

MYTHS AND FACTS ABOUT FEDERALLY-FACILITATED MARKETPLACE PLAN YEAR 2017 REGISTRATION FOR AGENTS AND BROKERS

The Centers for Medicare & Medicaid Services (CMS) provides this myths and facts document to dispel some of the most common misconceptions agents and brokers have about how to complete registration so they can help consumers enroll in health coverage for plan year 2017 through the Individual Marketplaces and Small Business Health Options Program (SHOP) Marketplace.

Myth

My plan year 2016 registration qualifies me to assist consumers in enrolling in plan year 2017 coverage during November and December 2016.

Fact

NOT TRUE! Plan year 2016 Agreements expire on October 31, 2016. To help consumers enroll in plan year 2017 Marketplace coverage when the Open Enrollment period begins on November 1, you must first complete plan year 2017 Federally-facilitated Marketplace (FFM) registration for agents and brokers, including required training and signing the Agreement(s).

- Completion of plan year 2016 FFM registration does not count toward meeting the registration requirement to help consumers enroll in plan year 2017 Marketplace coverage.
- If you have questions about how to complete the registration process so you can support consumers, employers, and employees in the FFMs, refer to the online resources available in the "Registration for the Federally-facilitated Individual Marketplace (FFM) and the Small Business Health Options Program (SHOP) Marketplace" section of the [Agents and Brokers Resources](#) webpage.
 - CMS uses this webpage to provide additional online resources about plan year 2017 registration and the Open Enrollment Period.
- If you can't find the answers to your questions in online resources, you can email the FFM Producer and Assister Help Desk at FFMProducer-AssisterHelpDesk@cms.hhs.gov or call the Agent and Broker Call Center at 1-855-CMS-1515 (855-267-1515) and select option "1" Monday through Saturday from 8:00 AM to 10:00 PM Eastern Time.

Myth

Issuers will compensate me for enrolling consumers in their qualified health plans (QHPs) regardless of whether I have completed registration.

Fact

NOT TRUE! Issuers will check the CMS FFM Registration Completion List to confirm you have completed registration requirements, including required training. You can check your registration completion status on this list as well.

- New for plan year 2017, the FFM Registration Completion List and FFM Registration Termination List, which you can access via the [Agents and Brokers Resources](#) webpage, will be updated as frequently as daily. In previous years, CMS has updated the lists twice monthly. You can also access the Registration Completion List and Registration Termination List directly at https://data.healthcare.gov/ffm_ab_registration_lists.

Fact
(cont.)

- The FFM Registration Completion List shows the National Producer Numbers (NPNs) of agents and brokers who have successfully completed FFM registration. The Registration Completion List also shows the registration completion date for each plan year for which an agent or broker completed registration.
- The FFM Registration Termination List contains the NPNs of agents and brokers whose FFM Agreements and registration have been terminated.
- Visit the [Agents and Brokers Resources](#) webpage for more information on the new lists.

Myth

Even if I completed plan year 2016 registration and training as part of Individual Marketplace registration, I have to complete the full training program again for plan year 2017.

Fact

NOT TRUE! If you successfully completed registration, including training, for plan year 2016 for the Individual Marketplace, you are eligible to take the condensed Refresher Training as part of your plan year 2017 FFM registration.

- CMS estimates returning agents and brokers will spend two hours completing the scenario-based Refresher Training modules and exam, in comparison to the approximately four hours (not including SHOP Marketplace) to complete the full training and exams.
- Returning agents and brokers still have the option to take the more comprehensive training even if they are eligible to take the Refresher Training. All training has been updated for plan year 2017.
- There is no Refresher Training for the SHOP Marketplace curriculum.
- New agents and brokers who complete the full plan year 2017 FFM registration and training requirements will be eligible to take the streamlined Refresher Training for returning agents and brokers next year.

Myth

If I complete the web-based training for agents and brokers, I have completed all requirements for plan year 2017 registration.

Fact

NOT TRUE! It is essential you complete *all* the following steps to successfully complete registration.

Agents and brokers who completed plan year 2016 registration must complete the following steps for plan year 2017 registration:

- Log in to existing CMS Enterprise Portal account
- Update profile information
- Complete training, if assisting consumers in the Individual Marketplace (SHOP Marketplace training is recommended, but not required)
 - You do not have to complete training in a single session. For example, if you log out of the MLMS by selecting the “Exit” option in the upper right hand corner of the training window, you use the MLMS’ bookmarking feature to return to the module and screen you were on when you logged out. (If you complete training through one of the CMS-approved vendors, see the vendor’s instructions on how to use its bookmarking feature.)
 - Remember, if you completed plan year 2016 registration, you are eligible to take the condensed Refresher Training.
- Read and accept the applicable Marketplace Agreement(s) on the MLMS
- Confirm the Agent Broker Registration Status page on the CMS Enterprise Portal shows you have completed registration and confirm your NPN appears in the Plan Year 2017 FFM Registration Completion List. Please keep in mind that the list is updated as frequently as daily, but it may take a day or two for your information to appear.

Fact
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Agents and brokers who are new to the FFMs, or who did not complete registration in plan year 2016, must complete all of the following steps for plan year 2017 registration:

- Create a CMS Enterprise Portal account
 - If you have already established a CMS Enterprise Portal account, you can use it even if you did not complete plan year 2016 registration.
 - Do not create a new account on the CMS Enterprise Portal as this may cause technical errors when trying to complete identity proofing.
- Request the FFM agent/broker role
- Complete remote identity proofing
- Complete an Agent/Broker profile on the MLMS
- Enroll in and complete FFM training courses and exams (i.e., Individual Marketplace and/or SHOP Marketplace) on the MLMS or through a CMS-approved vendor via the MLMS. SHOP Marketplace training is recommended, but not required.
- Read and accept the applicable Marketplace Agreement(s) on the MLMS
- Confirm the Agent Broker Registration Status page on the CMS Enterprise Portal shows you have completed registration and confirm your NPN appears in the Plan Year 2017 FFM Registration Completion List

Myth

The MLMS is my only option for plan year 2017 FFM registration training.

Fact

NOT TRUE! You can also complete training through CMS-approved vendors.

- Vendors offer training that is equivalent to the CMS training offered via the MLMS and meets the FFM registration training requirement.
- Vendors may charge a fee for training, but also offer continuing education credits (CEUs), which are not available for training through the MLMS.
 - Different vendors offer CEUs in different states.
 - For more information on vendor fees and CEU offerings, see the vendors' websites, which you can navigate to using the links in the "CMS-approved Vendors Offering Plan Year 2016 FFM Agent and Broker Training" section of the [Agents and Brokers Resources](#) webpage.
- If you choose to complete training through a CMS-approved vendor, you must access the vendor's learning management system via the MLMS.
 - If you are new to the FFMs, you need to create a CMS Enterprise Portal account, request the agent/broker role, and complete identity proofing before you can take vendor training.
- When you complete vendor training, you must return to the MLMS to execute the applicable Agreement(s) to complete registration. (See the myth/fact at the bottom of page 2 and top of this page for more information on all the registration steps.)

Myth

I started registration for plan year 2016 but did not complete it. I must create a new CMS Enterprise Portal account to register for plan year 2017.

Fact

NOT TRUE! If you created an account previously, even if you did not complete registration, you can use your existing CMS Enterprise Portal account for plan year 2017.

- If you cannot remember if you already have a CMS Enterprise Portal user account or forgot your FFM User ID and password, you can refer to the [Avoiding the Creation of a Duplicate CMS Enterprise Portal Account Quick Reference Guide](#). This resource provides guidance on how you can use self-service options to find out if you have a CMS user account and retrieve your FFM User ID and password, or reset the password on your CMS user account.

To access the CMS Enterprise Portal visit: <https://portal.cms.gov/>. For more information on plan year 2017 registration, refer to the [Agents and Brokers Resources](#) webpage (<http://go.cms.gov/CCIIOAB>). If you want to be added to the distribution list for CMS emails and newsletters on these topics, send your request to: [FFM Producer Assister Help Desk](#).