

CMS Enterprise Portal Registration & FFM Training

Step 1: New User Registration

The screenshot shows the CMS.gov Enterprise Portal homepage. At the top, there is a navigation bar with links for Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and a search bar. Below the navigation bar, there are two yellow buttons: "Health Care Quality Improvement System" and "Provider Resources". The main content area features a large banner with the text "Welcome to CMS Enterprise Portal" and a description: "The CMS Enterprise Portal is a gateway being offered to allow the public to access a number of systems related to Medicare Advantage, Prescription Drug, and other CMS programs." To the right of the banner is a "CMS Secure Portal" section with a "Login to CMS Secure Portal" button and links for "Forgot User ID?", "Forgot Password?", and "New User Registration". A yellow callout bubble with the text "Select New User Registration." points to the "New User Registration" link. At the bottom, there is a section titled "CMS Provides Health Coverage for 100 Million People..." and a "Get E-Mail Alerts Non-Production Environments" button.

The CMS Enterprise Portal is the entry point for CMS assister training. If you do not have a CMS Enterprise Portal account, you must first create one.

Step 2: Accept Terms and Conditions and Select Next

CMS Portal > New User Registration

Screen reader mode Off | Accessibility Settings

Terms and Conditions

OMB No. 0938-1236 | Expiration Date: 04/30/2017 | [Paperwork Reduction Act](#)

Consent To Monitoring

By logging onto this website, you consent to be monitored. Unauthorized attempts to upload information and/or change information on this web site are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sec.1001 and 1030. We encourage you to read the [HHS Rules of Behavior](#) for more details.

Protecting Your Privacy

Protecting your Privacy is a top priority at CMS. We are committed to ensuring the security of the information you provide. Please read the [CMS Privacy Act Statement](#) which describes how we use the information you provide.

Collection Of Personal Identifiable Information

"Personal" information is described as data that is unique to an individual. This includes, but is not limited to, name, address, date of birth (DOB), and Social Security Number (SSN). CMS is very aware of the privacy concerns around PII data. In this system, we may also use your answers to the challenge questions to verify your identity.

I have read the HHS Rules of Behavior (HHS RoB), version 2010-0002, which describes the consequences of violations of the HHS RoB or information security policies and standards, including suspension or termination of employment, revocation of access to information systems, and/or facilities; and may also result in imprisonment. I understand that exceptions to the HHS RoB may be granted in advance in writing by the OPDIV Chief Information Officer or his/her designee. I understand that violation of laws, such as the Privacy Act of 1974, copyright law, and 18 USC 2071, which the HHS RoB draw upon, can result in monetary fines and imprisonment.

I agree to the terms and conditions

Select the checkbox I agree to the terms and conditions.

Select Next when it appears.

Read the Terms and Conditions, select the checkbox, and then click the active Next button.



Step 3: Enter Required Profile Information

CMS Portal > **New User Registration**

Screen reader mode Off | Accessibility Settings

Your Information Your Information Your Information

Your Information

Enter your legal first name and last name, as it may be required for Identity Verification.

* First Name:

Middle Name:

* Last Name:

Suffix:

Enter your E-mail address, as it will be used for account related communications.

* E-mail Address:

Re-enter your E-mail address.

* Confirm E-mail Address:

Enter your full 9 digit social security number, as it may be required for Identity Verification.

Social Security Number:

Complete the required fields that are identified by the asterisk *

You do not need to complete the **Social Security Number** field.

Step 3: Enter Required Profile Information (cont'd)

Enter your date of birth in MM/DD/YYYY format, as it may be required for Identity Verification.

* Date of Birth:

U.S. Home Address Foreign address

Enter your current or most recent home address, as it may be required for Identity Verification.

* Home Address Line 1:

Home Address Line 2:

* City:

* State:

* Zip Code:

Zip Code Extension:

Country: USA

Enter your primary phone number, as it may be required for Identity Verification.

* Primary Phone Number:

Cancel

Next

Finish completing the required fields.

Select Next.

Make sure you complete each field as indicated in the written instructions on the page.

Step 4: Create Unique ID and Password

Step 5: Answer Challenge Questions

Choose User ID And Password

• User ID

• Password

• Confirm Password

Create a
User ID
and
Password.

Select
questions,
provide
answers,
then
select
Next.

Select your Challenge Questions and Answers:

Your challenge questions and answers will be required for password and account management functions.

• Question:1	• Answer:1
Please choose one Question <input type="text"/>	<input type="text"/>
• Question:2	• Answer:2
Please choose one Question <input type="text"/>	<input type="text"/>
• Question:3	• Answer:3
Please choose one Question <input type="text"/>	<input type="text"/>

Cancel

Next

If you forget your User ID or password, you will need to know the answer to these questions. Write the answers down and keep them safe.

Step 6: Select OK



Your Information Choose User ID and Password **Complete Registration**

Account Successfully Created

You have now successfully created an account on the CMS Enterprise Portal. You will receive an e-mail acknowledging your successful account creation, and the e-mail will include the User ID that you selected.

If you are requesting access for a specific role in a system, please log on to the CMS Enterprise Portal using your new User ID and password. Please wait 5 minutes before logging in. Selecting the 'OK' button will direct you to the CMS Portal Landing page.

Select **OK**.

OK

You now have an Enterprise Portal ID and password.

Step 1: Select Login to CMS Secure Portal



[://portal.cms.gov/](https://portal.cms.gov/)

The screenshot shows the CMS.gov Enterprise Portal. At the top left, it says "CMS.gov | Enterprise Portal" and "Centers for Medicare & Medicaid Services". There are navigation links for Home, About CMS, Newsroom, Archive, Help & FAQs, and Email. A search bar is on the right. Below the header, there are buttons for "Health Care Quality Improvement System" and "Provider Resources". The main content area has a "Welcome to CMS Enterprise Portal" section with a video player showing a doctor. A yellow callout bubble with the text "Select Login to CMS Secure Portal." points to a button labeled "Login to CMS Secure Portal" in the right-hand sidebar. Below the main content, there is a navigation bar with links for CMS Enterprise Portal, MACBIS, Medicare Shared Savings Program, Physician Value, ASP, Open Payments, QMAT, CPC, Innovation Center, MLMS, and CU. At the bottom, there is a "CMS Provides Health Coverage for 100 Million People..." banner and a "Get E-Mail Alerts Non-Production Environments" box.

Select Login to CMS Secure Portal.

Login to CMS Secure Portal

Forgot User ID?
Forgot Password?
New User Registration

Get E-Mail Alerts
Non-Production
Environments

CMS Provides Health Coverage for 100 Million People...



[Information for people with Medicare, Medicare open enrollment, and benefits.](#)

Step 2: Accept the Terms and Conditions

Health Care Quality Improvement System Provider Resources

Terms and Conditions

OMB No. 0938-1236 | Expiration Date: 04/30/2017 | [Paperwork Reduction Act](#)

You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.

Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal liabilities.

By using this information system, you understand and consent to the following:

- You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system.
- At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
- Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

To continue, you must accept the terms and conditions. If you decline, your login will automatically be cancelled.

Select I Accept.



Step 3: Type Your Portal ID

CMS.gov | Enterprise Portal

Centers for Medicare & Medicaid Services

[Home](#) | [About CMS](#) | [Newsroom](#) | [Archive](#) | [Help & FAQs](#) | [Email](#) | [Print](#)

Health Care Quality Improvement System

Provider Resources

Welcome to CMS Enterprise Portal

Type your
User ID.

User ID

Select Next.

Next

Cancel

[Forgot User ID?](#)

Need an account? Click the link - [New user registration](#)

Step 4: Type Your Password, and then select Log In

Health Care Quality Improvement System

Provider Resources

Welcome to CMS Enterprise Portal

Password

Log In

Cancel

[Forgot Password?](#)

Type your
Password.

Select Log In.

Step 5: Select Request Access Now



Select
Request
Access Now.

CMS Portal > My Portal

Welcome to CMS Enterprise Portal

The Enterprise Portal combines and displays content and forms from multiple applications, supports users with navigation and cross-enterprise search tools, supports simplified sign-on, and uses role-based access and personalization to present each user with only relevant content and applications. The vision of the Enterprise Portal is to provide "one-stop shopping" capabilities to improve customer experience and satisfaction.

Application Access

There are several ways to manage access to applications in the CMS Enterprise Portal



Request Access

Use the link below to request access to Systems/Applications

[Request Access Now](#)

Contact Help Desk

FFE / HIOS / Agents & Brokers Help Desk - Contact the Exchange Operations Support Center [XOSC] at CMS_FEPS@cms.hhs.gov or 1-855-CMS-1515

You will only need to request access to FFM Training/MLMS one time.

Step 6: Search for FFM/Training

The screenshot shows the 'My Access' page in the CMS Portal. The breadcrumb trail is 'CMS Portal > EIDM user menu page > My Access'. The 'Access Catalog' header contains a search bar with the letter 'f' entered, highlighted by a red box. A yellow callout bubble points to this search bar with the text 'Type FFM.'. To the right of the search bar are the options 'REQUEST ADMIN ROLE' and a 'SHOW ALL' button. Below the search bar, a search tip box says 'Start typing the application name to begin your search.' The main content area displays a search result for 'FFM/Training – Agents/Brokers/Assisters'. Below this result is a 'Help Desk Information' section with the phone number '855.267.1515' and a 'Request Access' button, which is also highlighted by a red box. A yellow callout bubble points to this button with the text 'Next, select Request Access.'

Several items appear on this page initially. By typing the letter “f” in the **Access Catalog** field, only the items that match the letter are revealed.

Step 7: Select Assister Role and then Submit

CMS Portal > EIDM user menu page > My Access

Screen reader mode Off | Accessibility Settings

My Access

[Request New System Access](#)

[View and Manage My Access](#)

Request New System Access

Select a System and then a role to request access.

Depending on your Level of Assurance (LOA) and the role that you request access to, to satisfy system security requirements you may need to complete [Identity Verification](#), establish credentials for [Multi-Factor Authentication \(MFA\)](#), or change your password the next time you login to the system. If applicable, please note that your request cannot be fulfilled until Identity Verification and Multi-Factor Authentication (MFA) is established.

System Description:

Role:

Please select a role

Cancel

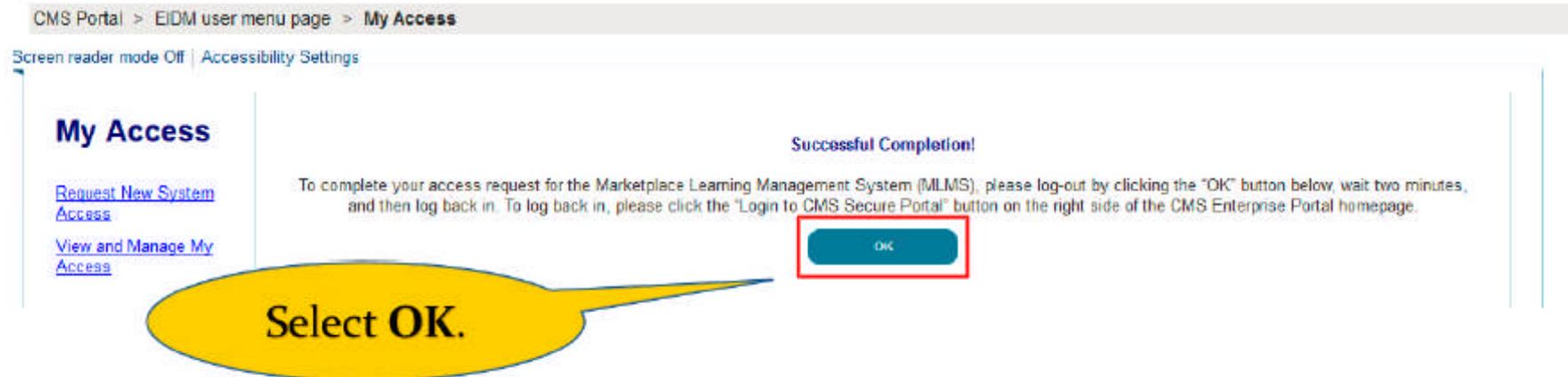
Submit

Select Assisters from the list of roles.

Select Submit.

Assisters do not need to complete Identity Verification.

Step 8: Select OK



CMS Portal > EIDM user menu page > **My Access**

Screen reader mode Off | Accessibility Settings

My Access

[Request New System Access](#)
[View and Manage My Access](#)

Successful Completion!

To complete your access request for the Marketplace Learning Management System (MLMS), please log-out by clicking the "OK" button below, wait two minutes, and then log back in. To log back in, please click the "Login to CMS Secure Portal" button on the right side of the CMS Enterprise Portal homepage.

Select OK.

After selecting **OK**, wait **2 minutes** before logging back into the Portal. When you log back in you will see an **MLMS** tab in your Enterprise profile.

Step 1: Select Login to CMS Secure Portal

[://portal.cms.gov/](https://portal.cms.gov/)

The screenshot shows the CMS.gov Enterprise Portal homepage. At the top left is the CMS.gov logo and 'Enterprise Portal' text. Below it are navigation links for 'Home', 'About CMS', 'Newsroom', 'Archives', 'Help & FAQs', and 'Email'. A search bar is on the right. The main content area features a 'Welcome to CMS Enterprise Portal' banner with a video player showing a doctor. A yellow callout bubble with the text 'Select Login to CMS Secure Portal.' points to a button labeled 'Login to CMS Secure Portal' in the right-hand sidebar. Below the banner is a horizontal menu with tabs for 'CMS Enterprise Portal', 'MACBIS', 'Medicare Shared Savings Program', 'Physician Value', 'ASP', 'Open Payments', 'QMAT', 'CPC', 'Innovation Center', 'MLMS', and 'CU'. At the bottom, there is a 'CMS Provides Health Coverage for 100 Million People...' section with a Medicare.gov logo and a 'Get E-Mail Alerts Non-Production Environments' button.

If you log back in too soon after selecting FFM Training, your Portal page will not show the MLMS tab. Be sure and wait two minutes before logging back in.

Step 2: Accept the Terms and Conditions

Health Care Quality Improvement System

Provider Resources

Terms and Conditions

OMB No 0938-1236 | Expiration Date: 04/30/2017 | [Paperwork Reduction Act](#)

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By using this information system, you understand and consent to the following:

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Any communication or data transmitted or stored on this information system may be disclosed or used for any lawful Government purpose.

To continue, you must accept the terms and conditions. If you decline, your login will automatically be cancelled.

I Accept

Decline

Select I Accept.

Step 3: Type Your Portal ID



Health Care Quality Improvement System

Provider Resources

Welcome to CMS Enterprise Portal

Type your
User ID.

User ID

Select Next.

Next

Cancel

[Forgot User ID?](#)

Need an account? Click the link - [New user registration](#)

Step 4: Type Your Password, and then select Log In

Health Care Quality Improvement System

Provider Resources

Welcome to CMS Enterprise Portal

Password

Log In

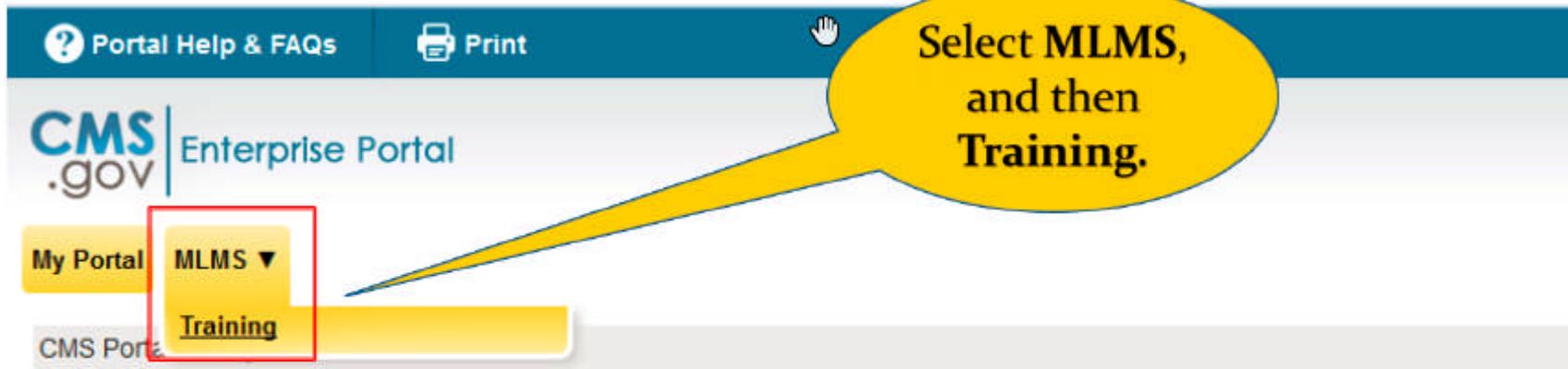
Cancel

[Forgot Password?](#)

Type your
Password.

Select Log In.

Step 5: Select MLMS > Training



Welcome to CMS Enterprise Portal

The Enterprise Portal combines and displays content and forms from multiple applications, supports users with navigation and cross-enterprise search tools, supports simplified sign-on, and uses role-based access and personalization to present each user with only relevant content and applications. The vision of the Enterprise Portal is to provide "one-stop shopping" capabilities to improve customer experience and satisfaction.

After requesting access to the FFM, the **MLMS** tab (with **Training**) appears on your **Portal** page.

MLMS Profile Page

The Profile page appears every time you access the MLMS. The first time, you must complete the required fields. On subsequent log ins, you can update the fields when they change and select the **Save/Update** button. If no changes are required, select the **Next** button.

 Portal Help & FAQs

 Print

Welcome to the MLMS

Prior to navigation to the MLMS homepage, you are required to enter/validate your assister profile information.

New users: Please enter you assiter information and click the "Save/Update" button at the bottom of the screen to be re-directed to the MLMS Homepage.

Existing users: You may update your profile and click the "Save/Update" button or click the "Next" button if your information is valid.

Note: Navigators/Federal IPA users, your organization information will be obtained from HIOS and does not require manual entry.

Email:

Assister Type: *

Welcome to the MLMS

Prior to navigation to the MLMS homepage, you are required to enter/validate your assister profile information.
New users: Please enter you assister information and click the "Save/Update" button at the bottom of the screen to be re-directed to the MLMS Homepage.
Existing users: You may update your profile and click the "Save/Update" button or click the "Next" button if your information is valid.
Note: Navigators/Federal IPA users, your organization information will be obtained from HIOS and does not require manual entry.

Email:

Assister Type: * ← Other

Training Language Selection: *

How Many Years Have You Been an Assister: *

When Did You Last Complete Federal Assister Training: *

Organization Type: * ← State Funded Assister

- Select One-
- Navigator
- Certified Application Counselor (CAC)
- Navigator and Certified Application Counselor (CAC)
- Federal In Person Assister
- State Funded Assister**
- Health Resource and Services Administration (HRSA)
- Office of Population Affairs (OPA)
- Office of Women's Health (OWH)
- Substance Abuse and Mental Health Services Administration (SAMHSA)

Organization Name:

Organization Street Address:

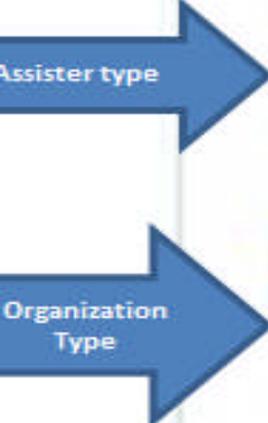
Organization City:

Organization State:

Organization Zip Code:

Organization Phone Number:

State
Contracted
ONLY



↑
Next

Fig. 1 Profile Information page

Welcome to the MLMS

Prior to navigation to the MLMS homepage, you are required to enter/validate your assister profile information.
New users: Please enter your assister information and click the "Save/Update" button at the bottom of the screen to be re-directed to the MLMS Homepage.
Existing users: You may update your profile and click the "Save/Update" button or click the "Next" button if your information is valid.
Note: Navigators/Federal IPA users, your organization information will be obtained from IIOS and does not require manual entry.

Email:

Assister Type: *

Training Language Selection: *

How Many Years Have You Been an Assister: *

When Did You Last Complete Federal Assister Training: *

Organization Type: *

CAC ID:

Current CAC Training Expiration Date:

Organization Name:

Organization Street Address:

Organization City:

Organization State:

Organization Zip Code:

Organization Phone Number:

Assister Type: Select Certified Application Counselor (CAC)

Organization Type: select Certified Application Counselor (CAC)

Next: Save then click Next

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MLMS Landing Page

Health Insurance Marketplace | Diane Johnson | Personalize

Assister Announcement
- Check your System configuration

Assister Resources

Current Learning

Name	Status	Action
Training Overview Pilot Course 30Mar2016 Location: Online	In-Progress	Launch

Curriculum Status
No items found
[All Curriculum](#)

Training Options

Recommendation	Recommendation Type	Sources	Recommended On	Actions
CAC - Mock (FINAL)	Curriculum	(1)CAC	05/30/2016	Actions
CAC - Real (FINAL)	Curriculum	(1)CAC	05/30/2016	Actions
CAC Mock 2017	Curriculum	(1)CAC	05/30/2016	Actions

Disclaimer
The Centers for Medicare & Medicaid Services (CMS) employees, agents, and staff make no representation, warranty, or guarantee that this compilation of Medicare information is error-free and will bear no responsibility or liability for the results or consequences of the use of this guide. This publication is a general summary that explains certain aspects of the Medicare Program, but is not a legal document. The official Medicare Program provisions are contained in the relevant laws, regulations, and rulings.

This is the MLMS Landing page. To return to this page at anytime, select **Home** on the left navigation bar.

Recommendations

Recommended in the Past (Days) 10 Recommendation Type All

Search Restore Defaults

Group by Recommendation Type

Active Recommendations

<input type="checkbox"/>	Recommendation	Recommendation Type	Sources	Recommended On	Actions
<input type="checkbox"/>	2017 Plan Year New Navigator	Curriculum	(1)Other	08/15/2016	Actions
<input type="checkbox"/>	2017 Plan Year State IPA	Curriculum	(1)Other	08/15/2016	Actions
<input type="checkbox"/>	2017 Plan Year Federal IPA	Curriculum	(1)Other	08/15/2016	Actions
<input type="checkbox"/>	2017 Plan Year Certified Applications Counselor (CAC)	Curriculum	(1)Other	08/15/2016	Actions

Bookmark Ignore

State Contracted

ON- State Contracted

Step 1: Select Actions and then Enroll

Hover mouse over **Actions** link, and then select **Enroll**.

Recommendation	Recommendation Type	Sources	Recommended On	Actions
CAC - Mock (FINAL)	Curriculum	(1)CAC	05/30/2016	Action
CAC - Real (FINAL)	Curriculum	(1)CAC	05/30/2016	Action
CAC Mock 2017	Curriculum	(1)CAC	05/30/2016	Actions

Disclaimer

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Actions

- View Detail
- Enroll

Enroll contained in the relevant laws, regulations, and rulings.

Look in the **Training Options** portlet on the MLMS Landing page for the curriculum in which to enroll.

Step 2: Select Complete Enrollment

The screenshot shows a web application interface for registering for CAC Mock 2017. The user is Diane Johnson. The page title is "Register for CAC Mock 2017". There is a "Complete Enrollment" button highlighted with a red box. A yellow callout bubble contains the text "Select Complete Enrollment." The page displays a list of modules for the "CAC Mock 2017 Required Path".

Path: CAC Mock 2017 Required Path
Note: Actual seat availability might vary at the time of registration, so please check back frequently.

CAC Mock 2017 Required Module (Complete 5 of 5 Required) Required

<input checked="" type="checkbox"/>	<input type="checkbox"/>	001_PY2017 Training Overview (Course : 00001448)			
	<input type="radio"/>	Offering ID: 00001609 Language: English	Offered As: Web Based Training	Suggested	Change Offering
<input checked="" type="checkbox"/>	<input type="checkbox"/>	002_PY2017 Health Insurance Basics (Course : 00001449)			
	<input type="radio"/>	Offering ID: 00001610 Language: English	Offered As: Web Based Training	Suggested	Change Offering

The curriculum is displayed. Some of the modules include both a course and an assessment that need to be completed.

Step 3: Select Go To Current Learning

Registration Confirmation

Order Contact: Diane Johnson
Billed To: Assister
Order Status: Confirmed
Order Number: 00008039

Order Items

Title	Learners	Delivery Type	Status	Actions
<input type="checkbox"/> CAC Mock 2017	Diane Johnson			
..... 001_PY2017 Training Overview			Pending Schedule	Notes
..... 002_PY2017 Health Insurance Basics		Web Based Training	Confirmed	Notes
..... 005_PY2017 Marketplace Eligibility and Application Assistance		Web Based Training	Confirmed	Notes
..... Assister Feedback		Web Based Training	Confirmed	Notes

[Go to Curriculum Details](#) [Go to Current Learning](#)

Select Go to Current Learning.

Once you select, **Go to Current Learning**, the **Current Learning** page is displayed.

Step 4: Select Launch

The screenshot shows a user interface for 'Current Learning'. On the left is a navigation menu with 'Home', 'Current Learning', 'Curriculum Status', and 'Training Options'. The main area displays a table of courses. A yellow callout bubble points to the 'Launch' button for the first course, '001_PY2017 Training Overview (00001600)'. The 'Launch' button is highlighted with a red box. Below the course name, there is a 'Hide Learning Assignments' button and a section for 'Training Content' with 'Status: Not Evaluated (Unlimited attempts)'. The second course, '002_PY2017 Health Insurance Basics (00001610)', also has a 'Launch' button. The interface includes a top navigation bar with a logo and user profile, and a right-hand side with a 'Sort By' dropdown set to 'Alphabetical' and a 'Go' button.

Name	Status	Actions
001_PY2017 Training Overview (00001600) Duration: 00:00 hours	Confirmed Registration Date: 05/31/2016	View Details Drop and Request Learning
Hide Learning Assignments ▲		
Training Content: 001 PY2017 Training Overview Course Status: Not Evaluated (Unlimited attempts)		Launch
002_PY2017 Health Insurance Basics (00001610) Duration: 00:00 hours	Confirmed Registration Date: 05/31/2016	View Details Drop and Request Learning
Hide Learning Assignments ▲		
Training Content: 002 PY2017 Health Insurance Basics Status: Not Evaluated (Unlimited attempts)		Launch
Training Content: 002 PY2017 Health Insurance Basics Assessment Status: Not Evaluated (Unlimited attempts)		Launch

To begin a course or assessment, select the **Launch** button. A new window opens on top of this page displaying the training course or assessment.

How the training will work:

- 15 modules for State IPAs, 7 modules for CACs
- Knowledge checks throughout the module
- Assessment at the end of each module (no comprehensive exam at the end)
 - This is your exam, broken up to reflect what you just reviewed in previous module
 - Must get 80% to pass
 - Can retake the assessment (will not give you correct answers at the end)

Remember:

- The Enterprise Portal times out every 30 minutes. Click the Portal window every 28 minutes and look for a pop-up box to continue the current session. If you timeout, you may need to clear your cache, or log back in twice in order to see the MLMS>Training link on your CMS Portal page.
- After completing an assessment and receiving your score you must click “NEXT” until the checkmark appears, click the checkmark, then click the “EXIT” at the top. Do not click the red x or it will not save properly and you will have to retake the course.
- Link to All Modules <https://kypca.sharefile.com/d-s24d6ae2687e40c69>
 - This way after your review the module on the portal and are ready to take the assessment, you can access the attached file and have the module pulled up while taking the assessment in case you need to look back and check an answer.
- When you finish> Send your Certificate of Completion to:
khbe.kynect@ky.gov

Introduction

This curriculum prepares you to assist consumers interested in finding out about their health coverage options through the Marketplace.

Among other duties, you're responsible for providing fair, impartial, and accurate information that helps consumers identify and compare their coverage options and select the health coverage that best fits their budget and specific needs.

This training and certification program covers a wide variety of topics that will prepare you to fulfill your responsibility to provide fair, accurate, and impartial information to consumers. Successful completion of all training courses and exams identified as required for your assister type is required for certification. You must be certified before you can begin assisting consumers. If you are a Navigator or non-Navigator assistance personnel, you must also be trained and certified before providing education or outreach.

[Menu](#)[Help](#)[Glossary](#)[Resources](#)[◀ BACK](#)[NEXT ▶](#)

Training Format

Each course in this training program includes several modules. Information on the courses and modules is covered on the following pages. This particular module introduces you to this training and certification program.

This training is web-based and self-directed. You can take this training at your own pace, and you can access the material at any time of the day. You can take the training all at once, or you can take a few hours of training a day until you complete all required courses.

The courses are designed to be taken in order. Each course should be completed before you begin the next one. Optional courses and exams may be included, and we strongly recommend that you complete these courses and exams as well.

Course List

The courses include:

1. Training Overview*
2. Health Insurance Basics
3. Affordable Care Act Basics
4. Marketplace Basics
5. Marketplace Eligibility and Application Assistance*
6. Marketplace Affordability and Assistance Programs*
7. Marketplace Enrollment and Appeals Assistance*
8. Marketplace Exemptions Assistance*
9. SHOP Marketplace Assistance*
10. Cultural Competence and Language Assistance
11. Serving Vulnerable and Underserved Populations
12. Working with Consumers with Disabilities
13. Customer Service Standards and Community Outreach
14. Privacy, Security, and Fraud Prevention Standards*
15. Advanced Marketplace Issues

* Required for CACs; all other courses are optional for CACs

te Contracted will
e all 15 modules,
n-State contracted
l take 7 modules

Knowledge Check and Certification Exams

Each course includes knowledge checks, which are practice exercises to help you prepare for the exam at the end of a course. Your score on these practice questions won't be recorded.

After completing each required course, you're required to take a course exam. You must score 80% or higher to pass the exam. Once you've started an exam, you must complete it in one sitting. If you need to stop and return to it later, your progress won't be saved.

When you return, you'll need to start the exam over from the beginning. If you don't pass an exam, you can retake the exam one more time. If you're unable to pass the exam after two attempts, it's recommended that you review the course before you attempt to complete the exam again. If you would like to move on to the next course and return to the exam later, you may do so.

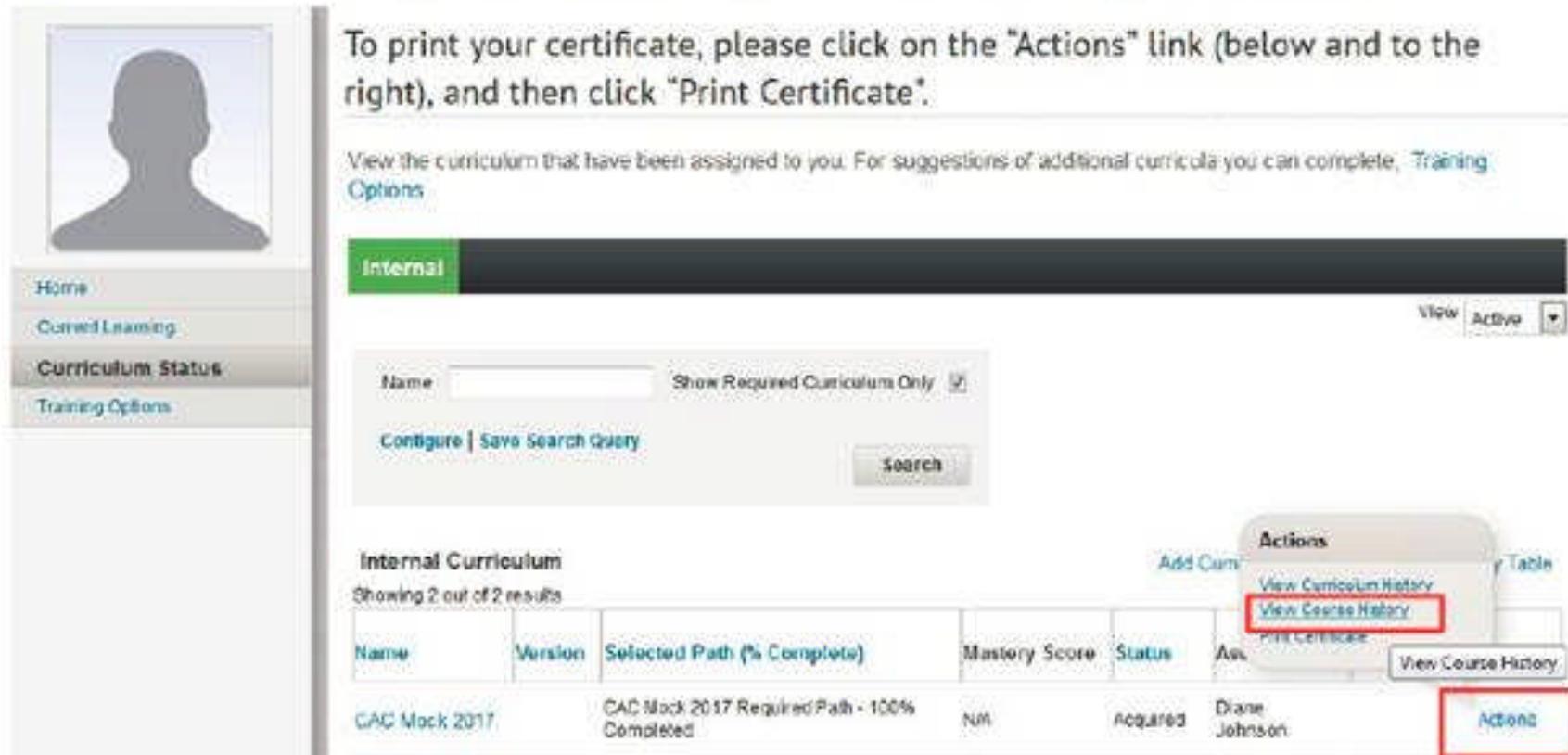
To ensure that successful completion of the training is documented, it is recommended that upon completing all required courses and passing each exam at the end of each course, you take a screenshot of the completion screen, which appears once the entire training curriculum has been successfully completed.



*does not tell you which question you missed/correct answers at the end

View Completed Learning

Some users do not see an updated course completion right away in MLMS. Navigate to **Curriculum Status** verify status. Hover your mouse over the **Actions** link for the curriculum and select **View Course History**.



To print your certificate, please click on the "Actions" link (below and to the right), and then click "Print Certificate".

View the curriculum that have been assigned to you. For suggestions of additional curricula you can complete, [Training Options](#)

Internal View Active

Name Show Required Curricula Only

[Configure](#) | [Save Search Query](#)

Internal Curriculum
Showing 2 out of 2 results

Name	Version	Selected Path (% Complete)	Mastery Score	Status	Ass.	Actions
CAC Mock 2017		CAC Mock 2017 Required Path - 100% Completed	N/A	Acquired	Diane Johnson	View Curriculum History View Course History Print Certificate View Course History

[Add Curriculum](#) [Print Table](#)

[Actions](#)

Help Desk Resources

- CMS Enterprise Portal Help Desk

- 855-267-1515
- CMS_FEPS@CMS.hhs.gov
 - User ID / Password Issues
 - No access to MLMS



- MLMS Help Desk

- MLMSHelpDesk@cms.hhs.gov
 - Can't print my certificate
 - Can't find curriculum
 - Training is not launching



Step 1: Select Curriculum

The screenshot shows the 'Current Learning' section of a user interface. A yellow callout bubble with the text 'Select Curriculum Status.' points to the 'Curriculum Status' link in the left-hand navigation menu. The main content area displays a curriculum entry for 'Assister Feedback (00001693,Version:2017.1)' with a status of 'Confirmed' and a registration date of '05/31/2016'. Below the entry, there is a 'Launch' button and a 'Hide Learning Assignments' link.

After completing all training and assessments for your curriculum, select **Curriculum Status** on the left navigation bar.

After selecting **Actions>Print Certificate**, if the pop up window appears to be blank, try switching browsers to either Google Chrome or Mozilla Firefox.

Step 2: Select Print Certificate

The screenshot shows the 'Curriculum Status' page. A search for 'Internal Curriculum' has been performed, resulting in one entry: 'CAC Mock 2017'. The 'Actions' column for this entry contains a 'Print Certificate' link, which is highlighted by a yellow callout bubble with the text 'Hover mouse over Actions, and then select Print Certificate.' The table below shows the search results.

Name	Version	Selected Path (% Complete)	Mastery Score	Status	Assy
CAC Mock 2017		CAC Mock 2017 Required Path - 100% Completed	N/A	Acquired	Diane Johnson

You must complete the entire curriculum in order for the **Print Certificate** option to appear on the curriculum **Actions** list.

Step 3: Print Certificate (CAC)



The image shows a screenshot of a web interface for printing a Certificate of Completion. A red box highlights a 'Print' button in the top left corner. A yellow callout bubble with a pointer to the button contains the text 'Select Print.'. The certificate itself is centered on the page and contains the following text:

Certificate of Completion

This is to certify that

Diane Johnson

Has successfully completed the following:

CAC Curriculum

At the bottom of the certificate is the logo for the Health Insurance Marketplace, featuring a stylized eagle and the text 'Health Insurance Marketplace'.

This is an example of the CAC Certificate of Completion. Select **Print** and follow your print window instructions to print the certificate to your printer.