

## **Frequently Asked Question (FAQ)**

**FAQ ID:** 17081      **Publish Date:** 08/04/2016

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**Program Area:** Agent Broker

**Primary Category:** Agents and Brokers in the FFMs

**Secondary Category:** Registration and Training

**Question:** What happens if I am not able to complete identity proofing online? How do I provide the Marketplaces with the necessary documentation to prove my identity?

**Answer:** If your information cannot be verified remotely (i.e., electronically) using the Enterprise Identity Management (EIDM) System, the Centers for Medicare & Medicaid Services (CMS) Enterprise Portal (<https://portal.cms.gov/>) will provide you with a phone number and code to confirm your identity directly with Experian, the identity proofing vendor of CMS.

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## ***Frequently Asked Question (FAQ)***

**FAQ ID:** 17082      **Publish Date:** 08/04/2016

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**Program Area:** Agent Broker

**Primary Category:** Agents and Brokers in the FFMs

**Secondary Category:** Registration and Training

**Question:** I participated in the Federally-facilitated Marketplaces (FFMs) for Plan Year 2016 and am returning for plan year 2017. Do I need to complete identity proofing again?

**Answer:** No. Agents and brokers who previously completed identity proofing, even if they did not complete all registration requirements, do not need to complete identity proofing again.

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**Frequently Asked Question (FAQ)**

FAQ ID: 17083      Publish Date: 08/04/2016

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**Program Area:** Agent Broker**Primary Category:** Agents and Brokers in the FFMs**Secondary Category:** Registration and Training**Question:** Will the National Producer Numbers (NPNs) that I entered into my Marketplace Learning Management System (MLMS) profile for Plan Year 2016, including the NPN for a web-broker with whom I'm associated, be automatically uploaded into my profile for Plan Year 2017, or will I have to reenter that information?**Answer:** Yes. The NPN or NPNs that you entered into your MLMS profile for plan year 2016 will automatically be entered in your Plan Year 2017 profile. However, we encourage you to confirm that all your other profile information is current and correct.

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**Frequently Asked Question (FAQ)**

FAQ ID: 17084      Publish Date: 08/04/2016

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**Program Area:** Agent Broker  
**Primary Category:** Agents and Brokers in the FFMs  
**Secondary Category:** Registration and Training

**Question:** Where in my Marketplace Learning Management System (MLMS) profile do I enter the National Producer Numbers (NPNs) for a web-based entity for which I am an authorized representative?

**Answer:** The MLMS profile will capture up to three (3) sets of information. The first profile, which is required, is the agent's or broker's business contact information and personal NPN. Next, the agent or broker has the option to select one (1) or two (2) additional sets of profile fields to indicate that he or she is the authorized representative for either a web-broker and/or a corporate entity other than a web-broker. For more information on this process, including step-by-step instructions and screenshots, see the "How to Add an Agent, Broker, or Web-broker Corporate Entity's NPN to the FFM Registration Completion List" video, which you can access from the "General Resources" section of the Agents and Brokers Resources webpage (<http://go.cms.gov/CCIOAB>).

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**Frequently Asked Question (FAQ)**

FAQ ID: 17085      Publish Date: 08/04/2016

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**Program Area:** Agent Broker**Primary Category:** Agents and Brokers in the FFM**Secondary Category:** Registration and Training**Question:** When will the Agent and Broker Federally-facilitated Marketplace (FFM) Registration Completion List be available at Data.HealthCare.gov?**Answer:** The Agent and Broker FFM Registration Completion and Termination Lists are now available directly at Data.HealthCare.gov ([https://data.healthcare.gov/ffm\\_ab\\_registration\\_lists](https://data.healthcare.gov/ffm_ab_registration_lists)). You can also continue to access the Registration Completion List via the Agents and Brokers Resources webpage (<http://go.cms.gov/CCIOAB>). Registration records for all plan years will be displayed in one list. Every plan year the registration record will include an end date to facilitate identification of terminations and any gaps in registration between plan years. The Centers for Medicaid & Medicare Services (CMS) anticipate refreshing the Registration Completion List as frequently as daily.

**Frequently Asked Question (FAQ)**

FAQ ID: 17086      Publish Date: 08/04/2016

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**Program Area:** Agent Broker**Primary Category:** Agents and Brokers in the FFMs**Secondary Category:** Registration and Training**Question:** I registered to sell coverage through the Marketplace in Plan Years 2014 and 2015, but did not participate in Plan Year 2016. Am I eligible to take the Refresher Training?**Answer:** No, you are not eligible to take the Refresher Training unless you successfully completed registration in Plan Year 2016. However, if you complete the full training for Plan Year 2017, you will be eligible for Refresher Training in the next Plan Year.

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**Frequently Asked Question (FAQ)**

FAQ ID: 17087      Publish Date: 08/04/2016

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**Program Area:** Agent Broker**Primary Category:** Agents and Brokers in the FFM**Secondary Category:** Registration and Training**Question:** How will I know if I have completed all the training modules needed to meet the training requirement for the Individual Marketplaces?**Answer:** After you enroll in one (1) of the three (3) Federally-facilitated Marketplace (FFM) registration curricula, you will be prompted to progress through the modules that comprise the curriculum. If you decide to take training through the Marketplace Learning Management System (MLMS) the "Current Training" section of the MLMS home page will list all the modules you have left to complete. Centers for Medicare & Medicaid Services (CMS)-approved vendors' learning management systems may show your progress differently.

## ***Frequently Asked Question (FAQ)***

**FAQ ID:** 17088      **Publish Date:** 08/04/2016

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**Program Area:** Agent Broker

**Primary Category:** Agents and Brokers in the FFM

**Secondary Category:** Registration and Training

**Question:** I participated in the Federally-facilitated Marketplaces (FFM) for Plan Year 2016 and am returning for Plan Year 2017. Am I required to take the Refresher Training?

**Answer:** No. Returning agents and brokers have the option to take the shortened Refresher Training or the complete training. If you are interested in taking the complete training, you will need to enroll in the full curriculum, it will not automatically populate in your account.

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**Frequently Asked Question (FAQ)**

FAQ ID: 17089      Publish Date: 08/04/2016

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**Program Area:** Agent Broker**Primary Category:** Agents and Brokers in the FFMs**Secondary Category:** Registration and Training**Question:** I am unable to spend several hours on training at one time. Can I come and go, and not have to start at the beginning of a module again after I have closed out of it?**Answer:** Yes. You can use the bookmarking feature to return to the same screen you last viewed. If you decide to take training through the Marketplace Learning Management System (MLMS) you activate the bookmarking feature by selecting the "Exit" button, not by closing the browser window, in the upper right corner of the screen. Then, when you log back in to the Centers for Medicare & Medicaid Services (CMS) Enterprise Portal and navigate to the "Current Training" page where all the modules you have left to complete are listed, you can select the module you left mid-stream and be returned to the page you last viewed before you exited the module. CMS-approved vendors' learning management systems may use a different bookmarking system.

**Frequently Asked Question (FAQ)**

FAQ ID: 17090      Publish Date: 08/04/2016

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- Program Area:** Agent Broker
- Primary Category:** Agents and Brokers in the FFMs
- Secondary Category:** Registration and Training
- Question:** Is the Refresher Training for agents and brokers who are returning to the Individual Marketplace quicker to complete than the full training for agents and brokers who are new to the Individual Marketplace?
- Answer:** Yes. The Centers for Medicare & Medicaid Services (CMS) estimates returning agents and brokers will spend two (2) hours completing the scenario-based Refresher Training modules and exam, in comparison to the estimated four (4) hours to complete the full training and exams.
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**Frequently Asked Question (FAQ)**

FAQ ID: 17091      Publish Date: 08/04/2016

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**Program Area:** Agent Broker**Primary Category:** Agents and Brokers in the FFMs**Secondary Category:** Registration and Training**Question:** Is it too late for an agent or broker to complete the Plan Year 2016 training if he or she enrolled in the course before the Marketplace Learning Management System (MLMS) closed?**Answer:** Yes. The MLMS closed for Plan Year 2016 registration and training on July 15, 2016. Agents and brokers who did not complete Plan Year 2016 registration by that date cannot assist consumers to enroll in or manage their coverage through the end of Plan Year 2016. However, they can complete Plan Year 2017 registration when it opens on August 1, 2016, so they are prepared to assist consumers when Plan Year 2017 Open Enrollment starts on November 1, 2016.

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**Frequently Asked Question (FAQ)**

FAQ ID: 17092      Publish Date: 08/04/2016

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**Program Area:** Agent Broker**Primary Category:** Agents and Brokers in the FFMs**Secondary Category:** Registration and Training**Question:** If I completed the free training through Marketplace Learning Management System (MLMS) in Plan Year 2016, can I complete refresher training through one (1) of the participating vendors this year to receive continuing education units (CEUs)?**Answer:** Yes. All Plan Year 2017 Centers for Medicare & Medicaid Services (CMS)-approved vendors will be offering refresher training. Completion of a training curriculum, including the associated exams, through one (1) of the CMS-approved vendors will fulfill the Federally-facilitated Marketplace (FFM) training requirement for agents and brokers registering to participate in the Individual Marketplaces for Plan Year 2017.

**Frequently Asked Question (FAQ)**

FAQ ID: 17093      Publish Date: 08/04/2016

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**Program Area:** Agent Broker**Primary Category:** Agents and Brokers in the FFMs**Secondary Category:** Registration and Training**Question:** To clarify, training is free through the Marketplace Learning Management System (MLMS) but that vendors can charge a fee. What do I get for that added cost if the training covers the same content?**Answer:** Centers for Medicare & Medicaid Services (CMS)-approved vendors are required to offer continuing education unit (CEU) credits in a minimum of five (5) states where the Marketplace is operating. The number of CEUs and the states where they are available vary by vendor. CMS-approved vendors are required to cover, at a minimum, the same topic areas as are covered in the CMS training.

## **Frequently Asked Question (FAQ)**

**FAQ ID:** 17094      **Publish Date:** 08/04/2016

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**Program Area:** Agent Broker

**Primary Category:** Agents and Brokers in the FFMs

**Secondary Category:** Registration and Training

**Question:** Do vendors offer a discount if I sign up for both Individual Marketplace and Small Business Health Options Program (SHOP) Marketplace training?

**Answer:** You will have to contact the Centers for Medicare & Medicaid Services (CMS)-approved vendors directly for information about their fees. You can find the CMS-approved vendors' contact information on the Agents and Brokers Resources webpage (<http://go.cms.gov/CCIOAB>).

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**Frequently Asked Question (FAQ)**

FAQ ID: 17095      Publish Date: 08/04/2016

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**Program Area:** Agent Broker**Primary Category:** Agents and Brokers in the FFMs**Secondary Category:** Registration and Training**Question:** Are continuing education units (CEUs) available if I complete registration training through the Marketplace Learning Management System (MLMS)?**Answer:** No. CEUs are not available if you complete the free training available via the MLMS; they are only available if you complete training through a Centers for Medicare & Medicaid Services (CMS)-approved vendor. The states in which vendors offer CEUs varies by vendor, so please check the vendors' websites for more information.

**Frequently Asked Question (FAQ)**

FAQ ID: 17096      Publish Date: 08/04/2016

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**Program Area:** Agent Broker**Primary Category:** Agents and Brokers in the FFM**Secondary Category:** Registration and Training**Question:** If I complete Federally-facilitated Marketplace (FFM) registration and am registered in my state of residence, where I do most of my business, can I also sell Marketplace plans to consumers who live in other states, even though I do not have state licenses in those states?**Answer:** Qualified Health Plan (QHP) issuers are responsible for the compliance of their delegated and downstream entities, including affiliated agents and brokers. Accordingly, the Centers for Medicare & Medicaid Services (CMS) expect QHP issuers to verify that agents and brokers selling their products have valid state licenses and comply with applicable agent and broker FFM registration requirements.

**Frequently Asked Question (FAQ)**

FAQ ID: 17097      Publish Date: 08/04/2016

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**Program Area:** Agent Broker**Primary Category:** Agents and Brokers in the FFMs**Secondary Category:** Registration and Training**Question:** What should I tell consumers on how I will protect their personally identifiable information (PII) while helping them complete enrollment through the Federally-facilitated Marketplaces (FFMs)?**Answer:** Prior to collecting PII, you must provide consumers a Privacy Notice that is on the electronic or paper form you use to collect information that is written in plain language and provided in a manner that is accessible and timely to people living with disabilities and with limited English language proficiency. At minimum, the statement must contain the following information:  

- 1) Legal authority to collect PII
- 2) Purpose of the information collection
- 3) To whom PII might be disclosed and for what purposes
- 4) Authorized uses and disclosures of any collected information
- 5) Whether the request to collect PII is voluntary or mandatory under the law
- 6) Effects of non-disclosure if a consumer chooses not to provide the requested information

You can refer to the "Protection Requirements and Appropriate User of Consumers' PII" ([https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/Protection-and-PII-Webinar\\_FINAL\\_5-19-16\\_v2.pdf](https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/Protection-and-PII-Webinar_FINAL_5-19-16_v2.pdf)) webinar slides for more guidance on how to protect consumer's PII.

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**Frequently Asked Question (FAQ)**

FAQ ID: 17098      Publish Date: 08/04/2016

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**Program Area:** Agent Broker**Primary Category:** Agents and Brokers in the FFMs**Secondary Category:** Registration and Training**Question:** Can I call the Marketplace Call Center on behalf of my consumer?**Answer:** Consumers can authorize the Marketplace Call Center to allow an agent or broker to work on their behalf. To do so, a consumer will need to call the Marketplace Call Center and give the call center representative your National Producer Number (NPN). Please note that this is not the same as ensuring your NPN is on the consumer's application. Consumers need to reauthorize the agent or broker with the Marketplace Call Center every 365 days. We recommend working with your consumers to get your reauthorization processed prior to the start of Open Enrollment.

## **Frequently Asked Question (FAQ)**

**FAQ ID: 17099      Publish Date: 08/04/2016**

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**Program Area:** Agent Broker

**Primary Category:** Agents and Brokers in the FFMs

**Secondary Category:** Registration and Training

**Question:** Since I'm an agent, if I have a question on how to help a client and my client has authorized me to access their information, can I call the Agent and Broker Call Center help desk?

**Answer:** The Agent and Broker Call Center cannot help you with a consumer's specific issues. When you have exhausted the self-service options and you still need help assisting a consumer, you may contact the Marketplace Call Center at: 1-800-318-2596. This center is available 24 hours a day, seven days a week.

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**Frequently Asked Question (FAQ)**

FAQ ID: 17100      Publish Date: 08/04/2016

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**Program Area:** Agent Broker**Primary Category:** Agents and Brokers in the FFM**Secondary Category:** Registration and Training**Question:** I created a Centers for Medicare & Medicaid Services (CMS) Enterprise Portal account last year, but I have forgotten my Federally-facilitated Marketplaces (FFM) User Identifier (ID) and password. What should I do?**Answer:** Refer to the "Quick Reference Guide: Avoiding the Creation of a Duplicate CMS Enterprise Portal Account," which you can link to via the Agents and Brokers Resources webpage (<http://go.cms.gov/CCIOAB>), for detailed instructions on self-help options for retrieving your FFM User ID and password.

**Frequently Asked Question (FAQ)**

FAQ ID: 17101      Publish Date: 08/04/2016

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**Program Area:** Agent Broker**Primary Category:** Agents and Brokers in the FFMs**Secondary Category:** Registration and Training**Question:** When does registration and training go live for Plan Year 2017?**Answer:** As of August 1, Plan Year 2017 Federally-facilitated Marketplace (FFM) agent and broker registration and training is available on the Centers for Medicare & Medicaid Services (CMS) Enterprise Portal (<https://portal.cms.gov/>).

For a better user experience, CMS suggests the best days and times to access registration and training are Monday through Friday, between 5:00 PM and 11:00 AM Eastern Time, and on the weekends.

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**Frequently Asked Question (FAQ)**

FAQ ID: 17102      Publish Date: 08/04/2016

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**Program Area:** Agent Broker**Primary Category:** Agents and Brokers in the FFMs**Secondary Category:** Registration and Training**Question:** Where can I find answers to my Plan Year 2017 registration and training-related questions?**Answer:** If you have questions related to Plan Year 2017 registration and training, the "Plan Year 2017 Federally-facilitated Marketplace (FFM) Agent and Broker Registration and Training Kickoff" short video for a registration kick-off welcome message and information on what is new for Plan Year 2017 registration, presented by Kevin Counihan, the Centers for Medicare & Medicaid Services (CMS) Center for Consumer Information and Insurance Oversight (CCIO) Chief Executive Officer. You can find this video on the Agents and Brokers Resources Webpage (<http://go.cms.gov/CCIOAB>) as well as the Registration for Technical Assistance Portal (REGTAP) website [http://cbt.regtap.info/cbt/regtap/AB\\_CY17Kickoff\\_5CR\\_072616/story.html](http://cbt.regtap.info/cbt/regtap/AB_CY17Kickoff_5CR_072616/story.html).

CMS has posted hyperlinks on the Agents and Brokers Resources webpage to a number of additional resources to explain the process and requirements as well as answer frequently asked questions.

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