Help On Demand Training and Registration Guide

What is Help On Demand?

Help On Demand is a real-time consumer assistance referral system that connects consumers seeking assistance with Marketplace-registered, state-licensed agents and brokers in their area who can provide immediate assistance with Marketplace plans and enrollments (to include both Federally-facilitated Marketplaces and State Based Marketplaces on the Federal Platform). The Help On Demand technology is hosted by BigWave Systems. Only agents and brokers who have completed Marketplace training and registration are eligible to participate in Help On Demand.

Participate in Help On Demand: Training

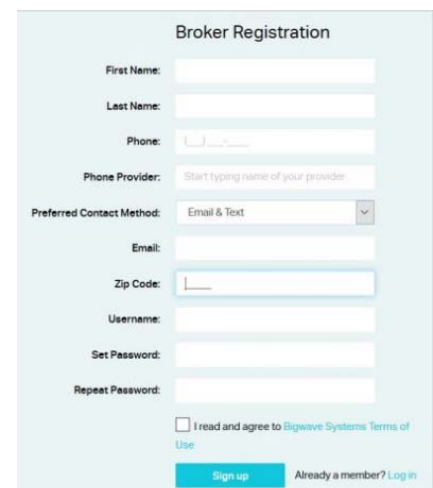In order to participate in Help On Demand, agents and brokers must:
- ✓ Complete Marketplace registration and training at http://portal.cms.gov.
- ✓ Ensure that they have an active state license and health-related line of authority for the state(s) where they plan to offer assistance with enrollment in Marketplace plans.
- ✓ Confirm that their National Producer Numbers (NPNs) are listed on the Agent and Broker FFM Registration Completion List at Data.HealthCare.gov.
- ✓ Complete the self-paced Help On Demand training and certify completion by providing their name, email address, and NPN at the end of the training at http://training-help-on-demand.ardx.us.

For more information about how to use Help On Demand, please review the Help On Demand Overview and Tips for Maximizing your Participation in Help On Demand.

Participate in Help On Demand: Registration

After successfully completing Help On Demand training, agents and brokers will receive a secure link from BigWave Systems to activate their accounts, complete their profiles, and begin receiving referrals from consumers in real time.

1 BigWave Systems will send an email invitation from noreply@bigwavesystems.com to the email address listed in your Marketplace Learning Management System (MLMS) profile. This email will contain a unique link that you can use to activate your Help On Demand account.
- The link expires after 48 hours, so be sure to act fast!
- If you do not receive an email invitation after completing the Help On Demand training, check your spam folder to make sure it was not filtered by your email provider.

2 Once you receive access to Help On Demand, you must complete the registration page shown here. Enter your information, review, and agree to the BigWave Systems Terms of Use, and select Sign-Up.
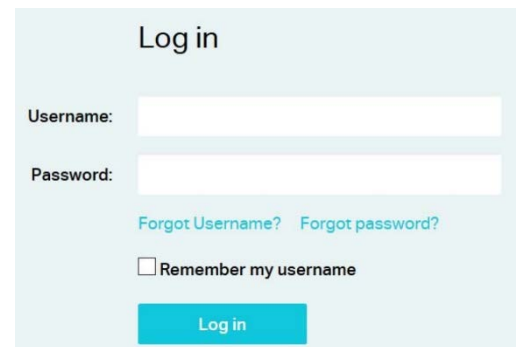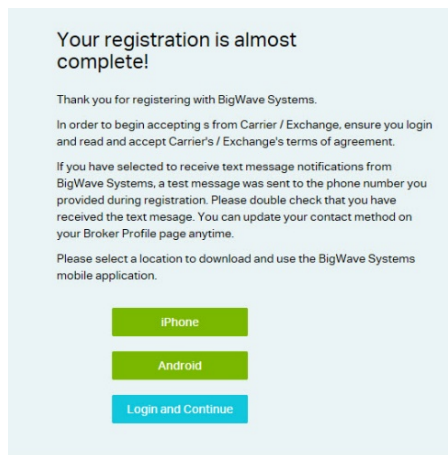
If you have any questions or concerns, please contact the Agent/Broker Email Help Desk at: FFMProducer-AssisterHelpDesk@cms.hhs.gov

1

Last Updated: 9/6/2018

3 Setting your Preferred Contact Method is an important step. It determines how you will receive referral notifications from Help On Demand.
- There are three options: email and text, email and app notification, and email only.
- Due to the fast-paced nature of Help On Demand, **CMS strongly encourages you to receive text messages or app notification in addition to emails.** Receiving notifications via email only can cause delays and lost referrals.
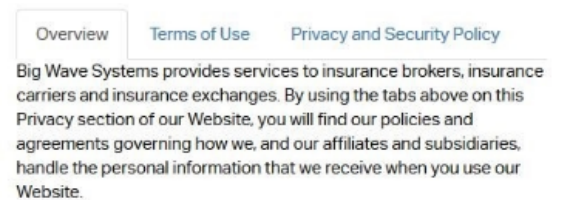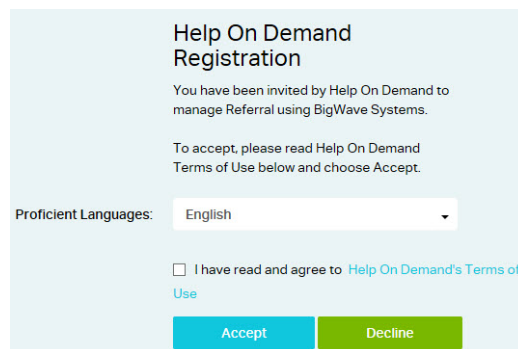- If you select "Email and App Notification," be sure to download the BigWave Systems app for iPhone or Android.

4 BigWave Systems will display a notification that your registration is complete.

You will also receive an email confirming access to BigWave Systems. This email contains the link to log into BigWave Systems: www.bigwavesystems.com.

Your registration is almost complete!

Thank you for registering with BigWave Systems.

In order to begin accepting s from Carrier / Exchange, ensure you login and read and accept Carrier's / Exchange's terms of agreement.

If you have selected to receive text message notifications from BigWave Systems, a test message was sent to the phone number you provided during registration. Please double check that you have received the text mesage. You can update your contact method on your Broker Profile page anytime.

Please select a location to download and use the BigWave Systems mobile application.

iPhone

Android

Login and Continue

Log in

Username:

Password:

Forgot Username?   Forgot password?

☐ Remember my username

Log in

5 Log into Help On Demand through the BigWave Systems website with your username and password.

6 Complete Help On Demand registration by accepting BigWave Systems' Help On Demand Terms of Use.

Help On Demand Registration

You have been invited by Help On Demand to manage Referral using BigWave Systems.

To accept, please read Help On Demand Terms of Use below and choose Accept.

Proficient Languages: English ▼

☐ I have read and agree to Help On Demand's Terms of Use

Accept   Decline

Overview   Terms of Use   Privacy and Security Policy

Big Wave Systems provides services to insurance brokers, insurance carriers and insurance exchanges. By using the tabs above on this Privacy section of our Website, you will find our policies and agreements governing how we, and our affiliates and subsidiaries, handle the personal information that we receive when you use our Website.

7 After completing Help On Demand registration and accepting BigWave Systems' Help On Demand Terms of Use, be sure to update your profile with your Availability Settings to begin using Help On Demand! For more information, be sure to check out the Help On Demand resource: Tips for Maximizing your Participation in Help On Demand.

To learn more about Help On Demand, how to register, and what you need to know to receive consumer referrals, visit the Help On Demand section of the Agents and Brokers Resources Webpage.

If you have any questions or concerns, please contact the Agent/Broker Email Help Desk at: FFMProducer-AssisterHelpDesk@cms.hhs.gov

2

Last Updated: 9/6/2018