



Agent and Broker Federally-facilitated Marketplace (FFM) Registration

A Walk Through of Registration Steps

2015 Plan Year Registration

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



Purpose and Audience

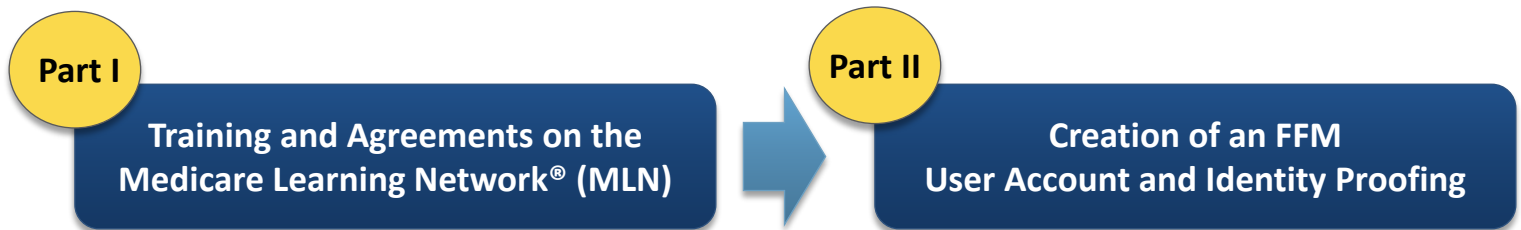
Purpose: To present the registration process for agents and brokers, including web-brokers, wishing to assist consumers in the Federally-facilitated Marketplace (FFM)*

Audience: This resource will be useful for agents, brokers, and web-brokers who are new to the FFM and are registering for the first time. This document also contains useful tips for agents, brokers, and web-brokers who wish to renew their registration with the FFM.

* The FFM includes the FFM for the individual market and the Federally-facilitated Small Business Health Options Program (FF-SHOP). This registration process also applies to agents and brokers operating in the Marketplaces where the state is performing plan management functions.

FFM Agent and Broker Registration Overview

- Agents and brokers must complete certain registration activities initially and annually in order to participate in the FFM.
- The agent and broker registration process for the FFM is comprised of two parts.



Website:



Medicare Learning Network®:
<https://Marketplace.MedicareLearningNetworkLMS.com>



CMS Enterprise Portal:
<https://portal.cms.gov>

Key Actions:

- | | |
|---|---|
| <ul style="list-style-type: none">▶ Create an account on the MLN▶ Select the agent/broker role for the desired market▶ Complete the training curriculum for the desired market, including the applicable FFM Agreement(s) | <ul style="list-style-type: none">▶ Create an FFM user account▶ Request the agent/broker role▶ Complete identity proofing |
|---|---|

Registration Requirements for Agents and Brokers Who are NEW to the FFM

<i>Agents and brokers participating in the...</i>	Initial FFM Registration Activities			
	Part I			Part II
	Create an Account on MLN	Complete the FFM Training	Execute FFM Agreement(s)	Create an FFM User Account and Complete Identity Proofing on the CMS Enterprise Portal
• FFM for the individual market and FF-SHOP	Required	Required: Basics, P&S, IM Recommended: SHOP	Required: GA, P&S IM, P&S SHOP	Required
• FFM for the individual market	Required	Required: Basics, P&S, IM	Required: GA, P&S IM	Required
• FF-SHOP	Required	Recommended: Basics, P&S, SHOP	Required: P&S SHOP	Required

TRAINING & AGREEMENTS:

Basics	Affordable Care Act and Marketplace Basics Course & Exam
P&S	Privacy and Security Standards Course & Exam – NEW for Plan Year 2015
IM	Individual Marketplace Course & Exam
SHOP	SHOP Marketplace Course & Exam
GA	Agent Broker General Agreement for the FFM Individual Market
P&S IM	Agreement Between Agent or Broker and CMS for the FFM Individual Market
P&S SHOP	Agreement Between Agents and Brokers and CMS for the FF-SHOP

Registration Requirements for Agents and Brokers Who are RENEWING with the FFM

<i>Agents and brokers renewing their participation in the...</i>	Annual FFM Registration Activities			
	Part I			Part II
	Log in to MLN using existing MLN User ID	Complete the FFM Training	Execute FFM Agreement(s)	Create an FFM User Account and Complete Identity Proofing on the CMS Enterprise Portal
• FFM for the individual market and FF-SHOP	Required	Required: Basics, P&S, IM Recommended: SHOP	Required: GA, P&S IM, P&S SHOP	No activity required
• FFM for the individual market	Required	Required: Basics, P&S, IM	Required: GA, P&S IM	No activity required
• FF-SHOP	Required	Recommended: Basics, P&S, SHOP	Required: P&S SHOP	Required (<i>Note: Agents and brokers who did not complete this requirement as part of the registration for the 2014 plan year must do so as part of registration for the 2015 plan year.</i>)

TRAINING & AGREEMENTS:

Basics	Affordable Care Act and Marketplace Basics Course & Exam
P&S	Privacy and Security Standards Course & Exam – NEW for Plan Year 2015
IM	Individual Marketplace Course & Exam
SHOP	SHOP Marketplace Course & Exam
GA	Agent Broker General Agreement for the FFM Individual Market
P&S IM	Agreement Between Agent or Broker and CMS for the FFM Individual Market
P&S SHOP	Agreement Between Agents and Brokers and CMS for the FF-SHOP

Agent and Broker Federally-facilitated Marketplace (FFM) Registration



Part I: Training and Agreements on MLN

Step 1: Create MLN Account/Log In on the MLN

You will begin on the login page for the MLN Learning Management System available at: <https://Marketplace.MedicareLearningNetworkLMS.com>

The screenshot shows the login page of the MLN Learning Management System. The browser address bar displays <https://marketplace.medicarelearningnetworklms.com/Default.aspx>. The page features the Department of Health & Human Services - USA logo and the Health Insurance Marketplace logo. A prominent message states: ****Important Information for agents and brokers!**** It is vital that you enter your NPN correctly when you set up your MLN profile on this site. When you enter your NPN, use numeric digits only. You may enter 10 numeric digits or less. Do not include leading zeroes in your NPN and do not include hyphens. *If you do not enter your NPN correctly, you will not be able to successfully complete identity proofing (Part II), and you will need to re-take training using the correct NPN.* Below this, it says "Enter your login information below." and "Need an account? [Create Account](#)". The login form includes fields for "Login ID" and "Password", each with a "Forgot your login ID?" and "Forgot your password?" link. A green "Log In" button is at the bottom of the form, with a "Contact Administrator" link below it. To the right, a "Recent Announcements" section lists: *****Auto-Assignment of Required Curriculum**, "Once your registration is complete, you will receive an email within 15 minutes. [More >](#)", and "Welcome! Welcome to the training site for Health Insurance Marketplace in-person consumer assistants! [Consumer More >](#)".

New agents and brokers must create an account on MLN.

Renewing agents and brokers log in using their existing MLN user ID. (Do not create a new account on MLN if you already have an existing MLN account! If you create a second MLN account, you may have to re-complete part of registration later.)

Agents and brokers may retrieve their MLN user ID or their password by selecting one of the corresponding links.

Step 2: Create a New Account

Enter your identifying information to create an account.

Create New Account

* Login ID

* Password

* Confirm Password

* First Name

Middle Name

* Last Name

* Email Address

* Confirm Email Address

* Work Phone

* U.S. State

* Postal Code

* User Type/User Role

? * NPN#

Organization Type

? * Organization

* Primary Language

* Region

* Time Zone

Enable Accessibility ☐

* # of Records (per page)

Remember your Login ID, which is also referred to as your MLN user ID, because it will be used later in the registration process.

Step 2a: Select User Type/User Role

Create New Account

* Login ID

* Password

* Confirm Password

* First Name

Middle Name

* Last Name

* Email Address

* Confirm Email Address

* Work Phone Ext.

* U.S. State

* Postal Code

* User Type/User Role

* NPN#

Organization Type

* Organization

* Primary Language

* Region

* Time Zone

Enable Accessibility ☐

* # of Records (per page)

- For User Type/User Role, select one of the three agent/broker user type/user roles, based on the market you wish to serve (i.e. Individual Market and SHOP, Individual Market Only, or SHOP only).
- You may select a role in English or Spanish. (The Spanish curriculums will be available in August 2014.)

Step 2b: Enter NPN

Create New Account

* Login ID

* Password

* Confirm Password

* First Name

Middle Name

* Last Name

* Email Address

* Confirm Email Address

* Work Phone Ext.

* U.S. State

* Postal Code

* User Type/User Role

* NPN#

Organization Type

* Organization

Marketplace

* Primary Language

* Region

* Time Zone

Enable Accessibility ☐

* # of Records (per page)

- Your NPN can be up to 10 digits long and does not include leading zeroes.
- It is vital that you enter your NPN correctly in your MLN profile, before you complete a curriculum.
- If you enter the wrong NPN and wish to correct it after you have completed a curriculum, you may have to re-complete the curriculum!
- Your NPN will be recorded on your training curriculum completion certificate and may be used by issuers for compensation purposes.
- You may locate your NPN at:
<https://pdb.nipr.com/html/PacNpnSearch.html>

Step 2c: Select Organization

- After entering your NPN, you must make a selection in the “Organization” field.
- For the “Organization” field, choose the blue text that says “Select.” A new screen will pop up.
- This should not be confused with the field labeled “Organization Type” which is automatically grayed-out; agents and brokers do not need to complete this field.

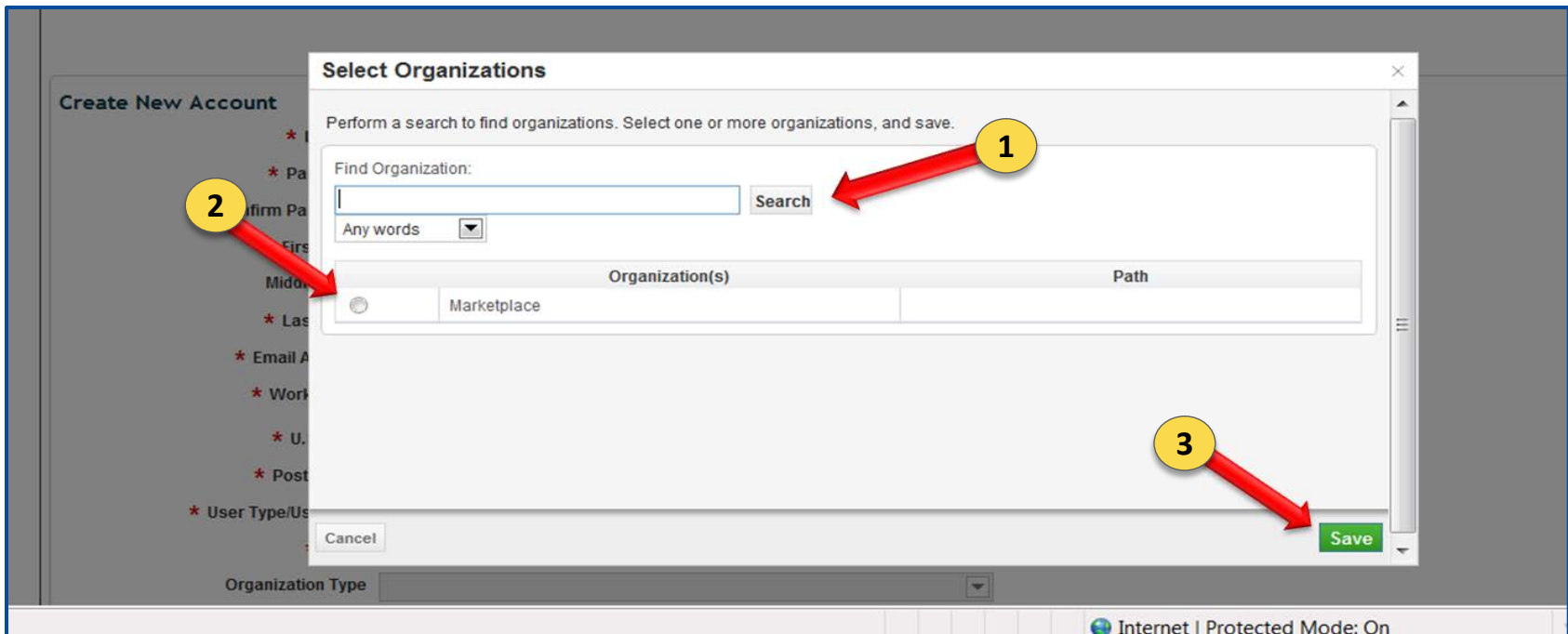
The screenshot shows a 'Create New Account' form with the following fields and values:

- Login ID: FFMAgentBroker
- Password: [Redacted]
- Confirm Password: [Redacted]
- First Name: Anne
- Middle Name: [Redacted]
- Last Name: Lewis
- Email Address: [Redacted]
- Confirm Email Address: GrannyAnnieLewis@aol.com
- Work Phone: (954)922-1345
- U.S. State: Florida
- Postal Code: 33004
- User Type/User Role: Agent/Broker/Web-Broker - Individual Market
- NPN#: 1234567
- Organization Type: [Grayed-out]
- Organization: [Grayed-out] **Select** [Red circle around 'Select']
- Primary Language: English (United States)
- Region: English (United States)
- Time Zone: (GMT-05:00) Eastern Time (US and Canada)
- Enable Accessibility: [Unchecked]

A yellow callout bubble points to the 'Select' button in the Organization field with the text: "Next to the 'Organization' field, choose the 'Select' button. A new screen will pop up."

Step 2c: Select Organization, continued

Select the gray “Search” button, and “Marketplace” will appear as the only option. Choose the radio button next to “Marketplace.” Select “Save” to finish creating an MLN account.



Step 2d: Select Create Account

Once you have completed all of the fields, select “Create” to finish creating your account.

Create New Account

* Login ID

* Password

* Confirm Password

* First Name

Middle Name

* Last Name

* Email Address

* Confirm Email Address

* Work Phone Ext.

* U.S. State

* Postal Code

* User Type/User Role

* NPN#

Organization Type

* Organization

Marketplace

* Primary Language

* Region

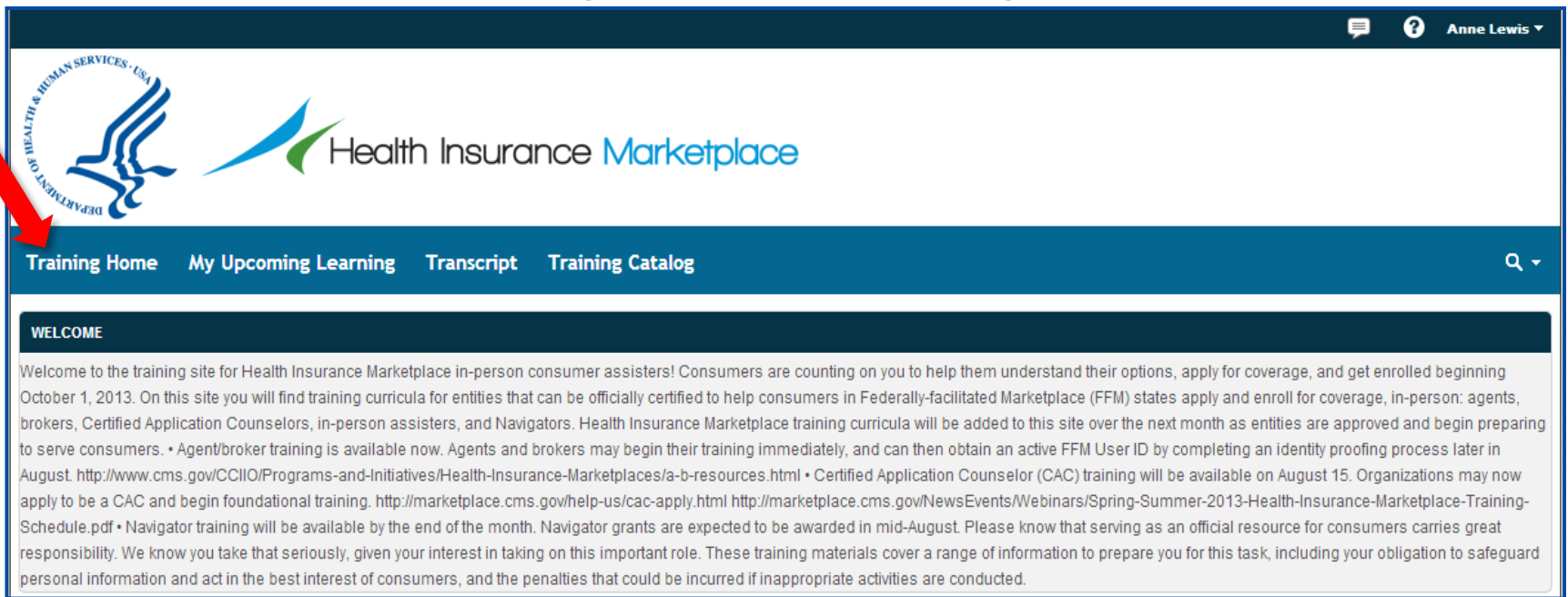
* Time Zone

Enable Accessibility ☐

* # of Records (per page)

Step 3: Select “Training Home” on the Welcome Page

After you have successfully created your account, you will be taken to a “Welcome” page. Select “Training Home.”

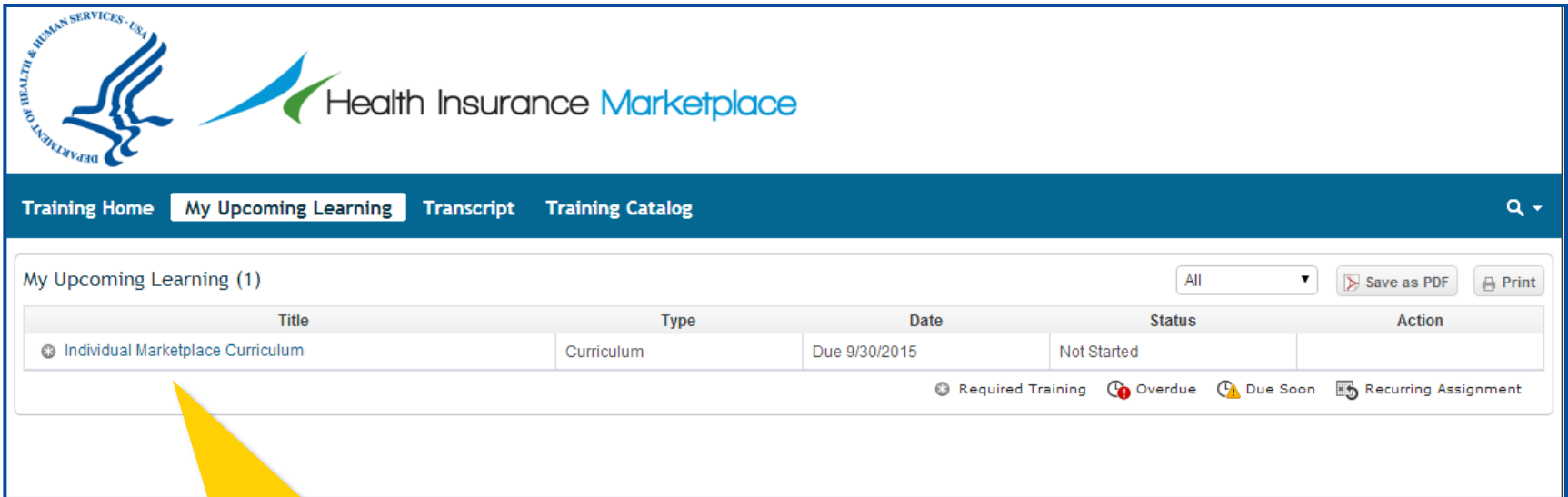


The screenshot shows the Health Insurance Marketplace training site. At the top, there is a header with the Department of Health & Human Services logo and the Health Insurance Marketplace logo. Below the header is a navigation bar with the following links: Training Home, My Upcoming Learning, Transcript, and Training Catalog. A red arrow points to the 'Training Home' link. Below the navigation bar is a 'WELCOME' section with the following text:

Welcome to the training site for Health Insurance Marketplace in-person consumer assisters! Consumers are counting on you to help them understand their options, apply for coverage, and get enrolled beginning October 1, 2013. On this site you will find training curricula for entities that can be officially certified to help consumers in Federally-facilitated Marketplace (FFM) states apply and enroll for coverage, in-person: agents, brokers, Certified Application Counselors, in-person assisters, and Navigators. Health Insurance Marketplace training curricula will be added to this site over the next month as entities are approved and begin preparing to serve consumers. • Agent/broker training is available now. Agents and brokers may begin their training immediately, and can then obtain an active FFM User ID by completing an identity proofing process later in August. <http://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/a-b-resources.html> • Certified Application Counselor (CAC) training will be available on August 15. Organizations may now apply to be a CAC and begin foundational training. <http://marketplace.cms.gov/help-us/cac-apply.html> <http://marketplace.cms.gov/NewsEvents/Webinars/Spring-Summer-2013-Health-Insurance-Marketplace-Training-Schedule.pdf> • Navigator training will be available by the end of the month. Navigator grants are expected to be awarded in mid-August. Please know that serving as an official resource for consumers carries great responsibility. We know you take that seriously, given your interest in taking on this important role. These training materials cover a range of information to prepare you for this task, including your obligation to safeguard personal information and act in the best interest of consumers, and the penalties that could be incurred if inappropriate activities are conducted.

Step 4: Select your Curriculum to View the Courses

Your curriculum displays under “My Upcoming Learning.” Select your curriculum to view the courses.



The screenshot displays the 'My Upcoming Learning' section of the Health Insurance Marketplace. The header includes the Department of Health & Human Services - USA logo and the Health Insurance Marketplace logo. The navigation bar shows 'Training Home', 'My Upcoming Learning' (selected), 'Transcript', and 'Training Catalog'. A search icon is on the right. Below the navigation bar, the section is titled 'My Upcoming Learning (1)'. A dropdown menu is set to 'All', and there are 'Save as PDF' and 'Print' buttons. A table lists the curriculum item:

Title	Type	Date	Status	Action
Individual Marketplace Curriculum	Curriculum	Due 9/30/2015	Not Started	

Below the table, there are icons for 'Required Training' (gear), 'Overdue' (red clock), 'Due Soon' (yellow clock), and 'Recurring Assignment' (calendar).

The curriculum may take up to 15 minutes to be auto-assigned.

Step 5a: Select the Title of the First Curriculum Item

Select the title of the first item listed. The title of the first course or Agreement will be highlighted in blue. You will be able to scroll to view the full curriculum (courses, exams, and Agreements).



Curriculum

Curriculum Code:

[Item Details](#)

Individual Marketplace Curriculum

You first accessed this item on 8/5/2013. [View Details](#)

You have one or more required training assignments for this item. You may have completed this item for a previous training assignment, but you need to complete it again for the current training period.

Rating: ★★☆☆☆ Rate

Description:

This training curriculum will educate agents and brokers who wish to participate in the Federally-facilitated Marketplaces for individual health insurance on the health care law—the Patient Protection and Affordable Care Act of 2010, or Affordable Care Act—and the key concepts that apply to the Federally-facilitated Marketplaces where individuals and families can shop for private insurance plans beginning October 1, 2013. Completion of the items offered as part of this training curriculum are required for agents and brokers operating in the Federally-facilitated Health Insurance Marketplaces and include:

- Affordable Care Act and Marketplace Basics course and exam
- Individual Marketplace course and exam
- Individual Marketplace Agreements

ⓘ **Required Training Due**

This item is a required item, due within the training period listed below.

Assignment Type		Training Period Due Date
User Group	9/30/2015 11:59:59 PM	

Required

Below are required activities for this curriculum that must be completed in the order that is specified.

Order	Title	Type	Status	Equivalent Content Completed
1	Affordable Care Act and Marketplace Basics		Started	
2	Affordable Care Act and Marketplace Basics Exam		Not Enrolled	
3	Individual Marketplace Course		Not Enrolled	
4	Individual Marketplace Exam		Not Enrolled	
5	Individual Marketplace Agreements		Not Enrolled	

Step 5b: Enroll in a Course

Select “Enroll” to enroll in the course.

The screenshot displays the 'Affordable Care Act and Marketplace Basics' course page. The top navigation bar includes 'Training Home', 'My Upcoming Learning', 'Transcript', and 'Training Catalog'. Below this, a breadcrumb trail shows 'Training Home' and 'Individual Marketplace Curr...'. The left sidebar features the 'Health Insurance Marketplace' logo, an 'Online' format indicator with a laptop icon, and fields for 'Course Provider:', 'Course Number:', 'Duration (Hours): 1.5', and 'Credit(s):'. The main content area has a title 'Affordable Care Act and Marketplace Basics' and a message: 'You must enroll in this item if you want to access it.' Below this message is a green 'Enroll' button, which is highlighted by a red arrow. The 'Description:' section follows, stating: 'This course introduces agents and brokers to basic information about the health care law—the Patient Protection and Affordable Care Act of 2010, or Affordable Care Act—and the Health Insurance Marketplaces that the law created. This course is part of the Individual Marketplace training curriculum, which is required for agents/brokers who wish to operate in the Federally-facilitated Individual Marketplace. This course is also part of the SHOP Marketplace training curriculum, which is highly recommended for agents/brokers who wish to operate in the Federally-facilitated SHOP Marketplace.' A final note at the bottom reads: 'Please note that this course is intended for agents and brokers operating in the Federally-facilitated Health Insurance Marketplaces, and certain content is not applicable to Health Insurance Marketplaces that are operated by states.'

Step 5c: Confirm Enrollment Information

Select “Enroll” to confirm your enrollment in the course.

The screenshot shows the 'Enroll' window in the Health Insurance Marketplace. The window title is 'Enroll'. It contains the following information:

- Title:** Affordable Care Act and Marketplace Basics
- Description:** This course introduces agents and brokers to basic information about the health care law—the Patient Protection and Affordable Care Act of 2010, or Affordable Care Act—and the Health Insurance Marketplaces that the law created. This course is part of the Individual Marketplace training curriculum, which is required for agents/brokers who wish to operate in the Federally-facilitated Individual Marketplace. This course is also part of the SHOP Marketplace training curriculum, which is highly recommended for agents/brokers who wish to operate in the Federally-facilitated SHOP Marketplace.
- Please note that this course is intended for agents and brokers operating in the Federally-facilitated Health Insurance Marketplaces, and certain content is not applicable to Health Insurance Marketplaces that are operated by states.**
- Course Credit Options:** ☒ Credit ☐ No Credit
- Course Mode Options:** ☒ Normal ☐ Browse ☐ Review
- Buttons:** Cancel, Enroll

A yellow callout box on the left side of the window contains the text: **You may keep the defaults for “Course Credit Options” and “Course Mode Options.” (CMS does not currently offer CEU credit for this training.)**

A red arrow points to the 'Enroll' button.

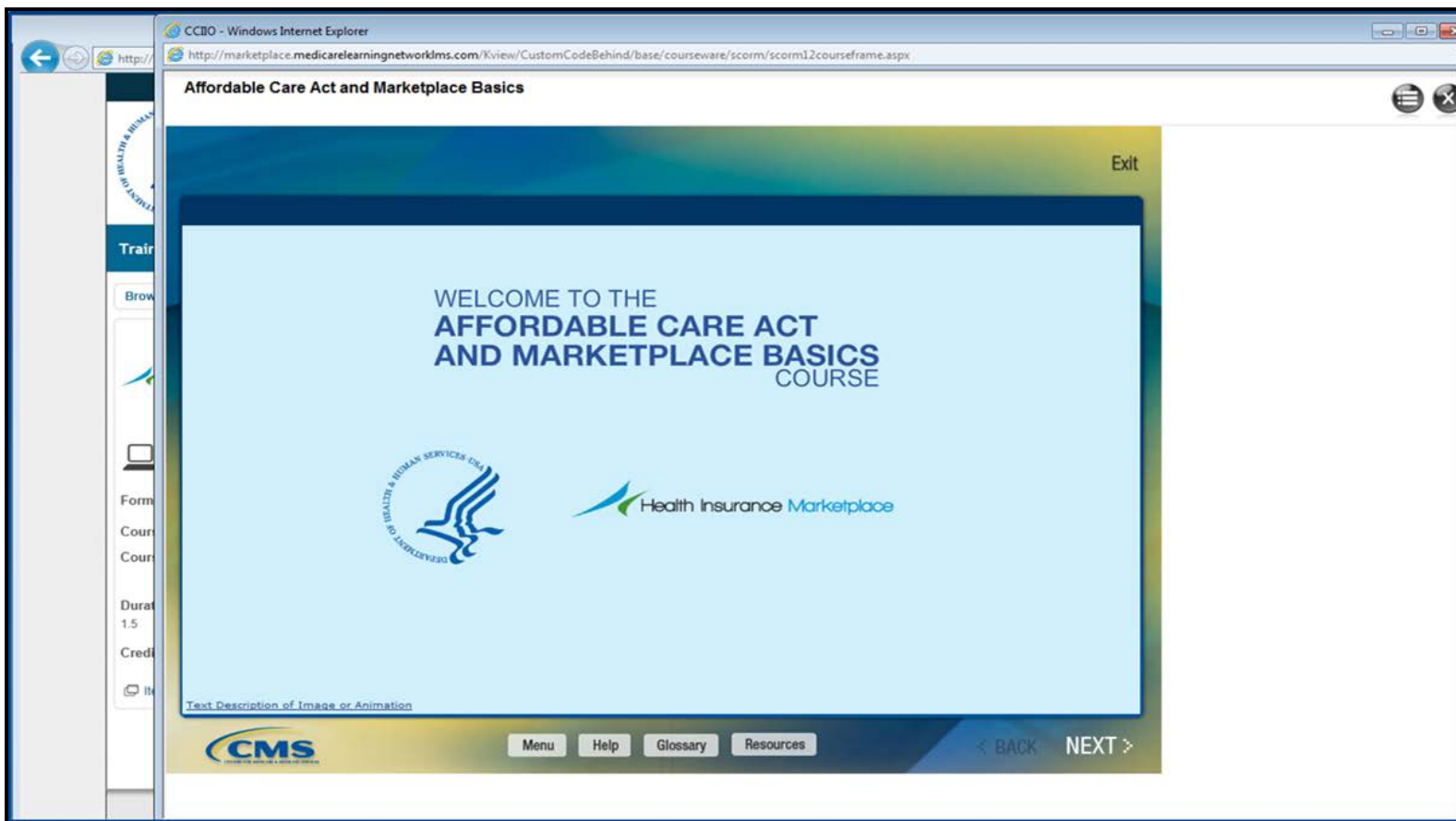
Step 5d: Launch the Course

Choose “Open Item” to launch the course.

The screenshot displays the Health Insurance Marketplace Training Catalog interface. At the top, the Department of Health & Human Services - USA logo and the Health Insurance Marketplace logo are visible. The navigation bar includes links for Training Home, My Upcoming Learning, Transcript, and Training Catalog. The breadcrumb trail shows 'Browse Training Catalog' and 'Individual Marketplace Curr...'. The main content area features the course title 'Affordable Care Act and Marketplace Basics' and a status box indicating enrollment on 8/5/2013 with a 'Cancel Enrollment' link. A green 'Open Item' button is prominently displayed, with a red arrow pointing to it from the left sidebar. The sidebar contains a 'Health Insurance Marketplace' logo, an 'Online' format indicator, and fields for Course Provider, Course Number, Duration (Hours), and Credit(s). A link for 'Item Details' is also present. The course description states that it introduces agents and brokers to basic information about the health care law—the Patient Protection and Affordable Care Act of 2010, or Affordable Care Act—and the Health Insurance Marketplaces that the law created. It is part of the Individual Marketplace training curriculum, which is required for agents/brokers who wish to operate in the Federally-facilitated Individual Marketplace. This course is also part of the SHOP Marketplace training curriculum, which is highly recommended for agents/brokers who wish to operate in the Federally-facilitated SHOP Marketplace. A note at the bottom states that the course is intended for agents and brokers operating in the Federally-facilitated Health Insurance Marketplaces, and certain content is not applicable to Health Insurance Marketplaces that are operated by states.

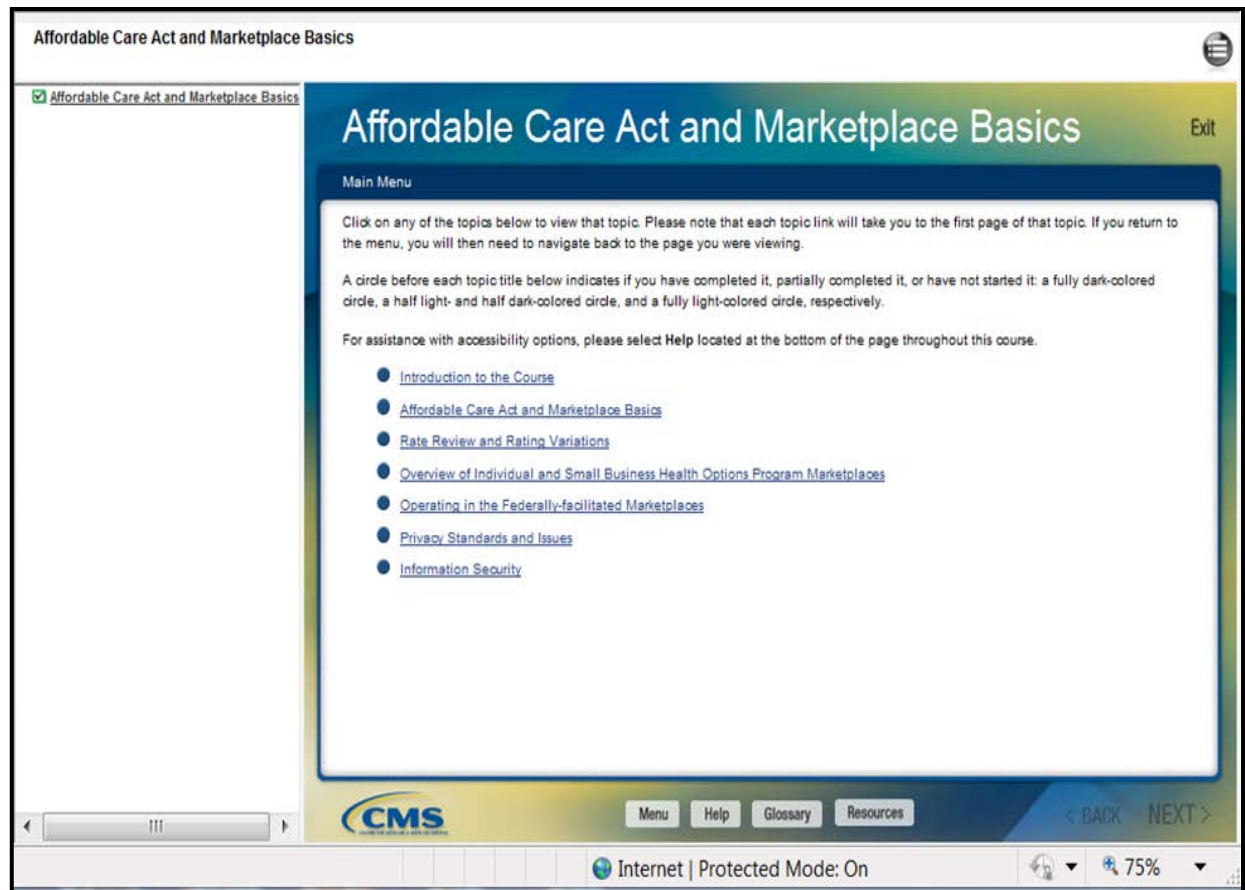
Step 6: Start the Training Module

Proceed with taking the course.



Tip: Menu Displays Within Courses

- The menu page displays the topics in each course.
- After completing each topic in a course, you will return to the menu page.



Step 7: Obtain Curriculum Certificate

- After you complete all required courses, exams, and Agreements within the curriculum, you will receive a curriculum completion certificate.
- To provide proof of completion, be sure to print the **curriculum certificate**—not the course certificate.



Tip: Viewing and Printing Certificates

You may view or print your curriculum certificate at any time by accessing the “Transcript” tab.

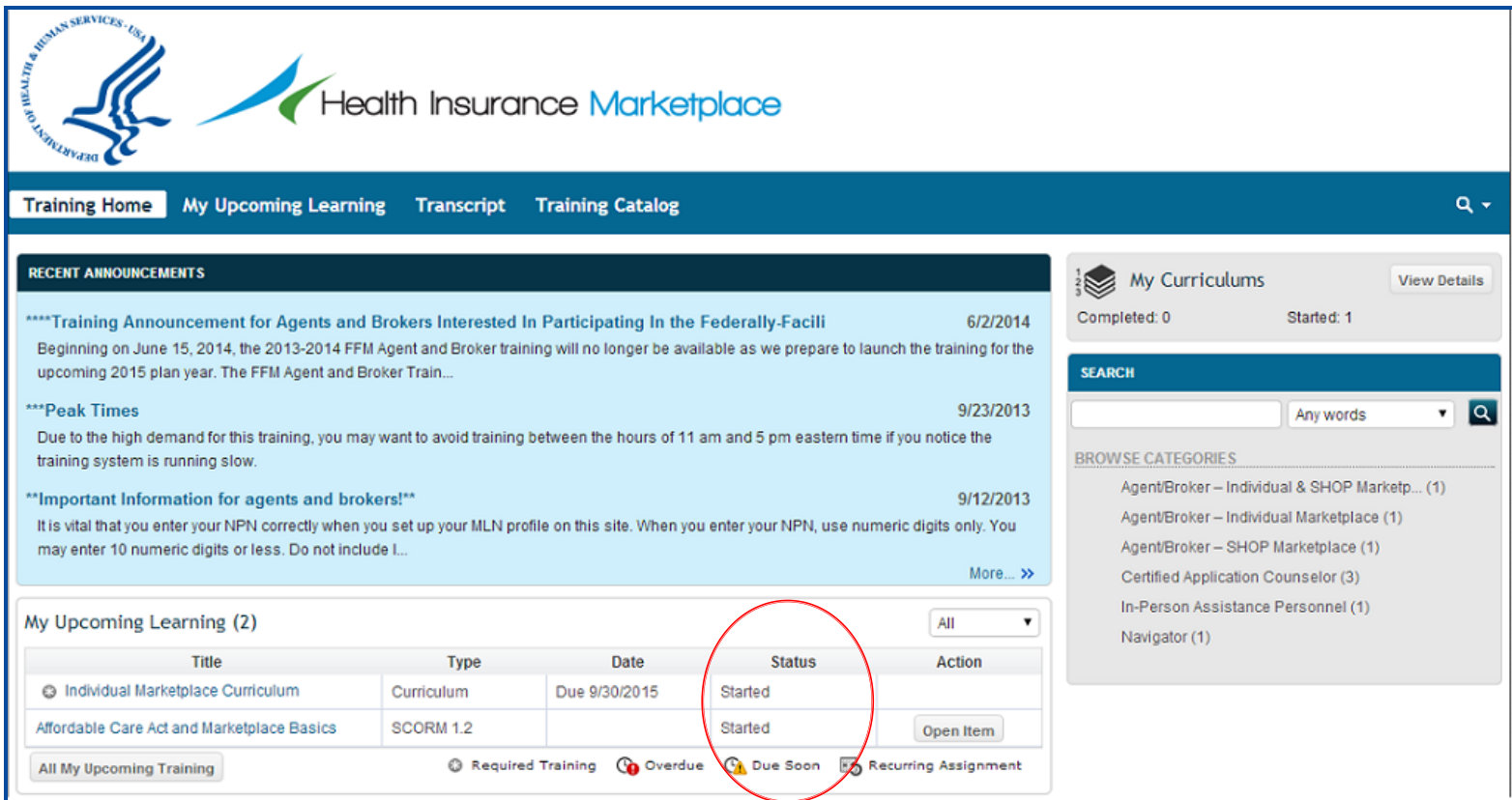
The screenshot shows the Health Insurance Marketplace interface. The top navigation bar includes 'Training Home', 'My Upcoming Learning', 'Transcript' (selected), and 'Training Catalog'. The 'Transcript' tab is active, displaying a 'Views' section with 'All My Training', 'Curriculum' (selected), and 'External Learning'. Below this, the 'Curriculum' section shows a table with one entry: 'Individual Marketplace Curriculum'.

Title	Enrollment Date	Completion Date	Status	Progress	Action
Individual Marketplace Curriculum	6/10/2014	6/10/2014	Completed	100% Completed	View Certificate

Yellow callout bubbles highlight the 'View Certificate' button (labeled 'View and print certificate') and the 'Print' button (labeled 'Print certificate').

Tip: Training Display and Completion Status

From “Training Home,” you can view the status of your courses, exams, and Agreements.



RECENT ANNOUNCEMENTS

****Training Announcement for Agents and Brokers Interested In Participating In the Federally-Facilitated Training Program**** 6/2/2014
Beginning on June 15, 2014, the 2013-2014 FFM Agent and Broker training will no longer be available as we prepare to launch the training for the upcoming 2015 plan year. The FFM Agent and Broker Train...

***Peak Times 9/23/2013
Due to the high demand for this training, you may want to avoid training between the hours of 11 am and 5 pm eastern time if you notice the training system is running slow.

Important Information for agents and brokers! 9/12/2013
It is vital that you enter your NPN correctly when you set up your MLN profile on this site. When you enter your NPN, use numeric digits only. You may enter 10 numeric digits or less. Do not include L...

My Upcoming Learning (2)

Title	Type	Date	Status	Action
Individual Marketplace Curriculum	Curriculum	Due 9/30/2015	Started	
Affordable Care Act and Marketplace Basics	SCORM 1.2		Started	Open Item

All My Upcoming Training

Required Training Overdue Due Soon Recurring Assignment

My Curriculums View Details
Completed: 0 Started: 1

SEARCH
Any words

BROWSE CATEGORIES

- Agent/Broker – Individual & SHOP Marketplace (1)
- Agent/Broker – Individual Marketplace (1)
- Agent/Broker – SHOP Marketplace (1)
- Certified Application Counselor (3)
- In-Person Assistance Personnel (1)
- Navigator (1)

Tip: Bookmarking

Training may be completed in multiple sessions. From “Training Home” you may revisit a course or Agreement, and resume where you left off previously.

The screenshot shows the 'Training Home' interface. The 'Training Home' tab in the top navigation bar is circled in red. A red arrow labeled '2' points to the 'OK' button in a 'Message from webpage' dialog box that asks, 'Would you like to resume where you left the lesson previously?'. Another red arrow labeled '1' points to the 'Open Item' button in the 'My Upcoming Learning' table. The table lists 'Individual Marketplace Course' with a 'Started' status. The right sidebar includes 'My Curriculums' (Completed: 0, Started: 1), a 'SEARCH' bar, and 'BROWSE CATEGORIES'.

Training Home My Upcoming Learning Transcript Training Catalog

RECENT ANNOUNCEMENTS

***Training Announcement for Agents and Brokers Interested In Participating In the Federally-Facilitated Training Program
Beginning on June 15, 2014, the 2013-2014 FFM Agent and Broker training will no longer be available as we prepare to launch the training for the upcoming 2015 plan year. The FFM Agent and Broker Training...

6/2/2014

***Peak Times
Due to the high demand for this training, you may experience the training system is running slow.

9/23/2013

9/12/2013
only. You may enter 10

More... >>

Loading Lesson

Message from webpage
Would you like to resume where you left the lesson previously?
OK Cancel

My Upcoming Learning (2)

Title	Started	Action
Individual Marketplace Curriculum		
Individual Marketplace Course	SCORM 1.2	Open Item

All My Upcoming Training

Required Training Overdue Due Soon Recurring Assignment

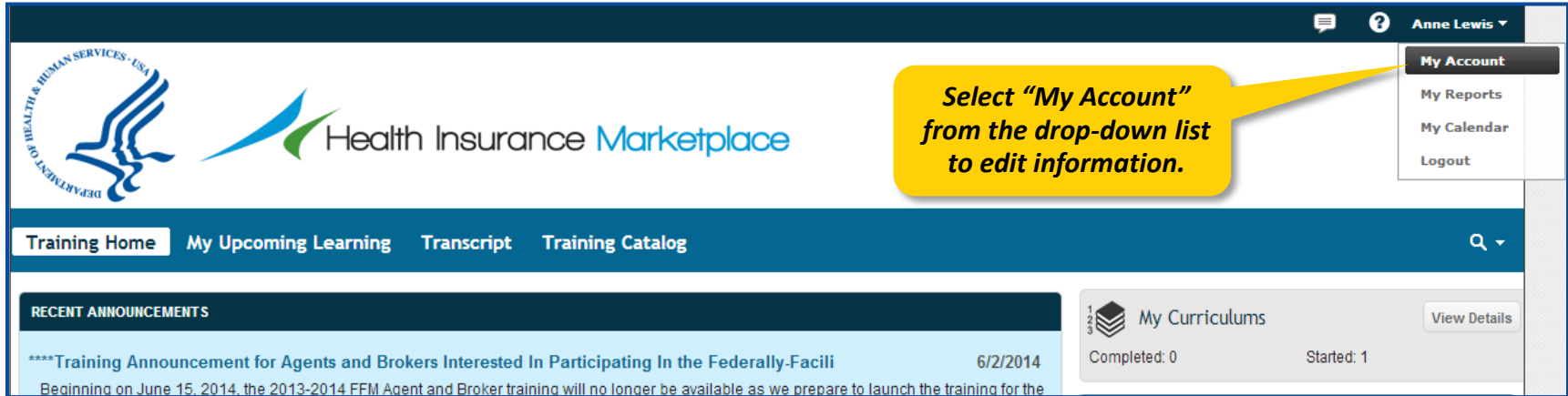
My Curriculums
Completed: 0 Started: 1
View Details

SEARCH
Any words

BROWSE CATEGORIES

- Agent/Broker – Individual & SHOP Marketplace... (1)
- Agent/Broker – Individual Marketplace (1)
- Agent/Broker – SHOP Marketplace (1)
- Certified Application Counselor (3)
- In-Person Assistance Personnel (1)
- Navigator (1)

Tip: Updating Your MLN Profile



Agents and brokers can change or edit their user type/user role, NPN, and other MLN profile information by accessing “My Account.”

- Locate your name at the top right corner of the MLN screen.
- Place your cursor over your name, and a drop-down list will appear. Select “My Account.”
- But, remember—it is vital that you enter your NPN correctly in your MLN profile BEFORE you complete a curriculum.

Tip: Updating Your MLN Profile (continued)

The screenshot displays a web application interface for updating a profile. On the left, a sidebar menu under 'MY ACCOUNT' shows 'User Information' with an 'Edit' button circled in red. A yellow callout bubble points to this button with the text: "Select 'Edit' under 'User Information.'". The main area shows a 'User Information' form with the following fields:

- * First Name: Anne
- Middle Name:
- * Last Name: Lewis
- Email Address:
- * Work Phone: (954) 922-1345 Ext.
- Home Phone:
- Mobile Phone:
- Fax:
- Address:
- City:
- Non U.S. State/Province:
- * U.S. State: Florida
- Country: UNITED STATES
- * Postal Code: 33004

At the bottom of the form, there are 'Cancel' and 'Save' buttons. The 'Save' button is circled in red.

- Select “Edit” under “User Information” on the left side of the page.
- Update the information that you wish to change. Click “Save.”

Agent and Broker Federally-facilitated Marketplace (FFM) Registration



Part II: Role Selection and Identity Proofing

Tip: Processing Time Between Parts I & II

- If you are completing Part I of the registration process, you must wait two business days before completing Part II of the registration process. This allows time for your training completion record to be transmitted from the MLN to the CMS Enterprise Portal.
- **Remember, you only need to complete Part II if you did NOT do so as part of 2014 plan year registration!**

Step 1: Register on CMS Enterprise Portal

Access the CMS Enterprise Portal, available at: <http://portal.cms.gov> and select “New User Registration.”

The screenshot shows the CMS.gov Enterprise Portal homepage. The header includes the CMS.gov logo, "Enterprise Portal", and navigation links like Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print. Below the header, there are tabs for "Health Care Quality Improvement System" and "Provider Resources". The main content area features a "Welcome to CMS Enterprise Portal" banner with a video player showing a healthcare professional. To the right, the "CMS Secure Portal" section contains a login form with fields for "Forgot User ID?", "Forgot Password?", and "New User Registration". A yellow callout bubble points to the "New User Registration" link, stating: "Agents and brokers who completed Part II of registration for the 2014 plan year do not need to log into the CMS Enterprise Portal again unless they need to reset their FFM account password or conduct other FFM account maintenance, such as editing their e-mail address." Another yellow callout bubble points to the same link, stating: "New users select 'New User Registration.'"

Agents and brokers who completed Part II of registration for the 2014 plan year do not need to log into the CMS Enterprise Portal again unless they need to reset their FFM account password or conduct other FFM account maintenance, such as editing their e-mail address.

New users select "New User Registration."

Step 2: Read and Agree to the Terms and Conditions

Read the terms and conditions, then check the box next to “I agree to the terms and conditions.” Click “Next.”

The screenshot displays the CMS.gov Enterprise Portal Registration page. The header includes the CMS.gov logo and the text "Enterprise Portal" and "Centers for Medicare & Medicaid Services". Below the header are two tabs: "Health Care Quality Improvement System" and "Provider Resources". The main content area is titled "CMS Portal > Registration" and includes a "Screen reader mode Off | Accessibility Settings" link. The "Terms and Conditions" section is highlighted, with sub-sections for "Consent To Monitoring", "Protecting Your Privacy", and "Collection Of Personal Identifiable Information (PII)". The "Consent To Monitoring" section states that by logging onto the website, users consent to be monitored. The "Protecting Your Privacy" section states that protecting privacy is a top priority at CMS. The "Collection Of Personal Identifiable Information (PII)" section defines "Personal" information and states that CMS is very aware of privacy concerns. At the bottom of the page, there is a checkbox labeled "I agree to the terms and conditions" which is checked. Below this checkbox are two buttons: "Cancel" and "Next". Red arrows point to the checkbox and the "Next" button.

CMS.gov Enterprise Portal
Centers for Medicare & Medicaid Services

Health Care Quality Improvement System Provider Resources

CMS Portal > Registration

Screen reader mode Off | Accessibility Settings

Terms and Conditions

Consent To Monitoring

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

Protecting Your Privacy

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

Collection Of Personal Identifiable Information (PII)

"Personal" information is described as data that is unique to an individual, such as a name, address, telephone number, social security number and date of birth (DOB). CMS is very aware of the privacy concerns around PII data. In fact, we share your concerns. We will only collect personal data to uniquely identify the user registering with the system. We may also use your answers to the challenge questions and other PII to later identify you in case you forget or misplace your User ID /Password.

I have read the HHS Rules of Behavior (HHS RoB), version 2010-0002.001S, dated August 26 2010 and understand and agree to comply with its provisions. I understand that violations of the HHS RoB or information security policies and standards may lead to disciplinary action, up to and including termination of employment; removal or debarment from work on Federal contracts or projects; and/or revocation of access to Federal information, information systems, and/or facilities; and may also include criminal penalties and/or imprisonment. I understand that exceptions to the HHS RoB must be authorized in advance in writing by the OPD/IV Chief Information Officer or his/her designee. I also understand that violation of laws, such as the Privacy Act of 1974, copyright law, and 18 USC 2071, which the HHS RoB draw upon, can result in monetary fines and/or criminal charges that may result in imprisonment.

I agree to the terms and conditions ☒

Cancel Next

Step 3: Enter Basic Identifying Information

- Enter basic identifying information on the “Your Information” page.
- Note that Social Security Number is not required. Click “Next.”

The screenshot shows the 'Your Information' registration page within the 'Health Care Quality Improvement System' and 'Provider Resources' sections. The page title is 'CMS Portal > Registration'. The form includes the following fields and instructions:

- Enter your legal first name and last name, as it may be required for identity verification.**
 - First Name:
 - Last Name:
 - Middle Name:
 - Suffix:
- Enter your email address, as it will be used for account related communications.**
 - E-mail Address:
 - Re-enter your email address.
 - Confirm E-mail Address:
- Enter your full 9 digit social security number, as it may be required for identity verification.**
 - Social Security Number:
- Enter your date of birth, as it may be required for identity verification.**
 - * Date of Birth:
- Enter your current or most recent home address, as it may be required for identity verification.**
 - Home Address Line 1:
 - Home Address Line 2:
 - City:
 - State:
 - Zip Code:
 - Zip Code Extension:
 - Country: USA
- Enter your primary phone number, as it may be required for identity verification.**
 - * Primary Phone Number:

At the bottom of the form, there are two buttons: 'Cancel' and 'Next'. A red arrow points to the 'Next' button.

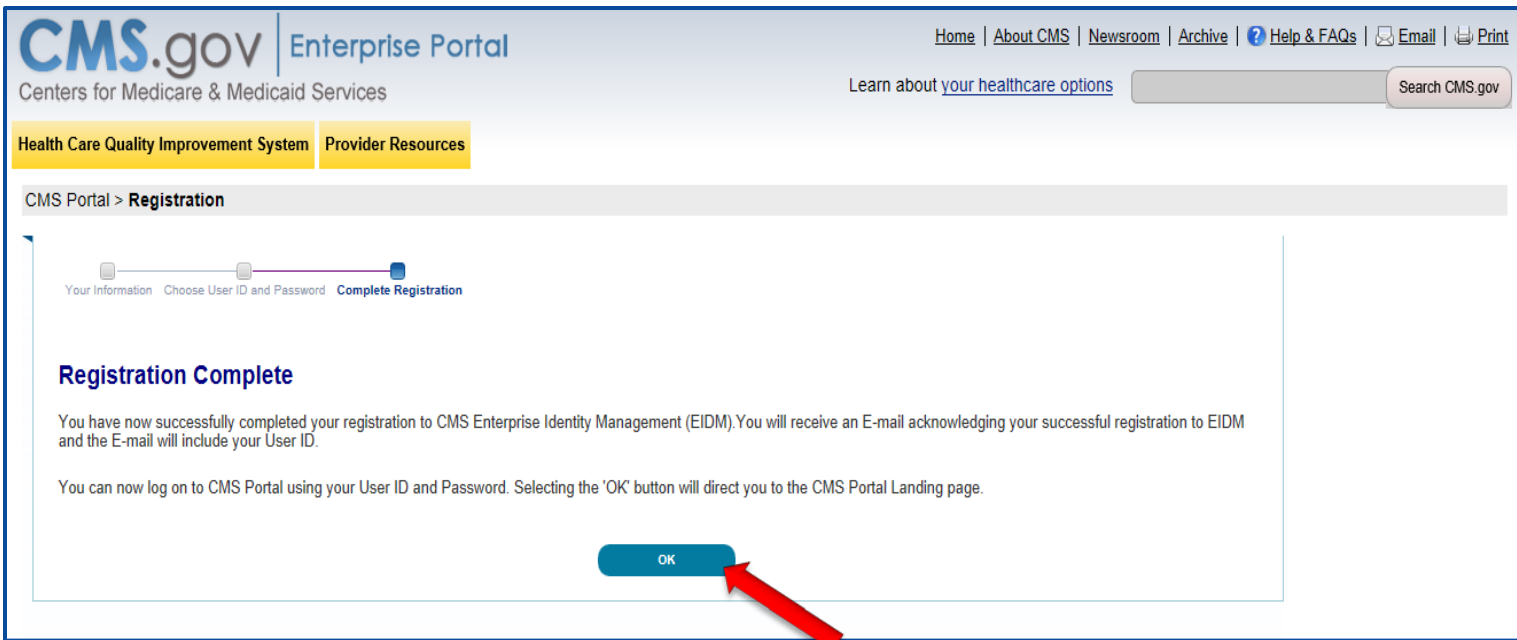
Step 4: Create an FFM User Account

Create your FFM user account (i.e., FFM user ID and password). Respond to the challenge questions and click “Next.”

The screenshot displays the 'CMS Portal > Registration' page. At the top, there are navigation links: 'Choose User ID and Password', 'Create User', and 'Choose User ID and Password'. The main heading is 'Choose User ID And Password'. Below this, there are three input fields: 'User ID', 'Password', and 'Confirm Password'. A red box highlights these three fields. A tooltip is visible over the 'User ID' field, stating: 'Your User ID must • Be a minimum of 6 and a maximum of 74 alphanumeric characters. • Allowed special characters are dashes (-), underscores (_), apostrophes ('), @ and periods (.) followed by alphanumeric characters.' Below the input fields is the section 'Select your Challenge Questions and Answers:'. A note states: 'Your challenge questions and answers will be required for password and account management functions.' There are three dropdown menus for 'Question:1', 'Question:2', and 'Question:3'. To the right of these are three input fields for 'Answer:1', 'Answer:2', and 'Answer:3'. A red arrow points to the 'Next' button at the bottom right of the form. At the bottom, there are two buttons: 'Cancel' and 'Next'.

Step 5: Account Creation Complete

The screen will display “Registration Complete.” Click “OK” and the system will redirect you back to the CMS Enterprise Portal page, where you will log back in with your new FFM user ID and password.



The screenshot shows the CMS.gov Enterprise Portal interface. The header includes the CMS.gov logo, the text "Enterprise Portal", and the subtitle "Centers for Medicare & Medicaid Services". Navigation links for Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print are present. A search bar with the text "Learn about your healthcare options" and a "Search CMS.gov" button is also visible. Below the header, there are two yellow tabs: "Health Care Quality Improvement System" and "Provider Resources". The main content area is titled "CMS Portal > Registration". It features a progress bar with three steps: "Your Information", "Choose User ID and Password", and "Complete Registration". The "Complete Registration" step is highlighted. Below the progress bar, the heading "Registration Complete" is displayed. The text states: "You have now successfully completed your registration to CMS Enterprise Identity Management (EIDM). You will receive an E-mail acknowledging your successful registration to EIDM and the E-mail will include your User ID." It also says: "You can now log on to CMS Portal using your User ID and Password. Selecting the 'OK' button will direct you to the CMS Portal Landing page." At the bottom of the main content area, there is a blue button labeled "OK", which is pointed to by a red arrow.

Step 6: Log In to CMS Secure Portal

Select “Login to CMS Secure Portal.”

The screenshot shows the CMS.gov Enterprise Portal homepage. The header includes the CMS.gov logo, "Enterprise Portal", and navigation links like Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print. Below the header, there are tabs for "Health Care Quality Improvement System" and "Provider Resources". The main content area features a large banner with the text "Welcome to CMS Enterprise Portal" and a description of the portal as a gateway for Medicare Advantage, Prescription Drug, and other CMS programs. To the right of the banner is a "CMS Secure Portal" section with a red arrow pointing to the "Login to CMS Secure Portal" button. Below this are links for "Forgot User ID?", "Forgot Password?", and "New User Registration". The bottom section includes a "CMS Provides Health Coverage for 100 Million People..." headline, a "Learn more about how CMS is implementing the Affordable Care Act" button, and three columns of information about Medicare, InsureKids Now.gov, and Health Care.gov.

CMS.gov Enterprise Portal
Centers for Medicare & Medicaid Services

Home | About CMS | Newsroom | Archive | Help & FAQs | Email | Print

Learn about your healthcare options Search CMS.gov

Health Care Quality Improvement System Provider Resources

CMS Portal > Welcome to CMS Portal

Welcome to CMS Enterprise Portal

The CMS Enterprise Portal is a gateway being offered to allow the public to access a number of systems related to Medicare Advantage, Prescription Drug, and other CMS programs.

[CMS Enterprise Portal](#) [Medicaid/CHIP](#) [Medicare Shared Savings Program](#)

CMS Provides Health Coverage for 100 Million People...

...through Medicare, Medicaid, and the Children's Health Insurance Program. And with health insurance reforms and health care exchanges, we are improving health care and ensuring coverage for all Americans.

[Learn more about how CMS is implementing the Affordable Care Act](#)

CMS Secure Portal

To log into the CMS Portal a CMS user account is required.

If you are unable to log into the CMS Portal using your CMS user account, please contact the CMS helpdesk at 1-800-562-1963.

[Login to CMS Secure Portal](#)

FFE/HIOS only

[Forgot User ID?](#)
[Forgot Password?](#)
[New User Registration](#)

CMS News

[States Moving Forward to Implement Health Reform](#)

[Easier electronic funds transfers mean more time with patients and cost savings](#)

[Healthcare Professionals Selected as Innovation Advisors will Improve Care](#)

[10,000 People with Medicare Can Get Most Care at Home with Demonstration](#)

[Information for people with Medicare, Medicare open enrollment, and benefits.](#)

[Information for children up to the age of 19 in need of health care coverage.](#)

[Information to take health care into your own hands, explore insurance coverage options, and learn how the Affordable Care Act impacts you.](#)

Step 7: Enter FFM User ID and Password

Enter the FFM user ID and password you created in Step 4.
Select “Log In.”



The screenshot displays the CMS.gov Enterprise Portal login interface. At the top, the CMS.gov logo is followed by "Enterprise Portal" and "Centers for Medicare & Medicaid Services". Navigation links include Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print. Below these are two yellow buttons: "Health Care Quality Improvement System" and "Provider Resources". A blue banner reads "Welcome to CMS Enterprise Portal". Below the banner, a message states: "To log into the CMS Portal a CMS user account is required." The login form contains two input fields: "User ID" with the text "testnew061" and "Password" with masked characters. Below the fields are two buttons: "Log In" and "Cancel". A red arrow points to the "Log In" button. Below the buttons are links for "Forgot Password?", "Forgot User ID?", and "Need an account? Click the link - New user registration".

Step 8: Request Access

On the “My Portal” page, select “Request Access Now” under “Request Access.”

Portal Help & FAQs Print Log Out Welcome start soon

CMS.gov Enterprise Portal

My Portal

CMS Portal > My Portal

Welcome to CMS Enterprise Portal

The Enterprise Portal combines and displays content and forms from multiple applications, supports users with navigation and cross-enterprise search tools, supports simplified sign-on, and uses role-based access and personalization to present each user with only relevant content and applications. The vision of the Enterprise Portal is to provide "one-stop shopping" capabilities to improve customer experience and satisfaction.

Provisioning

There are several ways to get access to applications in the CMS Enterprise Portal

1. [EIDM](#) - To get access to applications that are supported by EIDM click [here](#).
2. [EUA](#) - To get access to applications that are supported by EUA click [here](#). Please click the [EUA link](#) for more details.
3. [IACS](#) - To get access to applications that are supported by IACS click [here](#).

Request Access

Use the link below to request access to Systems/Applications

[Request Access Now](#)

Contact Help Desk

FFE / HIOS / Agents & Brokers Help Desk - Contact the Exchange Operations Support Center [XOSC] at CMS_FEPS@cms.hhs.gov or 1-855-CMS-1515

Physician Value / PQRS Help Desk - Contact the PV/PQRS Information Center at 1-888-734-6433.

ACO Help Desk - Contact the ACO Information Center at 1-888-734-6433 (select option 2) if you have any questions about using the ACO Portlet features. TTY users should

Step 9: Request New System Access

Under “My Access,” select “Request New System Access.”

The screenshot shows the CMS.gov Enterprise Portal interface. At the top, there is a navigation bar with links for 'Portal Help & FAQs', 'Print', 'Log Out', and a 'Welcome start soon' message. Below this, the 'CMS.gov Enterprise Portal' logo is displayed. A 'My Portal' button is visible on the left. The main content area is titled 'My Access' and includes a breadcrumb trail: 'CMS Portal > EIDM user menu page > My Access'. Below the breadcrumb, there are links for 'Screen reader mode Off' and 'Accessibility Settings'. The 'My Access' section has two tabs: 'Manage Access' and 'Pending Requests'. The 'Manage Access' tab is active, showing a 'View and Manage My Access' section. This section contains a table with columns: 'System', 'My Roles', 'Additional Details', 'Remove a Role', and 'Add a Role'. Below the table, there is a text input field with the placeholder 'Please request access to a system.' and a 'Request' button. A red arrow points to the 'Request New System Access' link in the left sidebar.

Portal Help & FAQs Print Log Out Welcome start soon

CMS.gov Enterprise Portal

My Portal

CMS Portal > EIDM user menu page > My Access

Screen reader mode Off Accessibility Settings

My Access

Request New System Access

View and Manage My Access

System	My Roles	Additional Details	Remove a Role	Add a Role
Please request access to a system.				

Step 10: Select FFM Application

Next to “System Description,” select “FFM - FFM System.”

The screenshot shows the CMS Enterprise Portal interface. The top navigation bar includes links for Portal Help & FAQs, Print, Log Out, and a welcome message for HIOS User. The main content area is titled 'My Access' and contains a breadcrumb trail: CMS Portal > EIDM user menu page > My Access. Below this, there's a section for 'Request New System Access' with instructions to select a system and role. A dropdown menu is open under the 'System Description' label, listing various systems. A red arrow points to 'FFM - FFM System' in the list. To the right of the dropdown, there's a note about identity verification and multi-factor authentication.

My Access

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

Request New System Access

Select a System and then a role to request access.

Depending on your current Level of [factor authentication](#) credentials selected, you may be subjected to [Identity Verification](#) and [Multi-Factor Authentication](#) information at the end of the role request process.

Please note your role request is not final until you complete the [Identity Verification](#) and [Multi-Factor Authentication](#) steps.

* System Description:

- TESTMACPRO - TEST Medicaid and CHIP Program
- ASP - Average Sales Price
- ESD - ESD Application
- ASETT - Administrative Simplification Enforcement Tool (ASETT)
- BCARE - Bundled Continuity Assessment Record and Evaluation
- ZONE - zONE Application
- ABC - ABC Application
- SHOP - SHOP Application
- QMAT - Quality Measures Assessment Tool Application
- MACPRO - Medicaid and CHIP Program
- EPPE - CMS's Enterprise Privacy Policy Engine (EPPE) system
- PVPQRS - Physician Value/Physician Quality Reporting Systems
- HIOS - HIOS Application
- FFM - FFM System**
- OPENPAYMENTS - Open Payments Application
- TESTMFA - Test Application to test MFA
- TMSIS - Transformed Medicaid Statistical Information System
- POLICYAPP - POLICYAPP
- EIDM - EIDM Application
- EIDMSTEPUP - EIDMSTEPUP Test Application

Step 11: Select FFM Agent Broker Role

Under “Role,” select “FFM Agent Broker.”

Portal Help & FAQs Print Log Out Welcome HIOS UserTest

CMS.gov Enterprise Portal

My Portal

CMS Portal > EIDM user menu page > My Access

Screen reader mode Off | Accessibility Settings

My Access

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

Request New System Access

Select a System and then a role to request access.

Depending on your current Level of Assurance and the role that you request access for, you may be subjected to [Identity Verification](#) and [Multi-factor authentication](#) credentials setup. Due to which, you may be required to input additional information at the end of the role request process. Please note your role request is not complete until you have successfully completed Identity Proofing and Multi-factor credential setup if applicable.

* System Description: FFM - FFM System

* Role: **Select the Role**
FFM Agent Broker

Please select a role

Cancel

Step 12: Enter NPN and MLN User ID

Enter your NPN and the MLN user ID you created in Part I of registration. When finished, click “Submit.”

- ***You must enter both your MLN user ID and NPN exactly as they appeared on MLN at the time you completed your curriculum.***
- ***If you do not enter your NPN or MLN user ID correctly, the system will not be able to confirm the completion of your curriculum.***

CMS Portal > EIDM user menu page > My Access

* System Description: FFM - FFM System

* Role: FFM Agent Broker

Enter validation data

Please enter a valid MLN User ID and NPN to continue with the role request. (Your NPN is a number that is up to 10 digits. If you do not know your NPN, you can find it at: <https://pdb.nipr.com/html/PacNpnSearch.html>)

You must complete the Agent/Broker web-based training on the Medicare Learning Network (MLN) in order to request the role of Agent/Broker here. If you have not yet completed the Agent/Broker web-based training, please do so at <https://Marketplace.MedicareLearningNetworkMS.com>.

Please note that it may require two business days for your Agent/Broker training results from MLN to be reflected in your account. If the information you entered here was correct but could not be validated, please try again later. For further assistance, please contact the Email Help Desk at FFMProducer-AssisterHelpDesk@cms.hhs.gov. If contacting the Email Help Desk, your initial email can be addressed more quickly if you include your first name, last name, NPN, and MLN User ID.

You are required to enter your NPN. An NPN is up to 10 digits.

* NPN:

* MLN UID:

Cancel Submit

Step 13: Read the Identity Proofing Explanation

You will be returned to the “My Access” page. Read the explanation under “Remote Identity Proofing” and click “Next.”

The screenshot shows the CMS.gov Enterprise Portal interface. At the top, there is a navigation bar with links for 'Portal Help & FAQs', 'Print', 'Log Out', and a welcome message 'Welcome Dilly Peterson'. Below this, the 'CMS.gov Enterprise Portal' logo is displayed. A 'MyPortal' button is visible on the left. The main content area is titled 'CMS Portal > My Access'. On the left side of the main content area, there is a 'My Access' section with links for 'Request New System Access' and 'View and Manage My Access'. The main content area is divided into two columns. The left column is titled 'Remote Identity Proofing' and contains the following text: 'You have selected a role that requires a higher level of security. You will need to complete Identity Verification successfully, before requesting access to the selected role. Below are a few items to keep in mind.' This is followed by a bulleted list of instructions: 'Ensure that you have entered your legal name, current home address, primary phone number and email 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.', and 'Confirm that you have your personal and financial information available, as the Experian application will pose questions to you, based on data in their files. You may want to obtain a copy of your credit report, before proceeding with the role request by selecting this link and following the directions provided - [Experian Link](#)'. Below the list, there is a paragraph: '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. Do you want to continue?'. At the bottom of the main content area, there are two buttons: 'Cancel' and 'Next'. A red arrow points to the 'Next' button.

Portal Help & FAQs Print Log Out Welcome Dilly Peterson

CMS.gov Enterprise Portal

MyPortal

CMS Portal > My Access

My Access

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

Remote Identity Proofing

You have selected a role that requires a higher level of security. 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 and email 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.
- Confirm that you have your personal and financial information available, as the Experian application will pose questions to you, based on data in their files. You may want to obtain a copy of your credit report, before proceeding with the role request by selecting this link and following the directions provided - [Experian Link](#)

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. Do you want to continue?

Cancel Next

Step 14: Agree to Terms and Conditions

You will be returned to the “My Access” page. Read the Terms and Conditions. Click “I agree to the terms and conditions,” and then select “Next.”

My Access

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

Terms and Conditions

Protecting Your Privacy

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

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

HHS Rules Of Behavior

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

I have read the HHS Rules of Behavior (HHS RoB), version 2010-0002.001S, dated August 26 2010 and understand and agree to comply with its provisions. I understand that violations of the HHS RoB or information security policies and standards may lead to disciplinary action, up to and including termination of employment; removal or debarment from work on Federal contracts or projects; and/or revocation of access to Federal information, information systems, and/or facilities; and may also include criminal penalties and/or imprisonment. I understand that exceptions to the HHS RoB must be authorized in advance in writing by the OPDIV Chief Information Officer or his/her designee. I also understand that violation of laws, such as the Privacy Act of 1974, copyright law, and 18 USC 2071, which the HHS RoB draw upon, can result in monetary fines and/or criminal charges that may result in imprisonment.

Identity Verification

I understand that the identity proofing services being requested are regulated by the Fair Credit Reporting Act and that my explicit consent is required to use these services. I understand that any special procedures established by CMS for identity proofing using Experian have been met and the services requested by CMS to Experian will be used solely to confirm the applicant's identity to avoid fraudulent transactions in the applicant's name.

I agree to the terms and conditions ☒

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

You must agree to the Terms and Conditions in order to proceed

Step 15: Enter Your Identifying Information

You will be prompted to enter your identifying information. This information will be used to create the identity proofing questions. Click “Next” when you have finished.

The screenshot shows a web form titled "My Access" with a sub-header "Your Information". The form contains several sections for data entry:

- First Name:** A text input field with the value "Dilly".
- Middle Name:** An empty text input field.
- Last Name:** A text input field with the value "Peterson".
- Suffix:** A dropdown menu.
- E-mail Address:** A text input field with the value "dshetty@qssinc.com".
- Confirm E-mail Address:** An empty text input field.
- Social Security Number:** A text input field with the value "123456789".
- Date of Birth:** A text input field with the value "MM DD YYYY".
- Home Address Line 1:** A text input field with the value "1000 Little Patuxent Parkway".
- Home Address Line 2:** An empty text input field.
- City:** A text input field with the value "Columbia".
- State:** A dropdown menu with the value "Maryland".
- Zip Code:** A text input field with the value "21065".
- Zip Code Extension:** An empty text input field.
- Country:** A dropdown menu with the value "USA".
- Primary Phone Number:** A text input field with the value "123 456 7890".

At the bottom of the form, there are two buttons: "Cancel" and "Next". A red arrow points to the "Next" button.

Step 16: Answer Security Questions

Answer the security questions to verify your identity.

The screenshot shows a web interface for 'Verify Identity'. On the left, under 'My Access', there are links for 'Request New System Access' and 'View and Manage My Access'. The main content area has a progress bar with 'Your Information' and 'Verify Your Identity'. The 'Verify Identity' section contains three questions with radio button options:

- Question 1: "I was born within a year or on the year of the date below." Options: 1960, 1963, 1966, 1969, NONE OF THE ABOVE.
- Question 2: "According to our records, you previously lived on (PHILIPS). Please choose the city from the following list where this street is located." Options: NEWBURN, NEW BERN, MIDWAY PARK, KINSTON, NONE OF THE ABOVE.
- Question 3: "Which of the following is a current or previous employer? If there is not a matched employer name, please select 'NONE OF THE ABOVE'." Options: ORGANIC PRODUCTS, SAFEWAY, CODA ACQUISITION GROUP, JOSE GUERRERO, NONE OF THE ABOVE.

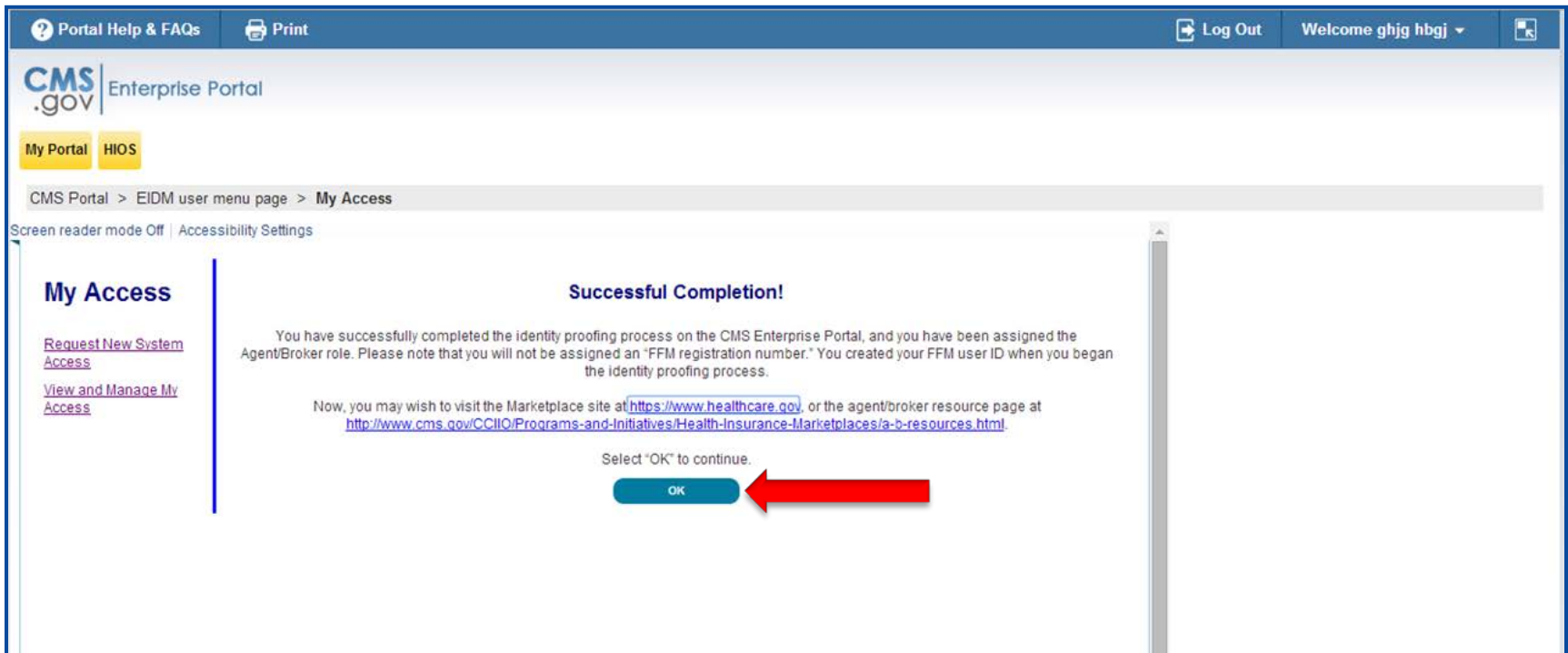
Below the questions is another set of options for a previous phone number:

- Question 4: "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'." Options: (352)221-7053, (352)212-8365, (352)214-4270, (352)233-3271, NONE OF THE ABOVE.

At the bottom right, there are 'Cancel' and 'Next' buttons. A large red arrow points to the 'Next' button.

Step 17: Notification of Successful Completion

Once you have completed the questions, your FFM user ID will be activated for the FFM Agent Broker role. When you see this “Successful Completion!” notification, you have completed Part II.



Agent and Broker Federally-facilitated Marketplace (FFM) Registration



Resources

Resources

Resources for Agents and Brokers in the Health Insurance Marketplaces:

<http://www.cms.gov/ccio/programs-and-initiatives/health-insurance-marketplaces/a-b-resources.html>

- **Frequently Asked Questions Regarding Agents and Brokers:**
<http://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/Agent-Broker-FAQs-5-30-14.pdf>
- **Registering to Participate in the Federally-facilitated Marketplace for the 2015 Plan Year: What Agents and Brokers Need to Know:** http://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/AB_Training-and-Registration-Overview_052914_Opt1_v11.pdf
- **Operational Tips for Completing Agent and Broker Registration for the Federally-facilitated Marketplace:** http://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/Operational_Tips_5_30_2014_508.pdf
- **Quick Reference Guide: Agent and Broker Training and Registration Process for the FFM:**
http://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/agent-broker-reg-quick-reference_revised_5_29_14_508.pdf
- **Federally-facilitated Marketplace Agent and Broker Registration For the 2015 Plan Year: Frequently Asked Questions:** http://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/Agent_Broker_Registration_QA_May_2014_508.pdf