

## **2017 FFM Assister Training is available for Certified Application Counselor (CAC).**

Plan year 2017 FFM Assister registration and training is now available. All Certified Application Counselors (CAC) are required to complete FFM registration and training to operate as a CAC for Kentucky's SBM-FP in 2017.

You will begin by creating a log in to the CMS portal at <https://portal.cms.gov/>.

**Take special care to remember the email address used and any security questions you set up during registration.**

### **Before You Begin**

Before you register, please read this entire announcement and use the resources provided.

During the registration process, you will encounter an Assister Profile Information page. We have included screen shots below for important instructions on how CACs need to enter their **Assister Type** and **Organization Type**. (See Figure 1)

During the registration process, on the *Assister Profile Information* page, make these selections:

- CACs will select **Certified Application Counselor (CAC)** from the drop down menu (See Fig 1) for **Assister Type**
- CACs will select **Certified Application Counselor (CAC)** from the drop down menu. (See Fig 1) for **Organization type**, kynectors
- **The CAC ID number is not a required field.** **Do not enter a CAC ID number** as we are awaiting direction on what number you will need. You will update your profile at a later date with the appropriate number.

**Fig. 1 Profile Information page**

The screenshot shows the 'Assister Profile Information' page. At the top, it says 'Welcome to the MLMS' and provides instructions for new and existing users. Below the instructions is a form with several fields. A red box highlights the 'Assister Type' and 'Organization Type' dropdown menus, both of which are set to 'Certified Application Counselor (CAC)'. A blue callout bubble points to the 'Assister Type' dropdown with the text: 'Assister Type: Select Certified Application Counselor (CAC)'. Another blue callout bubble points to the 'Organization Type' dropdown with the text: 'Organization Type: select Certified Application Counselor (CAC)'. A third blue callout bubble points to the 'Next' button at the bottom right of the form with the text: 'Next: Save then click Next'. The 'Next' button is highlighted with a red box. Other fields in the form include 'Email', 'Training Language Selection' (set to 'English'), 'How Many Years Have You Been an Assister' (set to 'Less than 1 Year'), 'When Did You Last Complete Federal Assister Training' (set to 'This is the first year I'm taking Federal Assister training'), 'CAC ID', 'Current CAC Training Expiration Date', 'Organization Name', 'Organization Street Address', 'Organization City', 'Organization State' (set to '-Select One-'), 'Organization Zip Code', and 'Organization Phone Number'. At the bottom of the form are two buttons: 'Save/Update' and 'Next'.

# **Step-by-step guide to completing FFM Training**

This helpful guide follows each step of registration and launching the 2017 Assister Training. Screenshots are included to help direct you through the process.

<https://marketplace.cms.gov/technical-assistance-resources/training-materials/2017-launch-ffm-assister-training.pdf>

**Reminder:** *Once you have completed the Assister training, the system will generate a completion certificate. You will need to save or print a copy of this certificate and send to Kentucky Office of Health Benefit and Information Exchange.*

**Important:** *Assisters MUST send a copy of the completion certification to KOHBIE.* After you have completed all training, the system will generate a completion certificate. You will need to provide a copy of this certificate to Kentucky Office of Health Benefit and Information Exchange. You must provide proof of certification to our office to complete your certification for the Kentucky SBM-FP. This will also ensure being added to the Find Agent or kynector (Application Assister) search function for the state of Kentucky.

Send completion certificate to the following:

Email: [khbe.kynect@ky.gov](mailto:khbe.kynect@ky.gov)

Fax: 502-573-2090 Attn Agent Certification

Mail: KOHBE  
Attn: Agent Certification  
8 Mill Creek Park  
Frankfort, KY 40601

## **Additional Resources**

### **QUICK REFERENCE GUIDE: PLAN YEAR 2017 FFM REGISTRATION AND TRAINING STEPS FOR ASSISTERS**

<https://marketplace.cms.gov/technical-assistance-resources/training-materials/2017-quick-reference-guide-assister-training.PDF>

### **Marketplace Learning Management System (MLMS) Frequently Asked Questions (FAQs)**

<https://marketplace.cms.gov/technical-assistance-resources/training-materials/mlms-questions.PDF>

### **CMS Portal Login issues**

XOSC Tier 1 support at 1-855-267-1515 or [CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov).

### **MLMS Help Desk Contact Information**

Please contact the MLMS helpdesk at [MLMShelpdesk@cms.hhs.gov](mailto:MLMShelpdesk@cms.hhs.gov)

kynect will continue to provide information as it becomes available