

June 21, 2016

MYTHS AND FACTS ABOUT THE CLOSING OF THE MARKETPLACE LEARNING MANAGEMENT SYSTEM FOR PLAN YEAR 2016 AGENT AND BROKER FEDERALLY-FACILITATED MARKETPLACE REGISTRATION AND TRAINING

The Centers for Medicare & Medicaid Services (CMS) provides this myths and facts document to dispel some of the most common misconceptions agents and brokers have about when the Marketplace Learning Management System (MLMS) closes for plan year 2016, and how its closing will affect their ability to complete Federally-facilitated Marketplace (FFM) registration for plan year 2016.

Myth

I can complete plan year 2016 FFM registration, including required training, any time up through the end of the plan year.

Fact

NOT TRUE! You cannot complete FFM registration and training for plan year 2016 after July 15 at 11:59 AM Eastern Time (ET), when the MLMS “goes dark” so CMS can prepare to launch plan year 2017 registration and training.

- Access to plan year 2016 training will be intermittent between July 1 and **July 14**. To be sure your profile is updated in the MLMS before the last day, do **not** sign up for a new plan year 2016 FFM training curriculum (via the MLMS or a CMS-approved vendor) after July 1. After this date, the MLMS is only available for updates to your profile’s training completion status.
- To help consumers enroll in plan year 2017 Marketplace coverage when the Open Enrollment period begins on November 1, you must first complete plan year 2017 FFM registration for agents and brokers, including required training and signing the Agreement(s).
 - Remember, completion of plan year 2016 FFM registration does not count toward meeting the registration requirement to help consumers enroll in plan year 2017 Marketplace coverage during the first two months of the Open Enrollment period in November and December 2016.
- If you complete plan year 2016 FFM registration, including required training and signing the Agreement(s), before the MLMS closes on July 15, you can assist consumers until your plan year 2016 Agreement(s) expire on October 31, 2016, prior to the start of plan year 2017 Open Enrollment on November 1.
 - Please note that you need to be registered with the FFMs for plan year 2017 to assist consumers who qualify to enroll in plan year 2016 coverage in November or December 2016 via a qualifying special enrollment period.
- If you have questions about how to complete registration so you can support consumers and employers in the FFMs, email the FFM Producer and Assister Help Desk at FFMProducer-AssisterHelpDesk@cms.hhs.gov or call the Agent and Broker Call Center at 1-855-CMS-1515 (855-267-1515) and select option “1” Monday through Saturday from 8:00 AM to 10:00 PM ET.

Myth	<i>While the MLMS is closed, I will not be able to assist small employers and their employees enroll in coverage through the Small Business Health Options Program (SHOP) Marketplace.</i>
Fact	NOT TRUE! Qualified small employers and their employees can enroll in coverage through the SHOP Marketplace any time of the year. If you are registered to assist in the SHOP Marketplace for plan year 2016, you can continue to assist small employers and their employees enroll in coverage until your plan year 2016 SHOP Marketplace Privacy and Security Agreement expires on October 31, 2016. Enrollment in the SHOP Marketplace is on a monthly basis and the deadline for enrollment is the 15 th of the preceding month.
Myth	<i>Issuers will not be able to confirm that I have completed plan year 2016 FFM registration while the MLMS is closed, and will not compensate me for enrollments I assisted with.</i>
Fact	NOT TRUE! Issuers will check the Agent and Broker FFM Registration Completion List to confirm you have completed the plan year 2016 FFM registration requirements, including completion of required training and signing of the Agreement(s), and are eligible for compensation for assisting consumers with enrolling in issuers' qualified health plans (QHPs) through October 31, 2016. The Agent and Broker FFM Registration Completion List (and the Agent and Broker FFM Registration Termination List) are available via the Agents and Brokers Resources webpage, where they are updated frequently.
Myth	<i>Once the MLMS is closed, I will not be able to access my plan year 2016 FFM Registration Completion Certificate(s) showing I have completed the plan year 2016 FFM registration requirements, including required training.</i>
Fact	<p>TRUE! Certificates showing you have completed plan year 2016 FFM registration will not be available after July 15 at 11:59 AM ET, when the MLMS closes.</p> <ul style="list-style-type: none"> • You are encouraged to print copies of your plan year 2016 FFM Registration Completion Certificate(s) prior to the MLMS closing by signing in to the CMS Enterprise Portal with your User ID and Password. The "My Status" page will appear. The "Complete Agent Broker Training" entry will show "Complete" in the "Status" column if you have completed plan year 2016 training. Select the "Print Certificate(s)" link and follow the prompts. Please remember to use Firefox, Google Chrome, or Internet Explorer 10 to print your certificates. • While you should retain copies of your Registration Completion Certificate(s), CMS has directed issuers and web-brokers to use the CMS Agent and Broker FFM Registration Completion List to confirm you have completed all FFM registration requirements, including required training and signing the Agreement(s). • New for plan year 2017, the Registration Completion Certificate(s) will show the date you completed all FFM registration requirements.
Myth	<i>I will not know when plan year 2017 FFM registration and training goes live.</i>
Fact	NOT TRUE! Agents and brokers who want to be prepared to assist consumers with selecting and enrolling in QHPs through the FFMs for plan year 2017 will be able to access and complete plan year 2017 FFM training on the MLMS and on CMS-approved vendors' websites in the summer of 2016.

Myth

I will not be able to get more information on plan year FFM 2017 registration and training.

Fact

NOT TRUE! CMS will be providing additional information on plan year 2017 training and how to access it on the MLMS and on CMS-approved vendors' websites via emails and Twitter, the "News for Agents and Brokers" newsletters, the Agents and Brokers Resources webpage, and webinars.

- CMS sends the emails and newsletters to all registered agents and brokers via GovDelivery.
 - If you do not currently receive emails and newsletters, and wish to be added to the distribution list, email us at FFMProducer-AssisterHelpDesk@cms.hhs.gov.
- You can access past editions of the newsletter on the [Agents and Brokers Resources webpage](#).
- If you want to learn more about the agent and broker FFM registration and training requirements for plan year 2017, see the [Agents and Brokers Resources webpage](#) for a list of dates and times for upcoming webinars on this topic and instructions on how to register for these webinars.
- You can follow CMS on Twitter and find Tweets using the hashtags #ABFFM and #ABFFSHOP for updates.