

August 2, 2017

**Agents & Brokers:
Selling in the Marketplace**

HealthCare.gov

Marketplace News for Agents & Brokers

Plan Year 2018 Registration and Training Is Now Live!

We are excited to announce that Marketplace registration and training for plan year 2018 is now live on the Marketplace Learning Management System (MLMS).

Get Prepared to Assist Consumers

You **must** complete plan year 2018 registration and training on the [CMS Enterprise Portal](#) prior to helping consumers enroll in Marketplace coverage. Remember that plan year 2018 Open Enrollment for the Individual Marketplace begins on November 1, 2017.

If you are **new** to the Marketplace this year, or if you did not complete plan year 2017 registration and training, you are required to take the full Individual Marketplace training for plan year 2018.

If you are a **returning** agent or broker who completed plan year 2017 Marketplace registration and training, you are eligible to take

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Newsletter Update

The “News for Agents and Brokers” newsletters will now be delivered to your inbox **bi-weekly**. With this new distribution schedule, you will receive the most up-to-date information possible.

Upcoming Events

The Centers for Medicare & Medicaid Services (CMS) sponsors webinars to share information on topics to help you assist consumers

the shorter Refresher Training for plan year 2018, which takes about half the time to complete!

Registration and Training Resources

Ready to get started? Check out these resources to guide you through the registration and training process:

- A one-page tip sheet outlining [what's new](#) for plan year 2018 registration and training.
- Quick and easy registration and training guides for [new](#) and [returning](#) agents and brokers.
- Webinar slides to walk [new](#) and [returning](#) agents and brokers through the step-by-step process required to complete registration and training.
- 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 one.

CMS-Approved Vendor Training Option

Three vendors are approved to offer Marketplace training for plan year 2018:

- [America's Health Insurance Plans, Inc. \(AHIP\)](#)
- [Litmos by CallidusCloud \(Litmos\)](#)
- [The National Association of Health Underwriters \(NAHU\)](#)

What's the advantage?

CMS-approved vendors are required to offer continuing education unit (CEU) credits in a minimum of five states where the Marketplace operates. You can use these CEUs to meet state licensure requirements for continuing education.

throughout the year. To register for these webinars, use the link below to log in to REGTAP. Registration closes 24 hours prior to each event.

["Special Enrollment Period Pre-Enrollment Verification \(SEPV\): Phase 2 Overview for Agents and Brokers"](#)

- 8/8/17, 1:00–2:00 PM ET

Recently Released Resources

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

- [Plan year 2018 registration and training resources](#)
- [Go-live Frequently Asked Questions \(FAQs\) on REGTAP](#)

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, and Find Local Help), Monday–Friday, 8:00 AM–6:00 PM ET

Marketplace Service Desk:

855-267-1515 (for CMS Enterprise Portal account issues, password resets, and general registration questions), Mon–Fri 8:00 AM–8:00 PM ET; Weekend Hours in Oct–Nov: Sat & Sun 10:00 AM–3:00 PM

Agent/Broker

Training/Registration Email Help Desk:

If you complete training through a CMS-approved vendor...

- Vendors may charge a fee depending on the vendor and the curriculum completed.
- You must access the vendor's training via the [CMS Enterprise Portal](#) and should not go directly to the vendor's website to access training content.
- You are still required to sign the applicable Agreement(s) and update your MLMS profile after you complete the required training.

For more information about CMS-approved vendor training, please visit the [Agents and Brokers Resources webpage](#).

Enhancements for Plan Year 2018

There are many exciting new changes to the MLMS and Find Local Help for plan year 2018.

Highlights include:

- Updates to the Find Local Help tool that allow you to display contact information for all states in which you are licensed
- Improvements to how the curriculum is displayed to make it easier for you to find the appropriate courses
- The ability to customize the MLMS profile fields by selecting an appropriate role
- Validation messages to help make sure that you entered the correct National Producer Number (NPN)

You can find more information to help you better understand the enhancements in the [Plan Year 2018 MLMS Enhancements Overview webinar slides](#).

MLMSHelpDesk@cms.hhs.gov
(for technical or system-specific issues related to the Marketplace agent/broker training/registration system), Monday–Friday, 8:00 AM–5:00 PM ET

Individual Marketplace Agent/Broker Line: 855-788-6275 (for Individual Marketplace consumer account password resets, SEPs not available online, and eligibility and enrollment issues). Open 24/7. 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–7:00 PM ET

Find Answers to Your Registration and Training Questions

If you have questions throughout the registration and training process, check out the [Agents and Brokers Resources webpage](#) for helpful resources and information.

You can also contact one of the agent/broker help desks outlined in [this resource](#).

SHOP Marketplace Corner

It's the time of year for kicking back a little, cookouts, and... thinking about your small business clients' health insurance options!

The SHOP Marketplace is still open for groups to enroll in 2017 plans. Help your clients with 1 to 50 employees enroll by the 15th of the month for coverage beginning as soon as the first day of the next month.

Visit HealthCare.gov/small-business to get started!

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