

The purpose of this document is to provide a quick overview for agents and brokers about how to complete FFM registration for plan year 2017. Agents and brokers will have the option to complete FFM training with a CMS-approved vendor, and potentially earn continuing education units (CEU). Training will still be offered by CMS through its Marketplace Learning Management System (MLMS). All training must be accessed through the CMS Enterprise Portal. Please also review the Quick Reference Guide about preparing your computer to use with the MLMS at [https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/Quick-Reference-Guide\\_ComputerConfigReqs\\_PY2017\\_FINAL.pdf](https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/Quick-Reference-Guide_ComputerConfigReqs_PY2017_FINAL.pdf).

## 1 1st Time FFM Registration Process

**NOTE:** If you previously created a CMS Enterprise Portal account, please follow steps in Section 2 to avoid creating duplicate accounts.

- Navigate to CMS Enterprise Portal at <https://portal.cms.gov/>
  - Create a CMS Portal Account by clicking “**New User Registration**”
  - Log in and select “**Request Access Now**”
    - Find the **FFM/Training – Agents/Brokers/Assisters** tile to request access
    - Request the **Agents and Brokers** role from the drop-down
  - Log back in and select “**Complete Agent Broker Training**” and complete the required profile information
  - Select “**Save/Update**” to access the MLMS Agent and Broker landing page to view the training options

**NOTE:** You can log into the Portal at any time to check your FFM registration status.

### Quick Tip: Training Options

Select the “**Learn More**” links next to each CMS-approved vendor training option to access pricing and CEU information. The MLMS offers free training from CMS, but CEUs are not available.

## 2 Registration Renewal

- Navigate to the CMS Enterprise Portal at <https://portal.cms.gov/>
  - Log in using your **FFM user ID and password** from last year
  - Select “**Complete Agent Broker Training**” to view the training options

**NOTE:** Since you were previously registered, you do not have to repeat identity proofing, but you must use your existing Portal credentials.

Creating duplicate accounts can result in delays to compensation from issuers. If you have trouble logging into an existing account, contact the XOSC Tier 1 support at 1-855-267-1515 or [CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov) for assistance.

### Quick Tip: FFM Credentials

This is the user ID and password you created when completing identity proofing in the past. If you forgot, try the “**Forgot user ID**” or “**Forgot Password**” links below the login button.

## 3 Enrolling in an MLMS Curriculum and Launching a Course – New Agent or Broker

- Navigate to the MLMS after logging into the CMS Enterprise Portal at <https://portal.cms.gov/>
  - Select “**Complete Agent Broker Training**” to view the training options
  - Select the “**Access Training**” link beside the MLMS listing
  - Complete your MLMS profile and click “**Save/Update**”
  - Select the curriculum you wish to complete from the **Training Options** section
  - Hover over the “**Actions**” link beside the curriculum you wish to enroll in and select “**Enroll**”
  - Select “**Complete Enrollment**”
  - Select the “**Go to Current Learning**” button
  - Select the “**Launch**” button next to the first course to start training (your pop-up blocker must be disabled)

**NOTE:** When you have completed all courses in a curriculum, you will be taken back to the Registration Status page. You may return to the MLMS to complete another curriculum by repeating the steps above.

### Quick Tip: Accessing MLMS

You can access the MLMS directly by hovering over the yellow MLMS box on the top left of the Registration Status page, and selecting “**Training**.” If you don’t see this option, click the Maximize/Minimize button in the upper right corner of the page.



### Quick Tip: Training Options

You may return at any time to enroll in the Individual Marketplace and/or SHOP Marketplace curricula.

**4 Enrolling in an MLMS Curriculum and Launching a Course – Returning Agent or Broker**

**NOTE:** An agent or broker who is returning to the Individual Marketplace will be auto-enrolled in the PY2017 Refresher curriculum. The user may choose to enroll in the full training if desired and should review the steps in item 3 for instructions. There is no Refresher Training for agents and brokers who are returning to the SHOP Marketplace. As in previous years, CMS encourages agents and brokers to complete the SHOP Marketplace training and exam but they are not required.

- Navigate to the MLMS after logging into the CMS Enterprise Portal at <https://portal.cms.gov/>
  - Select **“Complete Agent Broker Training”** to view the training options
  - Select the **“Access Training”** link beside the MLMS listing
  - Complete your MLMS profile and click **“Save/Update”**
  - Select the PY2017 Refresher Curriculum from the **Curriculum Status** section
  - Select the **“Launch”** button next to the first course to start training (your pop-up blocker must be disabled)

**NOTE:** When you have completed all courses in a curriculum, you will be taken back to the Registration Status page. You may return to the MLMS to complete another curriculum by repeating the steps above.

**Quick Tip: SHOP Option in User Profile**

*By selecting “Yes” the user will be required to provide their SHOP agency name and SHOP agency URL.*

Are you a SHOP Agent/Broker?

Yes

No

**5 Deleting Extraneous Courses**

**NOTE:** It is not necessary to delete courses that were added but not completed in plan year 2016, but if an agent or broker prefers to remove them from their Current Learning page they may. Agents and brokers will not be able to enroll in extraneous courses starting in plan year 2017 as they will only be enrolled in a curriculum and therefore must complete all courses presented.

- On the MLMS Agent and Broker landing page, select the Current Learning option in the left-hand navigation
- Locate the desired course in the list of enrolled courses
- Select the **“Drop”** link
- Select the **“Drop”** button
- Enter a reason for the dropped course in the **“Input Reason”** pop-up window
- Select the **“Save”** button

**Quick Tip: Plan Year 2017 Courses**

*Plan Year 2017 courses may not be deleted as they are part of the current curriculum. Only courses from Plan Year 2016 may be deleted.*

**6 Reviewing and Relaunching a Completed Course**

**NOTE:** A user may review the content of a course after completing their full curriculum and the status is **“Acquired”** by relaunching the course. They do not have to complete the course entirely again to get credit as their initial completion is already captured.

- On the MLMS Agent and Broker landing page, select the **Curriculum Status** option in the left-hand navigation
- Locate the desired curriculum in the list of enrolled curricula
- Hover over the **“Actions”** link
- Select the **“View Course History”** link
- Locate the desired course and select the **“View Results”** link
- Select the **“Launch”** button in the pop-up window
- Proceed through the course as needed

**Quick Tip: Navigating Courses**

*Once the course is launched use the **“Menu”** feature to navigate directly to the section that needs added attention.*

## 7 Completing FFM Registration after Completing Training with a CMS Approved Vendor

- Log directly into MLMS using the link included in the confirmation email received from the CMS approved vendor
  - Make any updates in the profile fields and select **“Save/Update”** or **“Next”** if no updates are required
  - In the **Current Learning** section, select **“Launch”** next to each module to electronically sign the applicable agreement(s)

**NOTE:** When you have completed the agreement(s), you will be taken back to the Registration Status page. You may return to the MLMS to complete additional agreements by repeating the steps above.

### **Quick Tip: Accessing Agreements**

*You will need to enroll in the CMS-approved vendor curriculum in the MLMS prior to signing the agreements. See the steps in Section 3 for details.*

## 8 Updating Your Contact Information on Find Local Help

- Navigate to the MLMS after logging into the CMS Enterprise Portal at <https://portal.cms.gov/>
  - Select **“Complete Agent Broker Training”** to view the training options
  - Select the **“Access Training”** link beside the MLMS listing
  - Update your profile information as needed and select **“Save/Update”**

**NOTE:** If you are the authorized individual completing FFM registration for a business entity (e.g., an agency) or a web-based entity (e.g., a web-broker), please review the text at the bottom of the MLMS profile page and fill out the appropriate section(s).

### **Quick Tip: Find Local Help**

*You may select how and whether your MLMS profile information is displayed on HealthCare.gov’s “Find Local Help” within your MLMS profile.*

## 9 Printing Your Registration Completion Certificate

- Navigate to the CMS Enterprise Portal at <https://portal.cms.gov/>
- NOTE:** The date of completion will be found on the Registration Completion certificate.
- On the Registration Status page, select **“Print Certificate(s)”**
  - Update your profile information as needed and select **“Save/Update”** or **“Next”** if no information needs an update
  - On the Curriculum Status page, hover over the **“Actions”** link next to the applicable curriculum and select **“Print Certificate”**
  - Select **“Print”** in the top left of the pop-up window

**NOTE:** A **“Print your Registration Completion Certificate”** link is also available on the MLMS landing page in the Agent Broker Resources section.

### **Quick Tip: Certificates**

*If your certificate indicates your registration status is “Incomplete” please return to the Registration Status page to complete identity proofing.*

**Additional Resources for agents and brokers may be found on the:** [CMS Agents and Brokers Resource webpage](#)

A link to an agent and broker FAQ with more detailed information is found in the MLMS in the **Help** portlet at the bottom of the MLMS Agent and Broker landing page.

**Agents and brokers may contact the following help desks as needed:**

For general questions about FFM registration, CMS policies, and other agent or broker issues, please contact:

[FFMProducer-AssisterHelpDesk@cms.hhs.gov](mailto:FFMProducer-AssisterHelpDesk@cms.hhs.gov)

For questions about logging into the CMS Enterprise Portal, please contact: [CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov) or 1-855-CMS-1515

For questions about the MLMS, please contact: [MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov)

For questions about AHIP training, please contact: [support@ahipinsuranceeducation.org](mailto:support@ahipinsuranceeducation.org) or 800-984-8919

For questions about NAHU training, please contact: [NAHU-FFM@nahu.org](mailto:NAHU-FFM@nahu.org) or 844-257-0990