

# Plan Year 2019 Health Insurance Marketplace Registration and Training for New Agents and Brokers

*July 2018*

*Centers for Medicare & Medicaid Services (CMS)  
Center for Consumer Information & Insurance Oversight (CCIIO)*



1 / 10 | Exit >

Welcome to the  
**INTRODUCTION TO  
MARKETPLACE AGENT  
AND BROKER TRAINING**

 Health Insurance Marketplace

Health Insurance Marketplace  
Plan Year 2019

Menu Help Glossary Job Aids

Text Description of Image or Animation

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# Intended Audience

The intended audience for this presentation includes 1) agents and brokers joining the Marketplace for the first time for plan year 2019 and 2) agents and brokers who participated in a previous plan year, but did NOT complete plan year 2018 Marketplace registration and training.

- “Returning” agents and brokers successfully completed registration and training for plan year 2018 and are eligible for “What's New for Returning Agents and Brokers” training for plan year 2019.
- “New” agents and brokers did not complete registration and training for plan year 2018 and are required to complete the full Individual Marketplace training for plan year 2019.

# Disclaimer

*The information provided in this presentation is intended only as a general informal summary of technical legal standards. It is not intended to take the place of the statutes, regulations, and formal policy guidance that it is based upon. This presentation summarizes current policy and operations as of the date it was presented. Links to certain source documents have been provided for your reference. We encourage learners to refer to the applicable statutes, regulations, and other interpretive materials for complete and current information about the requirements that apply to them.*

*This document generally is not intended for use in the State-based Marketplaces (SBMs) that do not use HealthCare.gov for eligibility and enrollment. Please review the guidance on our Agents and Brokers Resources webpage (<http://go.cms.gov/CCIIOAB>) and [Marketplace.CMS.gov](http://Marketplace.CMS.gov) to learn more.*

*Unless indicated otherwise, the general references to “Marketplace” in the presentation only includes Federally-facilitated Marketplaces (FFMs) and State-based Marketplaces on the Federal Platform (SBM-FPs).*

*This communication was printed, published, or produced and disseminated at U.S. taxpayer expense.*

# Agenda

- Introduction
- Small Business Health Options Program (SHOP)
- Marketplace Registration and Training
- Compliance Points to Remember
- Help Desk and Call Center Support
- Agent and Broker Resources

# Introduction to Agents and Brokers for Plan Year 2019!

*Thank you for your interest in the Marketplace for plan year 2019!\**

- To the extent permitted by states, licensed agents and brokers assist consumers in applying for insurance affordability programs, including the premium tax credit and cost-sharing reductions, and enrolling in qualified health plans (QHPs).
- Agents and brokers also play a crucial role in educating consumers about the Health Insurance Marketplace, both during the annual Open Enrollment period and throughout the plan year.



*\* 45 CFR § 155.20 defines “plan year” as a consecutive 12-month period during which a health plan provides coverage for health benefits. A plan year may be a calendar year or otherwise.*

# Introduction to Agents and Brokers for Plan Year 2019! (Continued)

Prior to assisting consumers, you should:

- Understand the standards under [45 CFR § 155.220](#), which authorize agents and brokers to assist consumers with selecting and enrolling in QHPs offered through the Marketplace.
- Be familiar with [45 CFR § 155.260](#), which outlines the limits on how agents and brokers may use any information gained as part of providing assistance to a consumer.



To better understand the standards under 45 CFR §§ 155.220 and 155.260, review the guidance on the Centers for Medicare & Medicaid Services (CMS) [Agents and Brokers Resources webpage](#).



# Plan Year 2019 Health Insurance Marketplace Registration and Training for New Agents and Brokers

**S** Small Business

**H** Health

**O** Options

**P** Program

*Small Business  
Health Options  
Program (SHOP)*

# Agent and Broker Registration to Participate in the SHOP

It takes only a few minutes to register for the SHOP.

To register to participate in the SHOP, agents and brokers:

- **Must** create an account and complete identity proofing through the CMS Enterprise Portal.
- **Must** execute the SHOP Privacy and Security Agreement in the Marketplace Learning Management System (MLMS).
- **May** complete the SHOP training (Recommended but not required).

Agents and brokers who complete Marketplace registration are searchable by small employers through the [Find Local Help](#) tool at HealthCare.gov.



# Assisting Employer Clients to Enroll in SHOP Coverage

- After you complete Marketplace registration to participate in the SHOP, you may help small employers through the SHOP application and enrollment process.
- Use the [See Plans and Prices tool](#) on HealthCare.gov to help your client compare coverage options
- Review price estimates for all the SHOP plans offered in the employer's area.

HealthCare.gov ESPAÑOL Log in

## 2018 health insurance plans & prices

Have fewer than 25 FTE's? A tax credit may put money back in your pocket. [ADD ADDITIONAL PEOPLE](#)

3 plans available PLAN TYPE: Health plans SORT BY: Premium [REFINE RESULTS](#)

### SummaCare - SummaCare Bronze 5500 HSA-18 With SCSelect Network

Bronze | PPO | Plan ID: 52864OH1500194

Estimated monthly premium	Deductible	Out-of-pocket maximum	Copayments / Coinsurance
<b>\$1,787.19</b>	<b>\$5,500</b> Family Per Person	<b>\$6,550</b> Family Per Person	Emergency room care: 20% Coinsurance after deductible Generic drugs: 20% Coinsurance after deductible Primary doctor: 20% Coinsurance after deductible Specialist doctor: 20% Coinsurance after deductible
	<b>\$11,000</b> Family Total	<b>\$13,100</b> Family Total	
	<b>\$5,500</b> Individual Total	<b>\$6,550</b> Individual Total	

[QUICK VIEW](#) [DETAILS](#) [COMPARE](#) [LIKE THIS PLAN](#)

### SummaCare - SummaCare Silver 5000-18 With SCSelect Network

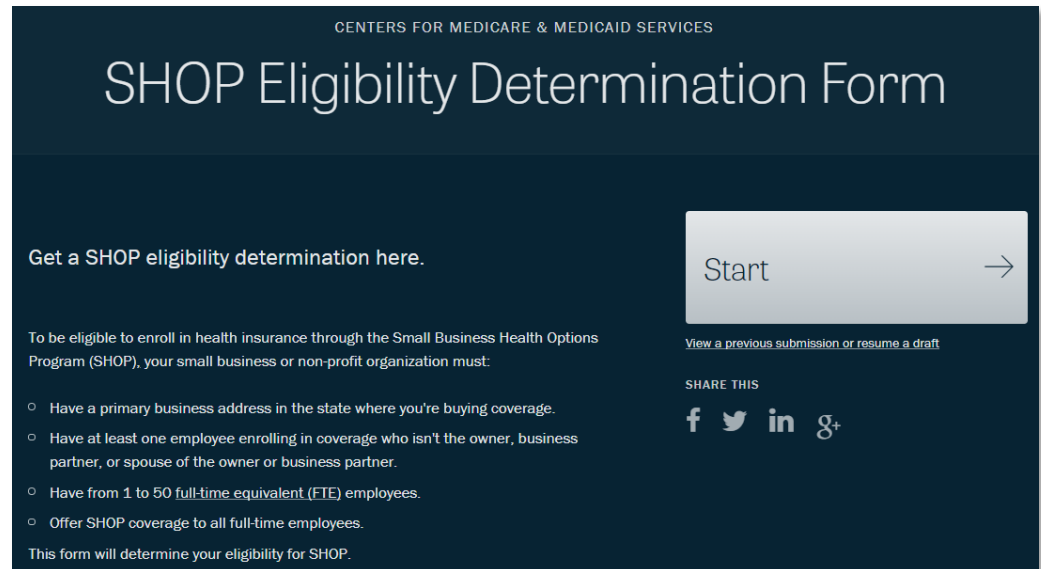
Silver | PPO | Plan ID: 52864OH1460728

Estimated monthly premium	Deductible	Out-of-pocket maximum	Copayments / Coinsurance
<b>\$2,128.01</b>	<b>\$5,000</b> Family Per Person	<b>\$7,000</b> Family Per Person	Emergency room care: \$300 Generic drugs: \$15 Primary doctor: \$30 Specialist doctor: \$50
	<b>\$10,000</b> Family Total	<b>\$14,000</b> Family Total	
	<b>\$5,000</b> Individual Total	<b>\$7,000</b> Individual Total	

[QUICK VIEW](#) [DETAILS](#) [COMPARE](#) [LIKE THIS PLAN](#)

# Assisting Employer Clients to Enroll in SHOP Coverage (Continued)

- Small employers must obtain an eligibility determination using the new [SHOP Eligibility Determination tool](#) at HealthCare.gov.
- They must:
  - Answer a few quick questions, like whether they are looking for health benefits or dental benefits, and
  - Select the state or states where the small employer's principal business address or eligible employee worksites are located.
- Once the employer finds a plan or plans in which it would like to enroll, assist the employer in contacting the participating issuer or issuers to enroll.



The screenshot shows the 'SHOP Eligibility Determination Form' interface. At the top, it says 'CENTERS FOR MEDICARE & MEDICAID SERVICES'. The main heading is 'SHOP Eligibility Determination Form'. Below this, there is a button labeled 'Start' with a right-pointing arrow. Underneath the button, there is a link: 'View a previous submission or resume a draft'. Below that, there is a 'SHARE THIS' section with icons for Facebook, Twitter, LinkedIn, and Google+. The main body of the form contains the following text: 'Get a SHOP eligibility determination here.' followed by 'To be eligible to enroll in health insurance through the Small Business Health Options Program (SHOP), your small business or non-profit organization must:'. Below this are four bullet points: 'Have a primary business address in the state where you're buying coverage.', 'Have at least one employee enrolling in coverage who isn't the owner, business partner, or spouse of the owner or business partner.', 'Have from 1 to 50 full-time equivalent (FTE) employees.', and 'Offer SHOP coverage to all full-time employees.'. At the bottom, it states 'This form will determine your eligibility for SHOP.'

# Employee Choice in the SHOP

- Employers in all states are able to offer their employees a choice of a single health and/or dental plan or all health and/or dental plans at a single metal level of coverage.
- Employers in some states can also offer their employees a choice of health and/or dental plans by insurance company (vertical choice). This allows employers to offer coverage options at different metal levels to their employees from a single insurance company.

## Vertical Choice (Employee Choice by Insurance Company) States

Alabama	Iowa	Nebraska	South Dakota
Alaska	Kansas	Nevada	Tennessee
Arizona	Kentucky	New Hampshire	Texas
Delaware	Louisiana	North Carolina	Utah
Florida	Maine	North Dakota	Virginia
Georgia	Mississippi	Ohio	West Virginia
Illinois	Missouri	Oklahoma	Wisconsin
Indiana	Montana	South Carolina	Wyoming

Note: Michigan, New Jersey, and Pennsylvania have opted out of vertical choice for 2019.

# Employee Choice in the SHOP (Continued)

- Employers that offer their employees a choice of plans in the SHOP can work with you or their issuer(s) to collect the information necessary to offer and enroll their employees in multiple plans.
- Employers are responsible for coordinating payments among issuers.
- Employers must meet the [Minimum Participation Rate \(MPR\)](#) requirement for their state at the group level, unless the group enrolls between November 15-December 15 when the MPR provision does not apply.
  - An employer's MPR will be calculated at the group level.
  - Issuers will not be permitted to deny enrollment into a SHOP plan if the group has met the MPR at the group level and/or if the group enrolls in a SHOP plan between November 15-December 15.

# Calculating the Minimum Participation Rate

- An employer's MPR is calculated at the employer level. For plan years 2018 and beyond, SHOPs are no longer the entity calculating the MPR.
- Participating QHP issuers are not permitted to deny enrollment on the basis of failure to meet participation requirements to employers who have been determined eligible to participate in the SHOP, and who have met the applicable MPR, as specified by the SHOP, even if only one employee in a group wishes to enroll with a particular issuer.
- The annual window in which employers do not need to meet any MPR in order to enroll in a SHOP QHP spans from November 15 - December 15.

The equation for calculating minimum participation is:  
MPR = Number of Full-time Employees Enrolling in Qualified Coverage  
DIVIDED BY  
Number of Full-Time Employees Offered SHOP Coverage

# SHOP Tools at HealthCare.gov

Tool	Functionality & Value
<a href="#">See Plans and Prices</a> ( <a href="#">Spanish Version</a> )	Help clients browse SHOP health and dental plans available in their area. Premium estimates are based on age and geographic location.
<a href="#">Full Time Equivalent (FTE) Employee Calculator</a> ( <a href="#">Spanish Version</a> )	Help clients determine if they may be eligible for SHOP coverage by counting their total number of full-time and FTE employees.
<a href="#">Tax Credit Estimator</a> ( <a href="#">Spanish Version</a> )	Help employers estimate if they may be eligible for the Small Business Health Care Tax Credit, and estimate how much the tax credit may be worth to them.
<a href="#">MPR Calculator</a> ( <a href="#">Spanish Version</a> )	Help employers predict if they will meet the MPR required to enroll in SHOP.

# SHOP Resources

- Visit the [HealthCare.gov small business page](#) to learn more about SHOP and use tools to help your clients enroll in SHOP coverage.
- Find SHOP resources, fact sheets, and user guides [here](#).
- Contact the SHOP Call Center at 1-800-706-7893 (TTY: 711).





# Plan Year 2019 Health Insurance Marketplace Registration and Training for New Agents and Brokers

CMS.gov | My Enterprise Portal

My

## My Access

[Request New System Access](#)

[View and Manage My Access](#)

[Annual Certification](#)

### Plan Year 2019

#### Agent Broker Registration Status

Please click the link below next to items marked 'INCOMPLETE' to register as an agent/broker for the 2018 plan year. Complete should display at the bottom of the page. If your status is not accurate, please log out and log back in to complete your registration.

#### FFM - Agents and Brokers Role

#### Status

1. Complete Identity Proofing	Complete
2. <a href="#">Complete Agent Broker Training</a> :	Complete
• Individual Market	Complete
• SHOP	

#### 3. [Print Certificate\(s\)](#)

We are in the process of updating your records and granting you the Agent Broker Role. Please stay on this page for 16.0 seconds.

*Marketplace  
Registration and  
Training*



# Registration and Training for New Agents and Brokers

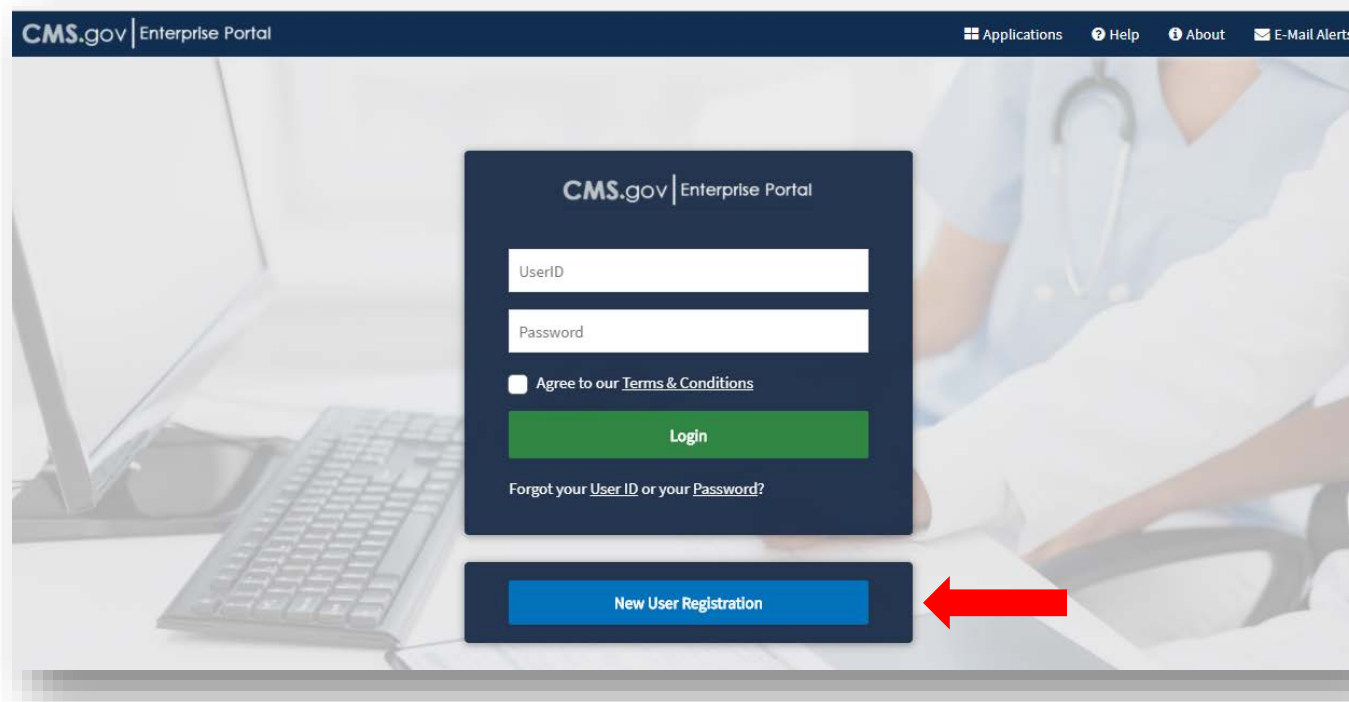
If you wish to participate in the Marketplace for plan year 2019, you must complete the following actions:

1. Create a CMS Enterprise Portal account.
2. Request the FFM Agent Broker role.
3. Complete remote identity proofing through the Enterprise Identity Management (EIDM) System.
4. Complete your agent/broker profile on the MLMS via the CMS Enterprise Portal.
5. Complete Marketplace training on the MLMS or through a CMS-approved vendor via the CMS Enterprise Portal.
6. Read and accept the applicable Marketplace Agreement(s) on the MLMS.
7. Confirm completion of all registration steps by logging back in to the “Agent Broker Registration Status” page on the CMS Enterprise Portal and printing your completion certificate.

*For a printable tip sheet with information on these steps, please see the [New Agents' and Brokers' Guide to Plan Year 2019 Marketplace Registration and Training](#) resource on the [Agents and Brokers Resources webpage](#).*

# Step 1: Agent or Broker Creates a CMS Enterprise Portal Account

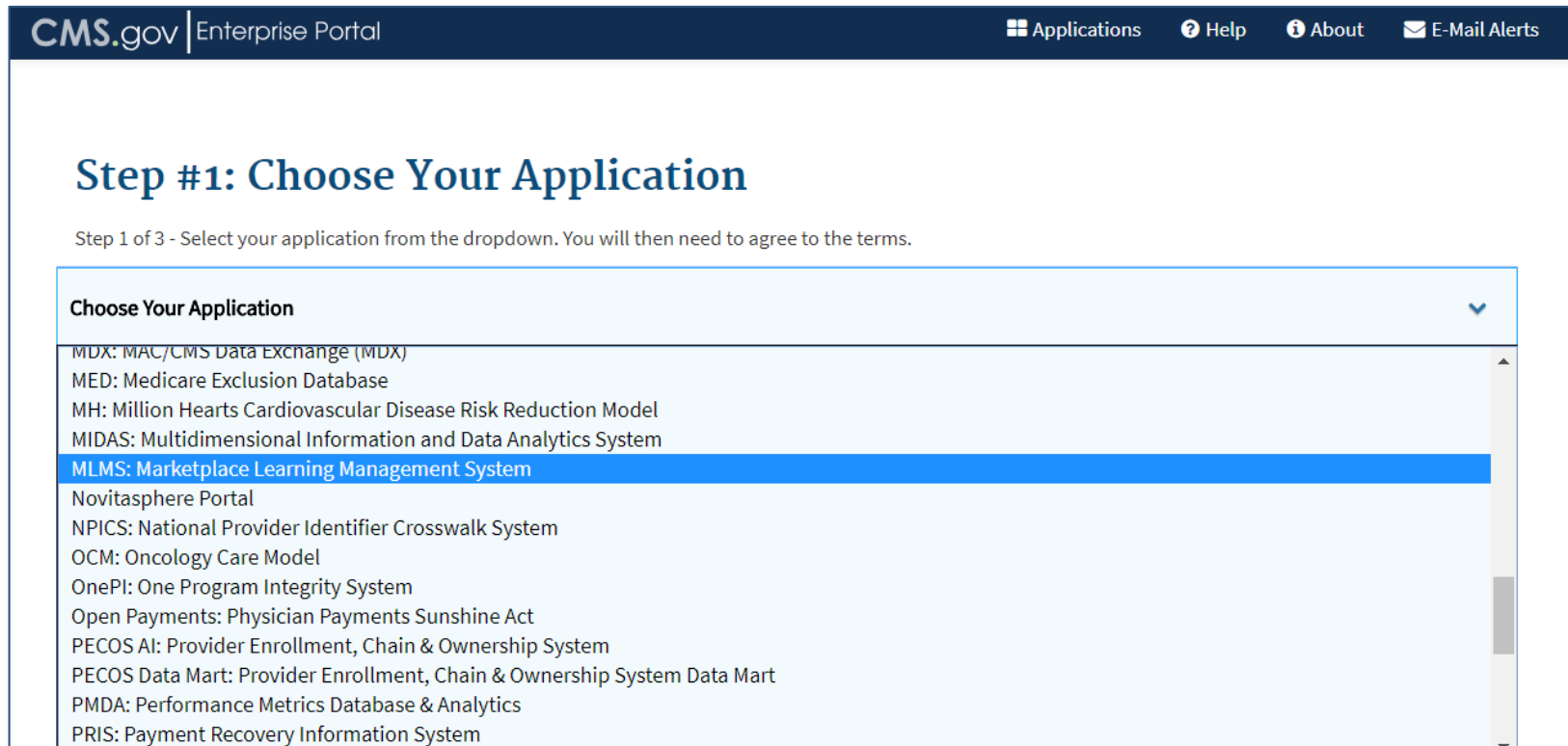
If you do not already have a CMS Enterprise Portal account,\* navigate to <https://portal.cms.gov> and select the “New User Registration” button.



*\*If you already have a CMS Enterprise Portal account, you should not create a new one. You should log in with your existing FFM User ID and password and proceed to Step 2. If you are unsure if you already have an FFM User ID and password, see the [“Avoiding the Creation of a Duplicate CMS Enterprise Portal Account”](#) resource on the Agents and Brokers Resources webpage.*

# Step 1: Agent or Broker Creates a CMS Enterprise Portal Account (Continued)

Select the MLMS application from the dropdown list.



The screenshot displays the CMS.gov Enterprise Portal interface. At the top, the header includes the CMS.gov logo, 'Enterprise Portal', and navigation links for Applications, Help, About, and E-Mail Alerts. The main content area is titled 'Step #1: Choose Your Application' and includes a sub-instruction: 'Step 1 of 3 - Select your application from the dropdown. You will then need to agree to the terms.' Below this is a dropdown menu with the title 'Choose Your Application'. The menu is open, showing a list of applications. The 'MLMS: Marketplace Learning Management System' option is highlighted in blue, indicating it is the selected application. Other visible options include MDX: MAC/CMS Data Exchange (MDX), MED: Medicare Exclusion Database, MH: Million Hearts Cardiovascular Disease Risk Reduction Model, MIDAS: Multidimensional Information and Data Analytics System, Novitasphere Portal, NPICS: National Provider Identifier Crosswalk System, OCM: Oncology Care Model, OnePI: One Program Integrity System, Open Payments: Physician Payments Sunshine Act, PECOS AI: Provider Enrollment, Chain & Ownership System, PECOS Data Mart: Provider Enrollment, Chain & Ownership System Data Mart, PMDA: Performance Metrics Database & Analytics, and PRIS: Payment Recovery Information System.

# Step 1: Agent or Broker Creates a CMS Enterprise Portal Account (Continued)

After reading and agreeing to the Terms & Conditions, select the check box next to “I Agree to the terms and conditions” and then select “Next.”

The screenshot displays the CMS.gov Enterprise Portal interface. At the top, the header includes the CMS.gov logo, 'Enterprise Portal', and navigation links for Applications, Help, About, and E-Mail Alerts. The main heading is 'Step #1: Choose Your Application'. Below this, a sub-heading reads 'Step 1 of 3 - Select your application from the dropdown. You will then need to agree to the terms.' A dropdown menu is set to 'MLMS: Marketplace Learning Management System'. A scrollable box contains the 'Terms & Conditions' section, including 'OMB No.0938-1236 | Expiration Date: 03/31/2021 | Paperwork Reduction Act' and a 'Consent to Monitoring' section. A red arrow points to the checkbox labeled 'I agree to the terms and conditions'. To the right, a green 'Next' button and a 'Cancel' link are visible, with another red arrow pointing to the 'Next' button.

# Step 1: Agent or Broker Creates a CMS Enterprise Portal Account (Continued)

Enter the requested information and select “Next.”

Applications

## Step #2: Register Your Information

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

<input type="text" value="Enter First Name"/>	<input type="text" value="Enter Middle Name (optional)"/>	<input type="text" value="Enter Last Name"/>	<input type="text" value="Suffix (optional)"/>
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<input type="text" value="Enter Social Security Number (optional)"/>	<input type="text" value="Birth Month"/>	<input type="text" value="Birth Date"/>	<input type="text" value="Birth Year"/>
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Is Your Address US Based?

Yes  No

<input type="text" value="Enter Home Address #1"/>	<input type="text" value="Enter Home Address #2 (optional)"/>
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<input type="text" value="Enter City"/>	<input type="text" value="State"/>	<input type="text" value="Enter Zip Code"/>	<input type="text" value="Enter Zip+4 (optional)"/>
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<input type="text" value="Enter E-mail Address"/>	<input type="text" value="Confirm E-mail Address"/>
---	---

<input type="text" value="Enter Phone Number"/>
---

# Step 1: Agent or Broker Creates a CMS Enterprise Portal Account (Continued)

- Create an FFM User ID and password.
- Choose challenge questions and provide answers, then select “Next.”

The screenshot shows the 'Enterprise Portal' interface. At the top, there are navigation links for 'Applications', 'Help', and 'About'. The main heading is 'Step #3: Create User ID, Password & Challenge Questions'. Below this, a sub-heading reads 'Step 3 of 3 - Please create User ID and Password, Select Challenge questions and provide answers.' The form contains several input fields: 'Enter User ID', 'Enter Password', and 'Enter Confirm Password'. There are three rows for challenge questions, each with a dropdown menu for selecting a question and a corresponding text box for the answer. At the bottom, there are three buttons: 'Back', 'Next' (highlighted in green), and 'Cancel'.

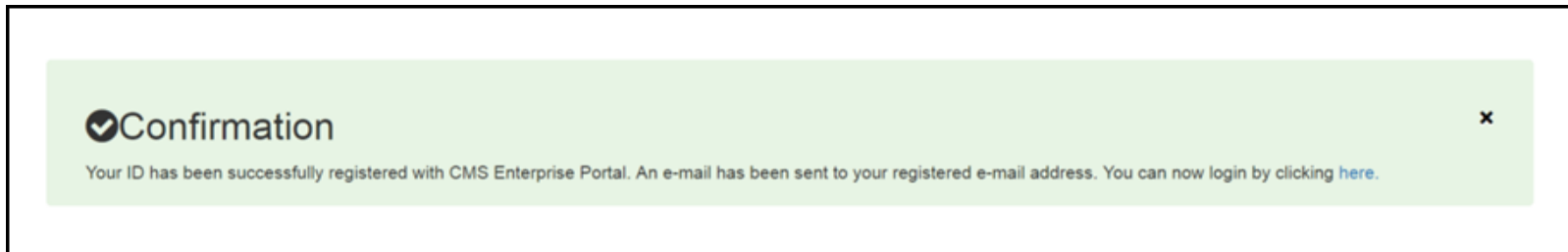
# Step 1: Agent or Broker Creates a CMS Enterprise Portal Account (Continued)

Review the information you entered, make any necessary changes, and then select “Submit User.”

The screenshot displays the 'Registration Summary' page on the CMS.gov Enterprise Portal. The page header includes 'CMS.gov | Enterprise Portal' and navigation links for 'Applications', 'Help', 'About', and 'E-Mail Alerts'. The main heading is 'Registration Summary', followed by the instruction: 'Please review your information and make any necessary changes before submitting.' Below this is a dropdown menu for 'My Role: Account/Policy Learning Management System'. A note states: 'All fields are required unless marked "Optional".' The form contains several input fields: 'First Name' (containing 'FirstName'), 'Enter Middle Name (optional)', 'Last Name' (containing 'LastName'), and 'Suffix (optional)'. There is also a field for 'Enter Social Security Number (optional)'. The birth date is set to 'January 1, 1999'. The address section includes 'Home Address #1' (containing '1234 Main Street') and 'Enter Home Address #2 (optional)'. The city is 'AnyCity', the state is 'Maryland', and the zip code is '11111'. There is also a field for 'Enter Zip+4 (optional)'. The email address is 'FirstName.LastName@email.com', and the confirm email address is 'FirstName.LastName@email.com'. At the bottom, there is a dropdown for 'What is the name of the manager at your first job?' and a text field for 'Challenge Question #1 Answer' containing 'manager'. A red arrow points to the 'Submit User' button, which is highlighted in green, next to a 'Cancel' button.

# Step 1: Agent or Broker Creates a CMS Enterprise Portal Account (Continued)

- The Confirmation page is displayed to acknowledge your successful registration.
- You will receive an email at the address you listed in your account, notifying you that your account was successfully created.



Remember! You must log in to the CMS Enterprise Portal and change your password every 180 days to maintain system access.



# Registration and Training for New Agents and Brokers

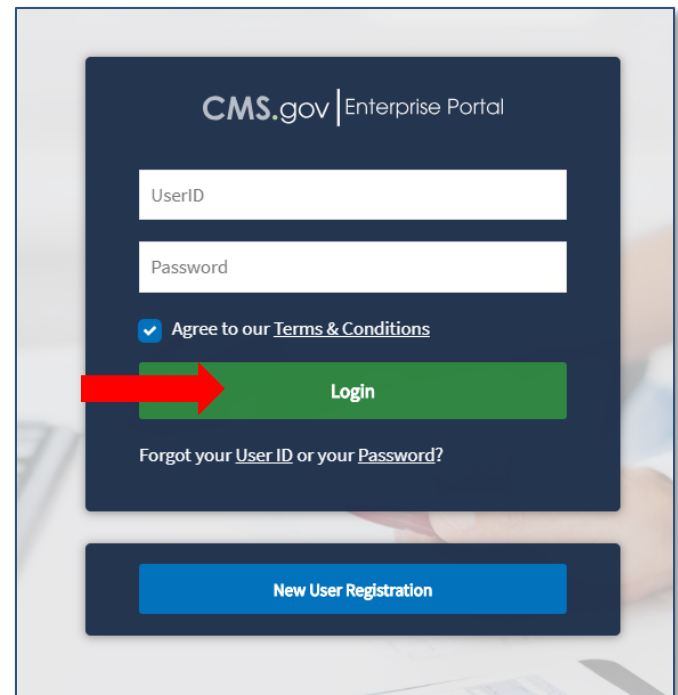
If you wish to participate in the Marketplace for plan year 2019, you must complete the following actions:

1. Create a CMS Enterprise Portal account.
2. Request the FFM Agent Broker role.
3. Complete remote identity proofing through the Enterprise Identity Management (EIDM) System.
4. Complete your agent/broker profile on the MLMS via the CMS Enterprise Portal.
5. Complete Marketplace training on the MLMS or through a CMS-approved vendor via the CMS Enterprise Portal.
6. Read and accept the applicable Marketplace Agreement(s) on the MLMS.
7. Confirm completion of all registration steps by logging back in to the “Agent Broker Registration Status” page on the CMS Enterprise Portal and printing your completion certificate.

*For a printable tip sheet with information on these steps, please see the [New Agents' and Brokers' Guide to Plan Year 2019 Marketplace Registration and Training](#) resource on the [Agents and Brokers Resources webpage](#).*

## Step 2: Agent or Broker Requests the FFM Agent Broker Role\*

- Once you receive your account creation notification via email, or after waiting a few minutes for the system to update, log back in to the CMS Enterprise Portal at <https://portal.cms.gov>.
- Enter your FFM User ID and the password you created when setting up your CMS Enterprise Portal account in Step 1.
- Select the check box next to “Agree to our Terms & Conditions” and then select “Login.”

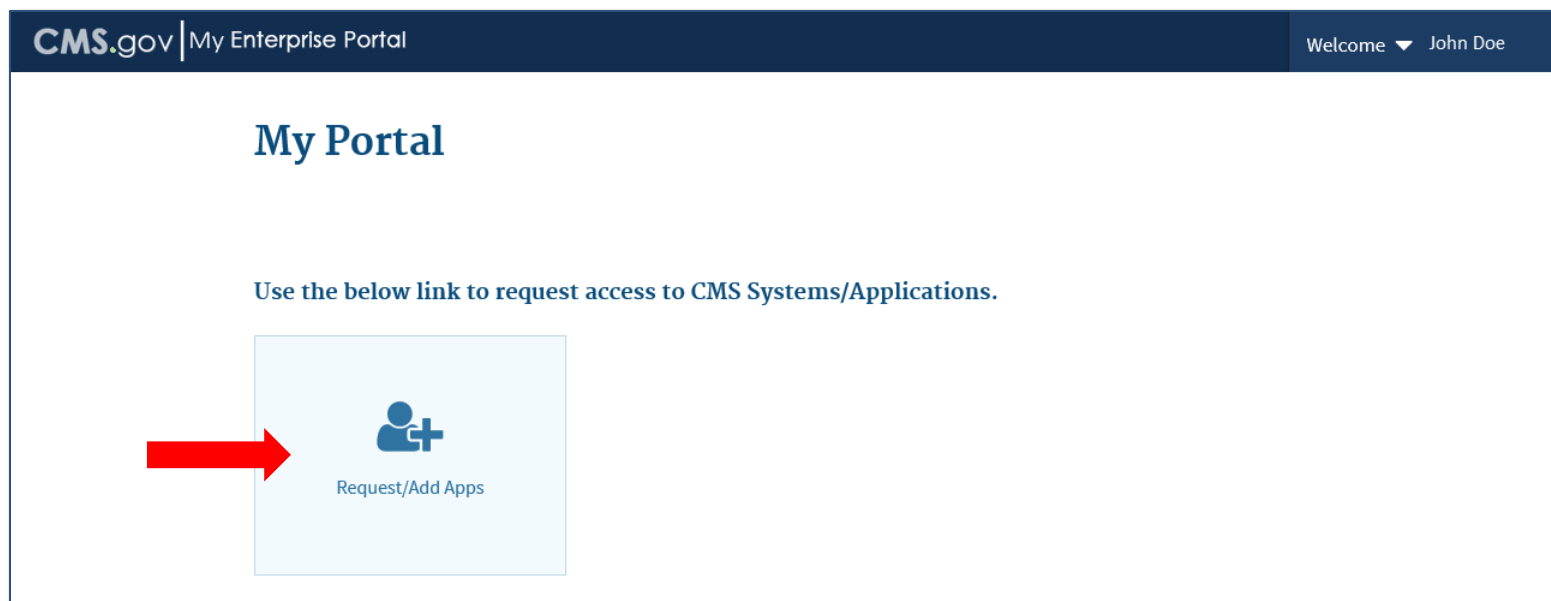


The image shows a screenshot of the CMS.gov Enterprise Portal login interface. The page has a dark blue background. At the top, it says 'CMS.gov | Enterprise Portal'. Below this, there are two white input fields: 'UserID' and 'Password'. Underneath the password field is a checkbox labeled 'Agree to our Terms & Conditions' with a blue checkmark. A red arrow points to a green button labeled 'Login'. Below the 'Login' button is a link that says 'Forgot your User ID or your Password?'. At the bottom of the page, there is a blue button labeled 'New User Registration'.

*\*Note: Even if you participated in the Marketplace for plan years 2014, 2015, 2016, or 2017, you will need to request the FFM Agent Broker role when you log in your CMS Enterprise Portal account if you did not complete registration for plan year 2018.*

# Step 2: Agent or Broker Requests the FFM Agent Broker Role (Continued)

On the “My Portal” page, select the “Request/Add Apps” button to access the Application Catalog.



# Step 2: Agent or Broker Requests the FFM Agent Broker Role (Continued)

- Enter “FFM” into the Access Catalog search bar.
- Select the “Request Access” button on the “FFM/ Training – Agents/Brokers/Assisters” tile.

The screenshot displays the CMS.gov My Enterprise Portal Access Catalog. At the top, there is a search bar with the text "Start typing to filter apps..." circled in red. To the right of the search bar are the options "REQUEST ADMIN ROLE" and "SHOW ALL". Below the search bar, there is a grid of application tiles. The tile for "FFM/ Training – Agents/Brokers/Assisters" is highlighted with a red border and a red arrow pointing to its "Request Access" button. The tile contains the following information:

- FFM/ Training – Agents/Brokers/Assisters**
- Agents and brokers must first request access to "FFM" and then request the Agents and Brok More...
- Help Desk Information: 855-267-1515, [CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov)
- Request Access button

Other visible tiles include:

- CSR**: Community Based Organization/Customer Service Representative. Help Desk Information: 800-927-8089, [tntesting@yahoo.com](mailto:tntesting@yahoo.com). Request Access button.
- DMEPOS Bidding System (DBidS)**: Durable Medical Equipment, Prosthetics, Orthotics & Supplies (DMEPOS) Bidding System - More... Help Desk Information: 877-577-5331, [tntesting@yahoo.com](mailto:tntesting@yahoo.com). Request Access button.
- Electronic Correspondence Referral System (ECRS) Web**: This application allows authorized users to fill out various online forms and electronic More... Help Desk Information: 848-458-8740, [tntesting@yahoo.com](mailto:tntesting@yahoo.com). Request Access button.
- EPPE**: The Enterprise Privacy Policy Engine (EPPE) automates and governs the CMS data use agreeme More... Help Desk Information: TBD, [TBD](#). Request Access button.
- ESD**: Help Desk Information: N/A, [N/A](#). Request Access button.
- GENTRAN**: Gentran Integration Suite (GIS) provides secure Internet-based file transfer capabilities. More... 877-577-5331, [cbic.admin@oalmettoqba.com](mailto:cbic.admin@oalmettoqba.com). Request Access button.
- HIOS**: The Health Insurance Oversight System is the federal government's primary data collection. Help Desk Information: 855-267-1515, [CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov). Request Access button.
- HPG**: HIPAA Eligibility Transaction System (HETS) Provider Graphical User Interface (GUI). More... [DEXSupport@cms.hhs.gov](mailto:DEXSupport@cms.hhs.gov). Request Access button.

At the bottom of the page, there are three categories: "DMEPOS Bidding System (DBidS)", "EIDM Reports", and "Electronic Correspondence Referral".

# Step 2: Agent or Broker Requests the FFM Agent Broker Role (Continued)

- Select “FFM/Training – Agents/Brokers/Assisters” from the “System Description” drop-down menu.
- Then select “FFM Agent Broker” from the “Role” drop-down menu.
- Select the “Submit” button.

## My Access

[Request New System Access](#)  
[View and Manage My Access](#)  
[Annual Certification](#)

### Request New System Access

Select a System and then a role to request access.

Depending on your Level of Assurance (LOA) and the role that you request access to, to satisfy system security requirements you may need to complete [Identity Verification](#), establish credentials for [Multi-Factor Authentication \(MFA\)](#), or change your password the next time you login to the system. This may require you to provide additional information as part of the role request process. If applicable, please note that your request cannot be fulfilled until Identity Verification is complete and Multi-Factor Authentication (MFA) is established.

\* System Description:  ←

\* Role:  ←

←

# Registration and Training for New Agents and Brokers

If you wish to participate in the Marketplace for plan year 2019, you must complete the following actions:

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7. Confirm completion of all registration steps by logging back in to the “Agent Broker Registration Status” page on the CMS Enterprise Portal and printing your completion certificate.

*For a printable tip sheet with information on these steps, please see the [New Agents' and Brokers' Guide to Plan Year 2019 Marketplace Registration and Training](#) resource on the [Agents and Brokers Resources webpage](#).*

# Step 3: Agent or Broker Completes Identity Proofing within CMS Enterprise Portal

- After selecting “Submit,” new Portal account users will be prompted to complete identity proofing.
- Read the instructions and then select “Next” to begin the identity verification process

**My Access**


- [Request New System Access](#)
- [View and Manage My Access](#)
- [Annual Certification](#)

**Identity Verification**

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.

- Ensure that you have entered your legal name, current home address, primary phone number, date of birth and E-mail address correctly. We will only collect personal information to verify your identity with Experian, an external Identity Verification provider.
- 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.
- 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**

- On the following screen, read the terms and conditions and accept them by selecting the check box next to “I agree to the terms and conditions.” Then, select “Next.”

# Step 3: Agent or Broker Completes Identity Proofing within CMS Enterprise Portal (Continued)

- Confirm the information that automatically populates and enter any missing information (e.g., confirm email address, enter Social Security number).
- Then select “Next” to submit your information for verification.

**My Access**

[Request New System Access](#)

[View and Manage My Access](#)

[Annual Certification](#)

**Your Information** Verify Your Identity

**Your Information**

Enter your legal first name and last name, as it may be required for Identity Verification.

\* First Name:

\* Last Name:  Suffix:

Enter your E-mail address, as it will be used for account related communications.

\* E-mail Address:

Re-enter your E-mail address.

\* Confirm E-mail Address:



# Step 3: Agent or Broker Completes Identity Proofing within CMS Enterprise Portal (Continued)

Provide valid answers for the “Out-of-Wallet” questions and select “Next.”

## My Access

[Request New System Access](#)  
[View and Manage My Access](#)  
[Annual Certification](#)

Your Information **Verify Your Identity**

### Verify Identity

Which one of the following retail credit cards do you have? If there is not a matched retail credit card, please select 'NONE OF THE ABOVE'.

- BED BATH AND BEYOND
- THE TIE BAR
- CABI
- JJ BUCKLEY
- NONE OF THE ABOVE/DOES NOT APPLY

Please select the county for the address you provided.

- ARLINGTON
- MONTGOMERY
- PRINCE GEORGE
- DISTRICT OF COLUMBIA
- NONE OF THE ABOVE/DOES NOT APPLY

According to our records, you previously lived on (RIVERSCAPE). Please choose the city from the following list where this street is located.

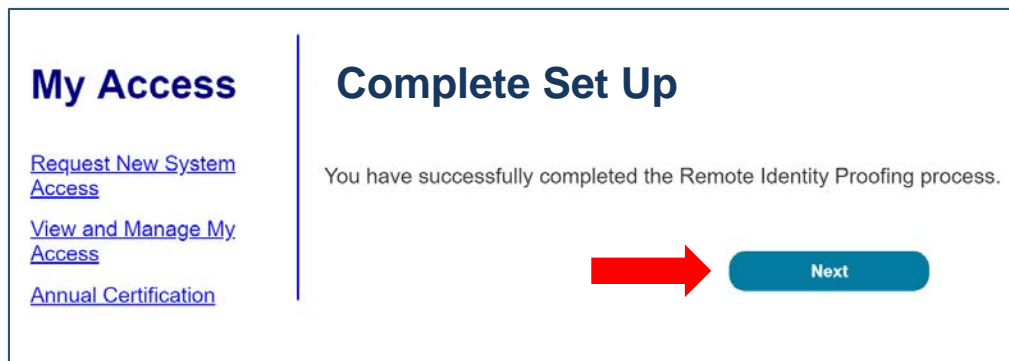
- FAIRFAX STATION
- WOODBRIDGE
- GREAT FALLS
- BURKE
- NONE OF THE ABOVE/DOES NOT APPLY

Which of the following is a previous phone number of yours? If there is not a matched phone number, please select 'NONE OF THE ABOVE'.

- (202)205-3463
- (202)227-6100
- (202)215-7826
- (202)234-2034
- NONE OF THE ABOVE/DOES NOT APPLY

# Step 3: Agent or Broker Completes Identity Proofing within CMS Enterprise Portal (Continued)

- After you receive confirmation that your identity has been verified, select “Next.”
- If your information cannot be verified remotely (i.e., electronically), the CMS Enterprise Portal will provide you with a phone number and code to confirm your identity directly with Experian, which is CMS’ identity proofing vendor.
- You will then receive a logout message. Select “OK,” and you will be logged out and redirected to the CMS Enterprise Portal home page.



# Registration and Training for New Agents and Brokers

If you wish to participate in the Marketplace for plan year 2019, you must complete the following actions:

1. Create a CMS Enterprise Portal account.
2. Request the FFM Agent Broker role.
3. Complete remote identity proofing through the Enterprise Identity Management (EIDM) System.
4. Complete your agent/broker profile on the MLMS via the CMS Enterprise Portal.
5. Complete Marketplace training on the MLMS or through a CMS-approved vendor via the CMS Enterprise Portal.
6. Read and accept the applicable Marketplace Agreement(s) on the MLMS.
7. Confirm completion of all registration steps by logging back in to the “Agent Broker Registration Status” page on the CMS Enterprise Portal and printing your completion certificate.

*For a printable tip sheet with information on these steps, please see the [New Agents' and Brokers' Guide to Plan Year 2019 Marketplace Registration and Training](#) resource on the [Agents and Brokers Resources webpage](#).*

# Step 4: Agent or Broker Completes MLMS Profile

After completing identity proofing, you have the option to complete training either through the MLMS or the CMS-approved vendor, America's Health Insurance Plans (AHIP).

- If you choose to complete training through the CMS-approved vendor, CMS recommends you do so prior to completing your MLMS profile.\*
- If you chose to complete training through the MLMS, you will need to create your MLMS profile prior to completing training.
- For either training, you will need to execute (i.e., sign) the Agreement(s) after you have completed training.



*\*Additional details about the CMS-approved vendor training will be reviewed during Step 5b.*

# Step 4: Agent or Broker Completes MLMS Profile (Continued)


- To complete your MLMS profile and access both the CMS-developed training and the training offered through AHIP, log back in to the CMS Enterprise Portal using the FFM User ID and password you created in Step 1.\*
- After you are directed to the “Agent Broker Registration Status” page, select the “Complete Agent Broker Training” link.

**Agent Broker Registration Status**

**Plan Year 2019**

Please click the link below next to items marked 'INCOMPLETE' to register as an agent/broker for the 2018 plan year. If you have completed steps 1 and 2 below, Registration Complete should display at the bottom of the page. If your status is not accurate, please log out and log back in later. During busy periods, it may take 30 minutes or longer to finalize registration.

We are experiencing technical difficulties and cannot retrieve your latest training status. If you have completed training and it is not reflected below, please return to this page in the future to confirm your status has been updated. You may still complete identity proofing and any training you have not completed.

FFM - Agents and Brokers Role	Status
1. Complete Identity Proofing	Complete
<a href="#">2. Complete Agent Broker Training:</a> 	Incomplete
<input type="radio"/> Individual Market <input type="radio"/> SHOP	
3. Print Certificate(s)	Accessible after completing steps 1 & 2.

\* You may also navigate to your MLMS profile from the “MLMS Landing Page” using the “My Profile” hyperlink.

# Step 4: Agent or Broker Completes MLMS Profile (Continued)

- To access your MLMS profile and CMS-developed training, select the “Access Training” link next to the “Marketplace Learning Management System (CMS)” option on the “Agent/Broker Training Options” page.
- This is also the page where you may access training via the CMS-approved vendor, AHIP.

## **Plan Year 2019 Agent/Broker Training Options**

Agents and brokers have new options to complete Individual Marketplace and/or SHOP training for the 2019 plan year. These include a third-party vendor. Third-party vendor training may be approved for continuing education units (CEUs). Select “Learn More” next to each vendor’s listing to obtain information about pricing and CEUs. Please contact the vendor for more information, or if you are having difficulty accessing the vendor’s site.

CMS continues to offer training at no charge through its Marketplace Learning Management System (MLMS), but no CEUs are available through the MLMS.

- America’s Health Insurance Plans [Learn More](#) [Access Training](#)
- Marketplace Learning Management System (CMS) [Access Training](#) [MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov)

[Return to Agent Broker Registration Status Page](#)

# Step 4: Agent or Broker Completes MLMS Profile (Continued)

The MLMS profile page will appear in a separate window for you to complete your profile information.

Portal Help & FAQs Print Log Out Text Size [ - | + ]

Please fill out the following fields with your business and/or professional contact information. This information is required by CMS to maintain an accurate agent/broker registration completion list.

I am a: Only an Individual Marketplace Agent/broker

**Find Local Help**  
After you complete all CMS agent/broker registration requirements, your professional contact information will be displayed on HealthCare.gov's "Find Local Help" features. Find Local Help is a tool accessible on HealthCare.gov to enable consumers, small businesses, and small business employees to identify a local registered agent or broker to assist them with the Federally-facilitated Marketplace, including the SHOP Marketplace.

Find local help option: -Select One-

**Business Profile**

Street Address \*  
City \*  
State \* -Select One-  
Zip Code \*  
Phone \*  
Email \*  
URL  
National Producer Number \*  
Contain NPI \*  
Preferred method of contact \* Email address  
Preferred Language English

**Hours of Operation**

From \* AM  
To \* PM  
Time Zone \* -Select One-  
Work Days \*  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday

**Business Entity Profile**

**Web-Based Entity Profile**

To save your profile information, please click "Save" below.

Save

# Step 4: Agent or Broker Completes MLMS Profile (Continued)

You will need to select one role from four options. Then, your appropriate role will show or hide the corresponding profile fields.

Please fill out the following fields with your business and/or professional contact information. This information is required by CMS to maintain an accurate agent/broker registration completion list.

I am :

- Only an Individual Marketplace Agent Broker
- Only a SHOP Marketplace Agent Broker
- Both an Individual and SHOP Marketplace Agent Broker
- Not an Agent Broker

Business Profile

To save your profile information, please click "Save" below.

Save



# Step 4: Agent or Broker Completes MLMS Profile (Continued)

The information you use to complete your MLMS profile will be used to populate [Find Local Help](#) at HealthCare.gov and Help On Demand so consumers, small employers, and small business employees can find you for assistance.\*

## Find Local Help and Help On Demand \*\*

After you complete all CMS agent/broker registration requirements, your professional contact information will be displayed on HealthCare.gov's "Find Local Help" features. Find Local Help is a tool accessible on HealthCare.gov to enable consumers, small businesses, and small business employees to identify a local registered agent or broker to assist them with the Federally-facilitated Marketplace, including the SHOP Marketplace.

Find Local Help and Help On Demand options

I would like all my contact information displayed but only for my home state.

-Select One-

I would like all my contact information displayed for all states where I have a valid health license.

I would like my contact information, except my street address, displayed for all states where I have a valid health license.

I would like all my contact information displayed but only for my home state.

I don't want my contact information displayed and do not want to participate in Find Local Help or Help on Demand.

\*Find Local Help is also available in [Spanish](#).

\*\* Help On Demand is a consumer assistance service, provided by BigWave Systems, that connects consumers seeking assistance with Marketplace-registered, state-licensed agents and brokers in their area who can provide assistance with Marketplace plans and enrollments while the consumer is available.

# Step 4: Agent or Broker Completes MLMS Profile (Continued)

- If you also act as the authorized representative for a web-broker or other business entity, you can add the web-broker's or business entity's National Producer Number (NPN) by selecting the appropriate "+" link at the bottom of the profile page.
- You can list up to three NPNs in your MLMS profile.

The screenshot displays a web form for completing an MLMS profile. The form includes the following fields and options:

- Phone \***: 3014608038
- Email \***: jjones001@gmail.com
- URL**: (empty)
- National Producer Number \***: 23456
- Confirm NPN \***: 23456
- Preferred method of contact. \***: Email address (dropdown)
- Preferred Language**: English (dropdown)
- Hours of Operation**:
  - From \***: 09:00 AM (dropdown)
  - To \***: 04:00 PM (dropdown)
  - Time Zone\***: Eastern Time (EST) (dropdown)
  - Work Days \***:  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday
- Business Entity Profile** (highlighted with a red box)
- Web-Based Entity Profile** (highlighted with a red box)

At the bottom of the form, there are two instructions and buttons:

- To save your profile information, please click "Save" below.
- To proceed without updating your profile information, please click "Next" below.

# Step 4: Agent or Broker Completes MLMS Profile (Continued)

- Enter the information for the web-broker or business entity with which you are affiliated.
- If you list the web-broker's or other business entity's NPN, once you have completed registration, the registration for the additional NPNs you listed will also be complete.

**Business Entity Profile**

If you are the authorized individual of record completing CMS agent/broker registration on behalf of a business entity, other than a Web-based entity, then please to provide additional information. Please note there should only be one individual acting as the authorized representative of any business entity for this purpose (being affiliated with a business entity for a purpose other than completing agent/broker registration for that entity is not reason to click the link above).

Business Entity Name \*

Business Entity Street Address \*

Business Entity City \*

Business Entity State \*

Business Entity Zip Code \*

Business Entity Phone \*

Business Entity Email \*

Business Entity URL

Business Entity National Producer Number (NPN) \*

Confirm NPN \*

# Step 4: Agent or Broker Completes MLMS Profile (Continued)

Once you have entered all your profile information, select “Save/Update” and then select “Next.”

The screenshot shows a web form for completing an MLMS profile. The form is divided into several sections:

- Personal Information:** Fields for Phone (\*), Email (\*), URL, National Producer Number (\*), Confirm NPN (\*), Preferred method of contact (\*), and Preferred Language.
- Hours of Operation:** Fields for From (\*), To (\*), Time Zone\*, and Work Days (\*).
- Business Entity Profile:** A section with a plus icon and a minus icon.
- Web-Based Entity Profile:** A section with a plus icon and a minus icon.

At the bottom right of the form, there are two buttons: "Save" and "Next". Red arrows point to these buttons with the following instructions:

- To save your profile information, please click "Save" below.
- To proceed without updating your profile information, please click "Next" below.

# Step 4: Agent or Broker Completes MLMS Profile (Continued)

You must enter a correct NPN in your MLMS profile to receive credit for completing Marketplace registration.

- The NPN can be up to 10 digits long and must not begin with a zero.
- The NPN must not include any special characters or letters.
- The NPN is generally not the same as your state license number. Be sure to use your NPN, not a state license number.
- To update the NPN, you can select the “Complete Agent Broker Training” hyperlink and update the information in your MLMS profile.
- Agent and broker NPNs can be found at [www.nipr.com/PacNpnSearch.htm](http://www.nipr.com/PacNpnSearch.htm).

Be sure to confirm your NPN is correct in your MLMS profile.  
Entering an inaccurate NPN could result in denial of compensation/credit by an issuer.

# Registration and Training for New Agents and Brokers

If you wish to participate in the Marketplace for plan year 2019, you must complete the following actions:

1. Create a CMS Enterprise Portal account.
2. Request the FFM Agent Broker role.
3. Complete remote identity proofing through the Enterprise Identity Management (EIDM) System.
4. Complete your agent/broker profile on the MLMS via the CMS Enterprise Portal.
5. Complete Marketplace training on the MLMS or through a CMS-approved vendor via the CMS Enterprise Portal.
6. Read and accept the applicable Marketplace Agreement(s) on the MLMS.
7. Confirm completion of all registration steps by logging back in to the “Agent Broker Registration Status” page on the CMS Enterprise Portal and printing your completion certificate.

*For a printable tip sheet with information on these steps, please see the [New Agents' and Brokers' Guide to Plan Year 2019 Marketplace Registration and Training](#) resource on the [Agents and Brokers Resources webpage](#).*

# Step 5: Agent or Broker Completes Training

- The steps for completing agent and broker training differ depending upon the training option you choose.
- You have two options for training via the CMS Enterprise Portal:
  - CMS-developed training through the MLMS (Individual Marketplace and SHOP)
  - Training offered through the CMS-approved vendor, AHIP (Individual Marketplace only\*)
- Training is only required for participation in the Individual Marketplace. Agents and brokers who participate in the SHOP are encouraged, but not required, to complete SHOP training.

\*Note: The SHOP curriculum is not available through the CMS-approved vendor.

# Step 5: Agent or Broker Completes Training (Continued)

- For plan year 2019, Marketplace Agent and Broker Training for new agents and brokers has 10 core training modules available:
  - Introduction
  - Affordable Care Act Basics
  - Marketplace Basics
  - Eligibility for Enrolling in a Qualified Health Plan (QHP)
  - Eligibility for Insurance Affordability Programs
  - Enrolling in a QHP
  - Privacy Standards and Definitions
  - Protecting and Handling Personally Identifiable Information
  - Information Security
  - SHOP
- There are three exams associated with the training:
  - Basics Exam
  - Individual Marketplace Exam
  - Privacy and Security Standards Exam



# Step 5a: Agent or Broker Completes MLMS Training

- After completing your MLMS profile, you will be redirected to the MLMS landing page.
- Select “Training Options” on the left sidebar.

The screenshot displays the MLMS landing page interface. On the left, a sidebar contains navigation links: Home, Current Learning, Curriculum Status, and Training Options. The 'Training Options' link is highlighted with a red rectangular border. The main content area is divided into several sections: 'How to Get Started' with instructions on completing vendor training and CMS training; 'Agent Broker Help' with a link to the help desk and support hours (Monday-Friday, 9:00 AM - 5:30 PM EST); 'Agent Broker Resources' with links to profile, registration completion certificate, and various agreements; 'Agent Broker Announcements'; 'Current Learning' showing 'No items found'; and 'Training Options' which contains a table of training recommendations.

Recommendation	Recommendation Type	Sources	Recommended On	Actions
PY2019 AB Marketplace Training – Individual (IM)_Load2	Curriculum	(1)AgentBroker	06/20/2018	Actions

*Note: These screenshots apply to the option to complete CMS-developed training in the MLMS. If you chose to take training through a CMS-approved vendor, reference Step 5b.*

# Step 5a: Agent or Broker Completes MLMS Training (Continued)

- Identify the curriculum you wish to enroll in, and hover your cursor over the “Actions” link to the right of that curriculum.
- In the “Actions” bubble, select the “Begin Enrollment” link.

The screenshot displays the 'Training Options' page. At the top, there is a header 'Training Options' and a sub-header 'View the knowledge resources that have been recommended to you.' Below this is a navigation bar with three tabs: 'Active' (highlighted in green), 'Bookmarked', and 'Ignored'. The main content area is titled 'Recommendations' and includes a filter for 'Recommended in the Past (Days)' set to '10' and a 'Recommendation Type' dropdown set to 'All'. A 'Restore Defaults' button is located below the filters. A checkbox labeled 'Group by Recommendation Type' is also present. The 'Active Recommendations' section contains a table with the following data:

<input type="checkbox"/>	Recommendation	Recommendation Type	Sources	Recommended On	Actions
<input type="checkbox"/>	PY2019 AB Marketplace Training – Individual Marketplace (IM)	Curriculum	(1)AgentBroker	06/20/2018	Actions
<input type="checkbox"/>	PY2019 AB Marketplace Training – Small Business Health Options Program (SHOP)	Curriculum	(1)AgentBroker	06/20/2018	Actions

*Note: These screenshots apply to the option to complete CMS-developed training in the MLMS. If you chose to take training through a CMS-approved vendor, reference Step 5b.*

# Step 5a: Agent or Broker Completes MLMS Training (Continued)

A page opens with the selected curriculum, including a list of the modules it includes. Select “Complete Enrollment” at the top of the screen.

The screenshot shows a web interface for registering for training. On the left is a sidebar with a user profile icon and navigation links: Home, Current Learning, Curriculum Status, and Training Options. The main content area is titled "Register for PY2019 AB Marketplace Training – Individual Marketplace (IM)\_". It includes a blue ribbon icon, a text block with instructions, and a "Complete Enrollment" button highlighted by a red arrow. Below this is a "Path: MLMS" section with a note about seat availability. A summary bar indicates "MLMS (Complete 14 of 14 Required) Required". The main list contains three course entries, each with a checked checkbox, a course title, and a table of offering details.

Course Title	Offering ID	Language	Offered As	Suggested	Change Offering
PY2019_MLMS_AB_01 Introduction to Marketplace Agent and Broker Training_Load2 (Course : 00002545, Version 2019)	00002686	English	Web Based Training	Suggested	Change Offering
PY2019_MLMS_AB_02 Affordable Care Act Basics_Load2 (Course : 00002546, Version 2019)	00002688	English	Web Based Training	Suggested	Change Offering
PY2019_MLMS_AB_03 Marketplace Basics_Load2 (Course : 00002547, Version 2019)	00002690	English	Web Based Training	Suggested	Change Offering

*Note: These screenshots apply to the option to complete CMS-developed training in the MLMS. If you chose to take training through a CMS-approved vendor, reference Step 5b.*

# Step 5a: Agent or Broker Completes MLMS Training (Continued)

Select “Go to Current Learning” at the bottom of the page.

Registration Confirmation

[Printer Friendly Version](#)

Order Contact: fname lname  
Billed To: AgentBroker  
Order Status: Confirmed  
Order Number: 00059113

Order Items

Title	Learners	Delivery Type	Status	Actions
<input checked="" type="checkbox"/> PY2019 AB Marketplace Training – Individual Marketplace (IM)_Load2	fname lname			

[Go to Curriculum Details](#) [Go to Current Learning](#)

*Note: These screenshots apply to the option to complete CMS-developed training in the MLMS. If you chose to take training through a CMS-approved vendor, reference Step 5b.*

# Step 5a: Agent or Broker Completes MLMS Training (Continued)

- You may start the curriculum's courses by selecting the “Launch” button next to each course.
- Note some modules have prerequisites, so there may not be a “Launch” button next to each module.

The screenshot displays the 'Current Learning' section of a training platform. At the top, there are navigation links for 'All', 'Courses', and 'Curriculum'. Below this is a 'Sort By' dropdown menu set to 'Registration Date' with a 'Go' button. The main content area shows a course card for 'PY2019\_MLMS\_AB\_01 Introduction to Marketplace Agent and Broker Training\_Load2 (00002686, Version:2019)'. The course ID is 00002545 and the duration is 00:00 hours. The status is 'Confirmed' and the registration date is 06/20/2018. A 'View Details' link is present. Below the course information is a 'Hide Learning Assignments' button. At the bottom of the card, the training content is listed as 'AB\_PY2019\_Basics\_Intro to Marketplace AB Training' with a status of 'Not Evaluated (Unlimited attempts)'. A red arrow points to the 'Launch' button.

*Note: These screenshots apply to the option to complete CMS-developed training in the MLMS. If you chose to take training through a CMS-approved vendor, reference Step 5b.*

# Step 5b: Agent or Broker Completes CMS-approved Vendor Training

- In addition to the MLMS, AHIP is approved to offer Individual Marketplace training for plan year 2019.\*
- AHIP is required to offer continuing education units (CEUs) in a minimum of five states where the Marketplace operates (45 CFR § 155.222).
  - You can use these CEUs to meet state licensure requirements for continuing education.
  - For more information on individual state CEU requirements, check with your state’s Department of Insurance.
  - The list of states where AHIP offers CEUs is available on the CMS Enterprise Portal “Agent/Broker Training Options” page by selecting AHIP’s “Learn More” link.



*\*Note: The SHOP curriculum is not available through the CMS-approved vendor.*

# Step 5b: Agent or Broker Completes CMS-approved Vendor Training (Continued)



- AHIP charges a fee to take its training.
- Fees for plan year 2019 will range from \$20-\$55 depending on the curriculum completed, and CEUs are available at an additional fee.

Completing Marketplace training through the CMS-approved vendor still requires you to execute the applicable Agreement(s) on the MLMS prior to assisting consumers seeking to enroll in coverage through the Marketplace.

# Step 5b: Agent or Broker Completes CMS-approved Vendor Training (Continued)

- If you chose to complete training through the CMS-approved vendor, AHIP, you must access AHIP’s training via the CMS Enterprise Portal. You cannot go directly to AHIP’s website to access the training content.
- Select the “Access Training” link for AHIP, and the CMS Enterprise Portal will redirect you to the AHIP website.
- CMS recommends taking CMS-approved vendor training prior to completing your MLMS profile (i.e., complete Step 5b before Step 4).

## **Plan Year 2019 Agent/Broker Training Options**

Agents and brokers have new options to complete Individual Marketplace and/or SHOP training for the 2019 plan year. These include a third-party vendor. Third-party vendor training may be approved for continuing education units (CEUs). Select “Learn More” next to each vendor’s listing to obtain information about pricing and CEUs. Please contact the vendor for more information, or if you are having difficulty accessing the vendor’s site.

CMS continues to offer training at no charge through its Marketplace Learning Management System (MLMS), but no CEUs are available through the MLMS.

- America’s Health Insurance Plans

[Learn More](#)

[Access Training](#)

- Marketplace Learning Management System (CMS)

[Access Training](#)

[MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov)

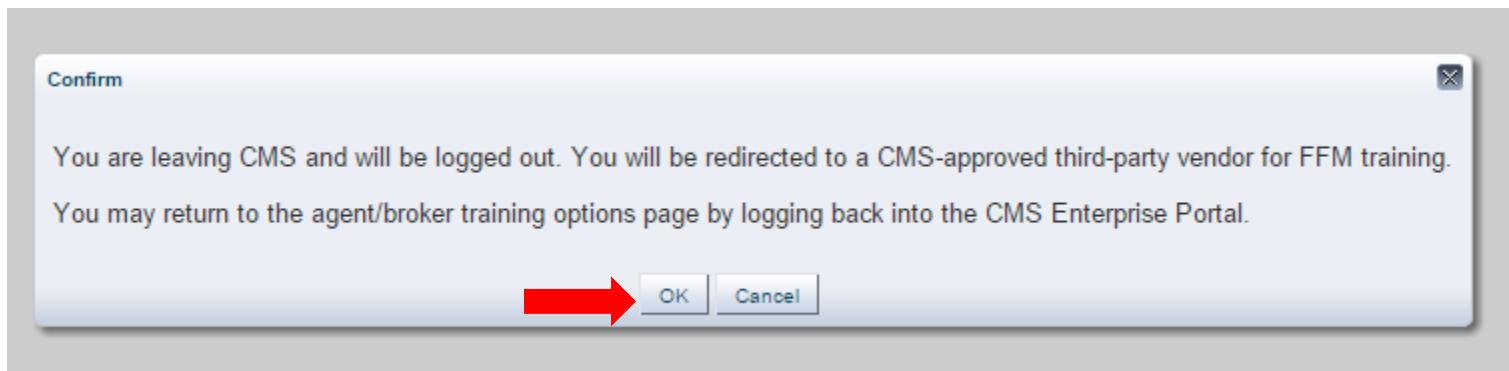
[Return to Agent Broker Registration Status Page](#)

*Note: These screenshots apply to the option to complete CMS-approved vendor training. If you chose to complete CMS-developed training in the MLMS, reference Step 5a.*



# Step 5b: Agent or Broker Completes CMS-approved Vendor Training (Continued)

- The pop-up box below will appear.
- Select “OK” to confirm you want to be redirected to AHIP’s website. This action will automatically log you out of the CMS Enterprise Portal.




*Note: These screenshots apply to the option to complete CMS-approved vendor training. If you chose to complete CMS-developed training in the MLMS, reference Step 5a.*

# Step 5b: Agent or Broker Completes CMS-approved Vendor Training (Continued)

Once you complete the training through the CMS-approved vendor, you will be directed to log back in to the CMS Enterprise Portal to complete registration, including creating your MLMS profile (Step 4) and signing the Agreement(s) (Step 6).

Congratulations on completing AHIP's FFM Training for the **Federally-Facilitated Individual Marketplace Training**.

Your results for having satisfied your training requirements through Vendor have been shared with CMS. While training is a vital component of becoming registered with the FFM, there may still be additional requirements necessary to finalize the process.

More information regarding the FFM registration process and your next steps can be found on the MLMS Enterprise Portal (<https://portalval.cms.gov/wps/myportal/cmsportal/mlms/training>). 

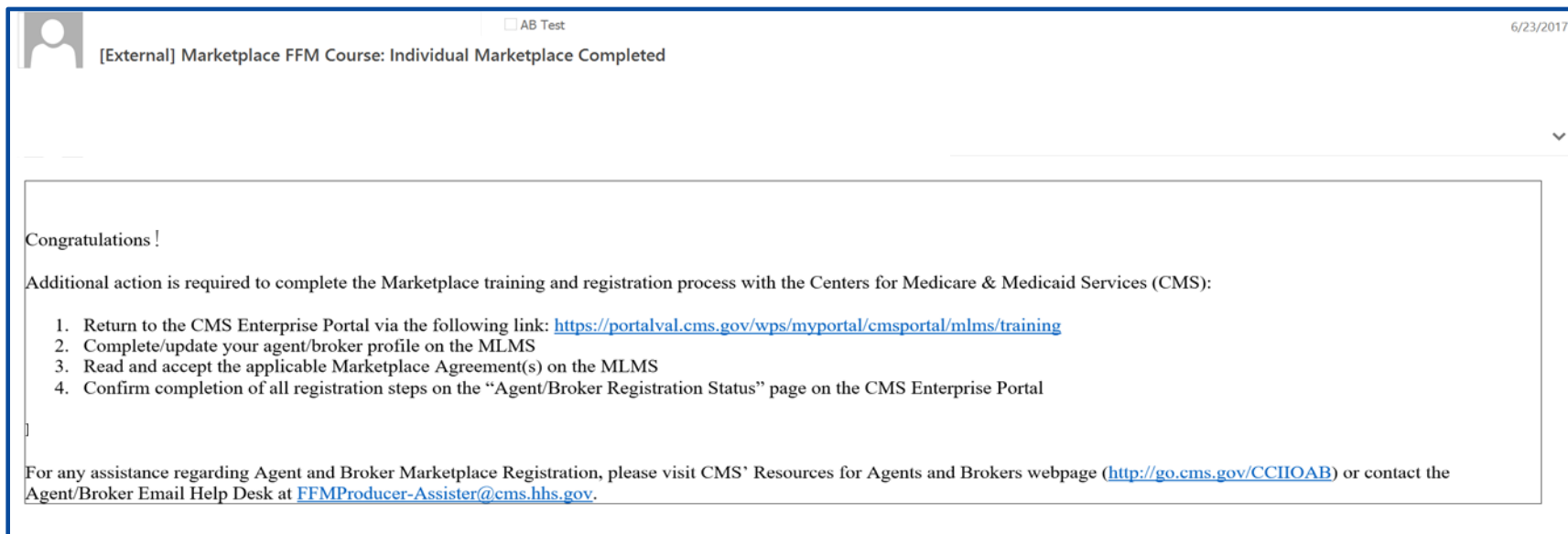
If you have any questions concerning AHIP's FFM Training, please feel free to contact us at [support@ahipinsuranceeducation.org](mailto:support@ahipinsuranceeducation.org). For any assistance regarding Agent and Broker Registration with the FFM, please contact [FFMProducer-Assister@cms.hhs.gov](mailto:FFMProducer-Assister@cms.hhs.gov).

**Remember! You cannot enroll consumers in Marketplace coverage or be compensated for your work until you return to the MLMS and complete all the steps in the registration process.**

*Note: These screenshots apply to the option to complete CMS-approved vendor training. If you chose to complete CMS-developed training in the MLMS, reference Step 5a.*

# Step 5b: Agent or Broker Completes CMS-approved Vendor Training (Continued)

You will also receive a confirmation email from AHIP confirming completion of the training and detailing how to continue with Marketplace registration on the MLMS.



**Remember: The SHOP curriculum is not available through the CMS-approved vendor. If you wish to complete the SHOP curriculum, you must use the MLMS system described in Step 5a.**

*Note: These screenshots apply to the option to complete CMS-approved vendor training. If you chose to complete CMS-developed training in the MLMS, reference Step 5a.*

# Registration and Training for New Agents and Brokers

If you wish to participate in the Marketplace for plan year 2019, you must complete the following actions:

1. Create a CMS Enterprise Portal account.
2. Request the FFM Agent Broker role.
3. Complete remote identity proofing through the Enterprise Identity Management (EIDM) System.
4. Complete your agent/broker profile on the MLMS via the CMS Enterprise Portal.
5. Complete Marketplace training on the MLMS or through a CMS-approved vendor via the CMS Enterprise Portal.
6. Read and accept the applicable Marketplace Agreement(s) on the MLMS.
7. Confirm completion of all registration steps by logging back in to the “Agent Broker Registration Status” page on the CMS Enterprise Portal and printing your completion certificate.

*For a printable tip sheet with information on these steps, please see the [New Agents' and Brokers' Guide to Plan Year 2019 Marketplace Registration and Training](#) resource on the [Agents and Brokers Resources webpage](#).*

## Step 6: Agent or Broker Executes the Agreement(s) with CMS

- You must request the FFM Agent Broker role and complete your MLMS profile information, identity proofing,\* and the required training and exams before you can sign the Agreement(s).
- If you chose to take training from the CMS-approved vendor, you will need to log back into the MLMS via the CMS Enterprise Portal to execute the applicable Agreement(s).



*\*Note: If you completed identity proofing in a previous plan year, you do not need to complete it again.*

# Step 6: Agent or Broker Executes the Agreement(s) with CMS (Continued)

- Once you have completed the training (which is required for the Individual Marketplace and optional for SHOP), you will need to sign the Agreement(s).
- After launching the appropriate Agreement module, review the Agreement language by selecting “Next” at the bottom of each screen to advance through the Agreement, and select “I Agree” at the end of the Agreement to confirm you have reviewed and accept the terms of the Marketplace Agreement.

Individual Marketplace General Agreement Exit

Agent Broker General Agreement for FFM Individual Market 8 of 8

**Accept Agreement**

**Do you accept the terms and conditions of the AGENT BROKER GENERAL AGREEMENT FOR THE FEDERALLY-FACILITATED EXCHANGE INDIVIDUAL MARKET?**

Select "I Agree" to provide your electronic signature.

Select your response and then click **Submit**.

I Agree 

I Do Not Agree

**Submit**

# Registration and Training for New Agents and Brokers

If you wish to participate in the Marketplace for plan year 2019, you must complete the following actions:

1. Create a CMS Enterprise Portal account.
2. Request the FFM Agent Broker role.
3. Complete remote identity proofing through the Enterprise Identity Management (EIDM) System.
4. Complete your agent/broker profile on the MLMS via the CMS Enterprise Portal.
5. Complete Marketplace training on the MLMS or through a CMS-approved vendor via the CMS Enterprise Portal.
6. Read and accept the applicable Marketplace Agreement(s) on the MLMS.
7. Confirm completion of all registration steps by logging back in to the “Agent Broker Registration Status” page on the CMS Enterprise Portal and printing your completion certificate.

*For a printable tip sheet with information on these steps, please see the [New Agents' and Brokers' Guide to Plan Year 2019 Marketplace Registration and Training](#) resource on the [Agents and Brokers Resources webpage](#).*

# Step 7: Agent or Broker Confirms Completion on the Agent/Broker Registration Status Page

- After you have executed the Agreement(s), you will be redirected back to the “Agent Broker Registration Status” page on the CMS Enterprise Portal.
  - To ensure the system completes the update of your records, wait for the progress bar to complete to 100 percent before logging out of the system.
- Once you have been redirected, you should review the “Agent Broker Registration Status” page to confirm you have completed all registration steps.

The screenshot shows the CMS.gov My Enterprise Portal interface. The main content area is titled "Agent Broker Registration Status" for "Plan Year 2019". A message at the top explains that users should click links next to items marked 'INCOMPLETE' to register. Below this, a table lists registration steps under the heading "FFM - Agents and Brokers Role". The table has two columns: "Step" and "Status". All steps are marked as "Complete". A progress bar at the bottom indicates 100% completion. A red arrow points to the "Complete" status of the first step, another red arrow points to the "Complete" status of the second step, and a third red arrow points to the 100% mark on the progress bar.

Step	Status
1. Complete Identity Proofing	Complete
2. Complete Agent Broker Training	Complete
• Individual Market	Complete
• SHOP	
3. Print Certificate(s)	

0% 100%

We are in the process of updating your records and granting you the Agent Broker Role. Please stay on this page until this process is complete. This page will automatically refresh in 16.0 seconds.



# Step 7: Agent or Broker Confirms Completion on the Agent/Broker Registration Status Page (Continued)

- At this time, if you have completed all steps, you will be able to print your Registration Completion Certificate(s).
- Select “Print Certificate(s)” on the “Agent Broker Registration Status” page.

CMS.gov | My Enterprise Portal My Apps

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### My Access

- [Request New System Access](#)
- [View and Manage My Access](#)
- [Annual Certification](#)

## Agent Broker Registration Status


**Plan Year 2019**

Please click the link below next to items marked 'INCOMPLETE' to register as an agent/broker for the 2018 plan year. If you have completed steps 1 and 2 below, Registration Complete should display at the bottom of the page. If your status is not accurate, please log out and log back in later. During busy periods, it may take 30 minutes or longer to finalize registration.

FFM - Agents and Brokers Role	Status
1. Complete Identity Proofing	Complete
2. Complete Agent Broker Training:	Complete
• Individual Market	Complete
• SHOP	
3. <a href="#">Print Certificate(s)</a>	

**Registration Complete**

You have successfully completed the registration process and have been granted the FFM Agent/Broker role. You may access training and print your certificate at any time by returning to this page.



# Step 7: Agent or Broker Confirms Completion on the Agent/Broker Registration Status Page (Continued)

Select the “Print your Registration Completion Certificate” link once you have been redirected to the MLMS.

**How to Get Started**  
- [Check your System Configuration](#)

If you completed vendor training, you need to complete the agreement(s) in the “Current Learning” section below. Click “Launch” next to the first module to begin.

To complete CMS training in English, find the “Training Options” section below, hover over “Actions” beside the applicable curriculum, and click “Enroll” to begin.

**Agent Broker Help**

**Preparing your computer for the MLMS**

Need Help? Please click on the Help Desk link at the bottom of the page to send an email to the MLMS help desk

Support is available during the following times.

- Monday – Friday: 9:00 AM - 5:30 PM EST

**Agent Broker Resources**

- [My Profile](#)
- [Print your Registration Completion Certificate](#)
- [Agent Broker SHOP Privacy and Security Agreement](#)
- [Agent Broker IM General Agreement](#)
- [Agent Broker IM Privacy and Security Agreement](#)
- [Agent Broker Training Resources](#)
- [Address Tip Sheet \(NEW PY 2019 LINK\)](#)

**Agent Broker Announcements**

**Current Learning**

Name	Status	Action
PY2019_MLMS_AB_01 Introduction to Marketplace Agent and Broker Training_Load2 Location: Online	In-Progress	<a href="#">Launch</a>
PY2019_MLMS_AB_02 Affordable Care Act Basics_Load2 Location: Online	In-Progress	<a href="#">Launch</a>
PY2019_MLMS_AB_03 Marketplace Basics_Load2 Location: Online	In-Progress	<a href="#">Launch</a>
PY2019_MLMS_AB_04 Basics Exam_Load2 Location: Online	In-Progress	<a href="#">View Details</a>

# Step 7: Agent or Broker Confirms Completion on the Agent/Broker Registration Status Page (Continued)

Then scroll over the “Actions” bubble and select “Print Certificate.”

The screenshot displays a user interface for managing curriculum. On the left is a navigation sidebar with links for Home, Current Learning, Curriculum Status, and Training Options. The main content area includes a profile picture placeholder, a navigation menu, and a search section with fields for Name and Status, and a 'Show Required Curriculum Only' checkbox. Below the search is a table titled 'Internal Curriculum' with one row of data. A red arrow points to the 'Actions' link in the table, which has opened a dropdown menu with three options: 'View Curriculum History', 'View Course History', and 'Print Certificate'. Another red arrow points to the 'Print Certificate' option.

To print your certificate, please click on the “Actions” link (below and to the right), and then click “Print Certificate”.

View the curriculum that have been assigned to you. For suggestions of additional curricula you can complete, [Training Options](#).

**Internal** [Redacted] [View](#) [Active](#)

Name  Show Required Curriculum Only

Status

[Configure](#) | [Save Search Query](#) [Search](#)

**Internal Curriculum** [Add Curriculum](#) | [Modify Table](#)

Showing 1 out of 1 results

Name	Selected Path (% Complete)	Mastery Score	Status	Assigned By	Target Date	Expired On Date	Registration Date	Mandatory <input type="checkbox"/>	Actions
PY2019 AB Marketplace Training – Individual Marketplace (IM).	Granted	N/A	Acquired	fname Iname	09/30/2019	06/20/2018		<input type="checkbox"/>	<a href="#">Actions</a>

**Actions**

- [View Curriculum History](#)
- [View Course History](#)
- [Print Certificate](#)

# Step 7: Agent or Broker Confirms Completion on the Agent/Broker Registration Status Page (Continued)

Your Registration Completion Certificate will include:

- Your name
- Your NPN(s)
- The market segment(s) for the certificate
- The plan year for the certificate
- The date you completed FFM registration



The issuer(s) that you are affiliated with may request to view your Registration Completion Certificate(s). However, issuers are instructed to review the [Agent and Broker FFM Registration Completion List](#) (RCL) to confirm the registration status of agents and brokers.

# Step 7: Agent or Broker Confirms Completion on the Agent/Broker Registration Status Page (Continued)

- You should also confirm that your information appears on the [RCL](#).
- Your information may take one to two business days to appear on the RCL after completing all registration and training steps. It may take up to three business days to appear on Find Local Help.
- If your NPN does not appear for plan year 2019, send an email to: [FFMProducer-AssisterHelpDesk@cms.hhs.gov](mailto:FFMProducer-AssisterHelpDesk@cms.hhs.gov) for assistance.



**Data.HealthCare.gov** | [Sign In to Data.HealthCare.gov](#)

## FFM Agent Broker Registration and Termination Status Page

### Agent and Broker FFM Registration Completion List

#### Registration Completion List Disclaimer

The Centers for Medicare & Medicaid Services (CMS) is making the Agent and Broker Federally-facilitated Marketplace (FFM) Registration Completion List available to the public on a monthly basis pursuant to Section 1312(e) of the Affordable Care Act and 45 C.F.R. §155.220, and Routine Use No. 11 of the System of Records Notice required by the Privacy Act of 1974 (5 U.S.C. §552a), titled, "Health Insurance Exchanges (HIX) Program" (No. 09-70-0560), published at 78 Fed. Reg. 8,538 (February 6, 2013), as amended and published at 78 Fed. Reg. 32,256 (May 29, 2013), and at 78 Fed. Reg. 63,211 (October 23, 2013). The information within the Agent and Broker List may be used only for the following purposes:

1. To confirm that an agent or broker has successfully completed registration requirements for the FFM or State-based Marketplace on the Federal Platform (SBM-FP) for the Individual Marketplace and/or the Small Business Health Options Program Marketplace (SHOP); and
2. To allow states and other stakeholders to conduct oversight, monitoring and enforcement activities related to agents and brokers, and to educate consumers about agents and brokers who may provide assistance to consumer who are interested in obtaining health care coverage through the FFM or SBM-FP in their states.

The information contained in the Agent and Broker FFM Registration Completion List (RCL) may be used and/or disclosed only to the extent necessary to accomplish these purposes and never to discriminate inappropriately.

For the current plan year, the agent and broker FFM RCL has a NPN Validation column. The indicator in the NPN Validation column is a check that occurs on the National Insurance Producer Registry (NIPR <http://www.nipr.com/>) database. A valid National Producer Number (NPN) and an active licensure status in a healthcare related line of authority are required to receive a "Y" for successful validation. If an agent or broker has an inquiry regarding their licensure status, the inquiry should be routed to NIPR customer service ([http://www.nipr.com/index\\_contacts.htm](http://www.nipr.com/index_contacts.htm)). If the agent or broker's NPN does not match licensure records on NIPR, download the Fair Credit Reporting Act form at [http://www.nipr.com/index\\_fair\\_credit\\_reporting\\_act.htm](http://www.nipr.com/index_fair_credit_reporting_act.htm) and submit your dispute.

For a list of qualifying healthcare related lines of authority or if the agent or broker's NPN is valid in NIPR and has an active status however, does not have a "Y" in the current year NPN Validation column please contact FFM Producers and Assistants Email Help Desk at [FFMProducer-AssisterHelpDesk@cms.hhs.gov](mailto:FFMProducer-AssisterHelpDesk@cms.hhs.gov).

Agents and brokers that complete registration before the expiration date of the previous plan year are allowed to sell prior plan year health plans during Special Enrollment Periods (SEPs). This only applies to agents and brokers who have not otherwise completed registration for the previous plan year. Agents and brokers that fall within this scenario will appear with registration completions for two consecutive plan years each having the same registration completion date. Please reference the agreement and expiration dates for each plan year below.

- Plan Year 2014 FFM registration and CMS agreements became available 8/30/2013 and expired 9/30/2014
- Plan Year 2015 FFM registration and CMS agreements became available 7/7/2014 and expired 11/12/2015
- Plan Year 2016 FFM registration and CMS agreements became available 9/15/2015 and expire 10/31/2016
- Plan Year 2017 FFM registration and CMS agreements became available 8/1/2016 and expire 10/31/2017

[Access Agent and Broker FFM Registration Completion List](#)

# Plan Year 2019 Health Insurance Marketplace Registration and Training for New Agents and Brokers



*Compliance Points  
to Remember*

# Marketplace Agent and Broker Compliance Points to Remember



- Obtain consent from each client you work with prior to assisting him or her. While written consent is not required, it helps to resolve compensation issues if consumers later claim they did not authorize you to help them.
- Obtaining a signed Broker of Record form from an issuer or state Department of Insurance satisfies the consumer consent requirement.
- Do not create or maintain access to a client's HealthCare.gov account or associated email account.
- Do not create or use dummy addresses in place of the consumer's email or mailing address.

# Marketplace Agent and Broker Compliance Points to Remember (Continued)

- You may not log in to HealthCare.gov on a consumer's behalf (i.e., using the consumer's HealthCare.gov credentials).
- If a client may be eligible for Medicare, direct him or her to Medicare for a determination before you assist that client to enroll in a Marketplace QHP.
- If you suspect or identify potential fraud, you can report it to the Department of Health & Human Services (HHS) [Office of Inspector General Hotline](#), the [Federal Trade Commission](#), or the [Agent/Broker Email Help Desk](#), depending on the situation.







# Plan Year 2019 Health Insurance Marketplace Registration and Training for New Agents and Brokers



*Help Desk and Call  
Center Support*

# Agent/Broker Marketplace Help Desks and Call Centers

Name	Phone # and/or Email Address	Types of Inquiries Handled	Hours (Closed Holidays)
Marketplace Service Desk	855-CMS-1515 855-267-1515 <a href="mailto:CMS_FEPS@cms.hhs.gov">CMS_FEPS@cms.hhs.gov</a>	<ul style="list-style-type: none"> <li>• CMS Enterprise Portal password resets and account lockouts</li> <li>• Other CMS Enterprise Portal account issues or error messages</li> <li>• General registration and training questions</li> <li>• Login issues on the Direct Enrollment agent/broker landing page</li> </ul>	Mon-Fri 8:00 AM–8:00 PM ET
Agent/Broker Email Help Desk	<a href="mailto:FFMProducer-AssisterHelpDesk@cms.hhs.gov">FFMProducer-AssisterHelpDesk@cms.hhs.gov</a>	<ul style="list-style-type: none"> <li>• General enrollment and compensation questions</li> <li>• Manual identity proofing/Experian issues</li> <li>• Escalated general registration and training questions (not related to a specific training platform)</li> <li>• Agent/Broker Registration Completion List issues</li> <li>• Find Local Help listing issues</li> <li>• Help On Demand participation instructions or questions</li> <li>• Report concerns that a consumer or another agent or broker has engaged in fraud or abusive conduct</li> </ul>	Mon-Fri 8:00 AM–6:00 PM ET
Direct Agent/ Broker Partner Line	855-788-6275 Note: Enter your NPN to access this line.	<ul style="list-style-type: none"> <li>• HealthCare.gov account password resets</li> <li>• Special enrollment periods not available on the consumer application</li> <li>• Individual Marketplace eligibility and enrollment issues</li> </ul>	Mon–Sun 24 hours/day
Agent/Broker Training and Registration Email Help Desk	<a href="mailto:MLMSHelpDesk@cms.hhs.gov">MLMSHelpDesk@cms.hhs.gov</a>	<ul style="list-style-type: none"> <li>• Technical or system-specific issues related to the MLMS</li> <li>• User-specific questions about maneuvering in the MLMS site, or accessing training and exams</li> </ul>	Mon–Fri 9:00 AM–5:30 PM ET

# Agent/Broker Marketplace Help Desks and Call Centers (Continued)

Help Desk Name	Phone # and/or Email Address	Types of Inquiries Handled	Hours (Closed Holidays)
SHOP Call Center	800-706-7893	<ul style="list-style-type: none"> <li>All inquiries related to the SHOP</li> <li>Employers and employees may also contact the SHOP Call Center for assistance.</li> </ul>	Mon-Fri 9:00 AM-5:00 PM ET
Direct Enrollment Email Help Desk	<a href="mailto:DirectEnrollment@cms.hhs.gov">DirectEnrollment@cms.hhs.gov</a>	<ul style="list-style-type: none"> <li>All inquiries specifically related to becoming and/or operating as a direct enrollment web-broker in the Marketplace</li> </ul>	Mon-Fri 9:00 AM-5:00 PM ET
America's Health Insurance Plans (AHIP) Training Help Desk	<a href="mailto:support@ahipinsuranceeducation.org">support@ahipinsuranceeducation.org</a> 800-984-8919	<ul style="list-style-type: none"> <li>All inquiries specifically related to the AHIP agent/broker training platform</li> </ul>	Mon-Fri 8:00 AM-7:00 PM ET  Sat 8:30 AM-5:00 PM ET

# Plan Year 2019 Health Insurance Marketplace Registration and Training for New Agents and Brokers



*Agent and Broker  
Resources*

# Agent and Broker Resources

Resource	Description	Link
Agent and Broker FFM Registration Completion List	Public list of agents and brokers who have completed Marketplace registration; used by issuers to verify your eligibility for compensation for assisting with consumer enrollments	<a href="https://data.healthcare.gov/ffm_ab_registration_lists">https://data.healthcare.gov/ffm_ab_registration_lists</a>
Find Local Help	Tool available on HealthCare.gov that enables consumers to search for a local, Marketplace-registered agent or broker with an active licensure status in a valid health-related line of authority to assist with FFM enrollment	<a href="https://localhelp.healthcare.gov/">https://localhelp.healthcare.gov/</a>
Help On Demand	Third-party service that connects consumers seeking assistance with Marketplace-registered, state-licensed agents and brokers in their area who can help with Marketplace enrollment when the consumer is available	<a href="https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/Help-On-Demand.pdf">https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/Help-On-Demand.pdf</a>
Agent and Broker NPN Search Tool	Provides a search function to determine the correct NPN to enter in your MLMS profile and on Marketplace applications	<a href="http://www.nipr.com/PacNpnSearch.htm">www.nipr.com/PacNpnSearch.htm</a>
List of Approved Health-related Lines of Authority	Provides a list of valid health-related lines of authority for agents and brokers	<a href="https://data.healthcare.gov/dataset/NIPR-Valid-Lines-of-Authority-List/wk5a-kdpd/data">https://data.healthcare.gov/dataset/NIPR-Valid-Lines-of-Authority-List/wk5a-kdpd/data</a>

# Agent and Broker Resources (Continued)

Resource	Description	Link
Agents and Brokers Resources webpage	Primary outlet for agents and brokers to receive information about working in the Health Insurance Marketplace; provides the latest news and resources, including newsletters, webinars, fact sheets, videos, and tip sheets	<a href="http://go.cms.gov/CCIIOAB">http://go.cms.gov/CCIIOAB</a>
HealthCare.gov	Official site of the Health Insurance Marketplace; used for researching health coverage choices, eligibility, and enrollment	<a href="https://www.healthcare.gov/">https://www.healthcare.gov/</a>
Marketplace Information	Official Marketplace information source for assisters and outreach partners about Marketplace eligibility, financial assistance, enrollment, and more	<a href="https://marketplace.cms.gov">https://marketplace.cms.gov</a>
CMS Enterprise Portal	Allows you to securely complete identity-proofing and access the MLMS to complete annual, required Marketplace agent and broker training and registration	<a href="https://portal.cms.gov">https://portal.cms.gov</a>
LinkedIn for Marketplace Agents and Brokers	Contains posts with announcements, new resources, upcoming webinars, and more information for Marketplace agents and brokers	<a href="https://www.linkedin.com/showcase/cms-ab">https://www.linkedin.com/showcase/cms-ab</a>

# Acronym Definitions

Acronym	Definition
AHIP	America's Health Insurance Plans
CCIIO	Center for Consumer Information and Insurance Oversight
CEU	Continuing Education Unit
CMS	Centers for Medicare & Medicaid Services
EIDM	Enterprise Identity Management
FFM	Federally-facilitated Marketplace
FTE	Full-time Equivalent
MLMS	Marketplace Learning Management System
MPR	Minimum Participation Rate

# Acronym Definitions (Continued)

Acronym	Definition
NPN	National Producer Number
QHP	Qualified Health Plan
RCL	Registration Completion List
SBM	State-based Marketplace
SBM-FP	State-based Marketplace on the Federal Platform
SHOP	Small Business Health Options Program



# Conclusion

