



Returning Agents' and Brokers' Guide to Plan Year 2021 Marketplace Registration and Training

This resource provides an overview of the plan year 2021 Health Insurance Marketplace registration and training process for **returning** agents and brokers who completed plan year 2020 registration and training. Returning agents and brokers who participated in the Individual Marketplace in plan year 2020 are eligible to take the shorter Training for Returning Agents and Brokers for plan year 2021. Follow these steps:

1

Update Your MLMS Profile

- Log in to the [Centers for Medicare & Medicaid Services \(CMS\) Enterprise Portal](#). If you have forgotten your User ID or password, click [here](#) for guidance to avoid creating a duplicate account.
- Navigate to your Marketplace Learning Management System (MLMS) profile in one of twoways:
 - Select the **Complete Agent Broker Training** link and then select the **Access Training** link next to the **MLMS Training** option; or
 - On the Agent Broker Registration Status page, select the **My Apps** link on the top center menu bar, then select the **Training** link under **MLMS**.
- Select one of four user roles: 1) **Only an Individual Marketplace Agent Broker**; 2) **Only a Small Business Health Options Program (SHOP) Marketplace Agent Broker**; 3) **Both an Individual and SHOP Marketplace Agent Broker**; or 4) **Not an Agent Broker**.
- Enter all applicable information in your MLMS profile. The profile fields will be customized based on the user role you selected.
- The information you use to complete your MLMS profile will be used to populate [Find Local Help](#) at HealthCare.gov and Help On Demand so consumers, small employers, and small business employees can find you for assistance.
- Select **Save/Update**, then **Next** to complete your profile.



Note: If applicable to your user role (i.e., all roles noted above, except the **Not an Agent Broker** option), make sure that you enter your National Producer Number (NPN) correctly. Entering an inaccurate NPN may result in denial of compensation or credit by issuers for assisting consumers with enrolling in a Marketplace plan.

2

Complete Training for Returning Agents and Brokers through the MLMS or a CMS-Approved Vendor

- On the [CMS Enterprise Portal](#), select the **Complete Agent Broker Training** link to view your training options.
- Review the MLMS and the CMS-approved vendor training options.
 - America's Health Insurance Plans (AHIP) is approved as a vendor to offer Individual Marketplace training for plan year 2021.
 - If you choose to complete training through AHIP, CMS recommends you do so prior to completing your MLMS profile.



- Returning agents and brokers participating in plan year 2021 training and registration for the Individual Marketplace will be automatically enrolled in Training for Returning Agents and Brokers, but can enroll in additional curricula, such as the SHOP curriculum or the full Individual Marketplace training, as desired.
- Select the **Access Training** link beside the training option you plan to complete and follow the prompts to enroll in and complete Training for Returning Agents and Brokers.

 **Note:** If you complete training with AHIP, you must return to the MLMS to execute the applicable Agreements. This step is **required** to complete your Marketplace registration for plan year 2021.

 **Note:** SHOP training is available only on the MLMS. AHIP does not offer the SHOP curriculum as part of its plan year 2021 Marketplace training. If you complete Individual Marketplace training through AHIP and are interested in the SHOP, you must return to the MLMS to complete SHOP training.

 **Note:** There is a review course for returning agents and brokers that summarizes key concepts and real-world scenarios from the core curriculum for agents and brokers who want to refresh their knowledge. Although not required for the MLMS, you are encouraged to complete the three modules of the review course. This review course is a required part of AHIP's training.

 **Note:** Marketplace training for agents and brokers now contains audio. The audio will automatically begin to play when the training is launched, so it is recommended that you use headphones if you are in a public setting.

3

Execute the Applicable Agreement(s) on the MLMS

- Once you have updated your MLMS profile and completed training through either the MLMS or AHIP, you must launch, read, and select the **I Agree** button for all applicable Agreement(s).

4

Confirm Registration Status and Print Certificate

- After executing the Agreement(s), you will be redirected to the Agent Broker Registration Status page on the CMS Enterprise Portal. Review this page to confirm you have completed all registration steps.
 - To ensure the system completes the update of your records, wait for the progress bar to complete to 100 percent before logging out of the system.
- If you have completed all steps, select the **Print Certificate(s)** button on the Agent Broker Registration Status page.
- Confirm that your information appears on the [Agent and Broker FFM Registration Completion List \(RCL\)](#).
 - Your information may take one to two business days to appear on the RCL.
 - It may take up to three business days to appear on Find Local Help.
 - If your NPN does not appear for plan year 2021, send an email to: FFMProducer-AssisterHelpDesk@cms.hhs.gov for assistance.