

Find Local Help Upkeep Tool User Guide for Assisters



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Welcome Page

1. Introduction

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](#).

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 at FFMProducer-AssisterHelpDesk@cms.hhs.gov.

1.1. Helpful Resources & Tips Before Getting Started

Before you start, reference this user guide to understand what information you need to complete the FLH Upkeep Tool.

When organization leadership contacts submit a request within the FLH Upkeep Tool, the request must be completed in one session to avoid losing the information entered if not submitted.

For additional FLH Upkeep Tool information, the following resources are available at the top of each page of the [FLH Upkeep Tool](#) and also at [CMS.gov/marketplace/in-person-assisters/training-webinars/training](https://www.cms.gov/marketplace/in-person-assisters/training-webinars/training):

- [Find Local Help Upkeep Tool Job Aid for Assisters](#) – Provides a quick-start guide for completion and submission of the FLH Upkeep Tool request.
- [Find Local Help Upkeep Tool for Assisters Frequently Asked Questions \(FAQs\)](#) – Contains frequently asked questions about how and when to use the FLH Upkeep Tool.

A Find Local Help Upkeep Tool video demonstration is also available at [CMS.gov/marketplace/in-person-assisters/training-webinars/training](https://www.cms.gov/marketplace/in-person-assisters/training-webinars/training). This user guide includes video time stamps for each section heading to indicate exactly where in the video you can find the demonstration of the steps included in that section.

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

2. Accessing the FLH Upkeep Tool

Video Time Stamp: [00:11]

To access the FLH Upkeep Tool:



FLH Listing(s) Page

1. Go to [FLH Upkeep Tool](#).



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. For example, the CDO or EAP leadership contacts are your CAC Project Director, Organization Senior Official, or Secondary Contact (if you have one).

2. On the “Welcome” page, complete all required information:
 - First name
 - Last name
 - Email address
 - Assister ID – CDOs enter your 8-character CDO ID, EAPs enter your 8-character EAP ID, and Navigators enter your 8-character Nav ID. If you don’t know your Assister ID, contact FindLocalHelp_FFMAssister@cms.hhs.gov for help.
3. Check the **reCAPTCHA** box.
4. Select **Submit** and the system takes you to the “FLH Listing(s)” page.

The screenshot shows the 'Welcome to the Find Local Help (FLH) Upkeep Tool' page. At the top left is the CMS logo. Below it is the title 'Welcome to the Find Local Help (FLH) Upkeep Tool'. The page contains 'Instructions' and a 'Note' about user eligibility. A form titled 'To access the FLH Upkeep Tool, complete the fields below and select Submit' has four required fields: 'First Name' (with 'User' below), 'Last Name' (with 'Guide' below), 'Email Address' (with 'userso@email.com' below), and 'Assister ID' (with 'DECDQA05' below). A reCAPTCHA box with a green checkmark and the text 'I'm not a robot' is present. A blue 'Submit' button is at the bottom left, with a yellow arrow pointing to it from the right.

Figure 1: Welcome Page to the Find Local Help (FLH) Upkeep Tool

5. If any of the information entered does not match exactly what is on file for you, as a designated leadership contact, you will receive a Contact Not Found alert message.



Welcome Page

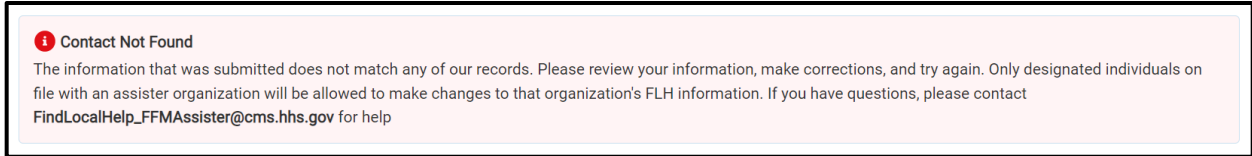


Figure 2: Contact Not Found Alert Message

6. Refresh your browser to return to a reset “Welcome” page. Follow steps 2 through 4 above and be sure to enter your correct information.

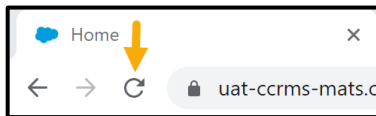


Figure 3: Browser Refresh



FLH Listing(s) Page

3. FLH Listing(s) Page

Video Time Stamp: [05:23]

The “FLH Listing(s)” page on the FLH Upkeep Tool provides the option to list/unlist your organization from the [Find Local Help](#) 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 for your current session.

The FLH Upkeep Tool cannot be used to modify your service location (such as your counties and states) or if you need to modify any organization leadership contact. CDO Leadership Contacts should use the [Organizational Maintenance Web Form](#), and Navigator and EAP Leadership Contacts should contact your Project Officer.

3.1. Listing/Unlisting an Organization

Video Time Stamp: [06:37]

The Current FLH Status indicates the status of your organization on the Consumer Tool.

To list your organization:

Listed status means a user can find your organization by using the Search feature on the Find Local Help Consumer Tool. With your organization in a Listed status, you can add, edit, delete, list, or unlist your assister locations for your organization.

1. Select **List Organization** in the Current FLH Status box on the “FLH Listing(s)” page.



Figure 4: List Organization Button



FLH Listing(s) Page

2. Select **Yes** to confirm that you want to list your organization.

List confirmation

Are you sure you want to list ABC in Find Local Help (FLH)?

No Yes

Figure 5: Organization List Confirmation

Unlisted status means your organization and any associated assister locations are removed on the Find Local Help Consumer Tool. If you do unlist your organization, you can list it again in the future using the FLH Upkeep Tool.

3. To un-list your organization:
4. Select **Unlist Organization** in the Current FLH Status box on the “FLH Listing(s)” page.

Current FLH Status: i

Listed

Unlist Organization

Figure 6: Unlist Organization Button

5. Select **Yes** to confirm that you want to unlist your organization.

Unlist confirmation

Are you sure you want to unlist ETO Org from Find Local Help (FLH)?

No Yes

Figure 7: Organization Unlist Confirmation



FLH Listing(s) Page

3.2. Navigating the My Find Local Help (FLH) Locations Table

Video Time Stamp: [07:46]

The My Find Local Help (FLH) Locations Table displays all locations, either listed or unlisted, for your organization on the Consumer Tool. The table shows the Name, Address, Phone, Email, and Status of each location for your organization. The Action column displays actions you may want to make for any of the locations.

NAME	ADDRESS	PHONE	EMAIL	STATUS	ACTION
ETO Training 2	129 Main Street, Dover, DE, 19904	(555) 555-5555		Add Requested	↶
ETO Location 1	123 Main Street, Dover, DE, 19901	(555) 555-5555	etoloc1@email.com	Add Requested	↶
ETO Training 8	130 Main Street, Dover, DE, 19904	(555) 555-5555		Add Requested	↶
ETO Location 2	124 Main Street, Dover, DE, 19901	(555) 555-5555		Add Requested	↶
ETO Location 3		(555) 555-5555			↶

Items Per Page: 5 | 1-5 of 6 | Page 1 of 2

Buttons: First, Prev, Next, Last

Figure 8: My Find Local Help (FLH) Locations Table

The entries of the My Find Local Help Locations Table can be sorted by Name, Address, Phone, Email, or Status. Select the desired column title one time to sort by ascending or an additional time to sort by descending order. An arrow appears next to the column title selected indicating which direction the list is being sorted.

NAME ↑	ADDRESS	PHONE	EMAIL	STATUS	ACTION
Murdo Location	502 Lincoln Ave, Murdo, SD, 57559	(555) 222-1111		Request Rejected	
Rapid City Location	2834 Jackson Blvd, Ste 101, Rapid City, SD, 57702	(555) 777-8888		Listed	↶ ↷ 🗑️
	ells Ave, Pierre, SD, 57501	(555) 333-4445		Change Requested ⚠️	↶

Logout

Figure 9: Sorting My Find Local Help (FLH) Locations Table

3.3. Adding a Location

Video Time Stamp: [08:36]

Assisters can use the **Add Location** button to submit a request to add a new location listing on the FLH Consumer Tool.



FLH Listing(s) Page

Your organization must be in a Listed status as shown in the Current FLH Status blue box on the “FLH Listing(s)” page. 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 as shown in Figure 10.

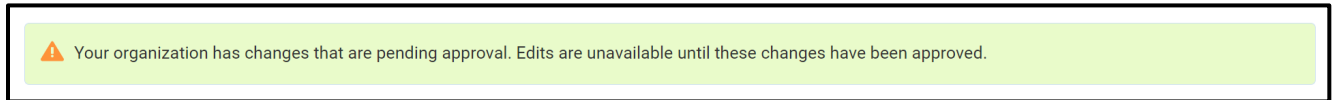


Figure 10: Alert Banner Message

To add a location:

1. Select **Add Location** above the My Find Local Help (FLH) Locations Table on the “FLH Listing(s)” page of the FLH Upkeep Tool.

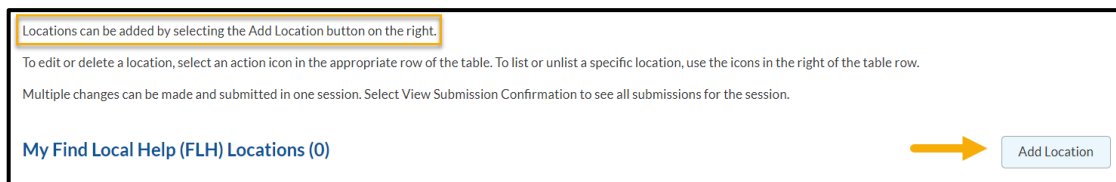


Figure 11: Add Location Button

2. On the “Add Location” page, enter the unique Location Name. The unique Location Name that you enter will display on the FLH Consumer Tool. Be sure this is the name you want your consumers to view and the name they will recognize.

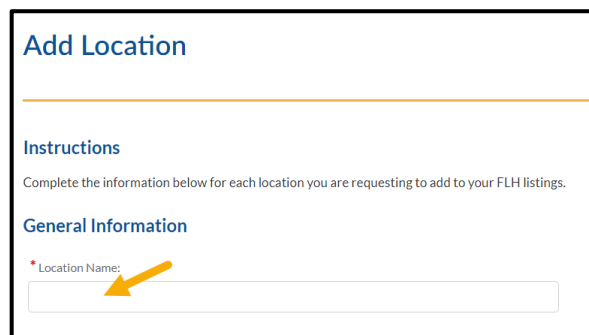


Figure 12: Add Location Name Field

3. The Assister Type, Coverage Type, Service Location State, and County(s) for your organization automatically populate from what is in the system for your CDO, EAP, or Navigator Grantee organization.

ASSISTER TYPE	COVERAGE TYPE
Certified Application Counselor (CAC)	Individuals & Families, Medicaid & CHIP
SERVICE LOCATION STATE	COUNTY(S)
Delaware	Kent,New Castle,Sussex

Figure 13: Assister Type, Coverage Type, Service Location State, and County(s)



FLH Listing(s) Page

4. Enter the Address. The drop-down list for the State field will contain only the state(s) shown in the Service Location State column on the above table. If the Service Location State(s) or County(s) need updating, CDOs use the [Organizational Maintenance Web Form](#). Navigators and EAPs contact your Project Officer.

Figure 14: Address Fields

5. 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.

- 6.

Figure 15: Address Validation

7. Select an option for **Display Settings**.

Figure 16: Display Settings Selection



FLH Listing(s) Page

8. Enter Contact Information. The only required piece is the Main Phone number; however, any additional contact information you can add is always helpful.

Contact Information & Operating Hours

* Main Phone: [#####] Extension: [] TTY Phone: [#####] Extension: [] Toll-free Phone: [#####] Extension: []

Website: [Enter URL] Email: [Enter text...]

Figure 17: Contact Information Fields

9. Select all **Specialized Services** and **Languages** from the drop-down menus that you may offer at this location.

Specialized Services:

Available Options: Deaf/hearing impaired, Ex-offenders, HIV/AIDS, Homebound, Homeless, LGBT

Selected Options: []

Languages:

Available Options: American Sign Language, Arabic, Cantonese, French, French Creole, German

Selected Options: English

Figure 18: Specialized Services and Languages Menus



FLH Listing(s) Page

10. Enter Hours of Operation. Check the **box** next to each day of the week this location offers assistance and select the **hours** from the drop-down menus.

* Hours of operation			
<input type="checkbox"/>	Monday	<input type="text"/>	to <input type="text"/> Split Hours
<input type="checkbox"/>	Tuesday	<input type="text"/>	to <input type="text"/> Split Hours
<input type="checkbox"/>	Wednesday	<input type="text"/>	to <input type="text"/> Split Hours
<input type="checkbox"/>	Thursday	<input type="text"/>	to <input type="text"/> Split Hours
<input type="checkbox"/>	Friday	<input type="text"/>	to <input type="text"/> Split Hours
<input type="checkbox"/>	Saturday	<input type="text"/>	to <input type="text"/> Split Hours
<input type="checkbox"/>	Sunday	<input type="text"/>	to <input type="text"/> Split Hours

Figure 19: Hours of Operation Menus

11. If applicable for this location, select **Split Hours**, and enter the hours of operation. For example, this location may be available with split hours of 9:00 AM to 3:00 PM and 5:00 PM to 8:00 PM on Monday and straight hours of 9:00 AM to 5:00 PM on Tuesday.

* Hours of operation			
<input checked="" type="checkbox"/>	Monday	9:00 AM	to 3:00 PM and 5:00 PM to 8:00 PM
<input checked="" type="checkbox"/>	Tuesday	9:00 AM	to 5:00 PM Split Hours

Figure 20: Hours of Operation – Split Hours

12. Enter any Special Instructions needed for this location. For example, if you want your consumers to use a particular entrance of your location’s building, enter “Please use side entrance”.

Special Instructions:

Please use side entrance.

Figure 21: Special Instructions Text Box

13. Select the appropriate **navigation action** to continue:

- **Back** – Information is not submitted, and the system returns you to the “FLH Listing(s)” page.



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.
- a. **No** – the system returns you to the “Add Location” page
- b. **Yes** – the system returns you to the “Welcome” page



Figure 22: Navigation Buttons

3.4. Adding a Duplicate Location Name

Video Time Stamp: [14:18]

You can add multiple locations with the same location name and different location addresses. For example, you may have multiple locations with the same name of ETO Org, but each has its own address. If the Location Name already exists in FLH for your organization, or you previously submitted a request for this location name, you will receive a Warning message when you submit the request.

1. Follow steps 1 through 11 in Section **3.3 Adding a Location**
2. In the Warning message box, select either **Change Location Name** or **Continue with Duplicate Name**.
 - **Change Location Name** – The system returns you to the Location Name field on the “Add Location” page for you to change the Location Name.
 - **Continue with Duplicate Name** – The system accepts the name you entered and returns you to the “FLH Listing(s)” page.

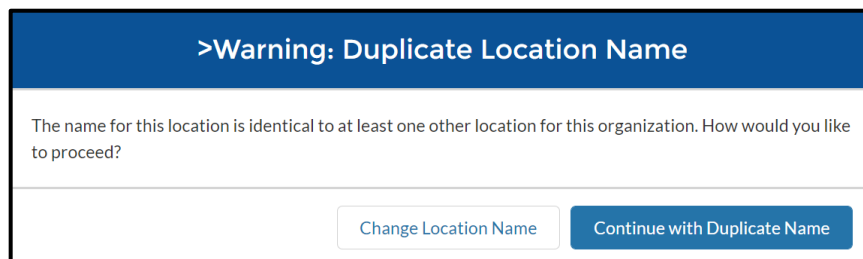


Figure 23: Location Name Warning Message

3.5. Correcting a Duplicate Location Address

Video Time Stamp: [16:27]

You cannot add locations with the same location address. If the location address already exists in FLH for your organization, or you previously submitted a request for this location address, you will receive an error message when you submit the request. The system returns you to the “Add Location” page.



FLH Listing(s) Page

3. Follow **steps 1 through 10** in Section **3.3 Adding a Location**
4. Select **Submit** and you receive an “*Error: Duplicate Address*” message. The system returns you to the “Add Location” page.

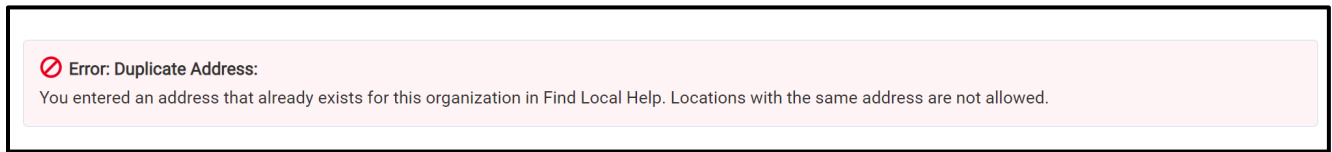


Figure 24: Duplicate Address Error Message

5. If you made an error, enter the **correct address**, and select **Submit**.

3.6. Viewing a Location

Video Time Stamp: [19:35]

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**.

My Find Local Help (FLH) Locations (6)		
NAME	ADDRESS	PHONE
ETO Training 2	129 Main Street, Dover, DE, 19904	(555) 555-5555

Figure 25: Name Link



FLH Listing(s) Page

2. View the location information on the “View Location” page. You cannot edit any information on the “View Location” page.

View Location

General Information

* Location Name:
ETO Training 2

ASSISTER TYPE	COVERAGE TYPE
Certified Application Counselor (CAC)	Individuals & Families, Medicaid & CHIP

SERVICE LOCATION STATE	COUNTY(S)
Delaware	Kent, New Castle, Sussex

Address & Display Settings

i Addresses can only be added for states listed in your organization's Service Location(s) displayed above. If states need modification, make changes via the Organization Maintenance Web Form.

* Address:
129 Main Street
Apartment, suite, unit, building, floor etc.

* City: Dover * State: DE * Zip Code: 19904

* Display Settings
 Hide address
 Show full address on the map
 Show only city, state, & ZIP code

i Locations that show only a partial address or no address will not be mapped.

Contact Information & Operating Hours

* Main Phone: (555) 555-5555 Extension: TTY Phone: ###-###-#### Extension: Toll-free Phone: ###-###-#### Extension:

Website: Enter URL Email: Enter text...

Specialized Services:
Available Options: Deaf/hearing impaired Selected Options: Languages:
Available Options: American Sign Language Selected Options: English

Figure 26: View Location Page



FLH Listing(s) Page

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:
 - **No** – the system returns you to the “View Location” page
 - **Yes** – the system returns you to the “Welcome” page.

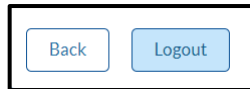


Figure 27: Navigation Buttons

3.7. Viewing Location Status

Submitted locations are reviewed and either approved or rejected. To view the status:

1. Go to the My Find Local Help (FLH) Locations Table on the “FLH Listing(s)” page.
2. Locate the Status column.

NAME	ADDRESS	PHONE	EMAIL	STATUS	ACTION
Murdo Location	502 Lincoln Ave, Murdo, SD, 57559	(555) 222-1111		Request Rejected	
Wells Location	1315 E Wells Ave, Pierre, SD, 57501	(555) 333-4445		Change Requested	
Rapid City Location	2834 Jackson Blvd, Ste 101, Rapid City, SD, 57702	(555) 777-8888		Listed	

Figure 28: Location Status

3. Determine the status based on the following options:
 - **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 and require review and approval to continue. No changes can be made to the location when in this state. A caution icon will appear with a pop-over warning when a change has been requested.



FLH Listing(s) Page

PHONE	EMAIL	STATUS	ACTION
222-1111		Request Rejected	
333-4445		Change Requested	↶
777-8888		Listed	🗑️ ✎️

Your organization has changes that are pending approval. Edits are unavailable until these changes have been approved.

Figure 29: Change Requested Warning

3.8. Listing/Unlisting a Location

Video Time Stamp: [20:17]

You can unlist a location, which 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.

My Find Local Help (FLH) Locations (6)						Add Location
NAME	ADDRESS	PHONE	EMAIL	STATUS	ACTION	
ETO Training 2	129 Main Street, Dover, DE, 19904	(555) 555-5555		Add Requested	↶	
ETO Location 1	123 Main Street, Dover, DE, 19901	(555) 555-5555	etoloc1@email.com	Add Requested	↶	
ETO Location 3	125 Main Street, Dover, DE, 19901	(555) 555-5555		Add Requested	↶	
ETO Training 2	124 Main Street, Dover, DE, 19805	(555) 555-5555		Unlisted	🗑️	

Figure 30: Location Status

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

My Find Local Help (FLH) Locations (6)						Add Location
NAME	ADDRESS	PHONE	EMAIL	STATUS	ACTION	
ETO Training 2	129 Main Street, Dover, DE, 19904	(555) 555-5555		Add Requested	↶	
ETO Location 1	123 Main Street, Dover, DE, 19901	(555) 555-5555	etoloc1@email.com	Add Requested	↶	
ETO Location 3	125 Main Street, Dover, DE, 19901	(555) 555-5555		Add Requested	↶	
ETO Training 2	124 Main Street, Dover, DE, 19805	(555) 555-5555		Unlisted	🗑️	

Figure 31: List/Unlist Icon



FLH Listing(s) Page

3.9. Editing a Location

Video Time Stamp: [22:04]

To edit a location:

1. In the Action column on the My Find Local Help (FLH) Locations Table of the “FLH Listing(s)” page, select the **pencil icon**.

My Find Local Help (FLH) Locations (8)						Add Location
NAME	ADDRESS	PHONE	EMAIL	STATUS	ACTION	
PO Training 1	123 Main Street, Lakeland, FL, 33801	(555) 555-5555		Add Requested		
PO Training 3	125 Main Street, Lakeland, FL, 33801	(555) 555-5555		Add Requested		
GDIT Nav Location 1	138 Marshall Johnson Rd, Moundville, AL, 35474	(859) 769-5847		Listed		

Figure 32: Location Edit Icon

2. Review the information on the “Edit Location” page and edit as needed.

Edit Location

Instructions
Edit the information below for this location as needed.

General Information

* Location Name:

ASSISTER TYPE	COVERAGE TYPE
Navigator (NAV)	Individuals & Families, Medicaid & CHIP

SERVICE LOCATION STATE	COUNTY(S)
Alabama	Baldwin
Florida	Polk

Address & Display Settings

Addresses can only be added for states listed in your organization's Service Location(s) displayed above. If states need modification, reach out to your Project Officer.

* Address:

Apartment, suite, unit, building, floor etc.

* City: * State: * Zip Code:

Figure 33: Edit Location Page



FLH Listing(s) Page

- Select the appropriate navigation **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.

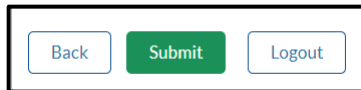


Figure 34: Navigation Buttons

3.10. Recalling a Location Request

Video Time Stamp: [22:40]

You can recall, or undo, a request while it is in a requested status by selecting the **recall icon**, and the system immediately removes the request.

To recall a location request:

- Select the **Recall icon** in the Action column on the My Find Local Help (FLH) Locations Table.

My Find Local Help (FLH) Locations (3)						Add Location
NAME	ADDRESS	PHONE	EMAIL	STATUS	ACTION	
Location 1	123 Main Street, Fairhope, AL, 36532	(555) 555-5555		Add Requested	↶ ←	

Figure 35: Location Request Recall Icon

- Select **Yes** or **No** in the Recall Confirmation message window.
 - Select **No**, and the system returns you to the “FLH Listing(s)” page with no change to the request.
 - Select **Yes**, and the system removes the request, returns you to the “FLH Listing(s)” page, and the request no longer displays on the My Find Local Help (FLH) Table.

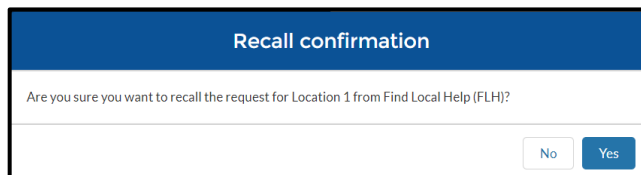


Figure 36: Recall Confirmation Message

3.11. Deleting a Location

Video Time Stamp: [23:20]



FLH Listing(s) 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 in Unlisted status:

1. In the My Find Local Help (FLH) Locations Table of the “FLH Listing(s)” page, select the **trash can icon** in the Action column.

NAME	ADDRESS	PHONE	EMAIL	STATUS	ACTION
PO Training 1	123 Main Street, Lakeland, FL, 33801	(555) 555-5555		Add Requested	↻
PO Training 3	125 Main Street, Lakeland, FL, 33801	(555) 555-5555		Add Requested	↻
GDIT Nav Location 1	138 Marshall Johnson Rd, Moundville, AL, 35474	(859) 769-5847		Listed	✖ ✎ 🗑️

Figure 37: Location Delete Icon

2. Select **Yes** or **No** in the Delete Confirmation message window.
 - Select **No**, and the system returns you to the “FLH Listing(s)” page with no change to the location.
 - Select **Yes**, and the system submits your request, returns you to the “FLH Listing(s)” page, and the location no longer displays on the My Find Local Help (FLH) Table.

Delete confirmation

Are you sure you want to delete GDIT Nav Location 1 from Find Local Help (FLH)?

Figure 38: Delete Confirmation Message

4. Adding/Editing an Organization Acronym

Video Time Stamp: [24:04]

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:



FLH Listing(s) Page

1. Select the **pencil icon** in the table at the top of the “FLH Listing(s)” page.

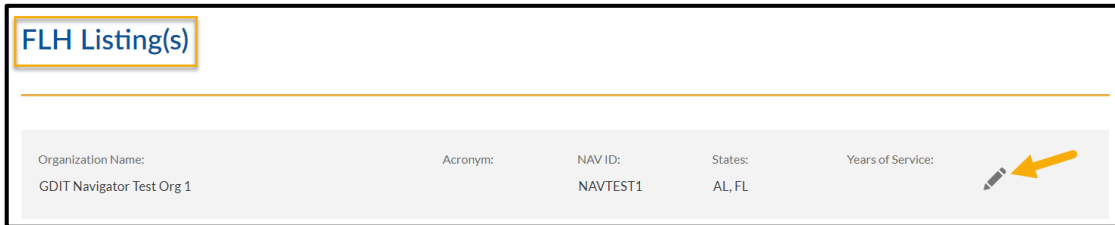


Figure 39: Organization Table Edit Pencil Icon

2. Add or edit the Acronym and select the **Save** icon.

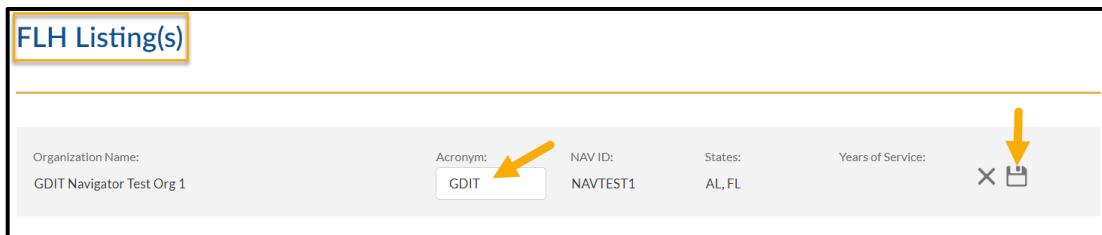


Figure 40: Organization Table Acronym Field and Save Icon

5. Viewing Submission Confirmation

Video Time Stamp: [25:07]

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

1. At the bottom of the My Find Local Help (FLH) Locations Table on the “FLH Location(s)” page, select **View Submission Confirmation**.



Figure 41: View Submission Confirmation Button



FLH Listing(s) Page

2. Review your Confirmation of your session.

REQUEST TYPE	TARGET	STATUS	SUBMISSION END TIME
Add Location	GDIT Nav Location 2	Add Requested	4/26/2022 12:12 PM

Figure 42: Confirmation Page

3. Select Print PDF to print or save the PDF Confirmation for your records.

Figure 43: Print PDF Button

4. Select **Logout** to end your session and return to the “FLH Welcome” page.

Figure 44: Logout Button



Email Communication

6. Email Communication

For each FLH Upkeep Tool request you submit, you receive an acknowledgment email from findlocalhelp_ffmassister@cms.hhs.gov with a confirmation number and an email upon approval or rejection of your request. Email notifications keep you informed of your request from start to finish. A CMS team member may also contact you via email for additional information, if needed, to process your request. Please be sure to check your spam or junk folder for these emails if you do not see them.

1. Refer to **Figure 45** for an example of an acknowledgement email you receive upon submission of your FLH Upkeep Tool request.



Figure 45: Acknowledgement Email Communication Example



Email Communication

2. Refer to **Figure 46** for an example of an approval email you receive upon completion of your FLH Upkeep Tool request.

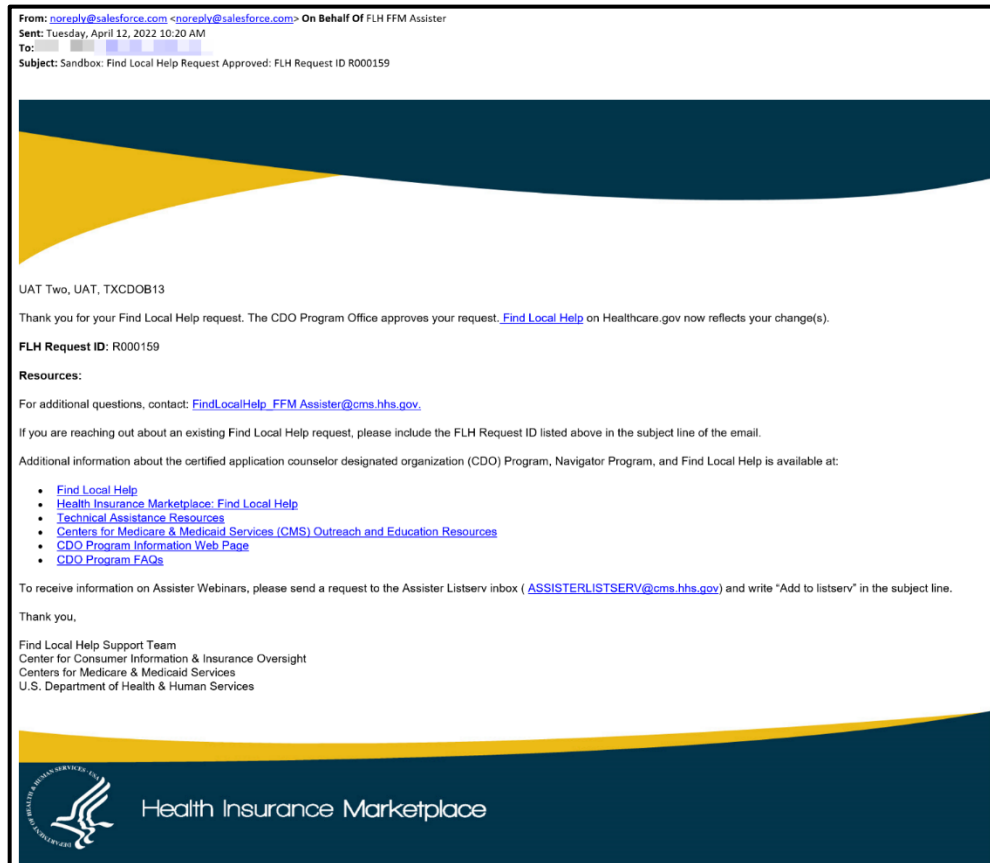


Figure 46: Approval Email Communication Example

Email any questions to FindLocalHelp_FFMAssisters@cms.hhs.gov. Be sure to include your organization's name and CDO, EAP, or Navigator ID in the body of your email. Note: Do not submit FLH requests to this email address. Submit change requests for the FLH Upkeep Tool at Assisters.cms.gov/flhupkeep.