

# Centers for Medicare & Medicaid Services News for Agents and Brokers

Welcome to the first issue of News for Agents and Brokers, an electronic source of information for Federally-facilitated Marketplace (FFM) Agents and Brokers!

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## CMS Launches a Newsletter for Agents and Brokers in the Federally-facilitated Marketplace

CMS is excited to announce the launch of a newsletter for Agents and Brokers in the FFM. This newsletter is our commitment to keep Agents and Brokers informed of the latest information regarding webinars, training and registration resources, guidance and regulations, important updates and announcements, and other useful information. This newsletter is in addition to our current email listserv and will be disseminated on a monthly basis. We hope you'll find this first installment of the FFM Agent and Broker newsletter helpful and we look forward to sharing more FFM highlights with you in future issues.

## Agent and Broker 2015 Plan Year Registration Kickoff

The FFM training for the 2015 plan year is now available! AB registration for the 2015 plan year went live on Monday, July 7, 2014 with words of welcome from the CMS Administrator, Marilyn Tavenner.

With the help of agents and brokers, the FFM was able to exceed its national enrollment targets for the 2014 plan year. You play a vital role in helping consumers understand the marketplace, explore their options, and enroll for healthcare coverage. We've provided resources to assist you during and after the registration process at: <http://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/a-b-resources.html>.



## Important Reminders for Registration

Before you begin Part I this year, please confirm that the National Producer Number (NPN) associated with your Medicare Learning Network® (MLN) account conforms to the standards established by the National Insurance Producer Registry.

- The NPN associated with your account must:
  - Be numeric only; alphabetic and special characters are not permissible
  - Be 10 digits or less
  - Not begin with a zero
- To view and edit your NPN please log into your MLN account and:
  - Navigate to the “My Account” page from the upper right corner after logging in (this will appear under your name)
  - Select “Edit” in the “User Information” section
  - Update your NPN and click “Save”

Please also confirm your user type/user role in MLN is correct. MLN auto-assigns your training curriculum based on the role you select. In order to ensure that MLN assigns you the appropriate curriculum for the 2015 plan year registration, please take a moment to confirm that your desired user type/user role is selected in MLN, before you begin training. (Note: You originally selected your user type/user role when you created your MLN account.) You may edit your user type/user role by editing your profile after you log in. You may change your role at any time, and MLN will auto-assign the appropriate curriculum.

## Understanding the Steps of the Registration Process

To understand the steps of the registration process and what is required of you as an agent or broker, CMS recommends reviewing several key resources:

- 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](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](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](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](http://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/Agent_Broker_Registration_QA_May_2014_508.pdf)

## **Did You Know? Useful Tips for Agent and Broker Registration**

Below are 5 tips we hope will help to ensure a successful registration experience for the 2015 plan year!

1. Any agent or broker who wishes to facilitate FFM enrollments for the 2015 plan year must complete Part I on the MLN website again, for the 2015 plan year.
2. If you have already successfully completed Part II, you don't need to do Part II again this year.
3. If you successfully registered last year, use the same MLN user ID when you complete Part I again for the 2015 plan year. (This will best enable our systems to recognize you as the same user from last year.)
4. Make sure your NPN is correct in your MLN profile before you complete Part I this year.
5. Finish Part I before September 30, 2014. (You are not required to finish Part I before September 30, 2014, but we highly recommend that you do so to ensure there is no lapse in your FFM registration status.)

Remember that there is an array of supporting materials for you on our webpage: <http://www.cms.gov/ccio/programs-and-initiatives/health-insurance-marketplaces/a-b-resources.html>, under the section titled "Registration for the Federally-facilitated Marketplace (FFM) for the individual market and the Federally-facilitated Small Business Health Options Program (FF-SHOP)."

If you have questions about the FFM registration process for agents and brokers, you may contact us at [FFMProducer-AssisterHelpDesk@cms.hhs.gov](mailto:FFMProducer-AssisterHelpDesk@cms.hhs.gov).

The FFM training for the 2015 Plan Year can be found at: <https://marketplace.medicarelearningnetworklms.com>

## **Training Will Be Offered in Spanish**

Please note that the FFM Agent and Broker training for the 2015 plan year will also be made available in Spanish, and will launch this fall. (Spanish roles are already available for selection on the MLN site, and the training content will be available in the fall.) If you would like to take a Spanish version of the Agent and Broker training for the 2015 plan year, please change your selection from an English role to a Spanish role in your MLN profile.

## **ACA 101 Webinar Series for Agents, Brokers and Small Employers**

The U.S. Small Business Administration (SBA) and HHS are holding a webinar series for agents, brokers, and small employers hosted by Small Business Majority. The Affordable Care Act 101 webinar, offered on Thursdays at 2 pm ET throughout the summer, explains how the ACA affects small employers and how they can enroll in the Small Business Health Options Program (SHOP).

## Centers for Medicare & Medicaid Services News for Agents and Brokers

Assisters as well as community members may be interested in attending one of the sessions. To register, click on the links below for upcoming presentations:

Thursday, August 14 at 2 pm ET: [Click to Register](#)

Thursday, August 21 at 2 pm ET: [Click to Register](#)

### **ACA 101 Webinars for Agents, Brokers and Small Employers—Now Available in Spanish**

Starting July 8, Spanish-speaking agents, brokers, and small employers throughout the country can join representatives from SBA, HHS, and Small Business Majority for ACA 101 webinars in Spanish. Below are the registration links for the upcoming Spanish-language webinars, which will be held every other Tuesday at 4 pm ET throughout the summer and fall.

August 19, 2014 at 4 pm ET: [Click to Register](#)

September 9, 2014 at 4 pm ET: [Click to Register](#)

September 23, 2014 at 4 pm ET: [Click to Register](#)

October 7, 2014 at 4 pm ET: [Click to Register](#)

October 21, 2014 at 4 pm ET: [Click to Register](#)

November 4, 2014 at 4 pm ET: [Click to Register](#)

November 18, 2014 at 4 pm ET: [Click to Register](#)

December 2, 2014 at 4 pm ET: [Click to Register](#)

December 16, 2014 at 4 pm ET: [Click to Register](#)

For more information on how the new health care law affects small businesses, check out [www.businessusa.gov/healthcare](http://www.businessusa.gov/healthcare).

### **Agent and Broker Key Dates**

- Agents and brokers who completed registration for the 2014 plan year should complete annual registration activities by September 30, 2014 in order to avoid a potential lapse in their registration status. The FFM Agreements that were signed with the FFM for the 2014 plan year will expire on September 30, 2014.
- Agents and brokers in the FFM for the individual market must complete their 2015 plan year registration before participating in the 2015 plan year's open enrollment period, which runs from November 15, 2014 to February 15, 2015.
- Agents and brokers in the FF-SHOP must complete Part II of registration before November 15, 2014, in order to be authorized access to the SHOP Agent Broker portal available through [HealthCare.gov](http://HealthCare.gov).

*Disclaimer: Content and comments in this document do not constitute official CMS guidance, but is presented as information assistance to Agents and Brokers.*

