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CENTERS FOR MEDICARE & MEDICAID SERVICES
CENTER FOR CONSUMER INFORMATION & INSURANCE OVERSIGHT

Marketplace Learning Management System (MLMS) Enhancements Overview

Plan Year 2018 Overview for Agents and Brokers

June 21, 2017

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

Disclaimer

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

This document generally is not intended for use in the State-based Marketplaces (SBMs), but some of the material in it might be relevant if you are in a state with an SBM that is using HealthCare.gov for eligibility and enrollment. Please review the guidance on our Agents and Brokers Resources webpage (http://go.cms.gov/CCIIOAB) and Marketplace.CMS.gov to learn more.

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

Purpose

The purpose of this presentation is to communicate the various enhancements to the Marketplace Management Learning System (MLMS) that will be implemented in the summer of 2017.

Agenda

- Highlights
- Profile Modernization
- New Options for Find Local Help
- Enhancements to Curriculum Display
- NPN Validation Messages
- Agent and Broker Resources

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Marketplace Learning Management System (MLMS) Enhancements Overview

Highlights

Highlights

Feature	Improvement
Platform and Database Upgrades	• Required system maintenance and version updates
Profile Modernization	• MLMS will have a modern look and feel, improving overall experience. • Users will have the ability to customize their MLMS profiles by selecting an appropriate role that will show or hide corresponding profile fields. • The addition of a time zone field will permit users to select a time zone that corresponds to their office hours. • State licensure fields (self-attested) will be removed.
New Options for Find Local Help (FLH)	• Updates to the current FLH selections will provide more options for users who choose to display their contact information for all states in which they are licensed.

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Highlights (continued)

Feature	Improvement
Curriculum Display Enhancements	• Course names will be updated and grouped by curriculum, making it easier for the user to identify the appropriate curriculum. • The functionality to sort by registration date will be updated to make the most recent and relevant curriculums display at the top.
National Producer Number (NPN) Validation Message	• New validation message on the NPN entered will provide the agent or broker with insight to any issues with his or her NPN.

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Marketplace Learning Management System (MLMS) Enhancements Overview

Profile Modernization

Profile Modernization

- Added link to the MLMS User profile page from the MLMS landing page.
- New user role drop down:
  - Only an Individual Marketplace agent or broker;
  - Only a Small Business Health Options Program (SHOP) Marketplace agent or broker;
  - Both an Individual and SHOP Marketplace agent or broker; or
  - Not an agent or broker.
- Profile fields will appear or be hidden based on the user's role selection to simplify data entry options.
- Added time zone fields.
- State licensure fields (self-attested) have been removed.

Profile Modernization (continued)

A modern look and feel to the MLMS landing page allows the user to navigate back to his or her MLMS user profile from the MLMS landing page using the My Profile hyperlink.

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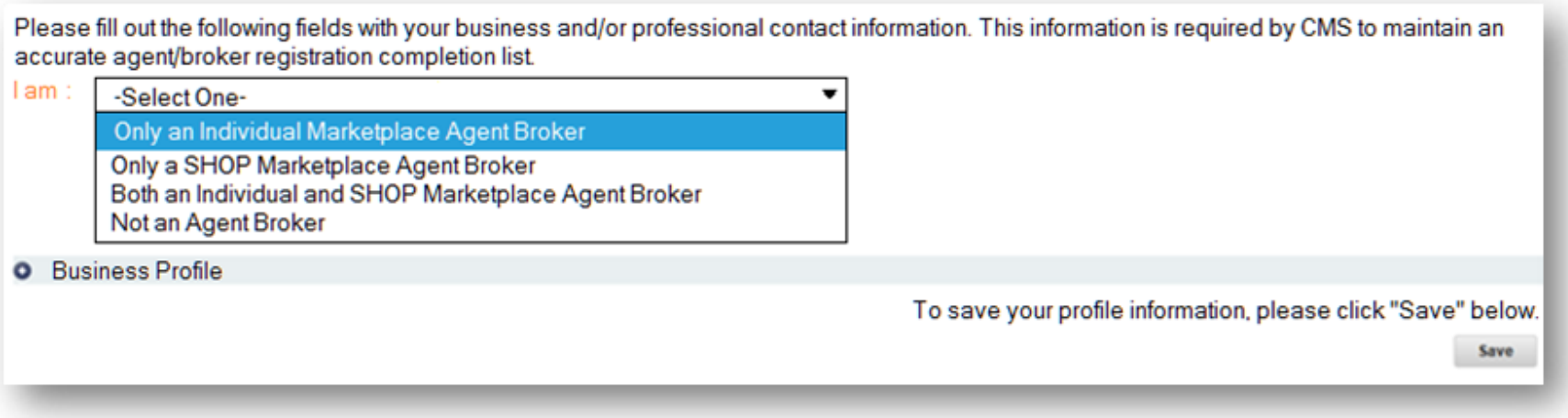
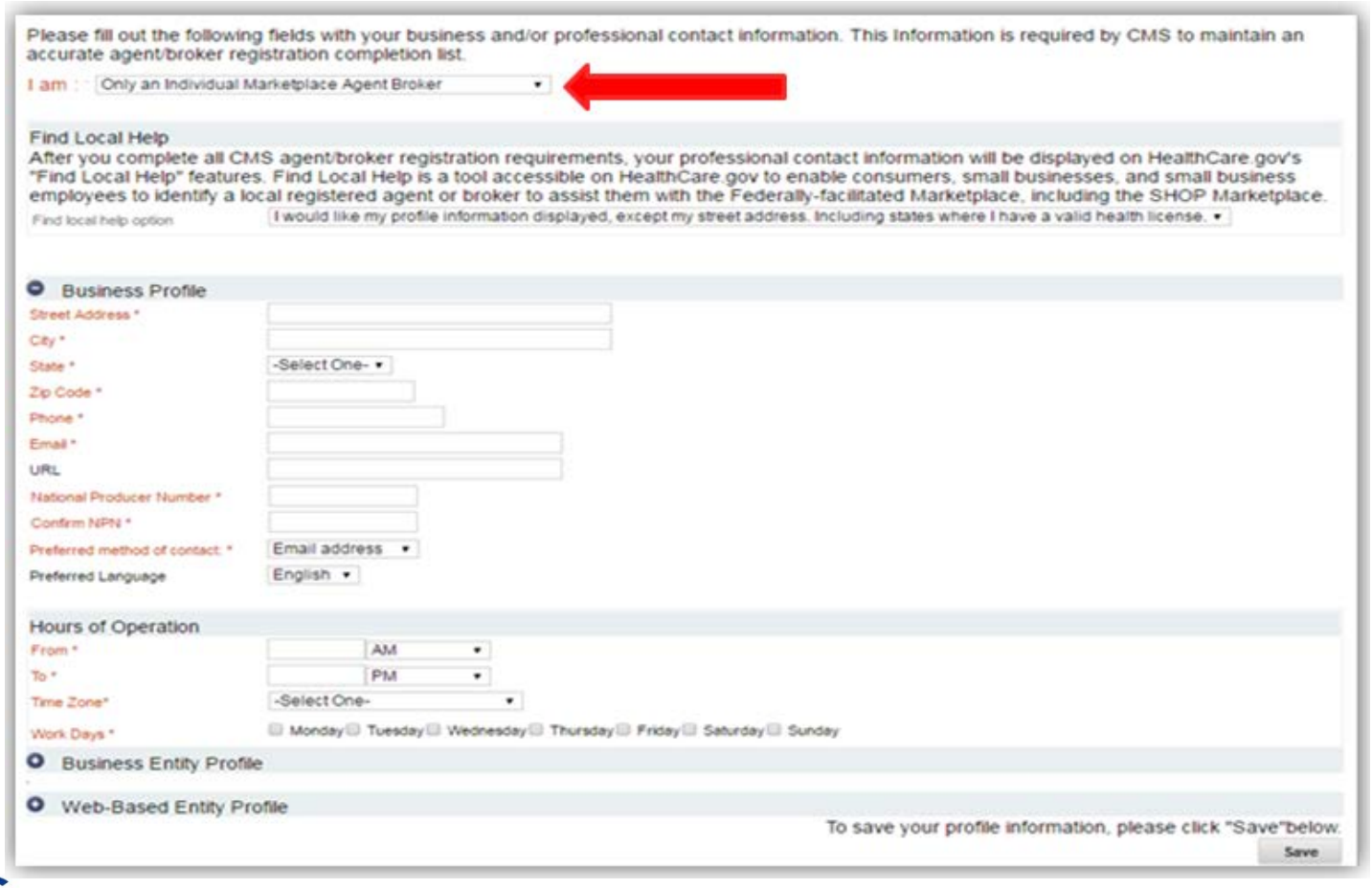
Profile Modernization (continued)

The user will be able to customize his or her MLMS profile by selecting one (1) role from four (4) options. This will show or hide the corresponding data fields associated with the role selected.



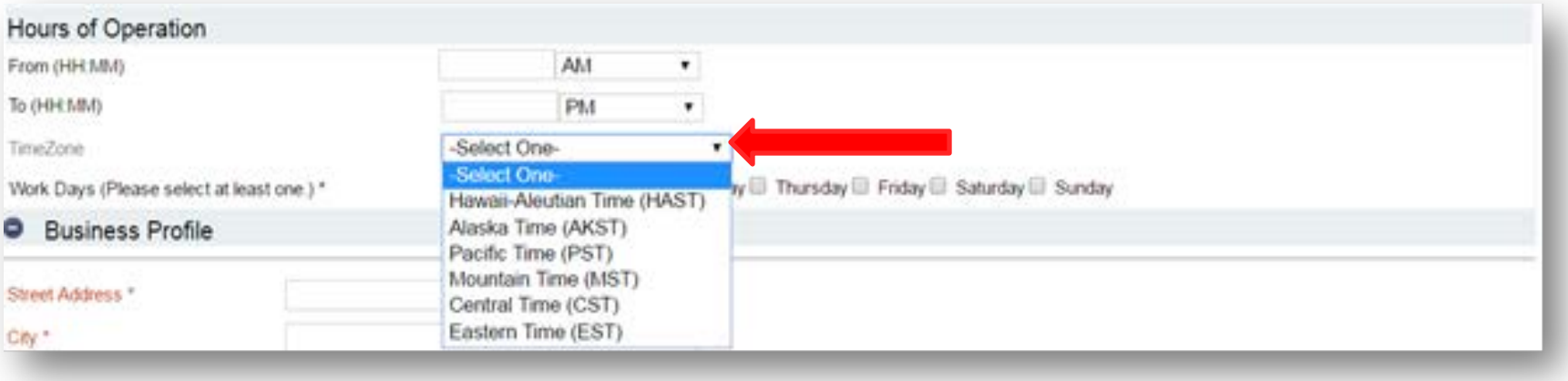
Profile Modernization (continued)

Example: Only an Individual Marketplace agent or broker.



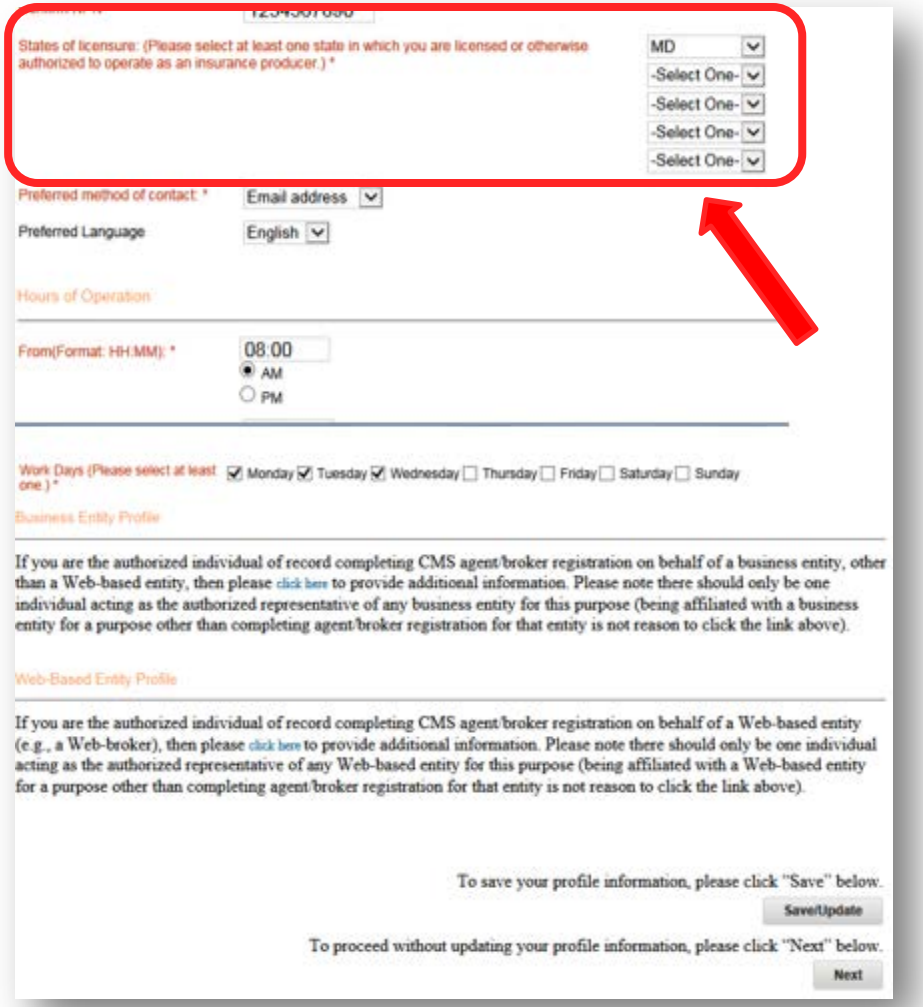
Profile Modernization (continued)

The agent or broker can select the appropriate time zone for his or her hours of operation from the new time zone drop-down menu.



Profile Modernization (continued)

Removed the state licensure fields (these were previously self-attested).



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Marketplace Learning Management System (MLMS) Enhancements Overview

New Options for Find Local Help

New Options for Find Local Help

- Updated FLH drop-down menu selections.
  - New option: "I would like all my profile information displayed. Including states where I have a valid health license."
  - An existing option has been changed from "I would like my profile information displayed, except my street address." to "I would like my profile information displayed, except my street address. Including states where I have a valid health license."
- If either option is selected, the agent's or broker's information will appear on FLH in every state for which he or she is licensed.*

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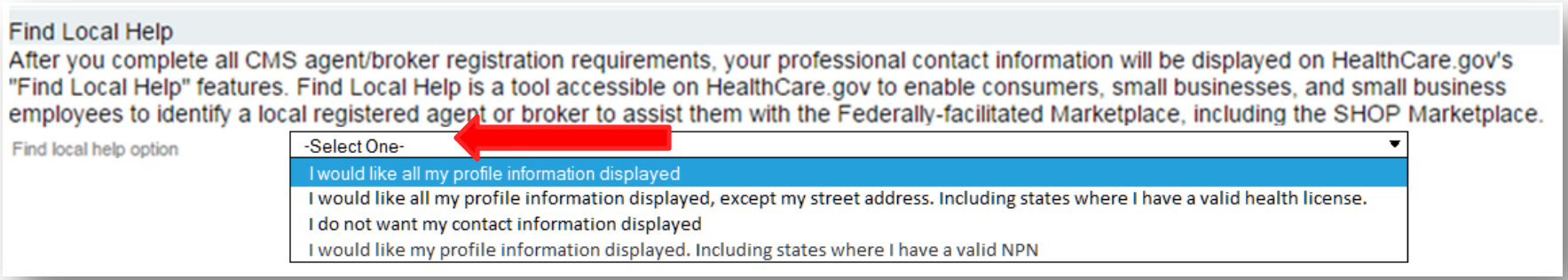
*Based primarily on data from the National Insurance Producer Registry (NIPR). Agent must have an active license and health related line of authority in each state to appear on FLH.

New Options for Find Local Help (continued)

- Updates to the FLH drop-down menu selections will provide more options to agent or brokers who choose to display their contact information.
- Note: For plan year 2018, all users will be required to update their profiles before moving on to training.



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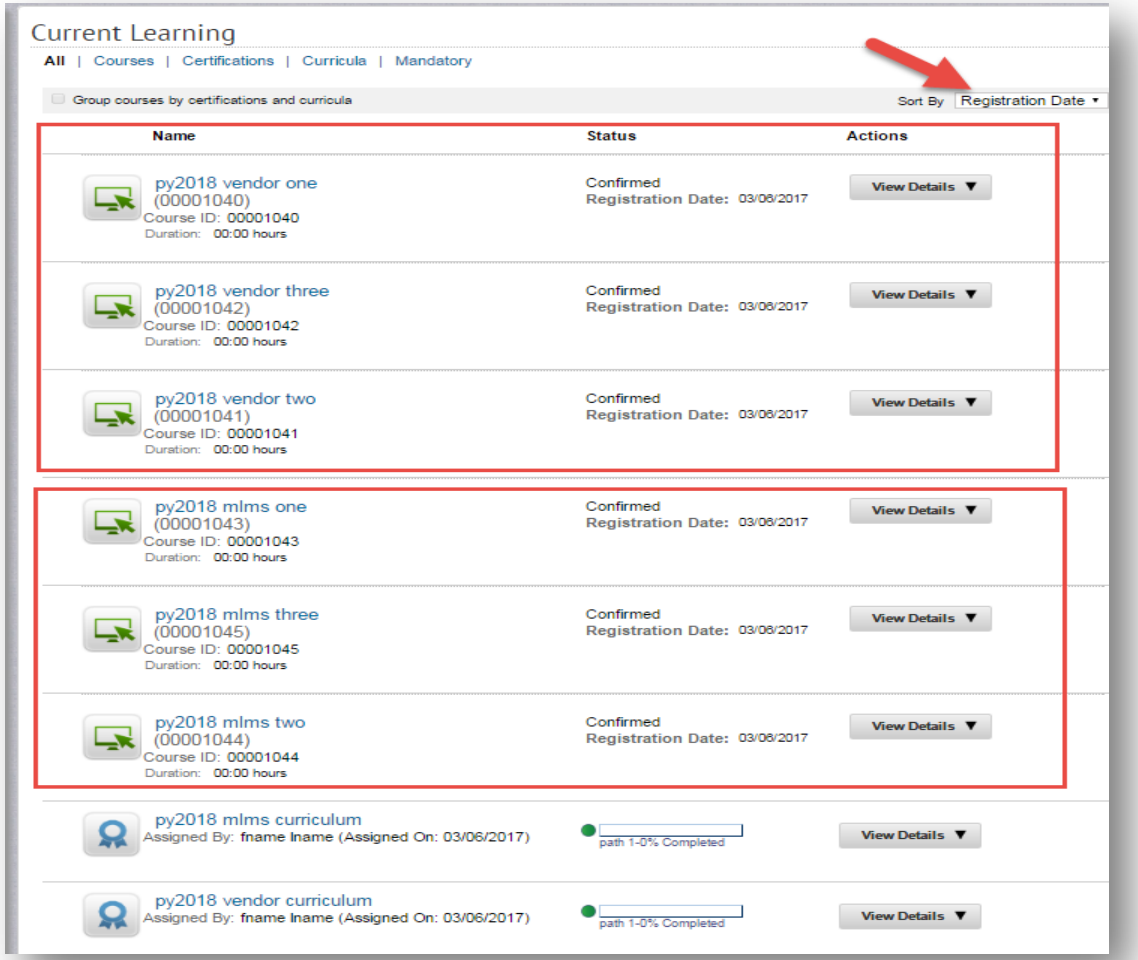
Marketplace Learning Management System (MLMS) Enhancements Overview

Enhancements to Curriculum Display

Enhancements to Curriculum Display

- Course names are updated so that courses are grouped by curriculum.
- The agent or broker can sort by registration date to make the most recent and relevant curriculum display at the top.



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Marketplace Learning Management System (MLMS) Enhancements Overview

NPN Validation Messages

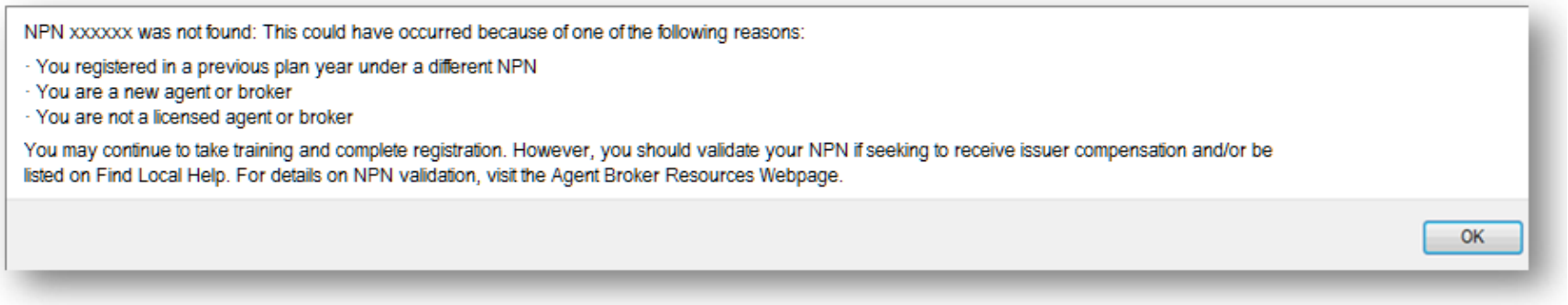
NPN Validation Messages

- The system will validate NPNs existing in the MLMS or Multidimensional Insurance Data Analytics System (MIDAS).
- The system will check the validity of NPNs entered in an agent's or broker's MLMS profile.
- Agents and brokers who have an inactive license or who do not have an approved, active health-related line of authority* will be notified via a warning validation message.
- Agents and brokers who do not exist in the MLMS or MIDAS database and/or cannot be validated will be notified via a warning validation message.
- Agents and brokers will still be able to take training and execute the applicable agreements with CMS if/when they get a validation warning message.

*Based primarily on data from NIPR

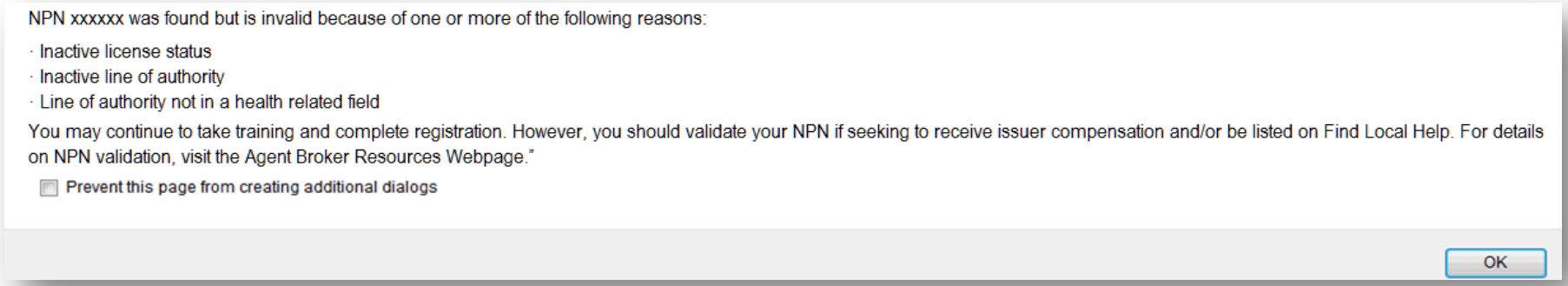
NPN Validation Message – Cannot be found

- Receiving this message will not prevent an agent or broker from taking training and signing the corresponding agreements with CMS.
- Agents or brokers looking to receive issuer compensation should ensure that his or her NPN is listed on the Agent and Broker FFM Registration Completion List (RCL).
- The RCL landing page (https://data.healthcare.gov/ffm_ab_registration_lists) provides details and instructions pertaining to agent and broker training and registration requirements.



NPN Validation Message – Invalid

- Receiving this message will not prevent an agent or broker from taking training and signing the corresponding agreements with CMS.
- Agents or brokers looking to receive issuer compensation should ensure that his or her NPN is listed on the Agent and Broker FFM Registration Completion List (RCL).
- The RCL landing page (https://data.healthcare.gov/ffm_ab_registration_lists) provides details and instructions pertaining to agent and broker training and registration requirements.



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Marketplace Learning Management System (MLMS) Enhancements Overview

Agent and Broker Resources

Agent and Broker Resources

- For more resources, please visit www.HealthCare.gov/ and Marketplace.cms.gov.
- The News for Agents and Brokers monthly newsletter is distributed through GovDelivery.
  - For agents and brokers who do not receive the newsletter via email, CMS posts it on the Resources for Agents and Brokers webpage at: go.cms.gov/CCIIOAB
- Current news and updates are distributed via email through GovDelivery and CMS's Twitter handle, @HealthCareGov.

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Agent/Broker Marketplace Help Desks and Call Centers

Help Desk Name	Phone # and/or Email Address	Types of Inquiries Handled	Hours of Operation (Closed Holidays)
Individual Marketplace Agent/Broker Line	855-788-6275 Note: Enter your NPN to be directed to agent/broker representatives.	Inquiries related to specific consumers: • Password resets for consumer accounts • Non-standard special enrollment periods • Eligibility and enrollment issues	Mon-Sun 24 hours/day
Agent/Broker Email Help Desk	FFMProducer-AssisterHelpDesk@cms.hhs.gov	• Policy questions • Identity proofing/Experian issues requiring manual verification • Escalated general registration and training questions (not related to a specific training platform) • Agent/broker RCL issues • FLH issues	Mon-Fri 8:00 AM-8:00 PM ET

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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)
Exchange Operations Support Center	855-CMS-1515 855-267-1515 CMS_FEPS@cms.hhs.gov	• Password resets and account lockouts on the CMS Enterprise portal (used to access the agent/broker training and registration system) • Login issues on agent/broker landing page used for Direct Enrollment (often due to FFM 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 • HealthCare.gov website issues or potential defects • General registration and training questions (not related to a specific training platform) • Specific enrollment and eligibility policy questions related to the Individual Marketplace	Mon-Fri 8:00 AM-8:00 PM ET Sat-Sun 10:00 AM-3:00 PM ET (Oct–Nov only)

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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)
Agent/Broker Training/ Registration Email Help Desk	MLMSHelpDesk@cms.hhs.gov	• Technical or system-specific issues related to the agent/broker training and registration system (i.e., the MLMS) • User-specific questions about maneuvering the MLMS site, or accessing training and exams	Mon-Fri 8:00 AM-5:00 PM ET
SHOP Call Center	800-706-7893	• All inquiries related to the SHOP Marketplace • SHOP agent/broker portal access questions • Employers and employees may also contact the SHOP Call Center for assistance	Mon-Fri 9:00 AM-7:00 PM ET
Web-Broker Email Help Desk	webbroker@cms.hhs.gov	• All inquiries specifically related to becoming and/or operating as a web-broker in the Marketplace	Mon-Fri 9:00 AM-5:00 PM ET

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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)
America's Health Insurance Plans (AHIP) Training Help Desk	support@ahipinsurance education.org 800-984-8919	All inquiries specifically related to the AHIP agent/broker training platform	**Call Center/Email** Mon-Fri: 8:00 AM-12:00 AM ET Sat-Sun: 8:30 AM-5:30 PM ET **Voicemail:** 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:** Mon-Fri: 9:00 AM-5:00 PM ET **Tech Support:** Mon-Fri: 8:00 AM-9:00 PM ET Sat-Sun: 8:00 AM-8:00 PM ET (email and voicemail only)

Acronyms

Acronym	Definition
AHIP	America's Health Insurance Plans
CCIIO	Center for Consumer Information & Insurance Oversight
CMS	Centers for Medicare & Medicaid Services
FFM	Federally-facilitated Marketplace
FLH	Find Local Help
MIDAS	Multidimensional Insurance Data Analytics System
MLMS	Marketplace Learning Management System
NAHU	National Association of Health Underwriters
NPN	National Producer Number
RCL	Registration Completion List
SHOP	Small Business Health Options Program