If you are an Agent or Broker and need to update or delete your listing in the FLH directory, contact the Agent & Brokers Help Desk for instructions: FFMProducer-AssisterHelpDesk@cms.hhs.gov.

A detailed FLH Upkeep Tool User Guide, go to the resources at the top of each page of the FLH Upkeep Tool or: https://www.cms.gov/marketplace/technical-assistance-resources/find-local-help-upkeep-tool-user-guide.pdf.

This job aid provides a quick start guide for the following tasks:

- Accessing the FLH Upkeep Tool
- Listing/Unlisting an Organization
- Adding a Location
- Navigating the My FLH Locations Table
- Location Submission Status
- Viewing a Location
- Listing/Unlisting a Location
- Editing/Deleting a Location
- Viewing Submission Confirmation
- Adding/Editing an Organization Acronym
- Viewing Submission Conformation

Welcome Page

Accessing the FLH Upkeep Tool

1. Go to https://www.assisters.cms.gov/flhupkeep/s/.

2. On the "Welcome" page, complete all the required information:

   - First name
   - Last name
   - Email address
   - Assister ID – CDOs enter your 8-character CDO ID; Navigators enter your 8-character Nav ID; EAPs enter your 8-character EAP ID

3. Check the **reCAPTCHA** box.

4. Select **Submit**.

Note: Only the leadership contacts on record with CMS for your organization can access the FLH Upkeep Tool and modify FLH listings for the Consumer Tool. If any of the information entered does not match exactly what is on record for the organization's designated leadership contacts, you will receive a Contact Not Found alert message.

FLH Listing(s) Page

The "FLH Listing(s)" page on the FLH Upkeep Tool provides the option to list/unlist your organization from the FLH Consumer Tool. It also shows the associated FLH locations and the FLH submission confirmations for your session.

From this page, you can add or edit your organization acronym; list or unlist your organization; add, edit, delete, list, or unlist locations; and view your FLH submission confirmations.

Listing/Unlisting an Organization

1. To list your organization, select **List Organization** in the Current FLH Status box on the "FLH Listing(s)" page and confirm your selection in the message received. Listed status means a user can find your organization using the Search feature on the FLH Consumer Tool. With your organization in a Listed status, you can add, edit, delete, list, or unlist the locations for your organization.

2. To unlist your organization, select **Unlist Organization** in the Current FLH Status box on the "FLH Listing(s)" page and confirm your selection in the message received. Unlisted status means your organization and any associated locations are removed from the Find Local Help Consumer Tool. If you unlist your organization, you can list it again in the future using the FLH Upkeep Tool.

Adding a Location

If your organization is Unlisted or in a Change Requested status, you cannot add a location. The system disables the **Add Location** button, and you receive an alert banner message.

To add a location:

1. Select **Add Location** above the My Find Local Help (FLH) Locations Table on the "FLH Listing(s)" page.
2. Enter the unique Location Name.
   - You can add multiple locations with the same location name with different location addresses. If the Location Name already exists in FLH for your organization or a request was previously submitted for this location name, you will receive a warning message when you submit the request with the following options: **Change Location Name** or **Continue with Duplicate Name**.
3. Enter the Address Information.
   - You cannot add locations with the same location address. If the location address already exists in FLH for your organization or a request was previously submitted for this location address, you will receive an error message when you submit the request. The system returns you to the "Add/Edit Location" page.
   - After selecting **Submit**, a pop-up will appear showing the Entered Address and a Suggested Address. Choose the best option or select **Edit Entered Address** to make necessary changes.
4. Select an option for Display Settings.
5. Enter Contact Information.
6. Select **Specialized Services** and **Languages** from the drop-down menus.
7. Enter Hours of Operation and any Special Instructions.
8. Select the appropriate navigation action to continue:
   - **Back** – Information is not submitted, and the system returns you to the "FLH Listing(s)" page.
   - **Submit** – The system submits your request, returns you to the "FLH Listing(s)" page, and your request is viewable in the My Find Local Help (FLH) Locations Table.
   - **Submit & Add** – The system submits your request, and you remain on the "Add Location" page with all fields on the page reset.
   - **Logout** – You receive a message to confirm your logout.
     - **No** – The system returns you to the "Add Location" page.
     - **Yes** – The system returns you to the "Welcome" page.

Navigating the My Find Local Help (FLH) Locations Table

The My Find Local Help (FLH) Locations Table displays all locations, either listed or unlisted, for your organization. The Action column displays actions you may want to make for any of the locations.

Select the desired column title (Name, Address, Phone, Email, or Status) one time to sort all entries in the table by ascending order or an additional time to sort by descending order. An arrow appears next to the column title selected indicating in which direction the list is being sorted.

Location Submission Status

To view submission status:

In the My Find Local Help (FLH) Locations Table of the "FLH Listing(s)" page, locate the Status column. The status options include:

- Add Requested – Location submitted and awaiting review.
- Listed – Location is approved and is visible in the FLH Consumer Tool.
- Unlisted – Location is approved but is not visible in the FLH Consumer Tool.
- Request Rejected – Location request did not meet expectations. Changes are required in order to have the location reviewed again.
- Change Requested – Submitter has made changes to their information that require review and approval to continue. No changes can be made to the location when in this status.

Viewing a Location

To view a location:

1. In the My Find Local Help (FLH) Locations table of the "FLH Listing(s)" page, select the location **Name link**.

2. View the location information.

3. Select the appropriate navigation action to continue.

   - **Back** – The system returns you to the "FLH Listing(s)" page.
   - **Logout** – You receive a message to confirm your logout.
     - o **No** – The system returns you to the "View Location" page.
     - o **Yes** – The system returns you to the "Welcome" page.

Listing/Unlisting a Location

Listing a location adds a location to the list of available locations in the My Find Local Help (FLH) Location Table. Unlisting a location will show it in an Unlisted Status in the My Find Local Help (FLH) Locations Table and will remove it from view in the FLH Consumer Tool. The removed location remains visible and accessible in the My Find Local Help (FLH) Locations

Table of the FLH Upkeep Tool for you to list again in the future if needed, such as for a seasonal location.

To list or unlist a location:

1. On the "FLH Listing(s)" page, be sure the status of the location in the My Find Local Help (FLH) Locations Table is in either Listed or Unlisted.

2. Select the **list/unlist icon** in the My Find Local Help (FLH) Locations Table to make the location visible or not visible in the Search feature of the FLH Consumer Tool.

Editing/Deleting a Location

To edit a location:

1. In the My Find Local Help (FLH) Locations Table of the "FLH Listing(s)" page*,* select the **pencil icon**.

2. Review the information and edit as needed.

3. Select the appropriate action.

   - **Back** – Information entered is not submitted, and the system returns you to the "FLH Listing(s)" page.
   - **Submit** – The system submits your request and returns you to the "FLH Listing(s)" page.
   - **Logout** – You receive a message to confirm your logout.
     - **No** – The system returns you to the "Edit Location" page.
     - **Yes** – The system returns you to the "Welcome" page.

You can permanently delete a location that is in an Unlisted Status on the My Find Local Help (FLH) Locations Table. Deleting the location will remove it from the My Find Local (FLH) Locations Table and from the FLH Consumer Tool. The location will no longer be visible or accessible to you in the My Find Local Help (FLH) Locations Table of the FLH Upkeep Tool.

To delete a location:

1. In the My Find Local Help (FLH) Locations Table of the "FLH Listing(s)" page, select the **trash can icon**.

2. You receive a message for you to confirm the deletion.

   - **No** – The system returns you to the "FLH Listing(s)" page.
   - **Yes** – The system submits your request and returns you to the "FLH Listing(s)" page.

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*Note: You can recall a request while it is still in Requested status by selecting the **recall icon** and the system immediately removes the request.*

Adding/Editing an Organization Acronym

If your organization has an acronym commonly recognized by consumers for your organization's name, you can add or edit your acronym in the organization table at the top of the "FLH Listing(s)" page and it will show in the FLH Consumer Tool. For example, if your organization name is *Example of South Florida*, the recognized acronym may be *ESF*. This is an optional field.

To add or update your organization's acronym:

1. Select the **pencil icon** in the table at the top of the "FLH Listing(s)" page.
2. Add or edit the acronym and select the **save icon**.

Viewing Submission Confirmation

To view and save confirmation of the submission(s) for your session:

1. Select **View Submission Confirmation**.
2. Select **Print PDF** to print or save the PDF Confirmation for your records.
3. Select **Logout** to end your session and return to the "Welcome" page.

Email any questions to FindLocalHelp_FFMAssister@cms.hhs.gov. Be sure to include your organization's name and CDO, EAP, or Navigator ID in the body of your email.