



Launch of Plan Year 2024 FFM Assister Certification Training

*FFM PY2024 Assister
Certification Training*

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September 2023*

*(Centers for Medicare and Medicaid
Services CMS)*

*Center for Consumer Information &
Insurance Oversight (CCIIO)*



Agenda

- Objectives
- Training Completion Requirements
- What's New in MLMS?
- Steps to Certification Completion
- Demonstration of Processes
- Help Desk Support Resources



Objectives

At the end of this webinar you should be able to:

- Understand Training, Certification, and Recertification Process
- Prepare Your Computer System
- Identify Steps to Create CMS Secure Portal ID/Login
- Login to CMS and Request Access to MLMS
- Enroll for Required Curriculum
- Complete Training
- Print a Training Completion Certificate
- Re-launch Course
- Complete Feedback
- Locate Additional Resources



Training Completion Requirements

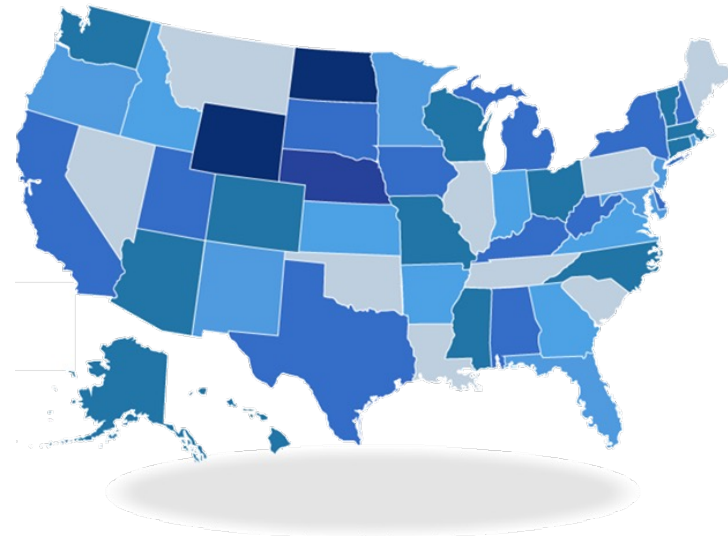
New Navigators, CACs, EAPs SBE-FP Assisters, & Other

- **Required: 8** courses and corresponding assessments with an **80% pass rate**
- *Optional: 4* optional courses are included in the curriculum

- Some states have imposed *additional* state-specific assister requirements, including additional training requirements
- Assisters should reach out to their state's Department of Insurance (DOI) (or other regulating entity) to familiarize themselves with their state's requirements

Returning Navigators, CACs

- **Required: 7** courses and corresponding assessments with an **80% pass rate**
- *Optional: 5* optional courses are included in the curriculum



Assisters must fulfill all training and certification requirements prior to the start of Open Enrollment on November 1, 2023

Note: If you did not complete your training last year, you will be required to take the **FULL** assister training

What's New in the MLMS for PY2024?

- **MLMS is fully supporting the use of mobile devices. (iPad, iPhone, and Android phones and tablets.)**
- **Enrollment Assistance Personnel (EAP) curriculum for certification.**
- **Social Security Numbers are now a required field during the identity verification process**

Steps to Certification Completion

Prepare Your Device

- **Prepare Your Computer System**
- Register for CMS Secure Portal ID
- Request Access to MLMS
- Access MLMS
- Launch and Complete Required Training
- Print Certificate
- Relaunch Completed Course
- Assister Evaluation
- Optional Training
- Resources



Prepare Your Computer System

Company Device vs Personal Device

- Some company networks restrict access to certain websites and/or internet browsers
- Some company computers have additional security controls or software that may interfere with MLMS access
- If you experience technical issues on a work computer, complete your training on your personal laptop or computer
- If you don't have access to a personal laptop, computer, or mobile device, we suggest you visit your local library

Steps to Prepare Your System

(Before Launching Content)

Allow Pop-up windows

Your browser must be configured to allow pop-ups for the courseware to function correctly. Click the links to be taken to the instructions for your device.



Android Devices (tablets or phones)

[Chrome](#)



iPad/iPhone

[Chrome](#)

[Safari](#)



PC/Mac

[Chrome](#)

[Edge](#)

[Firefox](#)

[Safari](#)

Steps to Prepare Your System

(Before Launching Content)

Clearing Browser Cache

It is best practice to clear your cache **prior** to launching the training. If you don't clear your cache and later experience any issues such as course loading or completion then we suggest clearing your cache at that time. Follow the links to see instructions for your device.



Android Devices (tablets or phones)

[Chrome](#)



iPad/iPhone

[Safari](#)

[Chrome](#)



PC/Mac

[Chrome](#)

[Edge](#)

[Firefox](#)

Steps to Certification Completion

Register for CMS Secure Portal

- Prepare Your Device
- **Register for CMS Secure Portal ID**
- Request Access to MLMS
- Access MLMS
- Launch and Complete Required Training
- Print Certificate
- Relaunch Completed Course
- Assister Evaluation
- Optional Training
- Resources



Steps to Register for CMS Secure Portal ID as a NEW User

1. Select **New User Registration** link
2. Select **Federally Facilitated Marketplace** application
3. Agree to the **Terms and Conditions**
4. Register **Your Information**
5. Create a unique **User ID** and **Password**
6. Choose a **Challenge Question and Answer**
7. Review **Registration Summary**
8. Set up **Multi-Factor Authentication (MFA)**

Complete these steps if you **do not already** have a CMS Secure Portal account and/or have never logged in to MLMS.

Select New User Registration Link

An official website of the United States government [Here's how you know](#)

CMS.gov | Enterprise Portal Applications Help About

Login [Login with PIV Card](#)

CMS.gov | Enterprise Portal

User ID is a required field

Password

I agree to the [Terms & Conditions](#)

Login

Forgot your [User ID](#) or your [Password](#)?
Need to [unlock](#) your account?

[New User Registration](#)

The CMS Secure Portal is the entry point for CMS Assister training. Select **New User Registration** link to create an account.

Step 1: Select MLMS Application & Agree to Terms and Conditions

1. Select Federally Facilitated Marketplace

Step #1: Select Your Application

Step 1 of 3 - Select your application from the dropdown. You will then need to agree to the terms & conditions.

Federally Facilitated Market Place (FFM)/Request for MLMS Training Access

Terms & Conditions

OMB No.0938-1236 | Expiration Date: 03/31/2021 | [Paperwork Reduction Act](#)

Consent to Monitoring

By logging onto this website, you consent to be monitored. Unauthorized attempts to upload information and/or change information on this web site are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sec.1001 and 1030. We encourage you to read the [HHS Rules of Behavior](#).

I agree to the Terms & Conditions

Next

Cancel

2. Check the box to agree to terms

3. Click Next

Step 2: Register Your Information

Step #2: Register Your Information

Step 2 of 3 - Please enter your personal and contact information.
All fields are required unless marked 'Optional'.

Enter First Name Enter Middle Name (optional) Enter Last Name Suffix (optional)

Enter Social Security Number (optional) Birth Month Birth Date Birth Year

Is Your Address US Based?
 Yes No

Enter Home Address #1 Enter Home Address #2 (optional)

Enter City State Enter Zip Code Enter Zip+4 (optional)

Enter E-mail Address Confirm E-mail Address

Enter Phone Number

Select Next

Make sure you are entering your personal information; **HOME** address, Social Security Number, etc. You will not pass validation with your work information.

Click Next

Complete each required field as indicated.
Your **Social Security Number** is required.

Step 3: Create Unique ID and Password



Step 4: Answer Challenge Questions

Step #3: Create User ID, Password & Security Question/Answer


Step 3 of 3 - Please create User ID and Password. Select a Security Question and provide Answer.

All fields are required unless marked (optional).

Enter User ID

Enter Password  Confirm Password 

Security answer to be used in case you forget your password or you need to unlock your account.

Select Security Question 

Enter Security Answer

[Back](#) [Next](#) [Cancel](#)

Create a user ID and Password. *(this can be anything you wish)*

Select a security questions and provide answers.

If you forget your User ID or password, you will need to know the answer to the Security Question. Write down this information and keep it safe.

Step 5: Review Registration Summary

New User Registration Summary

Please review your information and make any necessary changes before submitting.

Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access

Application Description: Click Request Access to obtain system access. Provides access to MLMS training.

First Name	Enter Middle Name (optional)	Last Name	Suffix (optional)
Birth Month	Birth Date	Birth Year	
Home Address Line 1	Enter Home Address 2 (optional)		
City	State	ZIP Code	Enter ZIP+4 Code (optional)
Email Address	Enter Email Address		
Phone Number			

All fields are required unless marked (optional).

User ID	
Enter Password	Confirm Password
Security Question	
Security Answer	

Submit User Cancel

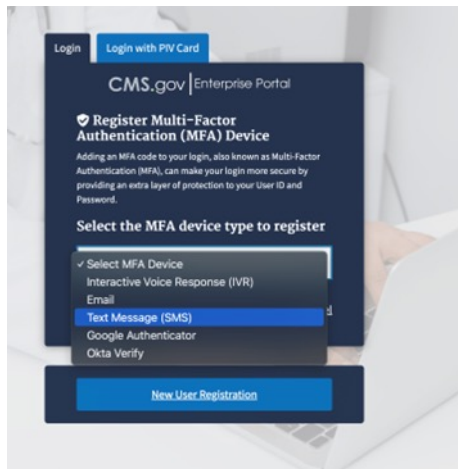
Confirmation

Your User ID has been successfully registered with CMS Enterprise Portal. An email has been sent to your registered email address. You can now [login](#).

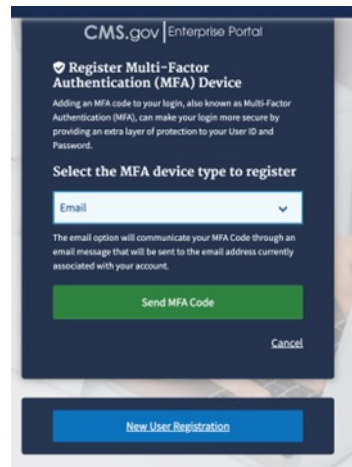
After verifying your information click **Submit User**. The Confirmation page will open, as shown above. Use the **login** link to login to the CMS Secure Portal.

Setting up Multi-Factor Authentication (MFA)

Select a device/method from the drop down.



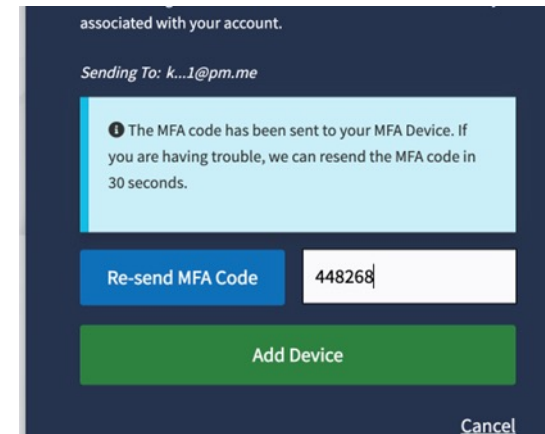
Click Send MFA Code



If you use email to validate the MFA code, the code will be sent to the email address you registered your account with.

Enter the code just sent to whichever device you selected

Click Add Device to finalize your selection



Important! You will need to use MFA **each time** you log into the CMS Portal. You can click Re-send MFA code if it is not received within about 1 minute.

Steps to Certification Completion

Request Access to MLMS

- Prepare Your Computer System
- Register for CMS Secure Portal ID
- **Request Access to MLMS**
- Access MLMS
- Launch and Complete Required Training
- Print Certificate
- Relaunch Completed Course
- Assister Evaluation
- Optional Training
- Resources



Steps to Request Access to MLMS

1. Login to **CMS Secure Portal**
2. Select **Request/Add Apps**
3. Search for **FFM/Training**
4. Select **Assister** Role

Step 1: Login to CMS Portal

An official website of the United States government [Here's how you know](#)

CMS.gov | Enterprise Portal Applications Help About

Login [Login with PIV Card](#)

CMS.gov | Enterprise Portal

User ID is a required field

Password

I agree to the [Terms & Conditions](#)

Login

[Forgot your User ID or your Password?](#)
Need to [unlock](#) your account?

[New User Registration](#)

Input your unique **User ID** and **Password** to gain access to the portal. Check the box to agree to the Terms and Conditions. Then select **Login**

Step 2: Select Request/Add Apps

My Portal + Add Application

Previous Login: View Login History

Welcome to CMS Enterprise Portal.
Welcome David Root to CMS Enterprise Portal.
You've selected Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access application during your registration. You can request access to this application by clicking [here](#).
You may request access to other applications by selecting "Add Application" button.

[Learn how to add Multi-Factor Authentication \(MFA\) devices via My Profile in the Manage MFA Devices section.](#)

Request Application Access

The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step below will be shown after each step. You will be presented with all your role-related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.
You can review your current roles and pending role requests in [My Access](#).

- 1 Select an Application** ✔ Completed
✗ Edit
✔ Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access
- 2 Select a Role**
Assister
● Role Description: Assistants comprise of Navigators, In-Person Assistants (State, Certified Application Counselors and Others (but not Agents/Brokers and Web-Brokers), who need access to Federal training for assisting consumers in the Federally-Facilitated Marketplace.
- 3 Complete Identity Verification**
- 4 Enter Reason for Request**

2 Select a Role
Select a Role
Agent Broker Training Access
Assister
MSD Tier 1 Helpdesk
Program Integrity
SRABI Approver
SRABI User

3 Complete Identity Verification
1 Identity Verification
This role requires an additional level of verification. You will be asked to provide additional information to verify your identity. Please select "Launch" to begin the identity verification process. You will return to the next step below when identity verification is complete.

Launch

Click "Add Application"

Select "Federally-Facilitated Marketplace (FFM) Request for MLMS Training Access"

Select "Assister" from the drop-down menu and hit next

"Access assister training" when asked to give a reason for your request.

To start the ID verification process, Click "Launch"

Step 1: Complete Identity Verification

Step #1: Identity Verification Overview

To protect your privacy, you will need to complete Identity Verification successfully, before requesting access to the selected role. Below are a few items to keep in mind.

1. Ensure that you have entered your legal name, current home address, phone number, date of birth and email address correctly. We will only collect personal information to verify your identity with Experian, an external Identity Verification provider.
2. Identity Verification involves Experian using information from your credit report to help confirm your identity. As a result, you may see an entry called a “soft inquiry” on your Experian credit report. Soft inquiries do not affect your credit score and you do not incur any charges related to them.
3. You may need to have access to your personal and credit report information, as the Experian application will pose questions to you, based on data in their files. For additional information, please see the Experian Consumer Assistance website - <http://www.experian.com/help/>

If you elect to proceed now, you will be prompted with a Terms and Conditions statement that explains how your Personal Identifiable Information (PII) is used to confirm your identity. To continue this process, select 'Next'.

Next

[Cancel](#)

Read the instructions very carefully. **Click next.** Then enter all the required **personal information** on the next page (this is the information contained in your credit report).

Before you begin the process of identity verification, we *strongly encourage* you to download a copy of your free credit report from Experian. If the information you provide does not match the information in the credit report, **YOU WILL NOT BE VERIFIED** until the data matches. Your free credit report can be requested at Annualcreditreport.com.

Steps 2 & 3: Complete Identity Verification - Continued

Step #2: Accept Terms & Conditions

OMB No. 0938-1226 | Expiration Date: 09/30/2021 | OMB Re-Certification Pending | [Feedback/Report an Issue](#)

Protecting Your Privacy

Protecting your privacy is a top priority at CMS. We are committed to ensuring the security and confidentiality of the user registering to DDM. Please read the [CMS Privacy Act Statement](#), which describes how we use the information you provide.

Personal information is described as data that is unique to an individual, such as a name, address, telephone number, Social Security Number, and date of birth (DOB). CMS is very aware of the privacy concerns around PII data. In fact, we share your concerns. We will only collect personal information to verify your identity. Your information will be checked to Experian, an external authentication service provider, to help us verify your identity. If collected, we will validate your Social Security Number with Experian only for the purposes of verifying your identity. Experian verifies the information you give us against their records. We may also use your answers to the challenge questions and other PII to later identify you in case you forget or misplace your User ID / Password.

HHS Rules of Behavior

We encourage you to read the [HHS Rules of Behavior](#), which provides the appropriate use of all HHS information technology resources for Department users, including Federal employees, contractors, and other system users.

I have read the HHS Rules of Behavior for Privileged User Accounts (addendum to the HHS Rules of Behavior (HHS-PUB), document number HHS-OIG-2019-00035 and dated July 24, 2019), and understand and agree to comply with its provisions. I understand that violations of the HHS Rules of Behavior for Privileged User Accounts or information security policies and standards may lead to disciplinary action and that these actions may include termination of employment, removal or prohibition from work on federal contracts or projects, revocation of access to federal information, information

I agree to the Terms & Conditions

Step #3: Enter Your Information

Please select the checkbox only if you have contacted the Experian Verification Support Services and have successfully been verified. If you have successfully been verified by the Experian Verification Support Services, your personal information on this screen must match what you provided Experian when completing the one-time verification with them to successfully move forward.

Enter your legal first name and last name, as it may be required for identity verification.
All fields are required unless marked (optional).

First Name Middle Name (optional) Last Name Suffix (optional)

Enter Social Security Number Birth Month Birth Date Birth Year

Required field.

Is Your Address US Based?
 Yes No

Home Address Line 1 Enter Home Address Line 2 (optional)

City State ZIP Code Enter ZIP+4 Code (optional)

Phone Number

Email Address Confirm Email Address

Changing your email address will remove any email MFA that you currently have. You can register a new email MFA in "Manage MFA Devices".

Check here if you have read and verified the information above is accurate and complete as required by Identity Verification.

Read the Terms & Conditions, then if you agree check the box and click "next"

Enter all the required *personal* information. Social Security Number is a *required* field.

Click Next

Be sure you have entered all of your information accurately. Remember to use your home address, **not your work address**. If you use your work information, you will not pass verification and will not be able to access the MLMS so that you can take the training.

Steps to Certification Completion

Access to MLMS

- Prepare Your Computer System
- Register for CMS Secure Portal ID
- Request Access to MLMS
- **Access MLMS**
- Launch and Complete Required Training
- Print Certificate
- Relaunch Completed Course
- Assister Evaluation
- Optional Training
- Resources



Steps to Access MLMS

1. Login to **CMS Secure Portal** (<https://portal.cms.gov>)
2. Select **MLMS Training** tile
3. Review information on **Profile Page** and use **Assigned Navigator ID/CAC ID/EAP ID**
4. Access **MLMS Assister Welcome Page**

If you used the MLMS last year, you should already have a CMS Secure Portal ID and password to access MLMS. If not, follow these steps.

Step 1: Login to CMS Portal

Access MLMS

An official website of the United States government [Here's how you know](#)

CMS.gov | Enterprise Portal

Applications Help About

Login Login with PIV Card

CMS.gov | Enterprise Portal

User ID is a required field

Password

I agree to the [Terms & Conditions](#)

Login

Forgot your [User ID](#) or your [Password](#)?
Need to [unlock](#) your account?

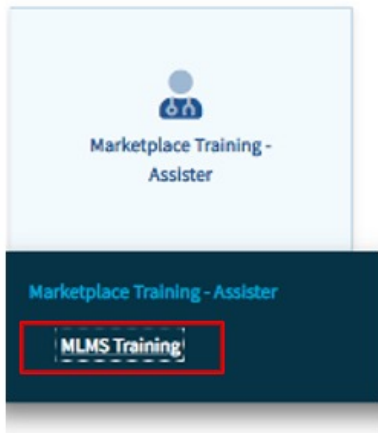
[New User Registration](#)

Enter your User ID, Password, check the Terms and Conditions box, and click **Login**

If you have forgotten your User ID or password, click the appropriate link for assistance.

Steps 2 & 3: Select MLMS Training & Complete Profile Fields and Use Assigned ID (Navigators/CACs/EAP/SBE-FP)

After logging in, click the Marketplace Training - Assister tile and then select MLMS Training



Welcome to the Marketplace Learning Management System (MLMS)

IMPORTANT: Navigators, Certified Application Counselors (CACs) and Enrollment Assistance Personnel (EAPs) are required to input an Assister ID Number to access certification training.

This is a 13-digit alphanumeric ID number assigned to you by your:

- Certified Designated Organization (CDO) if you are a CAC.
- Navigator Grant Leadership if you are a Navigator.
- EAP Leadership if you are an EAP.

To access Certification training, ensure that you're inputting a valid Assister ID issued by your CDO, Navigator Grant or EAP Leadership as applicable; and that the First Name and Last Name on your CMS Portal Account matches the First Name and Last Name maintained by your organizations roster of Assisters.

All new and returning Navigators, CACs and EAPs in the Federally-facilitated Marketplaces (FFM) must successfully complete Certification training, among other things to be certified to provide enrollment assistance.

Important: Users in a State-Based Exchange using the Federal Platform (SBE-FP) should access training under the SBE-FP Assister Type.

For troubleshooting with Assister ID Validation, click here: [Training Material](#)

To access the correct Assister certification training, please check all the Assister Types that apply to you and enter each applicable Assister ID number.

<input checked="" type="checkbox"/> CAC	<input type="text" value="UCSDOAR#####"/>	<input type="checkbox"/> Navigator	<input type="text" value="Enter Navigator ID"/>
<input type="checkbox"/> EAP	<input type="text" value="Enter EAP ID"/>	<input checked="" type="checkbox"/> SBE-FP	<input type="text" value="Enter SBE-FP ID
33333"/>
<input type="checkbox"/> Other			

If you serve in **multiple roles** (CAC & NAV or CAC & EAP), be sure to check **each** assister type and enter the corresponding IDs. You will only need to take the training once but you will receive credit for both roles.

When you complete the curriculum the completion date will be transferred automatically to HIOS (Navigators), your CAC Roster (CACs), or EAP Leadership

Step 3 continued: Complete Profile Fields and Use Assigned ID

Welcome to the Marketplace Learning Management System (MLMS)

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This is a 13-digit alphanumeric ID number assigned to you by your:

- Certified Designated Organization (CDO) if you are a CAC.
- Navigator Grant Leadership if you are a Navigator.
- EAP Leadership if you are a EAP.

To access Certification training, ensure that you're inputting a valid Assister ID issued by your CDO, Navigator Grant or EAP Leadership as applicable; and that the First Name and Last Name on your CMS Portal Account matches the First Name and Last Name maintained by your organizations roster of Assisters.

All new and returning Navigators, CACs and EAPs in the Federally-facilitated Marketplaces (FFM) must successfully complete Certification training, among other things to be certified to provide enrollment assistance.

Important: Users in a State-Based Exchange using the Federal Platform (SBE-FP) should access training under the SBE-FP Assister Type.

For troubleshooting with Assister ID Validation, click here: [Training Material](#)

To access the correct Assister certification training, please check all the Assister Types that apply to you and enter each applicable Assister ID number.

CAC Navigator

EAP SBE-FP

Other

Select Save. You will be taken to the Welcome page

IMPORTANT! If you get an error that your ID is not valid, **please check with your organization to ensure you are listed in their system.** Navigators need to be listed in HIOS. CACs and EAPs need to be listed on their organization's Roster in the Organizational Maintenance web form. You will not get credit for training if you are not listed!

DO NOT select OTHER for your assister type if you are a Navigator, CAC or EAP! You will not get credit for your training if you do this.

If you are a returning Assister, the field names in red with an asterisk should already contain your ID number. Confirm the information is correct.

Step 4: MLMS Assister Welcome Page

The screenshot shows the MLMS Assister Welcome Page. At the top, the user is logged in as Mohamed. The page is divided into several sections: Training Options, Training Instructions, Announcements, and Assister Specific Help Desk Resources (Non-MLMS). The Training Options section lists 'PY2024 Assister - Other'. The Training Instructions section provides information on training options, progress tracking, certificates, and a link to ask for help. The Announcements section includes a welcome message and a notice about the 2023 Assister Certification Training being offline. The Assister Specific Help Desk Resources section lists contact information for Navigators, CAC, State Based Exchange, and Assister (Other).

Health Insurance Marketplace

You are currently logged in as Mohamed

Training Options

PY2024 Assister - Other

Training Instructions

Training Options: The box above lists the training options available to you as an assister

In Progress Training: The box to the right lists your current training that you are in the process of completing. [Your detailed transcript page is here: Your Transcript \(In-Progress Training\)](#)

Certificates: After successfully completing the required Assister Curriculum Training and examinations, you can access your certificate from the Completed Transcript page. Click the hyperlink **Completed Transcript** and select *Completed* from your status drop-down: [Completed Transcript](#)

If assistance is required during your training, please check out The MLMS Interactive Learning Assistant (MILA). MILA is our Artificial-Intelligence driven chatbot available to assist you with your MLMS questions 24 hours a day, 7 days a week. Click the button [Ask MILA for Help](#)

Visit the [Assister Training Resources](#) page

Contact the MLMS [Help Desk](#) for the following:

- Can't print certificate
- Can't find curriculum
- Training not launching
- Modules not advancing
- Can't take exams
- System not recording progress

Assister Specific Help Desk Resources (Non-MLMS)

Navigators	Contact your Navigator Grant Program Officer
CAC	Contact the CAC HelpDesk: cacquestions@cms.hhs.gov
Assister in State Based Exchange using the Federal Platform	Contact your State Department of Insurance
Assister (Other)	Contact your State Department of Insurance and/or Overseeing Organization

Announcements

Welcome to Federally-facilitated Assister Marketplace LMS

Please reference below for Marketplace certification training information, guidance, resources, questions and technical assistance.

TIP: As you complete each course and successfully pass the exam, save a screen shot with proof of course completion (exam score or end screen) for each module. While we do not anticipate any issues, in the rare event the system does not recognize course completion, screen shots can speed resolution. If, after completing all modules, you have issues with receiving credit for completion of a module(s), send the screen shots to the MLMS team at MLMSHelpDesk@cms.hhs.gov as proof of completion. In addition, please provide your user name in the email so the MLMS team can more easily resolve the issue.

2023 Assister Certification Training on the Marketplace Learning Management System (MLMS) "Go-Dark"

As we prepare to release the 2024 Assister Certification Training, the 2023 Assister Certification Training that is hosted on the Marketplace Learning Management System (MLMS), will be taken offline at 6:00 p.m. (ET) on Wednesday, August 2, 2023. During this "go-dark" period, assisters will not be able to access the certification training. We anticipate that the 2024 Assister Certification Training will be available later this summer.

Your Transcript (In Progress Training)

No assigned training



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This is the MLMS Welcome Landing page.
To return to this page at anytime, select **Home** from the menu in the upper right-hand corner.

Steps to Certificate Completion

Enroll in Curriculum

- Prepare Your Computer System
- Register for CMS Secure Portal ID
- Request Access to MLMS
- Access MLMS
- **Enroll in Curriculum**
- Launch and Complete Required Training
- Print Certificate
- Relaunch Completed Course
- Assister Evaluation
- Optional Training
- Resources



Steps to Enroll in Curriculum

Step 1: Select Link To Enroll

Select the curriculum title link in Training Options

The screenshot shows the Health Insurance Marketplace interface. At the top, it says "Health Insurance Marketplace" and "You are currently logged in as John Doe". The main content area is divided into several sections:

- Training Options:** A dropdown menu is open, showing "PY2024 Assister - Other" selected and highlighted with a red box.
- Training Instructions:** Contains information about training options, progress, and certificates. It includes a link to "Ask MILA for Help".
- Assister Specific Help Desk Resources (Non-MLMS):** A table with contact information for Navigators, CAC, Assister in State Based Exchange using the Federal Platform, and Assister (Other).
- Announcements:** A section titled "Welcome to Federally-facilitated Assister Marketplace LMS" with a "Go-Dark" announcement regarding the 2023 Assister Certification Training.
- Your Transcript (In Progress Training):** A section showing "No assigned training".

At the bottom of the page, there is a "cornerstone" logo and a footer with the text: "Powered by Cornerstone OnDemand, Inc. ©2000-2017 All Rights Reserved. Terms - Privacy - Cookies - Help Desk".

If you have updated your profile page with the correct Assister type(s) and ID(s), the Curriculum for your assister type(s) will appear automatically in the Training Options widget.

Step 2: Select Open Curriculum

CURRICULUM

PY2024 New FFE CAC

Last Updated 07/11/2022

Details

LOAD 2 PY2023 Assister

[Show More](#)

Contents

13 Trainings

REQUIRED COURSES

ONLINE CLASS 001 Training Overview

ONLINE CLASS 002 Health Coverage Basics

ONLINE CLASS 003 Affordable Care Act Basics

CURRICULUM

PY2024 New FFE CAC LOAD 2

This training is currently unavailable to you. Please select alternative training, or complete prior requirements before requesting this training.

[Open Curriculum](#)

Select Open Curriculum

The curriculum will appear, and you can open it directly from this page.

Step 3: Select View Details

Step 4: Select Launch

PY2024 New FFE CAC

Options ▾

LOAD 2 PY2023 Assister

0% **Required Courses** 0
Completed : 0 Min Required : 8 Total Items : 8 **View Details**

0% **Optional Courses** 0
Completed : 0 Min Required : 5 Total Items : 5 **View Details**

CURRICULUM PROGRESS

PY2024 New FFE CAC LOAD 2

REQUIRED COURSES

OPTIONAL COURSES

Select **View Details**

Required Courses 0

0% Completed : 0 Min Required : 8 Total Items : 8

001 Training Overview
Status : Registered Due : No Due Date
Load 2 Assister PY2023 **Launch**

002 Health Coverage Basics
Status : Pending Prior Training Due : No Due Date
Load 2 Assister PY2023

003 Affordable Care Act Basics
Status : Pending Prior Training Due : No Due Date
Load 2 Assister PY2023

004 Privacy Security and Fraud Prevention Standards
Status : Pending Prior Training Due : No Due Date
Load 2 Assister PY2023

005 Marketplace Assister Essentials
Status : Pending Prior Training Due : No Due Date
Load 2 Assister PY2023

Select **Launch** – the content will open in a new window/tab

Steps to Certificate Completion

Complete Required Training

- Prepare Your Computer System
- Register for CMS Secure Portal ID
- Request Access to MLMS
- Access MLMS
- Enroll in Curriculum
- **Launch and Complete Required Training**
- Print Certificate
- Relaunch Completed Course
- Assister Evaluation
- Optional Training
- Resources



Steps to Complete Required Training

1. Once inside the course, select **Right Arrow** to **Advance to the next page of the Training**
2. You must click on **ALL Links** on the screen to move to the next page
3. Simply **Exit** by clicking the Exit button at the end of the course in the learning content window when finished
 - If you need to exit before completing the course, your location will be bookmarked and you can return to this spot when you return to the course. Close the window via the red X in the corner of the browser window.
4. Review **Completion Status** on the launch page. It will say Completed if you successfully passed the exam.

HINT: The system will log you out after 30 minutes if you do not interact with the screen. You will be required to log back in if you experience a time-out.

Step 1: Click Right Arrow to Advance Training

The screenshot shows a web browser window with the URL mimspilot.csod.com. The page title is "Course Introduction Disclaimers". On the left, there is a profile picture of a man and a text box that reads: "You need to be aware of these training disclaimers. These apply to every course in the training. Select each menu item below to read each disclaimer." Below this, under the heading "Disclaimers", there are three buttons: "Assister Training Content", "Coronavirus", and "Section 1557 of the Affordable Care Act", each with a checkmark icon. The main content area on the right is titled "Section 1557 of the Affordable Care Act (ACA):" and contains text about nondiscrimination provisions. At the bottom of the page, there is a navigation bar with icons for TOC, Help, Glossary, Map, and Resources. On the far right of this bar, there are two arrow buttons: a left arrow and a right arrow, both highlighted with red boxes. Between these arrows, the text "Mod 1 / 4" and "Pg 3 / 5" is displayed.

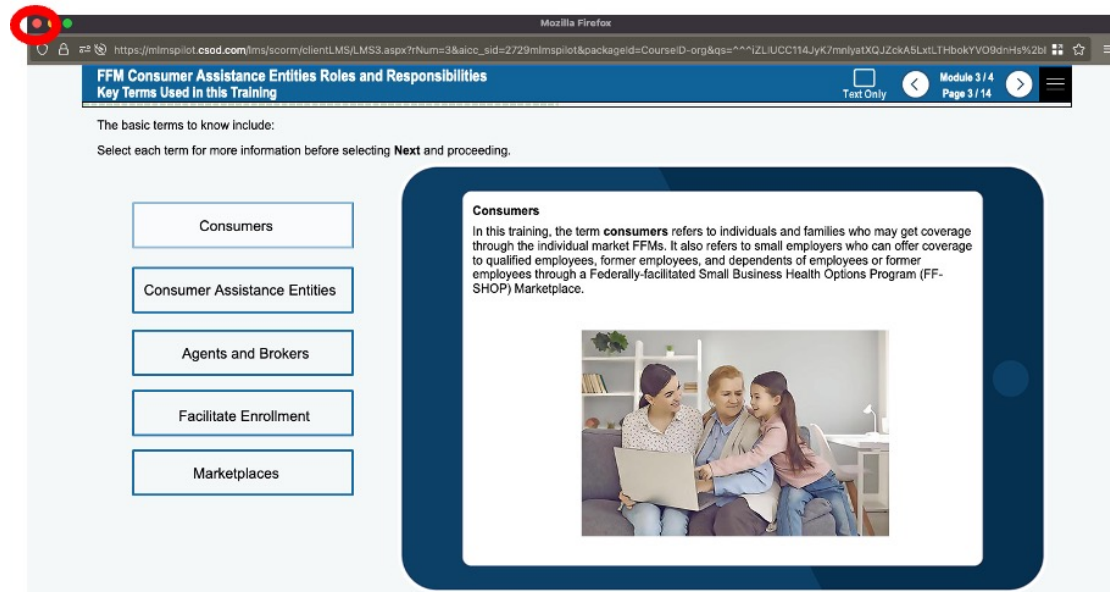
Be sure to open every link on a page so that the right facing arrow will become available and you can advance to the next page.

Click the arrows to move forward and back through the content.

On the Training course window use the **right arrow** button to advance through the course and the **left arrow** button to return the previous page.

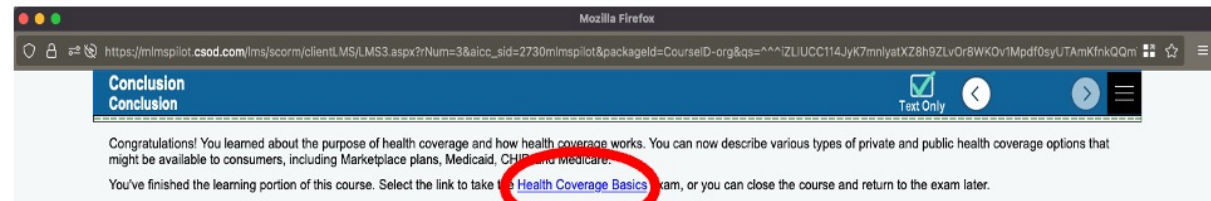
Step 2: Exiting a course

If you are progressing through a course and want to exit before completing it simply close the window. Your page will be bookmarked, and you can restart where you left off.



The screenshot shows a web browser window displaying a course page. The title is "FFM Consumer Assistance Entities Roles and Responsibilities" and the subtitle is "Key Terms Used In this Training". The page lists several key terms: Consumers, Consumer Assistance Entities, Agents and Brokers, Facilitate Enrollment, and Marketplaces. A detailed view of the "Consumers" term is shown on the right, explaining that it refers to individuals and families who may get coverage through individual market FFMs. It also refers to small employers who can offer coverage to qualified employees, former employees, and dependents of employees or former employees through a Federally-facilitated Small Business Health Options Program (FF-SHOP) Marketplace. An image of a family sitting on a couch is also visible.

When you get to the end of the course simply click the link to start the exam.




The screenshot shows a web browser window displaying a course page titled "Conclusion". The page contains a congratulatory message: "Congratulations! You learned about the purpose of health coverage and how health coverage works. You can now describe various types of private and public health coverage options that might be available to consumers, including Marketplace plans, Medicaid, CHIP, and Medicare." Below this message, there is a link to "Health Coverage Basics" exam, which is circled in red. The page also includes a "Text Only" button and navigation arrows.

The exams are included in the same module as the learning. So, you can take an exam immediately from within the course.

Step 2: Select Exit

mlmpilot.csod.com

Conclusion
Conclusion



Great job! In this course, you reviewed what courses make up the assister curriculum, learned important terms, clarified your roles and responsibilities as an FFM consumer assistance entity, and studied how to provide fair, accurate, and impartial information to consumers.

You have successfully completed this course!
Select 'Exit' to leave and receive credit for this course.

Exit

TOC Help Glossary Map Resources

To ensure you get proper credit for all your modules, please take a screenshot at each completion page and save it in your computer. After completing the exam, be sure to click the **Exit** button to leave the course.

Step 3: Review Completion Status

After completing the exam successfully, you will see on the course launch page that Status has changed to Complete.

If you have successfully completed the course and the status hasn't changed, try refreshing your page.

If that still does not work, contact the Help Desk or use the MILA chatbot to start a ticket.

This is where the screenshots can be helpful, you might need to send these to the Help Desk to get credit for your modules.

etprince

PY2023 New FFE Navigator

PY2024 New FFE Navigator

PY2024 REQUIRED ASSISTER COURSES

PY2023 OPTIONAL ASSISTER COURSES

PY2024 Required Assister Courses ¹

Completed : 3 Min Required : 8 Total Items : 8

PY2024 Assister 001 Training Overview

Status : Completed Due : No Due Date

Launch

PY2024 Assister 002 Health Coverage Basics

Status : Completed Due : No Due Date

Launch

In Progress Training: The box below lists your current training that you are in the process of completing. [Your detailed transcript page is here: In Progress Training](#)

Certificates: After successfully completing the required Assister Curriculum Training and examinations, you can access your certificate from the Completed Transcript page. Click the hyperlink **Completed Transcript** and select **Completed** from your status drop-down: **Completed Transcript**

If assistance is required during your training, please check out The MLMS Interactive Learning Assistant (MILA). MILA is our Artificial-Intelligence driven chatbot available to assist you with your MLMS questions 24 hours a day, 7 days a week. Click the button [Ask MILA for Help](#).

Visit the [Assister Training Resources](#) page
Contact the [MLMS Help Desk](#)

MLMS Help Desk

MLMSHelpDesk@cms.hhs.gov

- Can't print your certificate
- Can't find curriculum
- Training is not launching

How to get Credit as Multiple Assister Types (NAV/CAC or CAC/EAP)

Enroll in one curriculum, complete the courses.

Training Options

- PY2024 New FFE CAC
- PY2024 Returning FFM Navigator

Training Instructions

Training Options: The box above lists the training options available to you as an assister

In Progress Training: The box below lists your current training that you are in the process of completing. [Your detailed transcript page is here.](#) In Progress Training

Announcements

Welcome to Federally-facilitated Assister Marketplace LMS

Please reference below for Marketplace certification training information, guidance, resources, questions and technical assistance.

2023 Assister Certification Training on the Marketplace Learning Management System (MLMS) "Go-Dark"

As we prepare to release the 2024 Assister Certification Training, the 2023 Assister Certification Training that is hosted on the Marketplace Learning Management System (MLMS), will be taken offline at 6:00 p.m. (ET) on Wednesday, August 2, 2023. During this "go-dark" period, assisters will not be able to access the certification training. We anticipate that the 2024 Assister Certification Training will be available later this summer.

After completing the first curriculum, then **enroll** in the additional training. Next navigate to the completed section, of your Training Options and print your next certificate. *(you will not need to complete both types of training)*

Change **Active** to **Completed** to view your Completed learning, and change **Completed** to **Active** to view your In Progress le

Filter by Training Status: **Completed** | Sort by: Completion Date | Filter by Training Type: All Types | Search

Search Results (5)

- PY2023 FFE NEW EAP**
Completed : 2/27/2023 | Status : Completed | Training Type : Curriculum
- PY2023 FFE New CAC**
Completed : 2/8/2023 | Status : Completed | Training Type : Curriculum

You will be credited for prior course completion. If taking similar curriculum (e.g., New EAP/New CAC) you can navigate to the "Completed" section of the transcript. If taking a different version of training (e.g., New EAP/Returning CAC) in the "Active" section of transcript you must complete the remaining required courses to receive credit.

Steps to Certificate Completion

Print Certificate

- Prepare Your Computer System
- Register for CMS Secure Portal ID
- Request Access to MLMS
- Access MLMS
- Launch and Complete Required Training
- **Print Certificate**
- Relaunch Completed Course
- Assister Evaluation
- Optional Training
- Resources



Steps to Print Certificate

1. Select **Your Transcript**
2. Find Completed Curriculum
3. Print Certificate

Step 1: Select Completed Transcript

Step 2: Select View Certificate from Drop-down

The screenshot displays the Assister Marketplace LMS interface. On the left, the 'Training Options' section shows 'PY2024 Assister - Other' and 'Training Instructions' with links for 'Completed Transcript' and 'Ask MILA for Help'. The 'Announcements' section on the right contains a welcome message and a '2023 Assister Certification Training on the Marketplace Learning Management System (MLMS) "Go-Dark"' notice. Below the announcements is a 'Your Transcript (In Progress Training)' section showing 'No assigned training'. At the bottom, there is a 'Cornerstone' logo and a footer with copyright information.

- Under Training Instruction click “Completed Transcript”
- Then select “Completed” from the drop-down menu.
- Then Select View Certificate.

This screenshot shows a filter interface for transcripts. It includes a 'Filter by Training Status' section with a dropdown menu set to 'Completed', and a 'Filter by Training Type' section with a dropdown set to 'All Types'. Below these filters, a list of transcripts is shown, with the 'Completed' status selected. A dropdown menu is open, showing options: 'View Completion Page', 'View Certificate', 'Open Curriculum', 'View Training Details', and 'Move to Archived Transcript'. The 'View Certificate' option is highlighted with a red box.

Step 3: Print Certificate

Federally Certified Marketplace Navigator



Health Insurance Marketplace

Jason Richards

Organization

Navigator ID

Acquired on: MM/DD/YYYY

Expired on: MM/DD/YYYY

The United States Department of Health and Human Services recognizes **Navigator First Last** of **Navigator Grantee Organization** as a federally-certified Marketplace Navigator, certified to assist consumers in understanding new programs, taking advantage of consumer protections, and navigating the health insurance system to find the most affordable coverage that meets the consumer's needs.

07/12/2023

Completion of the Navigator Curriculum may not fulfill the requirements to serve as Navigator under state law. To be fully certified as a federally-certified Navigator, individuals must also meet any licensing, certification, or other standards prescribed by the State, if applicable, so long as such standards do not prevent the application of the provisions of title I of the Affordable Care Act. Please consult with your state's Department of Insurance to ensure you are in compliance.



Jeffrey D. Grant
Deputy Director for Operations
Center for Consumer Information & Insurance Oversight
Centers for Medicare & Medicaid Services

Steps to Certificate Completion

Relaunch Completed Course

- Prepare Your Computer System
- Register for CMS Secure Portal ID
- Request Access to MLMS
- Access MLMS
- Launch and Complete Required Training
- Print Certificate
- **Relaunch Completed Course**
- Assister Evaluation
- Optional Training
- Resources



Steps to Relaunch Completed Course

1. Find the curriculum to re-take
2. Select the course and Register
3. Request and then open the curriculum
4. Take the course

Step 1: Find the curriculum to re-take

The screenshot displays the Assister Marketplace LMS interface. It includes sections for 'Training Options' (listing 'PY2024 Assister - Other'), 'Training Instructions' (with sub-sections for 'Training Options', 'In Progress Training', 'Certificates', and 'Ask MLA for Help'), 'Announcements' (with sub-sections for 'Welcome to Federally-facilitated Assister Marketplace LMS' and '2023 Assister Certification Training on the Marketplace Learning Management System (MLMS) "Go-Dark"'), and 'Your Transcript (In Progress Training)' (showing 'No assigned training'). A footer contains the 'cornerstone' logo and 'Powered by Cornerstone OnDemand, Inc. ©2000-2017'.

Select "Completed Transcript"

This screenshot shows the filtering and transcript view. At the top, there are three filter buttons: 'Filter by Training Status', 'Sort by', and 'Filter by Training Type'. The 'Filter by Training Status' dropdown is open, showing options: 'Active', 'Completed' (selected with a checkmark), 'Archived', and 'Removed'. Below the filters, a transcript entry is visible: 'New FFE Navigator' with a date of '8/1/2022' and a status of 'Completed'.

Next Select **Completed**

Be sure to change the filter to Completed in order to find the curriculum you wish to take.

Step 2: Select the course and View Training Details

The screenshot displays a web interface for managing training. At the top, there are three filter sections: 'Filter by Training Status' with a dropdown set to 'Completed', 'Sort by' with a dropdown set to 'Completion Date', and 'Filter by Training Type' with a dropdown set to 'All Types'. To the right is a 'Search by Keyword' search bar. Below these filters, it says 'Search Results (2)'. Two training items are listed:

- PY2024 New FFM EAP**: Completed : 10/24/2022 Status : Completed Training Type : Curriculum. A 'View Completi...' button is visible.
- PY2024 Assister - Other**: Completed : 10/24/2022 Status : Completed Training Type : Curriculum. A 'View Completi...' button is visible, and a dropdown menu is open showing options: 'View Completion Page', 'View Certificate', 'Open Curriculum', 'Evaluate', and 'View Training Details' (which is highlighted with a red box).

Select the curriculum name

Select View Training Details

This will allow you to review the content for a quick refresher

Step 3: Open the details page and click Launch

TITLE (CLICK ON ⓘ TO SEE COURSE DESCRIPTION)	TYPE	DUE DATE	EXCUSED	STATUS	OPTIONS	DETAILS
Required Courses (Min. required: 7) ⓘ						
Section						
001 Training Overview (L3.1)	Online Class	None	No	Registered	Launch	None
004 Privacy Security and Fraud Prevention Standards (L3.1)	Online Class	None	No	Registered	Launch	📄 ⓘ
005 Marketplace Application Essentials (L3.1)	Online Class	None	No	Registered	Launch	📄 ⓘ
006 Serving Vulnerable and Underserved Populations (L3.1)	Online Class	None	No	In Progress	Launch	📄 ⓘ
007 Cultural Competence and Language Assistance (L3.1)	Online Class	None	No	Registered	Launch	📄 ⓘ
008 Working with Consumers with Disabilities (L3.1)	Online Class	None	No	Registered	Launch	📄 ⓘ
011 Complex Application Issues (L3.1)	Online Class	None	No	Registered	Launch	📄 ⓘ
Optional Courses (Min. required: 0) ⓘ						
Section						
002 Health Coverage Basics (L3.1)	Online Class	None	No	Registered	Launch	📄 ⓘ
003 Affordable Care Act Basics (L3.1)	Online Class	None	No	Registered	Launch	📄 ⓘ
009 Customer Service Standards and Community Outreach (L3.1)	Online Class	None	No	Registered	Launch	📄 ⓘ
010 Coverage to Care Assistance (L3.1)	Online Class	None	No	Registered	Launch	📄 ⓘ

Select Launch

Take the course as normal when it is launched

Steps to Certificate Completion

Assister Evaluation

- Prepare Your Computer System
- Register for CMS Secure Portal ID
- Request Access to MLMS
- Access MLMS
- Launch and Complete Required Training
- Print Certificate
- Relaunch Completed Course
- **Assister Evaluation**
- Optional Training
- Resources



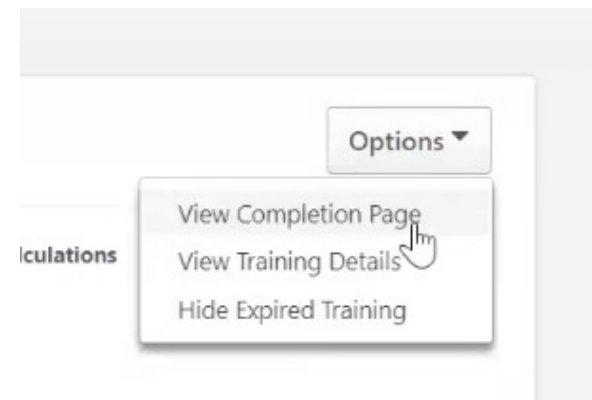
Steps to Complete Assister Evaluation

1. Complete Curriculum
2. Launch Evaluation (survey)

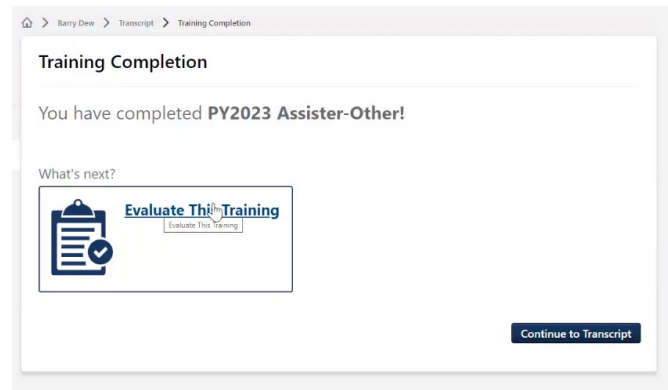
Step 1: Select Launch and Begin Evaluation

After completing the curriculum, you have the option to evaluate the learning content

Click the **Options** drop down menu
Click **View Completion Page**



Click **Evaluate this Training**



This is an opportunity to provide your thoughts and opinions about how to improve the training.

Step 2: Complete the Evaluation

Evaluation - PY2023 Assister-Other

Assister Feedback

Question 1 .
Select the Assister roles you will be performing this year. (Select as many as applicable.)

- FFE Certified Application Counselor
- FFE Navigator
- Returning FFE Certified Application Counselor
- Returning FFE Navigator
- SBE-FP
- Other

Question 9 .
Please list additional topics you'd like to see discussed on the annual certification training on the MLMS (in 250 characters or less)

Answer the questions

Submit your answers or save to come back and complete it at a later date.

The **Evaluation** is launched to allow course feedback. Read the questions and answer accordingly.

Complete Optional Training

- Prepare Your Computer System
- Register for CMS Secure Portal ID
- Request Access to MLMS
- Access MLMS
- Launch and Complete Required Training
- Print Certificate
- Relaunch Completed Course
- Assister Evaluation
- **Optional Training**
- Resources






Complete Optional Training

Each of the Assister curriculum modules contain *optional* courses. If you choose to take the optional courses simply navigate to the optional section and launch the courses.

PY2024 Returning FFM Navigator (L2) Options ▾

Optional Modules
Completed : 2 Min Required : 0 Total Items : 5





 002 Health Coverage Basics (L2) Status : Registered Due : No Due Date Course Description Goes Here	Launch ▾
 003 Affordable Care Act Basics (L2) Status : Registered Due : No Due Date Course Description Goes Here	Launch ▾
 009 Customer Service Standards and Community Outreach (L2) Status : Registered Due : No Due Date Course Description Goes Here	Launch ▾

Launch the optional courses just like all the other courses. You can take individual courses or all courses. *Note: These courses are not mandatory.*

Click **Launch** next to the course

PY2024 Returning FFM Navigator (L2) Options ▾

Required Modules
Completed : 2 Min Required : 7 Total Items : 7

 001 Training Overview (L2) Status : Completed Due : No Due Date Course Description Goes Here	Launch ▾
 004 Privacy Security and Fraud Prevention Standards (L2) Status : Registered Due : No Due Date Course Description Goes Here	Launch ▾
 005 Marketplace Assister Essentials (L2) Status : Registered Due : No Due Date Course Description Goes Here	Launch ▾
 006 Serving Vulnerable and Underserved Populations (L2) Status : Registered Due : No Due Date Course Description Goes Here	Launch ▾

Resources

- Prepare Your Computer System
- Register for CMS Secure Portal ID
- Request Access to MLMS
- Access MLMS
- Launch and Complete Required Training
- Print Certificate
- Relaunch Completed Course
- Assister Evaluation
- Optional Training
- **Resources**



Resources

Help Desk Information

MLMS Help Desk

Email: MLMSHelpDesk@cms.hhs.gov

- Can't print your certificate
- Can't find curriculum
- Training is not launching

CAC Questions Help Desk

Email: cacquestions@cms.hhs.gov

- Error message; CAC ID not valid
- Issues that cannot be resolved by the other help desks

Manual ID Verification Help Desk

Email: FFMProducer-AssisterHelpdesk@cms.hhs.gov

- You have provided your **personal** information during the identity verification process, but the system cannot identify you
- Request a manual ID verification and provide a copy of your driver's license

CMS Enterprise Portal Help Desk

Email: CMS_FEPS@CMS.hhs.gov

- Phone: 855-267-1515
- User ID / Password Issues
- No access to MLMS

Navigators

Email: navigatorgrants@cms.hhs.gov

For any other issues, or if you cannot get your issue resolved, please email your project officer

EAP Help Desk

- Email: eapquestions@cms.hhs.gov
- Error message; EAP ID not valid
- Issues that cannot be resolved by the other help desks

Include the following information:

- Screenshot(s) of issue
- Device and Browser

Resources

Quick Reference Guides

Quick Reference Guides are available on Marketplace under CMS Training for navigators, agents, brokers, and other Assisters

<https://marketplace.cms.gov/technical-assistance-resources/training-materials/training.html>

CMS.gov | Health Insurance Marketplace | Get email updates | Search

Centers for Medicare & Medicaid Services

Applications, Forms, & Notices | **Technical Assistance Resources** | Outreach & Education

Health Insurance Marketplace home > Technical Assistance Resources

Training for navigators, agents, brokers, and other assisters

Coronavirus disease 2019 (COVID-19) Resources

- 2021 Special Enrollment Period in Response to the COVID-19 Emergency - June 2021 (slides)
- COVID-19 Vaccine Fact Sheet - posted April 28, 2021
- COVID-19 Vaccines: Who, What, Where, and Why - posted April 28, 2021 (slides)
- COVID-19 Fact Sheet for Assisters - posted October 28, 2020
- Tip Sheet on Health Coverage Option for Employers Helping their Employees During the COVID-19 National Emergency
- Marketplace Information for Businesses Impacted by COVID-19

2023 Federally-facilitated Marketplace (FFM) Assister Training

- CMS Enrollment Assister Bulletin 2022-01: Guidance Regarding Training, Certification, and Recertification for Navigators and Certified Application Counselors in the Federally-facilitated Exchanges - posted August 2022
- Launch of Plan Year 2023 FFM Assister Certification Training - September 2022 (slides) (video) (transcript)
- Quick Reference Guide: Plan Year 2023 Computer Configuration Requirements - posted August 26, 2022
- Plan Year 2023 Marketplace Learning Management System (MLMS) Browser Pop-Up Guidance for Successful Completions - posted August 26, 2022
- Quick Reference Guide: Plan Year 2023 FFM Registration with ID Verification for Assisters - posted August 26, 2022
- Quick Reference Guide: Plan Year 2023 Assister ID Validation - posted August 26, 2022
- Navigator and Certified Application Counselor (CAC) Training Courses - posted August 2022
- Assister Readiness Webinar Series
- Marketplace Assister Microlearning
- Complex Case Web Form Presentation for Assisters - February 5, 2021 (slides)
- Complex Case Web Form User Guide - posted June 2021
- How to View Your CMS Profile - posted June 2021 (video) (transcript)
- How to Validate Your Assister ID on MLMS - posted June 2021 (video) (transcript)
- Remote Identity Proofing (RIDP) Tips for Success

You can also find help here:

REGTAP: For job aids, FAQ documents, reference guides, and pre-recorded webinar demonstrations, please visit [REGTAP | Registration for Technical Assistance Portal \(cms.gov\)](#)