Launch of Plan Year 2024 FFM Assister Certification Training

FFM PY2024 Assister Certification Training

Melissa MacLean

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(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
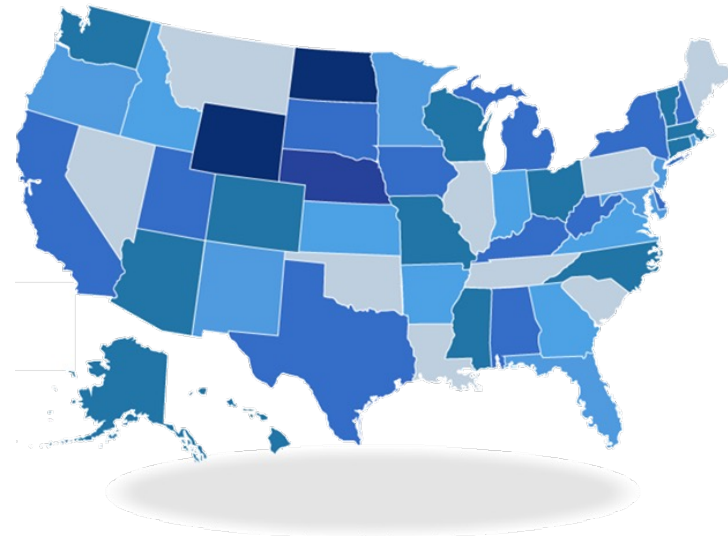
Training Completion Requirements

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

Returning Navigators, CACs
- **Required: 7** courses and corresponding assessments with an **80% pass rate**
- *Optional:* **5** 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

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

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

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

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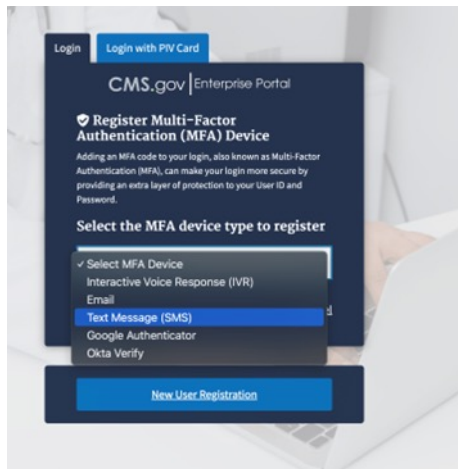
Click Send MFA Code
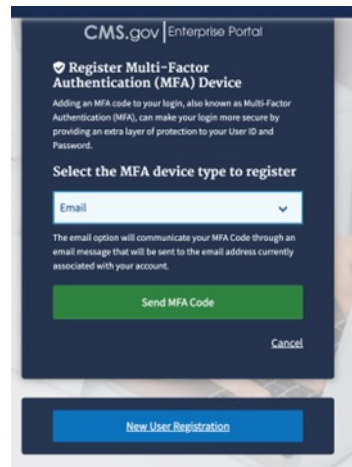
If you use email to validate the MFA code, the code will be sent to the email address you registered your account with.

Enter the code just sent to whichever device you selected

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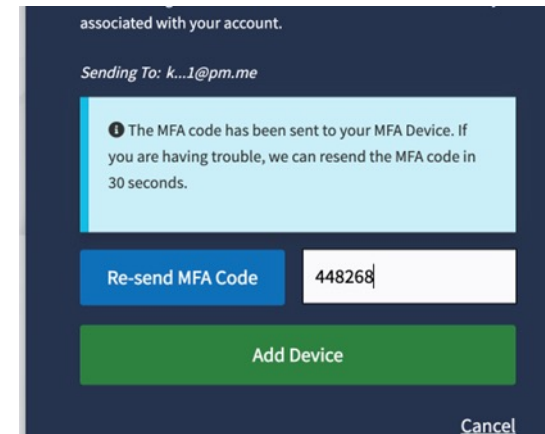
Important! You will need to use MFA **each time** you log into the CMS Portal. You can click Re-send MFA code if it is not received within about 1 minute.

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

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

Click *"Add Application"*

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

Select *"Assister"* from the drop-down menu and hit n**ext**

"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. 0938-1236 | Expiration Date: 05/31/2021 | (OMB Re-Certification Pending) | Paperwork Reduction Act

Protecting Your Privacy

Protecting your Privacy is top priority at CMS. We are committed to ensuring the security and confidentiality of the user registering to IDM. 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 disclosed 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 RoB), document number HHS-OCIO-2013-0003S and dated July 24, 2013), 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 disbarment from work on federal contracts or projects, revocation of access to federal information, information

☑ I agree to the Terms & Conditions   Back   Next   Cancel

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

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: fname   Middle Name (optional)   Last Name: lname   Suffix (optional)

Enter Social Security Number   Birth Month: January   Birth Date: 2   Birth Year: 1987
Required field.

Is Your Address US Based?
● Yes ○ No

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

City: city   State: Alaska   ZIP Code: 45665   Enter ZIP+4 Code (optional)

Phone Number: 654-654-6545

Email Address: testtest@gmail.com   Confirm Email Address: testtest@gmail.com

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.

Back   Next   Cancel

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.

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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

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

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)

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 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.

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.

Select Save. You will be taken to the Welcome page

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

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

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

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

Step 3: Select View Details
Step 4: Select Launch

Select **View Details**

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.

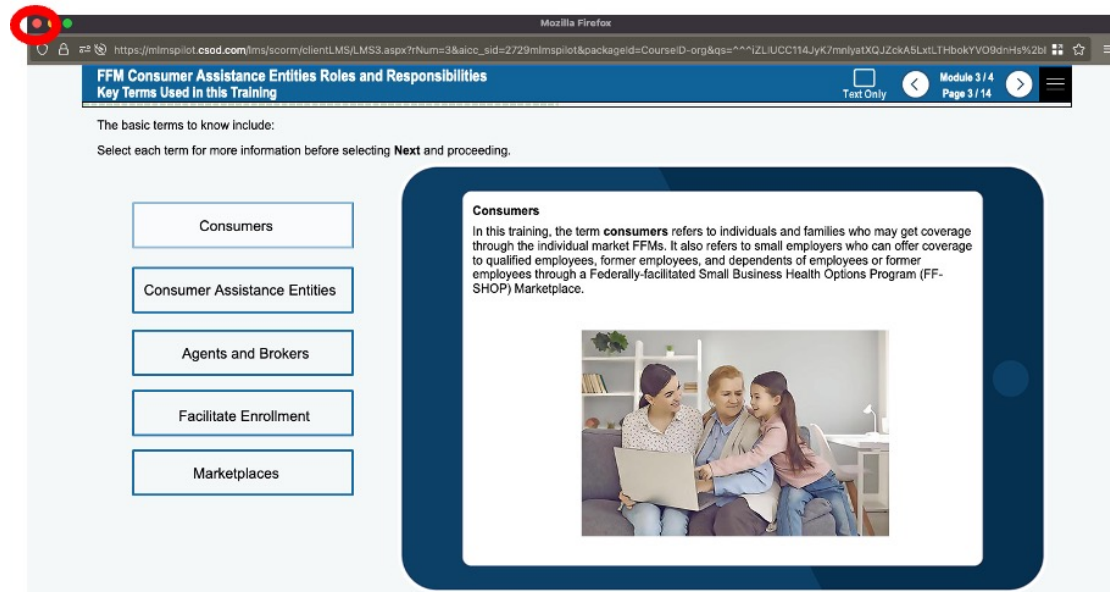# Step 1: Click Right Arrow to Advance Training

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.
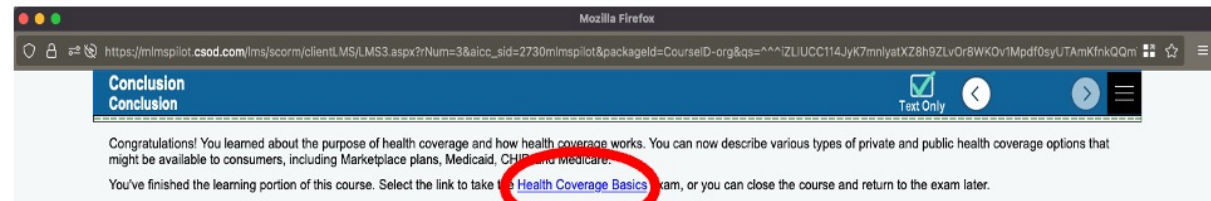
Step 2: Exiting a course

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.

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

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

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.

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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.

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 | Sort by | Filter by Training Type
Completed | Completion Date | All Types

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

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

Step 3: Print Certificate

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

Select "Completed Transcript"

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

Filter by Training Status   **Sort by**   **Filter by Training Type**   **Search by Keyword**

| Completed ▼ | Completion Date ▼ | All Types ▼ | Search   🔍 |

Search Results (2)

PY2024 New FFM EAP
Completed : 10/24/2022   Status : Completed   Training Type : Curriculum
View Completio... ▼

PY2024 Assister - Other
Completed : 10/24/2022   Status : Completed   Training Type : Curriculum
View Completio... ▼

- View Completion Page
- View Certificate
- Open Curriculum
- Evaluate
- View Training Details

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					None
⊙ 001 Training Overview (L3.1)	Online Class	None	No	Registered	Launch	🕮▤
⊙ 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					None
⊙ 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

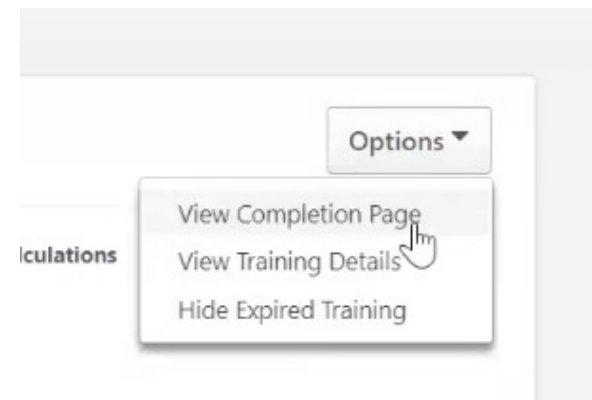- **Assister Evaluation**

- Optional Training

- Resources

Steps to Complete Assister Evaluation
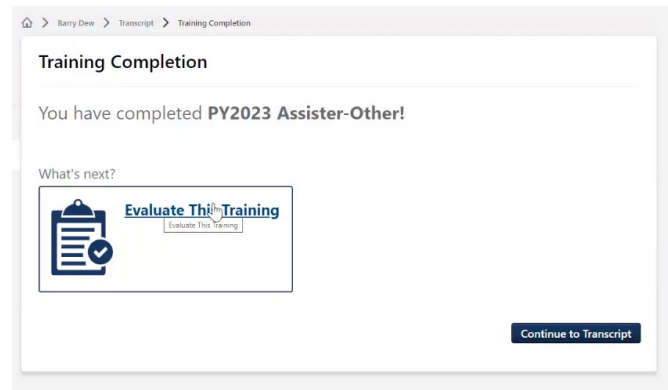
1. Complete Curriculum
2. Launch Evaluation (survey)

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)

[Save / Return Later] [Submit Final Answers]

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.

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

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

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)