

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

Help Desk Name	Phone # and/or Email Address	Types of Inquiries Handled	Hours of Operation (Closed Holidays)
Marketplace Service Desk	855-CMS-1515 855-267-1515 CMS_FEPS@cms.hhs.gov	<ul style="list-style-type: none"> • Password resets and account lockouts on the CMS Enterprise Portal (used to access the Marketplace Learning Management System (MLMS), the agent/broker training and registration system) • Login issues on the agent/broker landing page used for Direct Enrollment (often due to the Federally-facilitated Marketplace User ID not populating correctly when the agent or broker is redirected from an issuer's or web-broker's site) • Other CMS Enterprise Portal account issues, requests, or error messages • 501 Downstream Error message on HealthCare.gov website issues • General registration and training questions (not related to a specific training platform) 	<p>Monday-Friday 8:00 AM–8:00 PM ET</p> <p>Saturday-Sunday 10:00 AM–3:00 PM ET (October–November only)</p>

Agent/Broker Marketplace

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Help Desk Name	Phone # and/or Email Address	Types of Inquiries Handled	Hours of Operation (Closed Holidays)
Agent/Broker Training and Registration Email Help Desk	MLMSHelpDesk@cms.hhs.gov	<ul style="list-style-type: none"> • Technical or system-specific issues related to the agent/broker training and registration system (i.e., the MLMS) • User-specific questions about maneuvering in the MLMS site, or accessing training and exams 	Monday–Friday 9:00 AM–5:30 PM ET
Small Business Health Options Program (SHOP) Call Center	800-706-7893	<ul style="list-style-type: none"> • All inquiries related to the SHOP • SHOP agent/broker portal access questions 	Monday–Friday 9:00 AM–5:00 PM ET
Direct Enrollment (formerly Web-Broker) Email Help Desk	DirectEnrollment@cms.hhs.gov	<ul style="list-style-type: none"> • All inquiries specifically related to becoming and/or operating as a direct enrollment web-broker in the Marketplace 	Monday–Friday 9:00 AM–5:00 PM ET

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Help Desks and Call Centers (Continued)

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America's Health Insurance Plans (AHIP) Training Help Desk	support@ahipinsuranceeducation.org 800-984-8919	All inquiries specifically related to the AHIP agent/broker training platform	Call Center/Email Monday–Friday: 8:00 AM–7:00 PM ET Saturday: 8:30 AM–5:00 PM ET
Litmos Training Help Desk	cmsffmsupport@litmos.com 844-675-6565	All inquiries specifically related to the Litmos agent/broker training platform	Call Center Monday–Friday 9:00 AM–5:00 PM PT (12:00 PM–8:00 PM ET) Email 24 hours/day
National Association of Health Underwriters (NAHU) Training Help Desk	NAHU-FFM@nahu.org 844-257-0990	All inquiries specifically related to the NAHU agent/broker training platform	Call Center: Monday–Friday: 9:00 AM–5:00 PM ET Technical Support: Monday–Friday: 8:00 AM–9:00 PM ET Saturday–Sunday: 8:00 AM–8:00 PM ET