



Find Local Help Upkeep Tool for Assisters

Frequently Asked Questions (FAQs)

November 2023. This communication was printed, published, or produced and disseminated at U.S. taxpayer expense. The information provided in this document is intended only to be a general informal summary of technical legal standards. It is not intended to take the place of the statutes, regulations, or formal policy guidance upon which it is based. This document summarizes current policy and operations as of the date it was presented. We encourage readers to refer to the applicable statutes, regulations, and other interpretive materials for complete and current information.



Table of Contents

| | |
|---|---|
| Find Local Help Upkeep Tool FAQ Overview | 4 |
| Accessing the FLH Upkeep Tool..... | 4 |
| What is the FLH Upkeep Tool?..... | 4 |
| How do I access the FLH Upkeep Tool?..... | 4 |
| What is the FLH Consumer Tool and how do I access it? | 4 |
| Can we still submit location updates using the ‘Request Corrections’ link on the organization’s “Details” page of the Consumer Tool?..... | 5 |
| Who can submit a request using the FLH Upkeep Tool? | 5 |
| How do I become a leadership contact to manage FLH listings for my organization?..... | 5 |
| When I attempt to login, it says “Contact Not Found,” what should I do?..... | 5 |
| What should I do if I experience technical issues with the FLH Upkeep Tool? | 5 |
| Managing Locations in the FLH Upkeep Tool | 5 |
| Can I sort my locations in the FLH Locations Table? | 5 |
| How do I add locations using the FLH Upkeep Tool?..... | 5 |
| How do I edit locations using the FLH Upkeep Tool?..... | 6 |
| How do I delete locations using the FLH Upkeep Tool?..... | 6 |
| What does the List/Unlist Location(s) option do? | 6 |
| I submitted a location update using the FLH Upkeep Tool, now what? | 6 |
| Why will the FLH Upkeep Tool not allow me to add a location? | 7 |
| Why is my submitted and approved location request not showing up on the Consumer Tool?..... | 7 |
| Why have I been getting emails from FindLocalHelp_FFMAssister@cms.hhs.gov? | 7 |
| I submitted a location update, and CMS requested correction/clarification for the update. What do I do now?..... | 7 |
| My organization serves as both a Navigator grantee and CDO or CDO and EAP. How should we manage our locations in the FLH Upkeep Tool? | 7 |
| Our organization’s data transferred from the old FLH Upkeep Tool isn’t displaying correctly, what should we do?..... | 7 |
| Can I request to add more than one location during a session?..... | 7 |
| Can I withdraw a location request after submitting the request? | 7 |
| Can I attach additional documentation for my request?..... | 8 |
| What happens when I select the Back button on any page of the FLH Upkeep Tool? | 8 |
| What happens if I select the Logout button prior to submitting my request? | 8 |
| Managing Organization Listing in the FLH Upkeep Tool..... | 8 |
| What does the List/Unlist Organization option do?..... | 8 |
| My organization doesn’t have an acronym, what should we put in the field? | 8 |

3

On the “FLH Listing(s)” page, I can only update the “Acronym” field in the organization table. How can I update the other fields in the organization table? 8

Resources 8

What resources are available to help me complete the FLH Upkeep Tool? 8

Where can I get a status of my request submission? 9

Can I send Find Local Help requests directly to the Find Local Help email address? 9

Find Local Help Upkeep Tool FAQ Overview

The [Find Local Help \(FLH\) Consumer Tool](#), enables consumers seeking health coverage in the Federally-facilitated Marketplace (FFM) to find assisters in their community by zip code who can provide application and enrollment assistance. Assisters include Navigator grantees, certified application counselor designated organizations (CDOs) (which oversee certified application counselors (CACs)), Enrollment Assistance Personnel (EAP), and other non-Navigator assistance personnel certified by the FFM to provide impartial assistance with applying for and enrolling in Marketplace, Medicaid, and Children’s Health Insurance Program (CHIP) coverage.

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

A detailed [FLH Upkeep Tool User Guide](#) is linked at the top of each page of the FLH Upkeep Tool.

This document provides answers to frequently asked questions (FAQs) about how to access and manage locations using the FLH Upkeep Tool.

Note: Agents & Brokers cannot use the FLH Upkeep Tool to request an update or removal of their listing. If you are an Agent or Broker and need to update or delete your listing in the FLH directory, contact the Agent & Brokers Help Desk at FFMProducer-AssisterHelpDesk@cms.hhs.gov for instructions.

Accessing the FLH Upkeep Tool

What is the FLH Upkeep Tool?

The FLH Upkeep Tool allows leadership contacts for Navigator grantees, EAP organizations, and CDOs to access and manage their organization’s consumer assistance locations that display on the FLH Consumer Tool. Assister organization leadership contacts use the FLH Upkeep Tool to add or edit organization acronyms; list or unlist organizations; and add, edit, delete, list, and unlist locations on the [FLH Consumer Tool](#).

How do I access the FLH Upkeep Tool?

Only the leadership contacts on record with the Centers for Medicare and Medicaid Services (CMS) for an assister organization can access the FLH Upkeep Tool and modify FLH listings on the Consumer Tool. For example, for a CDO, leadership contacts are the CAC Project Director, Organization Senior Official, or Secondary Contact (if applicable). Leadership contacts can access the FLH Upkeep Tool at <https://www.assisters.cms.gov/flhupkeep/s/> and on the “Welcome” page, complete all the required information: first name, last name, email address, and Assister ID.

- CDO: Enter the organization’s 8-character CDO ID.
- Navigator grantee: Enter the organization’s 8-character Navigator grantee ID.
- EAP: Enter the organization’s 8-character EAP ID.

If you don’t know your Assister ID, contact FindLocalHelp_FFMAssister@cms.hhs.gov for assistance.

What is the FLH Consumer Tool and how do I access it?

You can access the FLH Consumer Tool at <https://localhelp.healthcare.gov/>. It is a website that enables consumers seeking health coverage in the FFM to find assisters in their community by zip code who can provide application and enrollment assistance. Assisters include Navigator grantees, CDOs, which oversee CACs, EAPs, and other non-Navigator assistance personnel certified by the FFM to provide

impartial assistance with applying for and enrolling in Marketplace, Medicaid, and CHIP coverage.

Can we still submit location updates using the ‘Request Corrections’ link on the organization’s ‘Details’ page of the Consumer Tool?

Yes. The ‘Request Corrections’ link on the FLH Consumer Tool will direct you to the FLH Upkeep Tool for you to submit your request.

Who can submit a request using the FLH Upkeep Tool?

Only the leadership contacts on file with CMS for your organization can access the FLH Upkeep Tool and modify FLH listings on the Consumer Tool. If any of the information entered does not match exactly what is on file for the organization, one of the organization’s designated leadership contacts will receive a “Contact Not Found” alert message and will need to refresh the browser and enter the correct information.

How do I become a leadership contact to manage FLH listings for my organization?

If you are a CDO or EAP, your organization assigns leadership contacts. For guidance on how to add or update your CDOs contacts, review the [CDO Contact Change Job Aid](#).

If you are a Navigator, you need to contact your CMS Project Officer for any leadership contact additions or updates.

When I attempt to login, it says “Contact Not Found,” what should I do?

Only the leadership contacts on record with CMS for your organization can access the FLH Upkeep Tool and modify FLH listings that appear on the Consumer Tool. If any of the information entered does not match exactly what is on file for the organization’s designated leadership contacts, they will receive a “Contact Not Found” alert message. They will need to refresh their browser and enter the correct information. If you receive this message, and you are one of the organization’s leadership contacts, be sure you are entering your information exactly as it is on record. If your information is correct, and you are receiving this message, email FindLocalHelp_FFMAssister@cms.hhs.gov for assistance.

What should I do if I experience technical issues with the FLH Upkeep Tool?

If you encounter technical issues when accessing or using the FLH Upkeep Tool:

- Email FindLocalHelp_FFMAssister@cms.hhs.gov;
- List the steps you were taking before you got the error message; and
- Attach a screenshot of the technical issue.

Managing Locations in the FLH Upkeep Tool

Can I sort my locations in the FLH Locations Table?

Yes, a feature of the FLH Upkeep Tool is the ability to sort the entries of the My Find Local Help (FLH) Locations Table by **Name, Address, Phone, Email, or Status**; select the desired column title to sort by that element. The table can be sorted in ascending or descending order.

How do I add locations using the FLH Upkeep Tool?

Leadership contacts can go to the [FLH Upkeep Tool](#). Above the My Find Local Help (FLH) Locations table on the FLH Listing(s) page, select **Add Location**. Enter your location name, address information, and select an option for “Display Settings.” Enter your contact information, select any specialized

services and languages you offer, hours of operation, and any special instructions in the indicated fields. Select **Submit** if adding one location or **Submit & Add** if adding multiple locations.

Leadership contacts can add multiple locations with the same location name with different location addresses. If the Location Name already exists in FLH for your organization, or you submitted a previous request for this location name, you will receive a warning message when you submit the request with the following options to continue: **Change Location Name** or **Continue with Duplicate Name**.

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

How do I edit locations using the FLH Upkeep Tool?

To edit a location, go to the [FLH Upkeep Tool](#). In the My Find Local Help (FLH) Locations Table on the “FLH Listing(s)” page, select the pencil icon next to the location you want to edit. Review the information and edit as needed. Select **Submit** and the system returns you to the “FLH Listing(s)” page. The Status column for that location shows Change Requested.

How do I delete locations using the FLH Upkeep Tool?

You can permanently delete a location that is in an Unlisted Status on the My Find Local Help (FLH) Locations Table. Deleting the location will remove it from the My Find Local (FLH) Locations Table and on the FLH Consumer Tool.

To delete a location, go to the [FLH Upkeep Tool](#). In the My Find Local Help (FLH) Locations Table on the “FLH Listing(s)” page, select the trash can icon. Confirm your deletion in the pop-up message. The location will no longer be visible or accessible to you in the My Find Local Help (FLH) Locations Table of the FLH Upkeep Tool.

What does the List/Unlist Location(s) option do?

Listing a location makes the location visible for your listed organization on the FLH Consumer Tool and appears in a Listed Status in the My Find Local Help (FLH) Locations Table.

Unlisting a location will show it in an Unlisted Status in the My Find Local Help (FLH) Locations table and removes it from view on the FLH Consumer Tool. The removed location remains visible and accessible in the My Find Local Help (FLH) Locations Table of the FLH Upkeep Tool for you to list again in the future if needed, such as for a seasonal location.

I submitted a location update using the FLH Upkeep Tool, now what?

Once you submit your request, you are kept informed of the status via automated emails and receive emails from FindLocalHelp_FFMAssister@cms.hhs.gov as needed throughout the process. You will receive an auto-response acknowledgement email upon submission of your update request.

If your request was to add or edit a location, the request goes through an approval process. The length of time for your update to display on the FLH Consumer Tool depends on the complexity of your request and if additional email correspondence is necessary; for example, additional information is needed to complete your request. Once approved, you receive an approval notification email, and the update displays on the FLH Consumer Tool.

If your request was to unlist or delete a location, the request does not go through the approval process, and the update is immediate on the FLH Consumer Tool. To view the update on the FLH Upkeep Tool,

you need to log out and log back in to check the status.

Why will the FLH Upkeep Tool not allow me to add a location?

If your organization is in an Unlisted status or a Change Request is pending (for example, a pending acronym update), you cannot add a new location. The system locks the **Add Location** button, and you receive an alert banner message.

Why is my submitted and approved location request not showing up on the Consumer Tool?

For your location to show up on the Consumer Tool, the address submitted needs to be a legitimate address and verifiable on the USPS site (<https://tools.usps.com/zip-code-lookup.htm>).

Why have I been getting emails from FindLocalHelp_FFMAssister@cms.hhs.gov?

Once you submit your request, you will be kept informed of the status via automated emails and may receive emails from FindLocalHelp_FFMAssister@cms.hhs.gov as needed throughout the process if, for example, additional information is needed to process your request.

I submitted a location update, and CMS requested correction/clarification for the update. What do I do now?

To provide the information CMS is requesting, follow the directions in the email request you receive from FindLocalHelp_FFMAssister@cms.hhs.gov.

My organization serves as both a Navigator grantee and CDO or CDO and EAP. How should we manage our locations in the FLH Upkeep Tool?

The assigned CDO contacts manage their CDO locations, EAP contacts manage their EAP locations, and the assigned Navigator grantee contacts manage their Navigator locations. Assister IDs entered on the “Welcome” page of the FLH Upkeep Tool determine if the request is to manage a CDO location, an EAP location, or a Navigator location.

Our organization’s data transferred from the old FLH Upkeep Tool isn’t displaying correctly, what should we do?

If you are experiencing any issues with your organization’s data that was transferred from the old FLH Upkeep Tool to the display in the new FLH Upkeep Tool, contact us at FindLocalHelp_FFMAssister@cms.hhs.gov. Be sure to include in your email your Assister ID and any necessary screen shots to explain your issue in your email.

Can I request to add more than one location during a session?

Yes. On the “Add Location” page, if you have multiple locations to add, you can select **Submit & Add**. The system submits your request, and you remain on the “Add Location” page with all fields on the page reset to add your next location.

Once you have added all your locations, select **Submit**. The system submits your request, returns you to the “FLH Listing(s)” page, and your requests are viewable in the My Find Local Help (FLH) Locations Table.

Can I withdraw a location request after submitting the request?

Yes. Once you submit the request, you can recall the request by using the recall icon in the My Find Local Help (FLH) Locations Table of the “FLH Listing(s)” page while it is in a “requested” status. Once it

is out of a “requested” status, you would have to submit another request to make a change to your location.

Can I attach additional documentation for my request?

No. When adding or editing a location, you can use the Special Instructions text box in the Contact Information & Operating Hours section to include any additional information if necessary.

What happens when I select the Back button on any page of the FLH Upkeep Tool?

Once you select **Back**, the information is not submitted, and the system returns you to the previous page.

What happens if I select the Logout button prior to submitting my request?

You must complete your request at one time. If you select **Logout** prior to submitting your request, the form is abandoned without completing submission, and the system returns you to the “Welcome” page.

Managing Organization Listing in the FLH Upkeep Tool

What does the List/Unlist Organization option do?

The listing or unlisting of your organization is a new FLH Upkeep Tool feature.

- Listing your organization enables a user to find your organization using the search feature on the FLH Consumer Tool.
- Unlisting your organization removes your organization and any associated locations from the search feature on the FLH Consumer Tool.

My organization doesn’t have an acronym, what should we put in the field?

The “Acronym” field is an optional field.

On the “FLH Listing(s)” page, I can only update the “Acronym” field in the organization table. How can I update the other fields in the organization table?

- CDOs can update the other information in the organization table, except for “Years of Service,” by using the [Organizational Maintenance \(OMWF\)](#).
- Navigator grantee organizations and EAP organizations should contact their CMS Project Officer to update the other information in the organization table.

Resources

What resources are available to help me complete the FLH Upkeep Tool?

The [FLH Upkeep Tool User Guide](#), [FLH Upkeep Tool Job Aid for Assisters](#), and this [FLH for Assisters FAQ](#) document are at the top of each page of the FLH Upkeep Tool and are also available at: <https://www.cms.gov/marketplace/in-person-assisters/training-webinars/training>.

The [FLH Upkeep Tool User Guide](#) provides:

- Detailed instructions for navigating the FLH Upkeep Tool.
- Detailed descriptions of the required fields.
- Screenshots for all the steps associated with completion of the FLH Upkeep Tool.

The [FLH Upkeep Tool Job Aid for Assisters](#) provides:

- A quick-start guide of all FLH Upkeep Tool tasks.
- No screenshots.

Where can I get a status of my request submission?

Once you submit your request and are back on the “FLH Listing(s)” page, you can select **View Submission Confirmation** to view, print, or save your session submissions.

Can I send Find Local Help requests directly to the Find Local Help email address?

No. You must use the [FLH Upkeep Tool](#) to submit requests.

