Enterprise Identity Management (EIDM) to Identity Management (IDM) Transition

February 19, 2021
*Last updated August 2022

Centers for Medicare & Medicaid Services (CMS)
Center for Consumer Information & Insurance Oversight (CCIIO)
The information provided in this presentation is intended only as a general, informal summary of technical legal standards. It is not intended to take the place of the statutes, regulations, and formal policy guidance that it is based upon. This presentation summarizes current policy and operations as of the date it was presented. Links to certain source documents have been provided for your reference. We encourage learners to refer to the applicable statutes, regulations, and other interpretive materials for complete and current information about the requirements that apply to them.

This document generally is not intended for use in the State-based Marketplaces that do not use HealthCare.gov for eligibility and enrollment. Please review the guidance on our Agents and Brokers Resources webpage (http://go.cms.gov/CCIIOAB) and Marketplace.CMS.gov to learn more.

Unless indicated otherwise, the general references to “Marketplace” in the presentation only includes Federally-facilitated Marketplaces (FFMs) and State-based Marketplaces on the Federal Platform.

This communication was printed, published, or produced and disseminated at U.S. taxpayer expense.
At the end of today’s presentation, you can dial into the phone queue to ask a live question.

Please dial 866-549-8866 and enter your unique PIN that was provided in your reminder email from the Registration for Technical Assistance Portal (REGTAP). Once on the line please dial star (*) pound (#) to enter the question queue.

You may also enter questions using the Q&A panel on your webinar screen. Please note, if CMS responds to your submitted Q&A panel question - your question and your name will display to all attendees.
Agenda

• Overview
• What to Expect
• How to Prepare
• Review the current and new flow for returning/registered agents/brokers
• Review the current and new flow for new agents/brokers
• Overview of Agent/Broker Marketplace Help Desks and Call Centers
• Q&A
Highlight the changes and discuss the impacts to Agents and Brokers following the migration to a new identity management system within the CMS Portal.
IDM: What to Expect

• The migration will occur between Friday, 2/19/2021 at 9:00 PM ET and Monday, 2/22/2021 at 8:00 AM ET.

• Returning/Registered Agents/Brokers:
  – The Agent/Broker Registration Status page has been removed
  – Multi-Factor Authentication settings will not be migrating to the new system

• New Agents/Brokers:
  – There will be little to no impact
  – Social Security Number is now required for all agents/brokers
How to Prepare – Current Users

• Prior to February 20, 2021:
  – Check the email address associated with your CMS Portal account and ensure you have access to this account.
    • Any User ID or Password Reset emails will be directed there

• After February 22, 2021:
  – If you experience issues logging into the CMS portal, please contact the Marketplace Service Desk – 1-855-267-1515 or CMS_FEPS@cms.hhs.gov
Returning/Registered Agents/Brokers – Current Flow

- Current Agent/Broker Registration Status Page

### Current Agent/Broker Registration Status Page

**CMS.gov My Enterprise Portal**

**Request New System Access**
**View and Manage My Access**
**Annual Certification**

**My Access**

**Agent Broker Registration Status**

**Plan Year 2021**

Please click the link below next to items marked 'INCOMPLETE' to register as an agent/broker for the 2021 plan year. If you have completed steps 1 and 2 below, Registration Complete should display at the bottom of the page. If your status is not accurate, please log out and log back in later. During busy periods, it may take 30 minutes or longer to finalize registration.

We are experiencing technical difficulties and cannot retrieve your latest training status. If you have completed training and it is not reflected below, please return to this page in the future to confirm your status has been updated. You may still complete identity proofing and any training you have not completed.

<table>
<thead>
<tr>
<th>FFM - Agents and Brokers Role</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Complete Identity Proofing</td>
<td>Complete</td>
</tr>
<tr>
<td>2. Complete Agent Broker Training</td>
<td>Incomplete</td>
</tr>
<tr>
<td>Individual Market</td>
<td></td>
</tr>
<tr>
<td>SHOP</td>
<td></td>
</tr>
<tr>
<td>3. Print Certificate(s)</td>
<td>Accessible after completing steps 1 &amp; 2.</td>
</tr>
</tbody>
</table>
Current Training Options Page

Plan Year 2021 Agent/Broker Training Options

Agents and brokers have new options to complete Individual Marketplace and/or SHOP Marketplace training for the 2021 plan year. These include third-party vendors. Third-party vendor training may be approved for continuing education units (CEUs). Select “Learn More” next to each vendor’s listing to obtain information about pricing and CEUs. Please contact the vendor for more information, or if you are having difficulty accessing the vendor’s site.

CMS continues to offer training at no charge through its Marketplace Learning Management System (MLMS), but no CEUs are available through the MLMS.

- America’s Health Insurance Plans
  Learn More
  Access Training
  800-964-8919

- Marketplace Learning Management System (CMS)
  Return to Training
  MLMSHelpDesk@cms.hhs.gov

Return to Agent Broker Registration Status Page
Returning/Registered Agents/Brokers – New Flow

- New Portal Tile Page
Returning/Registered Agents/Brokers – New Flow (continued)

- New Training Access Tile

My Portal

Marketplace Training – Agent Broker

MLMS Training - CMS continues to offer training at no charge through its Marketplace Learning Management System (MLMS), but no CEUs are available through the MLMS.

America’s Health Insurance Plans (AHIP) Training – Continuing education units (CEUs) are available through AHIP. You are leaving CMS and will be redirected to a CMS approved 3rd party vendor.

Click here to obtain information about AHIP pricing and CEUs, or contact AHIP Helpdesk at: 800-984-8919

Registration Status Tracker – A searchable database that allows an agent and broker to look up their Marketplace registration status for the current plan year.
Returning/Registered Agents/Brokers – Registration Status Tracker

- [https://data.healthcare.gov/ab-registration-tracker/](https://data.healthcare.gov/ab-registration-tracker/)

The Agent and Broker Registration Tracker is a searchable database that allows you to look up your Marketplace registration status with the National Producer Number (NPN) and ZIP Code that you have saved in your Marketplace Learning Management System (MLMS) profile for the current plan year.
Provides status on the following steps:

- Identity proofing
- Training & Registration
  - IM and SHOP
- NPN Validation
- Line of Authority (LOA)
- Licensure
- Find Local Help
- Help On Demand
Multi-Factor Authentication in IDM
Email will be the default MFA device for all migrated accounts
• Users can add additional factors once logged in
• Available MFA Devices Include:
  • Email
  • SMS
  • IVR
  • Google Authenticator (Smart Phone App or Chrome Extension)
  • Okta Verify (Smart Phone App)
• Users have the ability to view, add, and remove MFA and Recovery devices using the Manage MFA and Recovery Devices window. MFA and Recovery device information is part of the user’s account profile, so this information is accessed through the IDM Self Service Dashboard using the My Profile button.
New Agents/Brokers

- Navigate to: [https://portal.cms.gov/](https://portal.cms.gov/)
- Select “New User Registration”
Creating an Account – Step 1

- Under the Select Your Application drop-down menu, select the “Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access” option.
- Agree to the Terms and Conditions

Step #1: Select Your Application

Step 1 of 3 - Select your application from the dropdown. You will then need to agree to the terms & conditions.

Select Your Application

| Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access |
• Populate your personal information and contact information.
New Agents and Brokers
Creating a Profile – Step

• Choose a User ID and Password
• Select a security question and answer
• You will receive an email at the address you listed in your account, notifying you of your successful account creation.
Log in to the CMS Enterprise Portal and on the **My Portal** page, select the **Add Application** button to access the Application Catalog.
New Agents and Brokers
Requesting Application and Role – Step 1

Select the **Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access** option. Then select Next.

**Request Application Access**

The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.

1. **Select an Application**

   - **Application**
     - Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access

   - **Application Description**: Click Request Access to obtain system access. Provides access to MLMS training.

2. **Select a Role**

3. **Enter Reason for Request**
Select Training Access from the Role drop-down menu and select the Next button.

Request Application Access

The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role-related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.

1. Select an Application
   - Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access

2. Select a Role
   - Role: Training Access

   **Role Description:** Select the Training Access role to access all the required trainings for Agent/Broker role assignment. After successful completion of all the trainings Agent/Broker role will be granted.

3. Complete Identity Verification
4. Enter Business Contact Information
5. Enter Reason for Request
New Agents and Brokers
Requesting Application and Role – Step 3

Complete Remote Identity Proofing

Step #1: Identity Verification Overview

To protect your privacy, you will need to complete Identity Verification successfully, before requesting access to the selected role. Below are a few items to keep in mind.

1. Ensure that you have entered your legal name, current home address, phone number, date of birth and email address correctly. We will only collect personal information to verify your identity with Experian, an external Identity Verification provider.

2. Identity Verification involves Experian using information from your credit report to help confirm your identity. As a result, you may see an entry called a “soft inquiry” on your Experian credit report. Soft inquiries do not affect your credit score and you do not incur any charges related to them.

3. You may need to have access to your personal and credit report information, as the Experian application will pose questions to you, based on data in their files.

For additional information, please see the Experian Consumer Assistance website - http://www.experian.com/help/

If you elect to proceed now, you will be prompted with a Terms and Conditions statement that explains how your Personal Identifiable Information (PII) is used to confirm your identity. To continue this process, select ‘Next’.
New Agents and Brokers Requesting Application and Role – Step 23

• Complete Business Contact Information
• Social Security Number is required and necessary for National Producer Number (NPN) validation within MLMS
Topics for All Users:
IDM Self Service Dashboard

- The IDM Self Service Dashboard provides access to functions that allow users to manage their user profile, request new applications, and manage roles for applications to which they have been granted access.

- My Profile
  To access your Profile please click here.
  You can View or Edit your Profile or MFA on this page.

- Role Request
  To request access to a new Application please click here.
  You can Add a Role in a new Application on this page.

- Manage My Roles
  To access your existing Roles please click here.
  You can View, Add, Edit or Remove Roles on this page.

- My Requests
  To access your own Pending requests please click here.
  You can View or Cancel your requests on this page.
# Agent/Broker Marketplace
## Help Desks and Call Centers

<table>
<thead>
<tr>
<th>Help Desk Name</th>
<th>Phone # and/or Email Address</th>
<th>Types of Inquiries Handled</th>
<th>Hours of Operation (Closed Holidays)</th>
</tr>
</thead>
</table>
| Marketplace Service Desk | **Phone:** 1-855-CMS-1515 **Phone:** 1-855-267-1515 | • Centers for Medicare & Medicaid Services (CMS) Enterprise Portal password resets and account lockouts  
• Other CMS Enterprise Portal account issues or error messages  
• General registration and training questions  
• Login issues on the Direct Enrollment agent/broker landing page  
• Technical or system-specific issues related to the Marketplace Learning Management System (MLMS)  
• User-specific questions about maneuvering in the MLMS site or accessing training and exams | Monday–Friday 8:00 AM–8:00 PM ET  
October–November only: Saturday–Sunday 10:00 AM–3:00 PM ET |
| Agent/Broker Email Help Desk | **Email:** FFMProducer-AssisterHelpDesk@cms.hhs.gov | • General enrollment and compensation questions  
• Manual identity proofing/Experian issues  
• Escalated general registration and training questions  
• Agent/Broker Registration Completion List issues  
• Find Local Help questions  
• Help On Demand participation instructions or questions  
• Report concerns that a consumer or another agent or broker has engaged in fraud or abusive conduct  
• Complex consumer application issues- send description of issue needing resolution and app ID – do not send PII | Monday–Friday 8:00 AM–6:00 PM ET |
| Agent/Broker Training and Registration Email Help Desk | **Email:** MLMSHelpDesk@cms.hhs.gov | • Technical or system-specific issues related to the MLMS  
• User-specific questions about maneuvering in the MLMS site or accessing training and exams | Monday–Friday 9:00 AM–5:30 PM ET |
Be sure to register for the upcoming Marketplace Agent and Broker Office Hours occurring on the following dates:

- April 14, 2021
- June 17, 2021
- August 19, 2021

To register, log into REGTAP at [https://www.regtap.info/](https://www.regtap.info/) and complete the following steps:

1. Select ‘Training Events’ from ‘My Dashboard.’
2. Select the ‘View’ icon next to event title: Marketplace Agent and Broker Office Hours.
3. Select ‘Register Me.’

*Note: Once you’ve completed the above steps you will automatically be registered for ALL 2021 Office Hour sessions.*
We’re Listening

• Dial **1-866-549-8866** to enter the phone queue
• Enter your webinar access PIN* provided to you in the confirmation email from REGTAP
• Dial star (*) pound (#) to enter the question queue
• You may also enter your feedback in the webinar Q&A panel.

🔍 What are you observing from Open Enrollment so far?
🔍 What questions do you have?
🔍 What should we share with our operations team?

*If you do not have your webinar access PIN, contact the Registrar by calling (800) 257-9520.*
CMS welcomes your feedback regarding this webinar and values any suggestions that will allow us to enhance this experience for you.

Shortly after this call, we will send a link to you for a convenient way to submit any ideas or suggestions you wish to provide that you believe would be valuable during these sessions.

Please take time to complete the survey and provide CMS with any feedback.
Closing Remarks

THANK You!