

July 2017

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

**HealthCare.gov**

# Marketplace News for Agents & Brokers

## The MLMS Is Closing for Plan Year 2017

Plan year 2017 Marketplace registration and training for agents and brokers will close, or “go dark,” on the Marketplace Learning Management System (MLMS) on July 21, 2017 at 12:01 PM Eastern Time (ET) as we prepare to launch registration and training for plan year 2018.

### Registered Agents and Brokers: Final Steps

If you have already completed plan year 2017 registration and training and signed the necessary agreement(s), [log in to the CMS Enterprise Portal and complete the following actions by July 21, 2017:](#)

- Check that your MLMS profile is up-to-date.
- Print your Registration Completion Certificate(s) for the Individual and/or Small Business Health Options Program (SHOP) Marketplace before 12:01 PM ET on July 21, 2017.

**Unregistered Agents and Brokers: Begin Training by July 14, 2017**

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### Upcoming Events

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

To be sure your profile is updated before the MLMS closes on July 21, 2017, do NOT sign up for a new plan year 2017 training curriculum (via the MLMS or a CMS-approved vendor) after **July 14, 2017**.

Follow these steps to [complete plan year 2017 registration and training](#):

- Start your plan year 2017 training curriculum by July 14, 2017.
- Complete registration, including identity proofing, required training and exams, and signing the applicable agreement(s), before 12:01 PM ET on July 21, 2017.
- Once you have completed registration, print your Registration Completion Certificate(s) for the Individual and/or SHOP Marketplace before 12:01 PM ET on July 21, 2017.
- Check that your MLMS profile is up-to-date.

[Check out this resource for additional information and quick tips.](#)

## What's Your Plan Year 2017 Registration Status?

If you are not sure whether you completed all the registration requirements, the agent and broker landing page on the [CMS Enterprise Portal](#) should reflect your registration status for plan year 2017. If you have completed registration, the statuses of **Complete Identity Proofing** and **Complete Agent Broker Training** should both be marked as **Complete** on the Agent Broker Registration Status page.

In addition, you can [confirm your registration completion on the Federally-facilitated Marketplace \(FFM\) Registration Completion](#)

### [“MLMS 3.0 and Find Local Help Updates for Plan Year 2018”](#)

- 7/19/17, 1:00 PM – 2:00 PM ET

### [“Plan Year 2018 Health Insurance Marketplace Registration and Training for New Agents and Brokers”](#)

- 7/20/17, 1:00 PM–2:30 PM ET
- 7/26/17, 1:00 PM–2:30 PM ET

### [“Plan Year 2018 Health Insurance Marketplace Registration and Training for Returning Agents and Brokers”](#)

- 7/21/17, 1:00 PM–2:00 PM ET
- 7/27/17, 1:00 PM–2:00 PM ET

### Recently Released Resources

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

- [Quick Tips: MLMS Closing for Plan Year 2017](#)
- [Agent/Broker Help Desks](#)

### Contact Us

**Agent/Broker Email Help Desk:** [FFMProducer-AssisterHelpDesk@cms.hhs.gov](mailto:FFMProducer-AssisterHelpDesk@cms.hhs.gov) (for policy questions, escalated registration questions, or issues with ID proofing, the Registration Completion List, and Find Local Help), Monday–Friday, 8:00 AM–6:00 PM ET

**Exchange Operations Support Center:** 855-267-1515

## [List.](#)

This list is updated as frequently as daily, and provides the self-reported National Producer Numbers (NPN) of agents and brokers who have completed the FFM agent and broker registration process.

If you completed registration and don't see your NPN listed, please check back in a day or so when the new list is posted. Your information should eventually appear on that list, which will confirm that you have completed the plan year 2017 registration process.

## Go-Dark Tip: How to Print Certificates

Beginning July 21, 2017 at 12:01 PM ET, plan year 2017 Registration Completion Certificates will no longer be available as the MLMS goes dark to prepare for plan year 2018.

If you completed all [plan year 2017 registration and training steps](#), including signing the necessary agreement(s), be sure to print your certificate(s) prior to July 21, 2017 by following these steps:

1. Sign in to the CMS Enterprise Portal with your User ID and password. The My Status page will appear.
2. The **Complete Agent Broker Training** entry will show **Complete** in the Status column if you have completed plan year 2017 training.
3. Select the **Print Certificate(s)** link and follow the prompts.

## Stay Connected with the Marketplace During Go-Dark

(for CMS Enterprise Portal and HealthCare.gov account issues, general registration questions, and specific enrollment policy 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:

[MLMSHelpDesk@cms.hhs.gov](mailto: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

After the MLMS closes on July 21, 2017, we will continue to provide you with Marketplace updates and helpful tips, including when plan year 2018 registration and training is available.

Here's how you can stay up-to-date during go-dark:

- Subscribe to emails through your [CMS Enterprise Portal account](#) by selecting "Get Email Updates"
- Follow @HealthCareGov on [Twitter](#)
- Join one of our [upcoming registration and training webinars](#)
- Visit the [Agents and Brokers Resources webpage](#) for access to all the information you may need

## Upcoming Plan Year 2018 Registration and Training Webinars

In the coming weeks, we will host multiple webinars to help both new and returning agents and brokers prepare to complete plan year 2018 FFM registration and training.

- **New** agents and brokers, who did not complete plan year 2017 registration and training, are required to take the full training for plan year 2018.
- **Returning** agents and brokers, who completed plan year 2017 registration and training, are eligible to take the shorter Refresher Training offered for plan year 2018, which takes about half the time to complete!

Want to take the shorter Refresher Training for plan year 2018? If you haven't completed plan year 2017 registration, make sure you start your training curriculum by July 14, 2017 and complete all registration steps before 12:01 PM ET on July 21, 2017 to be eligible.

Register for one of our webinars to learn more:

[“Plan Year 2018 Registration and Training for Agents and Brokers \*\*New\*\* to the FFM”](#)

- July 20, 2017 1:00 PM–2:30 PM ET
- July 26, 2017 1:00 PM–2:30 PM ET

[“Plan Year 2018 Registration and Refresher Training for Agents and Brokers \*\*Returning\*\* to the FFM”](#)

- July 21, 2017 1:00 PM–2:00 PM ET
- July 27, 2017 1:00 PM–2:00 PM ET

If you have questions on the webinar registration process, visit the [Agents and Brokers Resources webpage](#) for more information.

Note: Registration closes 24 hours prior to each event.

## SHOP Marketplace Corner

### Updated Rates Available on HealthCare.gov

The new quarterly rates are in – check out the new [state-by-state SHOP Marketplace rate sheets](#) to help forecast the cost of 2017 health coverage for your small business clients. Take the rate sheet for your state with you on your next client meeting and show your clients what the SHOP has to offer. These rate sheets show an overview of monthly premiums by plan category and age group to help you and your clients explore the lowest-cost premiums in your area. You can also help your clients get a [custom quote](#) for 2017 plans.

Take a look today!