

The purpose of this document is to provide a quick overview for agents and brokers about how to complete FFM registration for plan year 2016. For the first time, agents and brokers will have the option to complete FFM training with a third-party vendor, and potentially earn continuing education units. Training will still be offered by CMS through its new Marketplace Learning Management System or 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://marketplace.cms.gov/technical-assistance-resources/training-materials/preparing-your-system.PDF>.

## 1 1st Time FFM Registration Process

- Navigate to CMS Enterprise Portal at <https://portal.cms.gov/>
  - Create a CMS Portal Account by clicking “**New User Registration**”
  - Log in and click “**Request Access Now**”
    - Find the **FFM/Training** tile to request access
    - Request the **Agents and Brokers** role from the drop-down
  - Log back in and click “**Complete Identity Proofing**” on the status page
  - Click “**Complete Agent Broker Training**” 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

*Click the “Learn More” links next to each 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
  - Click “**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.

### Quick Tip: FFM Credentials

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

## 3 Enrolling in an MLMS Curriculum and Launching a Course

- Navigate to the MLMS after logging into the CMS Enterprise Portal at <https://portal.cms.gov/>
  - Click “**Complete Agent Broker Training**” to view the training options
  - Click 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 click “**Enroll**”
  - Click “**Complete Enrollment**”
  - Click the “**Go to Current Learning**” button
  - Click 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: Training Options

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

### 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 clicking “Training.” If you don’t see this option, click the Maximize/Minimize button in the upper right corner of the page.*



**4 Completing FFM Registration after Completing Training with a Vendor**

- Log directly into MLMS using the link included in the confirmation email received from the vendor
  - Enter your **confirmation code(s)** in the applicable field(s) on the MLMS profile page
  - Fill out the remaining profile fields
  - Click **“Save/Update”**
  - In the **Current Learning** section, click **“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. **You do not need to reenter your confirmation code(s).**

**Quick Tip: Confirmation Codes**

*Your confirmation code(s) should start with the first letter of the name of the vendor you completed training with:*

- AHIP – starts with “A”*
- Gorman – starts with “G”*
- NAHU – starts with “N”.*

*You should receive two codes if you completed both Individual Marketplace and SHOP training with the vendor.*

*You only need to enter your codes once.*

**5 Updating Your Contact Information on Find Local Help**

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

**6 Printing Your Registration Completion Certificate**

- Navigate to the CMS Enterprise Portal at <https://portal.cms.gov/>
  - On the Registration Status page, click **“Print Certificate(s)”**
  - Update your profile information as needed and click **“Save/Update”**
  - In the **Agent Broker Resources** section, click **“Print your Registration Completion Certificate”**
  - Hover over the **“Actions”** link next to the applicable curriculum and click **“Print Certificate”**
  - Click **“Print”** in the top left of the pop-up window

**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 page](#)

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

For general questions about FFM registration, CMS policies, and other agent/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 Gorman training, please contact: [exchangetraining@gormanhealthgroup.com](mailto:exchangetraining@gormanhealthgroup.com) or 877-207-0349

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