

Special Edition: August 1, 2018



Marketplace News for Agents & Brokers

NOW LIVE: Plan Year 2019 Registration and Training for Agents and Brokers

Marketplace agent and broker registration and training for plan year 2019 is now live! You **must** complete this training prior to helping consumers enroll in Marketplace coverage during the 2019 Open Enrollment period.

Individual Marketplace training is offered by the Centers for Medicare & Medicaid Services (CMS) on the Marketplace Learning Management System (MLMS) and through the CMS-approved vendor, [America's Health Insurance Plans \(AHIP\)](#).

AHIP offers Individual Marketplace training that covers the same topic areas as the MLMS training and may be able to offer you continuing education unit (CEU) credits, depending on the state in which you are licensed.

Note: AHIP charges a fee for its training. AHIP does not offer the Small Business Health Options Program (SHOP) curriculum as part of its plan year 2019 Marketplace training. If you complete Individual Marketplace training

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Upcoming Events

CMS is hosting the following live sessions to answer your questions about plan year 2019 registration and training. Please watch your email for an invitation:

"Plan Year 2019 Registration and Training Question & Answer Session for New Agents and Brokers"

8/23/18, 1:00 PM-2:00 PM ET.

"Plan Year 2019 Registration and Training Question & Answer Session for Returning Agents and Brokers"

through AHIP and are interested in completing SHOP training as part of your SHOP registration, you must return to the MLMS to complete this training.

Agents and brokers must access both the MLMS and the CMS-approved vendor training via the [CMS Enterprise Portal](#). [Log in](#) to the CMS Enterprise Portal or [create an account](#) to get started. As in previous years, training available through the MLMS is free.

Check out these resources to guide you through the registration and training process:

- Two computer-based trainings (CBTs) that include step-by-step instructions for [new](#) and for [returning](#) agents and brokers on how to complete registration and training
- Quick and easy registration and training guides for [new](#) and [returning agents](#) and brokers
- [A guide to help you prepare your computer for the technical requirements of the MLMS](#)
- [A resource to help you avoid creating a duplicate CMS Enterprise Portal account if you already have an account](#)
- And more! You can find additional resources on the [Agents and Brokers Resources webpage](#).

What's New for Plan Year 2019

There are many exciting new changes to Federally-facilitated Marketplace (FFM) agent and broker registration and training for plan year 2019, and to how your contact information will be displayed for consumers.

8/23/18, 3:00 PM-4:00 PM ET.

Recently Released Resources

Visit the [Agents and Brokers Resources webpage](#) for up-to-date information, including these helpful resources:

- [Plan Year 2019 Health Insurance Marketplace Registration and Training for New Agents and Brokers CBT](#)
- [Plan Year 2019 Health Insurance Marketplace Registration and Training for Returning Agents and Brokers CBT](#)
- [New Agents' and Brokers' Guide to Plan Year 2019 Marketplace Registration and Training](#)
- [Returning Agents' and Brokers' Guide to Plan Year 2019 Marketplace Registration and Training](#)

Stay Connected

Here are some other ways you can stay in the know on Marketplace updates:

- Join the agent/broker community on [LinkedIn](#)

Quick Links

- [Find Local Help](#)
- [Help On Demand](#)
- [Registration Completion List](#)
- [Agent/Broker Help Desks](#)

Shorter Training for Returning Agents and Brokers

- Agents and brokers who completed plan year 2018 registration and training for the Individual Marketplace can complete a shorter training for returning agents and brokers that includes a required “What’s New” module and exam, and three optional review modules.

MLMS Profile

- Updated options for how your contact information will be displayed in [Find Local Help](#) and [Help On Demand](#) to give consumers a better user experience and make correct choices.
- Added address validation to allow you to identify and correct any errors when first entering your profile address, thus reducing issues with the address listed in Find Local Help. See this [tip sheet](#) for guidance to resolve an invalid MLMS profile address.

Consumer-Facing Find Local Help Search Results

- New badge showing consumers the number of years you have been registered with the Marketplace.

New Tool: Agent and Broker Registration Status Tracker

- Displays your training completion, license status, and registration status, thus reducing registration-related Help Desk inquiries.

View one of our two new CBT modules to learn more about changes to Marketplace registration and training this year. The CBTs review plan year 2019 Marketplace registration and training for new and for returning agents and brokers.

Contact Us

Agent/Broker Email Help

Desk: FFMProducer-AssisterHelpDesk@cms.hhs.gov

for policy questions, escalated registration questions, or issues with your ID proofing, the Registration Completion List, Find Local Help, and Help On Demand Monday–Friday, 8:00 AM–6:00 PM ET.

Marketplace Service Desk:

855-267-1515 (for CMS Enterprise Portal account issues, Enterprise Portal password resets, and general registration questions), Monday–Friday, 8:00 AM–8:00 PM ET.

Agent/Broker Training/Registration Email Help Desk:

MLMSHelpDesk@cms.hhs.gov

(for technical or system-specific issues related to the Marketplace agent/broker training/registration system), Monday–Friday, 9:00 AM–5:30 PM ET.

Individual Marketplace

Agent/Broker Partner Line:

855-788-6275 (for Individual Marketplace consumer account password resets, special enrollment periods not available online, and eligibility and enrollment issues). Open 24/7. Available only to registered agents and brokers for Plan Year 2018. Enter your NPN when prompted to enter an ID number.

SHOP Call Center: 800-706-7893 (for all SHOP Marketplace inquiries), Monday–Friday, 9:00 AM–5:00 PM ET.

To take one of the CBTs, follow these steps:

1. Log in to [REGTAP](#) or [create a REGTAP account](#).
2. Select **Library** from **My Dashboard**.
3. Locate **Plan Year 2019 Health Insurance Marketplace Registration & Training**. Click **Play CBT** (Select the training option for new or for returning agents and brokers, depending on whether you completed plan year 2018 registration and training.)

*Please note that these CBTs are **NOT** the same as the required annual Marketplace registration and training for agents and brokers.*

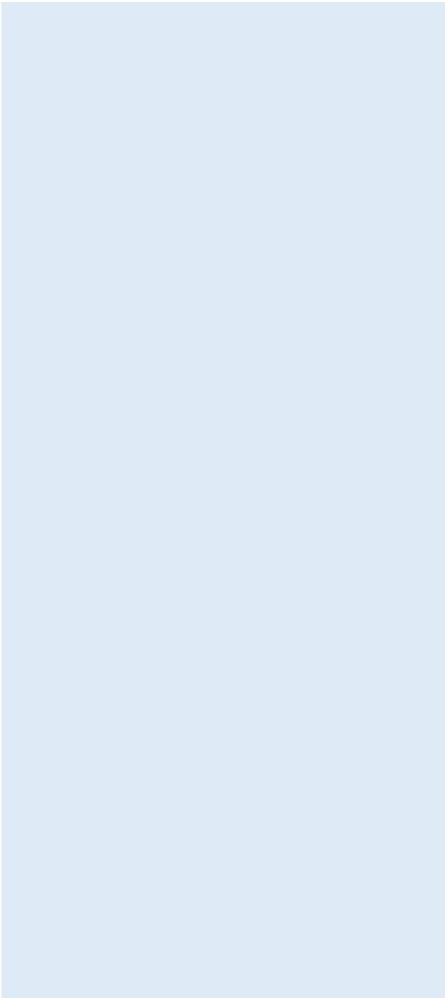
Make Sure to Confirm You've Completed All Registration Steps

If you wish to participate in the Marketplace for plan year 2019, you must complete the following actions. (Note that the first three steps are required only if you are completing Marketplace registration via the MLMS for the first time.)

1. Create a CMS Enterprise Portal account.
2. Request the FFM Agent Broker role.
3. Complete remote identity proofing through the Enterprise Identity Management (EIDM) System.
4. Complete your agent/broker profile on the MLMS via the CMS Enterprise Portal. (Or update your profile, as needed, if you're a returning agent or broker.)

5. Complete Marketplace training on the MLMS or through a CMS-approved vendor via the CMS Enterprise Portal. *(Note: Training is required for Individual Marketplace registration, but optional for SHOP registration.)*
6. Read and accept the applicable Marketplace Agreement(s) on the MLMS.
7. Confirm completion of all registration steps by logging back in to the Agent Broker Registration Status page on the CMS Enterprise Portal and printing your completion certificate. (See the What's New for Plan Year 2019 article above for more information about the new Agent and Broker Registration Status Tracker.)

Want more information? Review more detailed step-by-step instructions, with screenshots, for [agents and brokers who are new to the Marketplace](#) and for [agents and brokers who completed registration for 2018 and are returning for 2019](#).



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