

# *Find Local Help Upkeep Tool User Guide for Assisters*





**FIND LOCAL HELP UPKEEP TOOL FOR ASSISTERS**

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## A. Introduction

### 1. Find Local Help

The [Find Local Help](#) (FLH) consumer tool (in Spanish, [Encuentre Ayuda Local](#)) allows consumers seeking health coverage in the Federally-facilitated Marketplace (FFM) to find assisters, by zip code, in their community who will provide application and enrollment assistance. Assisters include Navigator grantees, Certified Application Counselor Designated Organizations (CDOs) [which oversee Certified Application Counselors (CACs)], 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.

### 2. Find Local Help Upkeep Tool

Leadership contacts can manage their organization’s assistance locations using the [FLH Upkeep Tool](#).

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**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](mailto:FFMProducer-AssisterHelpDesk@cms.hhs.gov).**

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### 3. Helpful Resources & Tips Before Getting Started

When an organization’s leadership contacts submit a request in the Find Local Help (FLH) Upkeep Tool, it must be completed and submitted in one session to avoid losing the information entered. To ensure you have all necessary information before you start, reference this user guide to understand what information you need to complete when using the tool.

For additional FLH Upkeep Tool information, the following resources are available at the top of each page of the [Find Local Help \(FLH\) Upkeep Tool](#) and also at [Training for navigators, agents, brokers, and other assisters](#):

- [Find Local Help \(FLH\) 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.

An [FLH Upkeep Tool Demonstration](#) is also available.

Email any questions to [FindLocalHelp\\_FFMAssisters@cms.hhs.gov](mailto:FindLocalHelp_FFMAssisters@cms.hhs.gov). Be sure to include your organization’s name and CDO or Navigator ID in the body of your email.



## B. Accessing the Find Local Help Upkeep Tool

To access the FLH Upkeep Tool:

**Step 1.** Navigate to the [Welcome to the Find Local Help \(FLH\) Upkeep Tool](#) page.

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**Note:** Only the leadership contacts on record with CMS for your organization can access the FLH Upkeep Tool and modify the FLH listing(s) for the Consumer Tool. For example, the CDO leadership contacts are your Organization Senior Official, CAC Project Director, or Secondary Contact (if you have one).

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**Step 2.** Complete all required information on the “Welcome to the Find Local Help (FLH) Upkeep Tool” page:

- a. First name
- b. Last name
- c. Email address
- d. Assister ID. If you don’t know your Assister ID, contact [FindLocalHelp\\_FFMAssister@cms.hhs.gov](mailto:FindLocalHelp_FFMAssister@cms.hhs.gov) for help.
  - CDOs: Enter the 8-character CDO ID
  - Navigators: Enter your 8-character Nav ID

**Step 3.** Check the reCAPTCHA box.

**Step 4.** Select the **Submit** button.



Figure 1. Welcome to the FLH Upkeep Tool Screen

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, shown in **Figure 2**.

Figure 2. Contact Not Found Alert Message

If this happens, refresh your browser to return to a reset “Welcome to the Find Local Help (FLH) Upkeep Tool” page. Follow steps 2 through 4 above and be sure to enter your correct information.

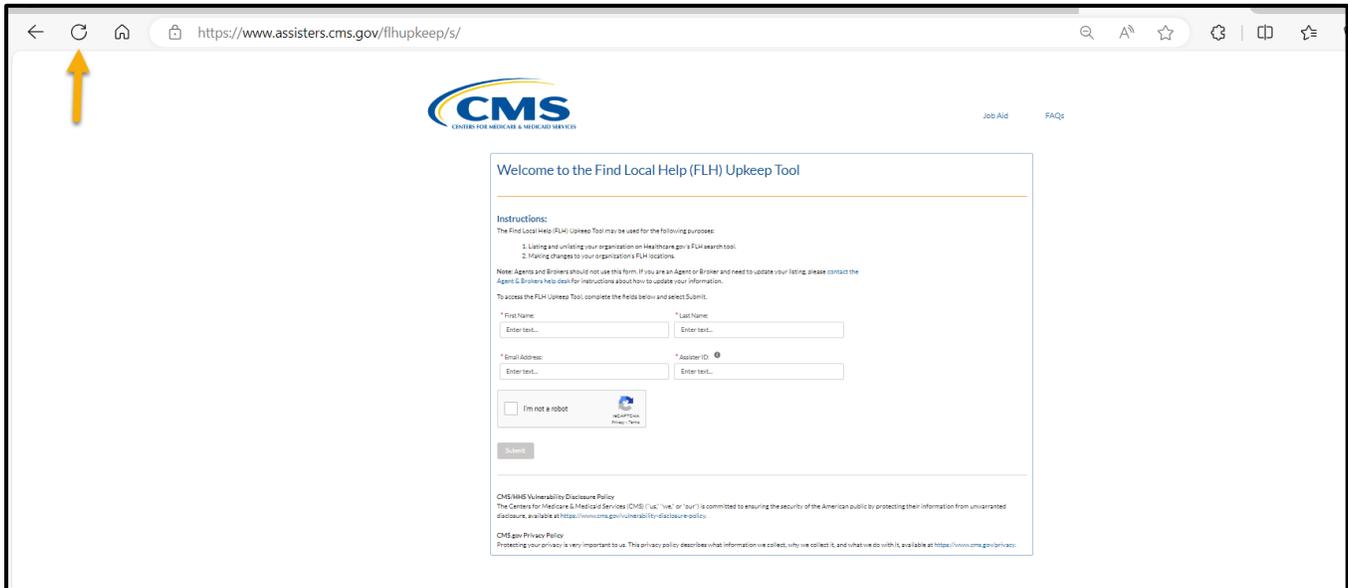


Figure 3: Find Local Help Upkeep Tool Refresh Page

## C. The Find Local Help Listing(s) Page

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’s 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 to modify any organization’s leadership contact. CDO Leadership Contacts should use the [Organizational Maintenance Web Form](#), and Navigator Leadership Contacts should contact their Project Officers.

### 1. Listing/Unlisting an Organization

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

- “Listed” status means a user can find their organization by using the Search feature on the “Find Local Help Consumer Tool” page. When your organization’s status is listed, you can add, edit, delete, list, or unlist your assister locations for your organization.
- “Unlisted” status means your organization and any associated assister locations are removed from the Find Local Help (FLH) Consumer Tool. If you do unlist your organization, you can list it again in the future using the Find Local Help (FLH) Upkeep Tool.



If your organization is not currently listed, the Current FLH Status will show as “Unlisted.” To list your organization:

**Step 1.** On the “FLH Listing(s)” page, select **List Organization** in the Current FLH Status box.



Figure 4: List Organization Button

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

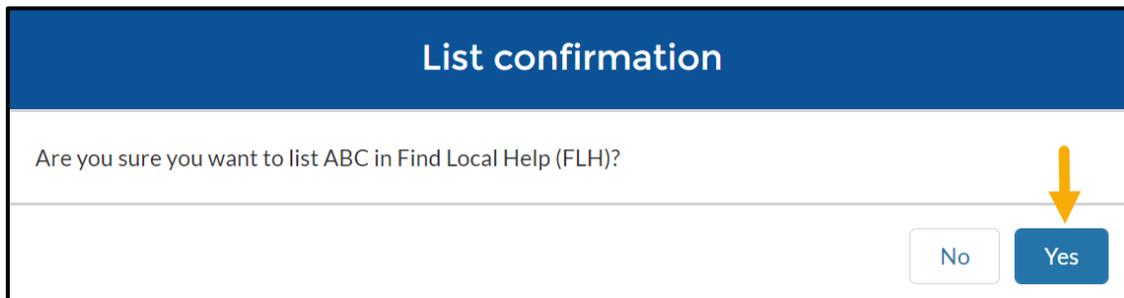


Figure 5: List Organization Confirmation

If your organization is already listed, the Current FLH Status will show as “Listed.”

To unlist your organization:

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



Figure 6: Unlist Organization Button

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



### Unlist confirmation

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

Figure 7: Unlist Organization Confirmation

## 2. 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 on the Consumer Tool. The table displays the name, address, phone number, email address, and status of each location for your organization. The Action column displays actions you may want to make for any of the locations.

**My Find Local Help (FLH) Locations (6)**

NAME ↑	ADDRESS ↑↓	PHONE ↑↓	EMAIL ↑↓	STATUS ↑↓	ACTION
Sample Location 3	1200 Oak St, North Platte, NE, 69101	(555) 555-5521		Add Requested	<input type="button" value="↶"/>
Sample Location 5	88251 469th Ave, Stuart, NE, 68780	(555) 555-6789		Add Requested	<input type="button" value="↶"/>
Sample Location 9	88415 Meadville Ave, Ainsworth, NE, 69210	(555) 555-9876		Add Requested	<input type="button" value="↶"/>
Sample Training 2	120 Howard St, Fremont, NE, 69341	(555) 555-5555		Add Requested	<input type="button" value="↶"/>
Sample Training 4	1-555-555-5234	(555) 555-5234		Add Requested	<input type="button" value="↶"/>

Items Per Page:

1-5 of 6 | Page 1 of 2

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

The entries in the My Find Local Help (FLH) Locations table can be sorted by name, address, phone number, email address, or status. Select the desired column title once to sort by ascending order or again to sort by descending order. An arrow appears next to the column title selected, indicating which direction the list is being sorted.



My Find Local Help (FLH) Locations (3) Add Location

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	

The yellow arrow indicates which column controls the sorting and which direction the sorting occurs.

Logout

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

### 3. Adding a Location

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

Your organization must be in a “Listed” status as shown in the blue Current FLH Status box on the “FLH Listing(s)” page. If your organization is “Unlisted” or in “Change Requested” status, you cannot add a location—the system will disable the **Add Location** button, and you will receive an alert banner message as shown in **Figure 10**.

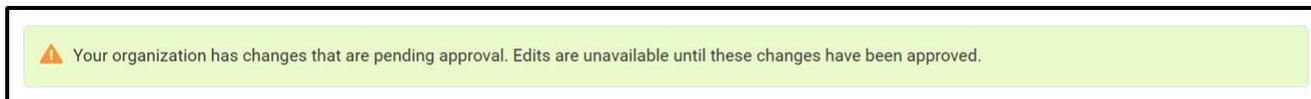


Figure 10: Alert Banner Message

To add a location:

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

Locations can be added by selecting the Add Location button on the right.

To edit or delete a location, select an action icon in the appropriate row of the table. To list or unlist a specific location, use the icons in the right of the table row.

Multiple changes can be made and submitted in one session. Select View Submission Confirmation to see all submissions for the session.

My Find Local Help (FLH) Locations (0)  Add Location

Figure 11: Add Location Button

**Step 2.** On the “Add Location” page, enter the unique location name. This name 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.



## Add Location

---

### Instructions

Complete the information below for each location you are requesting to add to your FLH listings.

### General Information

\* Location Name:

Figure 12: Add Location Name Field

**Step 3.** The fields Assister Type, Coverage Type, Service Location State, and County(s) for your organization will automatically populate from what is in the system for your CDO 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: Fields for Assister Type, Coverage Type, Service Location State, and County(s)

**Step 4.** Enter the address. The dropdown 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 to be updated, CDOs use the [Organizational Maintenance Web Form](#). Navigators should contact your Project Officer.



Figure 14: Address Fields

**Step 5.** After selecting the **Submit** button, a popup will appear showing the Entered Address and a Suggested Address. Choose the best option, or select the **Edit Entered Address** button to make necessary changes.

Figure 15: Address Validation

**Step 6.** Select one of the radio buttons under Display Settings.



**\* 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.

Figure 16: Display Settings Selection

**Step 7.** Enter your organization’s contact information. The only required field 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:**  **Email:**

Figure 17: Contact Information Field

**Step 8.** Select all Specialized Services and Languages that you may offer at this location from the dropdown menus.

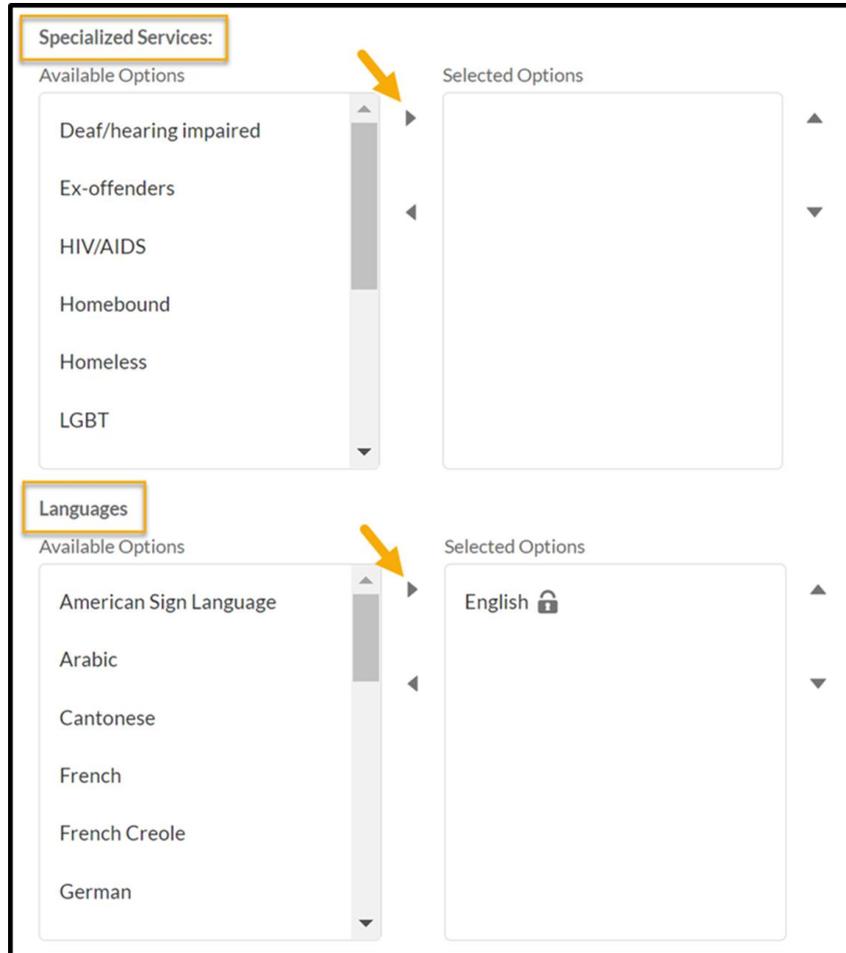


Figure 18: Specialized Services and Languages Menus

**Step 9.** Enter hours of operation. Select the box next to each day of the week this location offers assistance and select the hours from the dropdown menu.



Day	Hours of operation	Split Hours
<input type="checkbox"/> Monday	[Time Selection] to [Time Selection]	Split Hours
<input type="checkbox"/> Tuesday	[Time Selection] to [Time Selection]	Split Hours
<input type="checkbox"/> Wednesday	[Time Selection] to [Time Selection]	Split Hours
<input type="checkbox"/> Thursday	[Time Selection] to [Time Selection]	Split Hours
<input type="checkbox"/> Friday	[Time Selection] to [Time Selection]	Split Hours
<input type="checkbox"/> Saturday	[Time Selection] to [Time Selection]	Split Hours
<input type="checkbox"/> Sunday	[Time Selection] to [Time Selection]	Split Hours

Figure 19: Hours of Operation Selection

**Step 10.** If applicable for this location, select **Split Hours** and enter the hours of operation. For example, this location may be available with the 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.

Day	Hours of operation	Split Hours
<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

**Step 11.** Enter any instructions in the Special Instructions field as 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.”

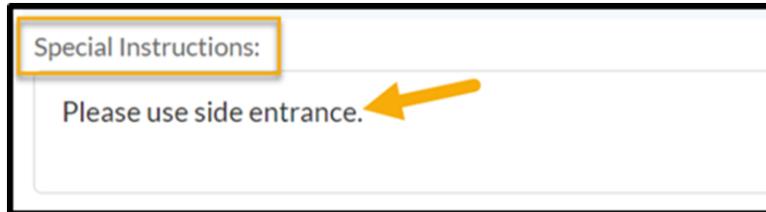


Figure 21: Special Instructions Text Box

**Step 12.** Select the appropriate navigation action to continue:

- a. **Back** – Information is not submitted, and the system returns you to the “FLH Listings” page.
- b. **Submit** – The system submits your request and returns you to the “FLH Listing(s)” page, and your request is viewable in the My Find Local Help (FLH) Locations Table.
- c. **Submit & Add** – The system submits your request, and you remain on the “Add Location” page with all fields on the page reset so you can add another location.
- d. **Logout** – You receive a message to confirm your logout. If you’ve entered **No**, the system returns you to the “Add Location” page. If you’ve entered **Yes**, the system returns you to the “Welcome” page.

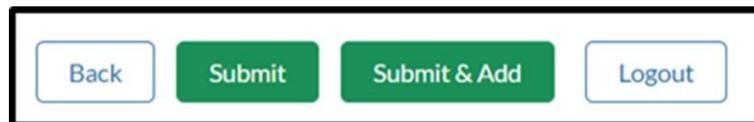


Figure 22: Navigation Buttons

#### 4. Adding a Duplicate Location Name

You can add multiple locations with the same location name and different location addresses. For example, you may have multiple locations with the same organization name. If the location name already exists in FLH for your organization, or you previously submitted a request for this location, you will receive a warning message when you submit the request.

To submit the request:

**Step 1.** Follow steps 1 through 12 in [Adding a Location](#).

**Step 2.** In the warning message box, select either **Change Location Name** or **Continue with Duplicate Name**.

- a. **Change Location Name** – The system returns you to the Location Name field on the “Add Location” page for you to change the location name.
- b. **Continue with Duplicate Name** – The system accepts the name you entered and returns you to the “FLH Listing(s)” page.

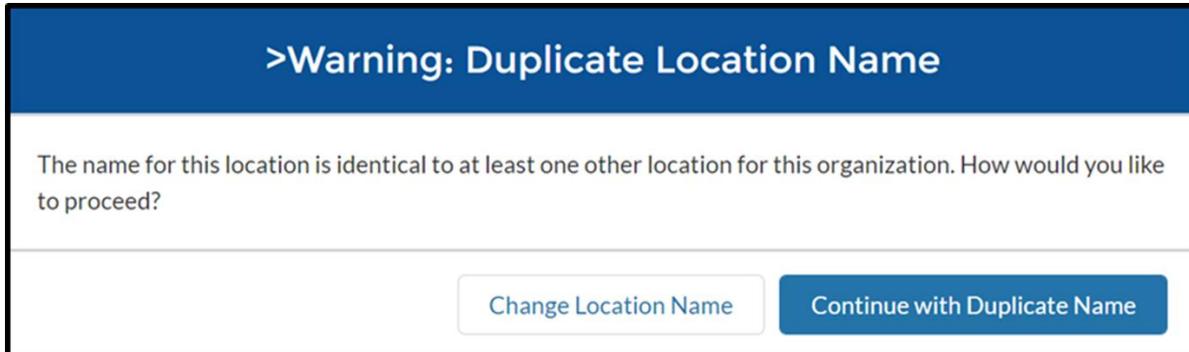


Figure 23: Location Name Warning Message

## 5. Correcting a Duplicate Location Address

You cannot add locations with the same location address for the same organization. If the location address already exists in the FLH tool 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 will return you to the “Add Location” page.

To correct a duplicate location address:

- Step 1.** Follow steps 1 through 10 in [Adding a Location](#).
- Step 2.** Select **Submit**.

## 6. Viewing a Location

To view a location:

- Step 1.** In the My Find Local Help (FLH) Locations table on the “FLH Listing(s)” page, select the location **Name** link.

NAME ↑	ADDRESS ↑↓	PHONE ↑↓
<a href="#">Sample Location 3</a>	1200 Oak St, North Platte, NE, 69101	(555) 555-5521

Figure 24: Name Link on the FLH Listings Page

- Step 2.** Review the location information on the “View Location” page; you cannot edit any information on that page.



### View Location

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#### General Information

\* Location Name:

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

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SERVICE LOCATION STATE	COUNTY(S)
Nebraska	Gregory

#### 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:

Address 1 Line 2:

Figure 25: View Location on the FLH Listings 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

- Step 3.** Select the appropriate navigation action to continue.
- a. **Back** – The system returns you to the “FLH Listing(s)” page.
  - b. **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.

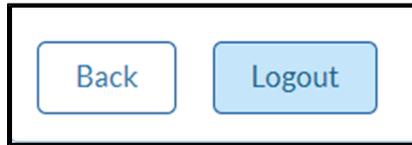


Figure 27: Back Button

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

**Step 1.** Go to the My Find Local Help (FLH) Locations table on the “FLH Listing(s)” page.

**Step 2.** Locate the Status column.

Each request will list one of the following statuses:

- **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 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.

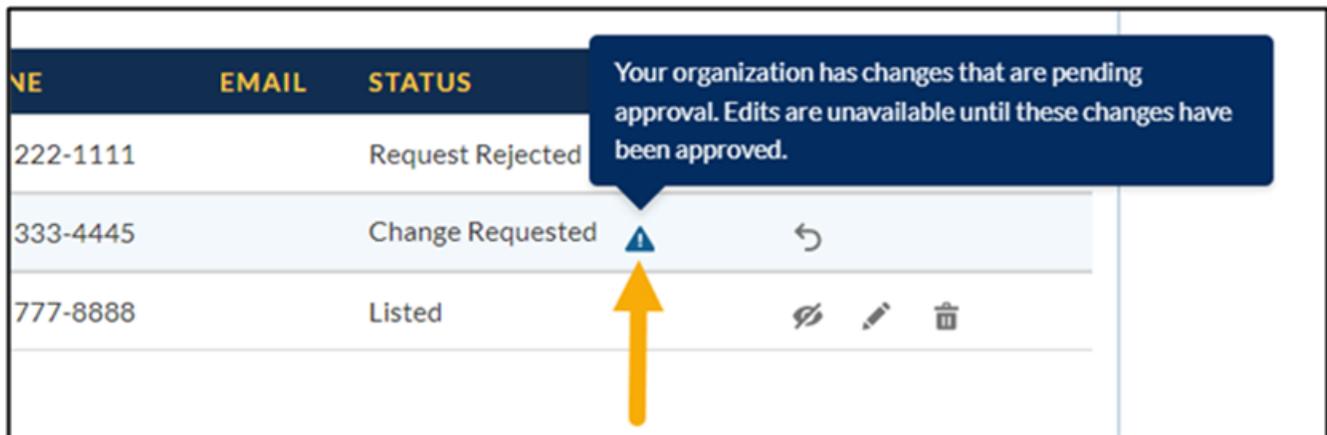


Figure 28: Change Requested Warning

## 7. Listing/Unlisting a Location

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:

**Step 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 status.

My Find Local Help (FLH) Locations (6)						Add Location
NAME ↑↓	ADDRESS ↑↓	PHONE ↑↓	EMAIL ↑↓	STATUS ↓	ACTION	
Sample Training 8	119 Cirlice Dr, Milford, NE, 68405	(555) 555-6123		Unlisted		
Sample Training 7	8862 Greenwood Rd, Plattsmouth, NE, 68048	(555) 555-1234		Listed		
Sample Location 5	88251 469th Ave, Stuart, NE, 68780	(555) 555-6789		Add Requested		
Sample Location 9	88415 Meadville Ave, Ainsworth, NE, 69210	(555) 555-9876		Add Requested		
Sample Training 2	120 Howard St, Fremont, NE, 69341	(555) 555-5555		Add Requested		

Figure 29: Location Status

**Step 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	
Sample Training 8	119 Cirlice Dr, Milford, NE, 68405	(555) 555-6123		Unlisted		
Sample Training 7	8862 Greenwood Rd, Plattsmouth, NE, 68048	(555) 555-1234		Listed		
Sample Location 5	88251 469th Ave, Stuart, NE, 68780	(555) 555-6789		Add Requested		
Sample Location 9	88415 Meadville Ave, Ainsworth, NE, 69210	(555) 555-9876		Add Requested		
Sample Training 2	120 Howard St, Fremont, NE, 69341	(555) 555-5555		Add Requested		

Figure 30: List/Unlist Icon

## 8. Editing a Location

To edit a Find Local Help location:

**Step 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 (6)						Add Location
NAME ↑↓	ADDRESS ↑↓	PHONE ↑↓	EMAIL ↑↓	STATUS ↑	ACTION	
Sample Location 5	88251 469th Ave, Stuart, NE, 68780	(555) 555-6789		Add Requested	↶	
Sample Location 9	88415 Meadville Ave, Ainsworth, NE, 69210	(555) 555-9876		Add Requested	↶	
Sample Training 2	120 Howard St, Fremont, NE, 69341	(555) 555-5555		Add Requested	↶	
Sample Training 4	119 Circle Dr, Milford, NE, 68405	(555) 555-5234	samloc8@email.com	Add Requested	↶	
Sample Training 7	8862 Greenwood Rd, Plattsmouth, NE, 68048	(555) 555-1234		Listed	✎ ✂ 🗑️	

Figure 31: Location Edit Icon

Step 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
Certified Application Counselor (CAC)	Individuals & Families, Medicaid & CHIP

SERVICE LOCATION STATE	COUNTY(S)
Nebraska	Gregory

**Address & Display Settings**

*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:

Address Line 2:

Figure 32: Edit Location Icon

Step 3. Select the appropriate navigation action.

- a. **Back** – Information entered is not submitted, and the system returns you to the “FLH Listing(s)” page.
- b. **Submit** – The system submits your request and returns you to the “FLH Listing(s)” page.
- c. **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.

## 9. Recalling a Location Request

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:

**Step 1.** 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 33: Location Request Recall Icon

**Step 2.** Select **Yes** or **No** in the Recall Confirmation message window to confirm whether you want to recall the request.

- Select **No** – The system returns you to the “FLH Listing(s)” page with no change to the request.
- Select **Yes** – The system removes the request and returns you to the “FLH Listing(s)” page, and the request no longer displays on the My Find Local Help (FLH) table.

**Recall confirmation**

Are you sure you want to recall the request for Location 1 from Find Local Help (FLH)?

Figure 34: Recall Confirmation Message

## 10. Deleting a Location

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:

**Step 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.



My Find Local Help (FLH) Locations (6) Add Location

NAME ↑↓	ADDRESS ↑↓	PHONE ↑↓	EMAIL ↑↓	STATUS ↑	ACTION
Sample Location 5	88251 469th Ave, Stuart, NE, 68780	(555) 555-6789		Add Requested	↻
Sample Location 9	88415 Meadville Ave, Ainsworth, NE, 69210	(555) 555-9876		Add Requested	↻
Sample Training 2	120 Howard St, Fremont, NE, 69341	(555) 555-5555		Add Requested	↻
Sample Training 4	119 Circle Dr, Milford, NE, 68405	(555) 555-5234	samloc8@email.com	Add Requested	↻
Sample Training 7	8862 Greenwood Rd, Plattsmouth, NE, 68048	(555) 555-1234		Listed	↻ ✎ 🗑️

Figure 35: Location Delete Icon

- Step 2.** Select **Yes** or **No** in the Delete Confirmation message window to confirm whether you want to delete the location.
- Select **No** – The system returns you to the “FLH Listing(s)” page with no change to the location.
  - Select **Yes** – The system submits your request and 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 Sample Training 7 from Find Local Help (FLH)?

Figure 36: Delete Confirmation Message

Figure 37: Navigation Buttons

## 11. Adding/Editing an Organization Location

To add or edit an organization location:

- Step 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 (6) Add Location

NAME ↑↓	ADDRESS ↑↓	PHONE ↑↓	EMAIL ↑↓	STATUS ↑	ACTION
Sample Location 5	88251 469th Ave, Stuart, NE, 68780	(555) 555-6789		Add Requested	↶
Sample Location 9	88415 Meadville Ave, Ainsworth, NE, 69210	(555) 555-9876		Add Requested	↶
Sample Training 2	120 Howard St, Fremont, NE, 69341	(555) 555-5555		Add Requested	↶
Sample Training 4	119 Circle Dr, Milford, NE, 68405	(555) 555-5234	samloc8@email.com	Add Requested	↶
Sample Training 7	8862 Greenwood Rd, Plattsmouth, NE, 68048	(555) 555-1234		Listed	↶ ✎ 🗑️

Figure 38: Location Edit Icon

Step 2. Review the information on the “Edit Location” page and edit the editable text fields as needed.

### Edit Location

---

**Instructions**  
Edit the information below for this location as needed.

**General Information**

\* Location Name:

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

SERVICE LOCATION STATE	COUNTY(S)
Nebraska	Gregory

**Address & Display Settings**

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.

Figure 39: Edit Locations Page

Step 3. Select the appropriate navigation action:

- a. **Back** – Information entered is not submitted, and the system returns you to the “FLH Listing(s)” page.
- b. **Submit** – The system submits your request and returns you to the “FLH Listing(s)” page.
- c. **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.



## 12. Adding/Editing an Organization Acronym

To add or edit an organization acronym:

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

The screenshot shows a table with the following columns: Organization Name, Acronym, CDO ID, States, and Years of Service. A yellow box highlights the 'FLH Listing(s)' header. A yellow arrow points to a pencil icon in the rightmost column of the first row.

Organization Name:	Acronym:	CDO ID:	States:	Years of Service:	
TestAcctContPrivate		NECDOA00	NE		

Figure 40: Organization Table Edit Pencil Icon

**Step 2.** Add or edit the acronym and select the **Save** icon.

The screenshot shows the same table as Figure 40, but with a text input field in the 'Acronym' column containing 'TACP'. A yellow arrow points to this field. Another yellow arrow points to a save icon (a document with a checkmark) in the rightmost column.

Organization Name:	Acronym:	CDO ID:	States:	Years of Service:	
TestAcctContPrivate	<input type="text" value="TACP"/>	NECDOA00	NE		

Figure 41: Organization Table Acronym Field and Save Icon

## 13. Viewing Submission Confirmation

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

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



NAME ↑	ADDRESS ↑↓
Sample Location 3	1200 Oak St, North Platte, NE, 69101
Sample Location 5	88251 469th Ave, Stuart, NE, 68780
Sample Location 9	88415 Meadville Ave, Ainsworth, NE, 69210
Sample Training 2	120 Howard St, Fremont, NE, 69341
Sample Training 4	119 Circle Dr, Milford, NE, 68405

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

[View Submission Confirmation](#) [Logout](#)

Figure 42: View Submission Confirmation Button

**Step 2.** Review the confirmation page of your session.

**Confirmation**

✓ **Submission Successful**  
Your Find Local Help changes have been submitted.

Thank you for your submission. Your Confirmation number is 616190121119

An acknowledgement email has been sent to the following contacts:  
TestSecCDOapp@a1.com

**Questions?**  
Reach out to [FindLocalHelp\\_FFMAssister@cms.hhs.gov](mailto:FindLocalHelp_FFMAssister@cms.hhs.gov) to receive help with any questions regarding your requests.

**Submission Contents**

REQUEST TYPE	TARGET	STATUS	SUBMISSION END TIME
Change Location	Sample Training 7	Change Requested	11/21/2024, 9:16 AM

Figure 43: Submission Confirmation Page

**Step 3.** Select **Print PDF** to print or save the PDF confirmation for your records.

⚠ Please print the PDF for your records before exiting the application. [Print PDF](#) ×

Figure 44: Print PDF Button

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



Figure 45: Logout Button

## D. Email Communication

For each FLH Upkeep Tool request you submit, you will receive an acknowledgment email from [FindLocalHelp\\_FFMAssister@cms.hhs.gov](mailto: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 to process your request, if needed. Please be sure to check your spam or junk folder for these emails if you cannot find them in your inbox.

Figure 46 shows an example of an acknowledgement email you will receive upon submission of your FLH Upkeep Tool request.

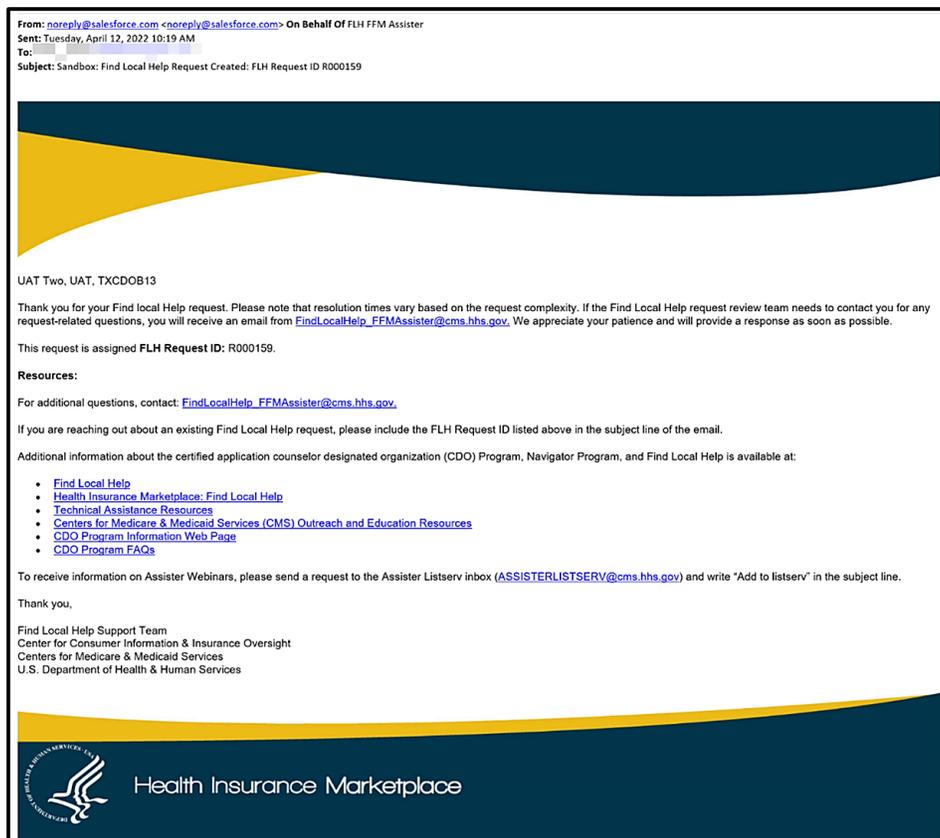


Figure 46: Acknowledgement Email Communication Example

Email any questions to [FindLocalHelp\\_FFMAssisters@cms.hhs.gov](mailto:FindLocalHelp_FFMAssisters@cms.hhs.gov). Be sure to include your organization's name and CDO 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 <https://assisters.cms.gov/flhupkeep>.