

Part I: Register, complete training and exams, and execute FFM Agreement(s) on the Medicare Learning Network (MLN)<sup>®</sup>

The Medicare Learning Network (MLN)<sup>®</sup> can be accessed at

<https://Marketplace.MedicareLearningNetworkLMS.com>. Agents and brokers who would like to operate ONLY within the Federally-facilitated Small Business Health Options Program (SHOP) Marketplaces are only required to complete the applicable Part I steps listed below.

*Please note: The training curriculum is not compatible with iPads, tablets, or other handheld/mobile devices.*

1. First time users will select “Create Account.”
2. Self-select your MLN User ID and password; enter basic identifying information, including your National Producer Number (NPN), as prompted. It is vital that you enter your NPN correctly—without leading zeroes and without hyphens—and that you remember your MLN User ID. Select your User Type/User Role based on the market(s) you wish to serve:
  - Agent/Broker/Web-broker – Individual Market
  - Agent/Broker/Web-broker – SHOP
  - Agent/Broker/Web-broker – Individual Market and SHOP

*Please note: Your role selection will determine the courses and Agreement(s) you complete.*

*If you do not know your NPN, you may obtain it at:*

<https://pdb.nipr.com/html/PacNpnSearch.html>

3. After you select the appropriate User Type/User Role, the first field, “Organization Type” is automatically grayed-out, because agents/brokers do not need to complete it. Next to the second field, “Organization,” click on the blue text that says “Select.” A new screen will pop up. When that screen appears, click the gray “Search” button, and the Organization named Marketplace will appear as the only option. Click the circle to select Marketplace, select “Save,” and you will be returned to the previous screen, where you can finish creating your MLN account.
4. After you successfully create your MLN account, you will be taken to a “Welcome” page.
5. Click on the “Training Catalog” Tab, and click on your training (based on the User Type/User Role you selected in Step 2 above) under “Browse by Category.”
6. After you click on the underlined title of the curriculum in the “Browse by Category” section, the curriculum description opens. Click on the title of the curriculum.
7. The curriculum window will open, showing you all of the courses in that curriculum. Click the “Enroll” button to enroll in the curriculum.
8. Click on “Access Item” to access the curriculum content.
9. Click the title of the first item.
10. Click the “Enroll” button.
11. A new window will open. Click the “Enroll” button. (You may keep the defaults that are already in place for “Course Credit Options” and “Course Mode Options.”)
12. Click the “Open Item” button and proceed with taking the course.
13. The menu page displays the topics in each course. After completing each topic, you will return to the menu page.
14. Depending on the role you select, you will be prompted to complete the following:
  - For the Individual Marketplace role, you must—

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- Take the “Affordable Care Act and Marketplace Basics” course and pass the exam (required)
- Take the “Individual Marketplace” course and pass the exam (required)
- Read and accept the Individual Marketplace Agreements (required)
- For the SHOP Marketplace role, you will be prompted to—
  - Take the “Affordable Care Act and Marketplace Basics” course and pass the exam (highly recommended)
  - Take the “Small Business Health Options Program Marketplace (SHOP)” course and pass the exam (highly recommended)
  - Read and accept the SHOP Marketplace Agreement (required)
- For the Individual Marketplace and SHOP Marketplace role, you will be prompted to—
  - Take the “Affordable Care Act and Marketplace Basics” course and pass the exam (required)
  - Take the “Individual Marketplace” course and pass the exam (required)
  - Take the “Small Business Health Options Program Marketplace (SHOP)” course and pass the exam (highly recommended)
  - Read and accept the Individual Marketplace Agreements (required)
  - Read and accept the SHOP Marketplace Agreement (required)

#### Additional Notes:

- When you return to “Training Home” after logging out, you will see any courses, exams, and Agreements you have started, as well as those you have completed.
- Training may be completed in multiple sessions. From the “Training Home” page, click “Open Item” next to the title of the course you wish to resume. A dialogue box will ask if you want to resume where you left off previously. Click “OK.”
- Keep the curriculum completion certificates you receive. You will need to provide copies of these certificates to the issuers and web-brokers with which you are affiliated. You will also see interim confirmation for each course and exam you complete; however, the curriculum certificate verifies you have completed all requirements for your role type (Individual Marketplace, SHOP Marketplace, or both).

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### Part II: Create an FFM User Account and complete identity proofing through the CMS Enterprise Portal

Part II is required only for agents and brokers who wish to operate in a Federally-facilitated Individual Marketplace. *Please note: To allow time for your training results from the MLN site to be transmitted to the CMS Enterprise Portal, you must generally wait at least two business days after completing registration, training and exams, and FFM agreement(s) on the MLN website. During the initial 2013 launch of the agent/broker registration process, the transmission of training results may sometimes take longer than two business days.*

1. Go to the CMS Enterprise Portal at <https://portal.cms.gov/> and select “New User Registration.”

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2. As a result of selecting “New User Registration,” the CMS Enterprise Identity Management (EIDM) system on the CMS Enterprise Portal will prompt you to agree to the EIDM terms and conditions. Click to agree and then click “Next.”
3. Enter basic identifying information on the “Your Information” page, and click “Next.” Please be sure to enter your legal name rather than any nicknames.
4. The EIDM system will prompt you to create an FFM User Account (your FFM User ID, password and challenge questions). Click “Next.”  
*Please note: Agents/brokers operating in the Individual Marketplaces will use this ID to enroll individuals in the FFM.*
5. Click “Ok” and the EIDM system will redirect you back to the CMS Enterprise Portal page to log back in with your new FFM User ID and password.
6. On the CMS Enterprise Portal home page, select “Login to CMS Secure Portal” and log in with the FFM User ID and password you created in step 4 above. Select “Log In.”
7. Select “Request Access Now” under “Request Application Access. On the “My Access” page select “Request New Application Access.”
8. Next to “Application Description” select “FFM - FFM Application” from the drop-down list.
9. Select your role: “FFM Agent Broker.”
10. Enter your NPN and MLN User ID. (It is vital that you enter both of these items accurately, or the system will not be able to confirm the completion of your training.) When finished, click “Submit.”
11. You will be returned to the “My Access” page. Read the explanation under “Remote Identity Proofing” and click “Next.”
12. Read the “Terms and Conditions,” click “I agree to the terms and conditions,” then click “Next.”
13. You will be prompted to enter your identifying information. This information will be used to create the identity proofing questions. Click “Next” when you have finished.
14. You will be prompted to answer the “out-of-wallet” questions.
15. Upon completing the questions, your FFM User ID will be activated and you will be granted the Agent/Broker role.

For more information, please visit

<http://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/assistance.html>  
<http://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/a-b-resources.html>

There are a number of links and documents on those pages which will help you to learn more about the registration and training process for agents and brokers in the FFM.