Plan Year 2027 Health Insurance Marketplace® Registration and Training for Returning Agents and Brokers

Centers for Medicare & Medicaid Services (CMS)
Center for Consumer Information & Insurance Oversight (CCIIO)

September 10, 2026

HealthCare.gov

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Disclaimer

The information provided in this presentation is intended only as a general, informal summary of technical legal standards. It is not intended to take the place of the statutes, regulations, and formal policy guidance that it is based upon. This presentation summarizes current policy and operations as of the date it was presented. Links to certain source documents have been provided for your reference. We encourage audience members to refer to the applicable statutes, regulations, and other interpretive materials for complete and current information about the requirements that apply to them. The contents of this document do not have the force and effect of law and are not meant to bind the public in any way, unless specifically incorporated into a contract. This document is intended only to provide clarity to the public regarding existing requirements under the law.

This document generally is not intended for use in the State-based Marketplaces (SBMs) that do not use HealthCare.gov for eligibility and enrollment. Please review the guidance on our Agent and Broker Resources webpage (http://go.cms.gov/CCIIOAB) and Marketplace.CMS.gov to learn more.

Unless indicated otherwise, the general references to "Marketplace" in the presentation only include Federally-facilitated Marketplaces (FFMs) and State-based Marketplaces on the Federal Platform (SBM-FPs).

This communication was printed, published, or produced and disseminated at U.S. taxpayer expense.

Agenda

1 Introduction

2 Plan Year 2027 Marketplace Registration and Training Process

3 Live Question/Answer Session

Intended Audience

- The intended audience for this presentation is **agents and brokers who successfully completed Plan Year 2026 Marketplace registration and training** and are returning for Plan Year 2027.
  - Returning agents and brokers are required to complete an abbreviated refresher training, pass an exam and execute the applicable Marketplace Agreements.
- **Note:** <u>Attending this webinar does NOT fulfill the requirements for completing the Marketplace registration and training on the Marketplace Learning Management System (MLMS).</u>
  - Returning agents and brokers are required to complete registration and training in the MLMS for the current plan year and will be automatically enrolled in a shorter training.

Plan Year 2027 Health Insurance Marketplace® Registration and Training for Returning Agents and Brokers

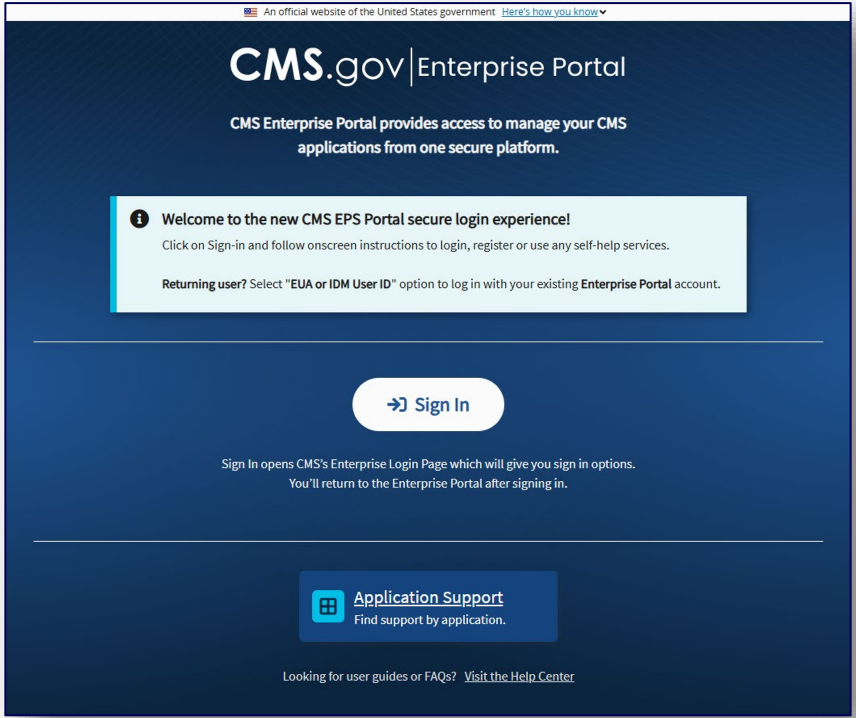
CENTERS FOR MEDICARE & MEDICAID SERVICES

Step 1: Create or Sign In with Login.gov or ID.me Credentials

1. **Create or Sign In with Login.gov or ID.me Credentials.**
2. Link Your Login.gov or ID.me Credentials to Your Existing Enterprise Portal Account.
3. Request the Agent and Broker Training Access Role.
4. Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal.
5. Complete Marketplace Training in the MLMS.
6. Read and accept the Applicable Marketplace Agreement(s) in the MLMS.
7. Confirm completion of all registration steps by logging back into the CMS Enterprise Portal and printing the completion certificate.

Step 1: Create or Sign In with Login.gov or ID.me Credentials (continued)

» To begin the process, the agent and broker should navigate to https://portal.cms.gov and click the "Sign In" button.



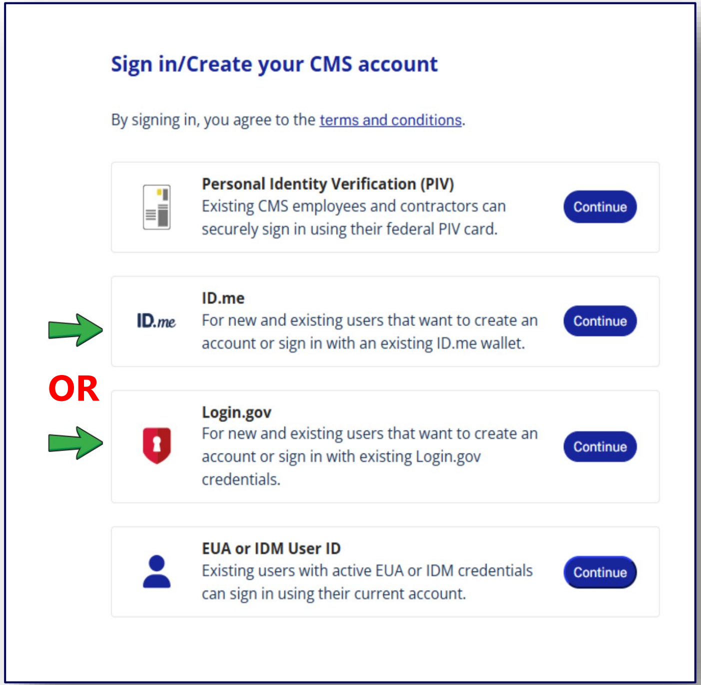
Step 1: Create or Sign In with Login.gov or ID.me Credentials (continued)

» From the available sign-in options:

- Click “Continue” next to the **Login.gov** option, **or**
- the **ID.me** option.

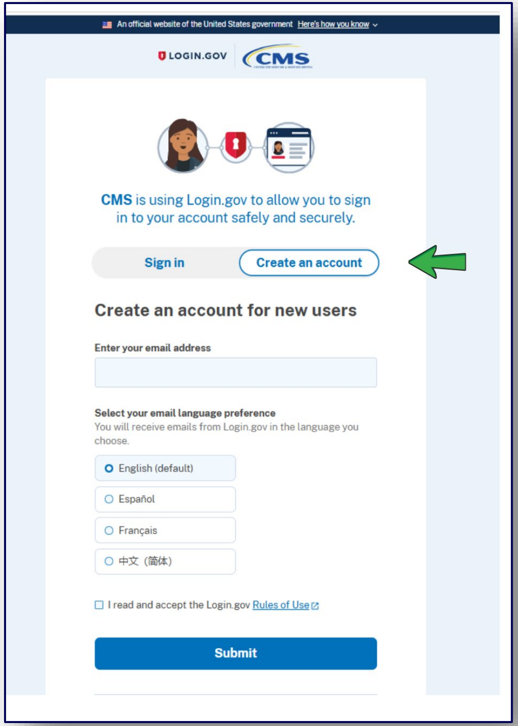
» **Note:** you are only required to create either a Login.gov **or** an ID.me account, if you do not already have one.

- The following slides will review the account creation processes for both account types.



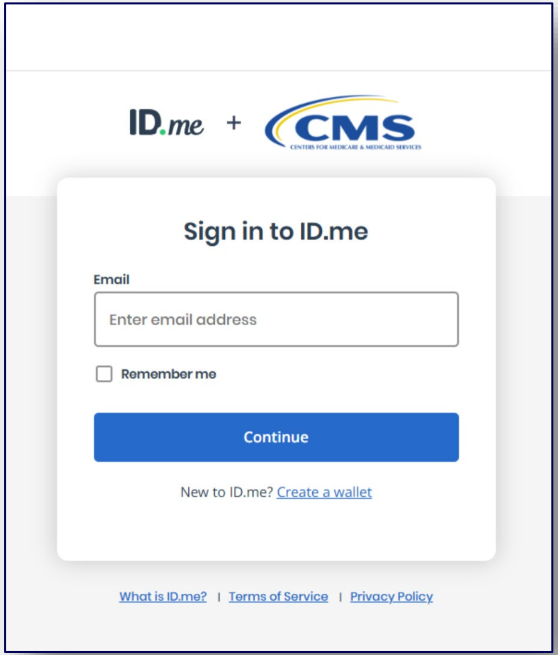
Step 1: Create or Sign In with Login.gov or ID.me Credentials (continued)

- If using the **Login.gov** option, follow the instructions based on whether you already have an Login.gov account.
- If you have previously used Login.gov for other purposes:
  - Enter your email address and proceed to enter your password.
- If you have never used Login.gov before:
  - Click “Create an account.”
  - Enter your email address and select your preferred language.
  - Check the box to accept the Login.gov Rules of Use.
  - Click “Submit.”
- Continue through the rest of the steps to create an account.



Step 1: Create or Sign In with Login.gov or ID.me Credentials (continued)

- If selecting the **ID.me** option, follow the instructions based on whether you already have an ID.me account.
- If you have previously used ID.me for other purposes:
  - Enter your email address and proceed to enter your password.
- If you have never used ID.me before:
  - Click "Create a wallet".
  - Enter your email address.
  - Create a password.
  - Check the box to accept the ID.me Terms of Service and Privacy Policy.
  - Follow the remaining prompts to complete account setup and identity verification.



Step 1: Create or Sign In with Login.gov or ID.me Credentials (continued)

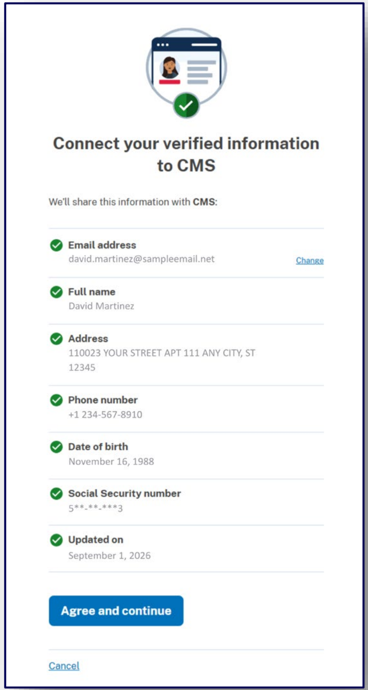
» Next, you will be asked to agree to connect your verified information to CMS.

» Review the following information and confirm these details are accurate:

  - **Email address**
  - **Full name**
  - **Address**
  - **Phone number**
  - **Date of birth**
  - **SSN**

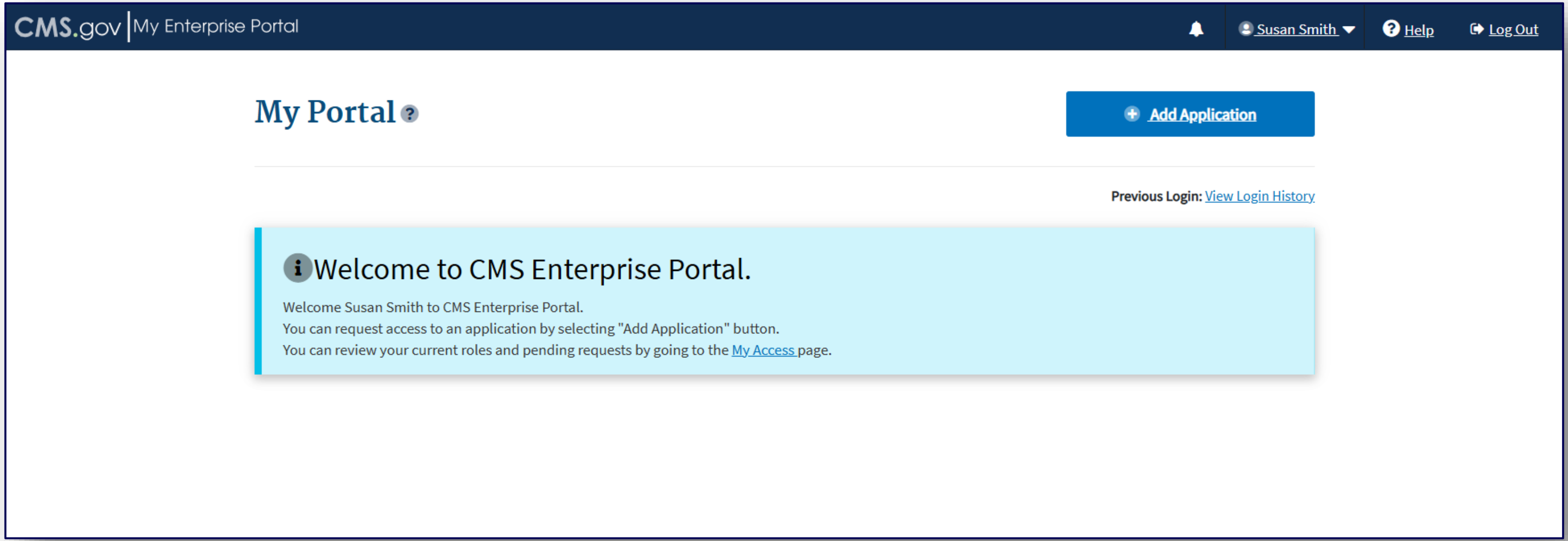
» Once confirmed, click "Agree and continue."

» Once completed, your account will be fully set up.



Step 1: Create or Sign In with Login.gov or ID.me Credentials (continued)

» After all steps are completed, your account will have been successfully completed and you will be redirected back to the CMS Enterprise Portal, where you can proceed with adding an application.



Step 1: Create or Sign In with Login.gov or ID.me Credentials (continued)

Note: You must know the password to your existing CMS Enterprise Portal account prior to linking it to your Login.gov or ID.me account. <u>Please ensure that your IDM password is current and working before taking any additional steps.</u>

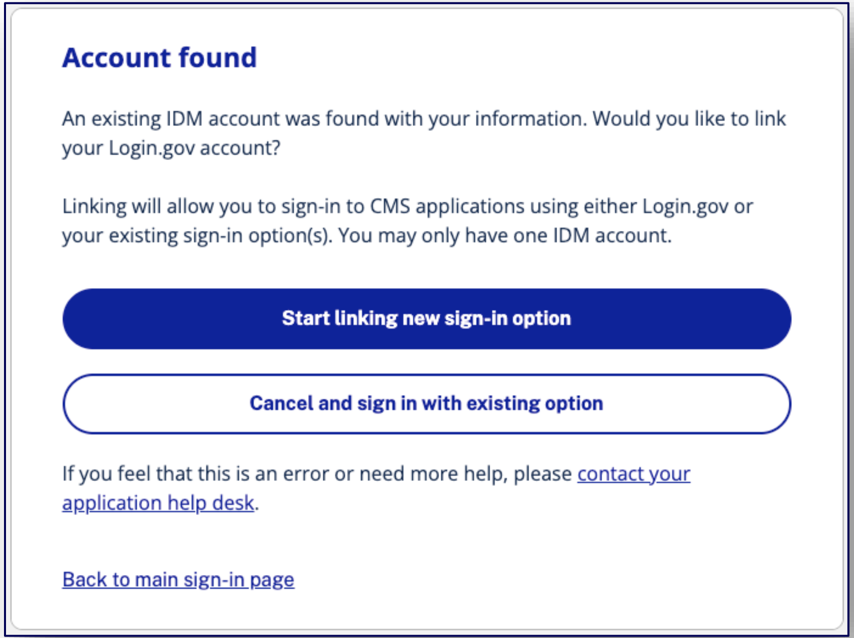
Step 2: Link Your Login.gov or ID.me Credentials to Your Existing Enterprise Portal Account

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

1. Create or Sign In with Login.gov or ID.me Credentials.
2. **Link Your Login.gov or ID.me Credentials to Your Existing Enterprise Portal Account.**
3. Request the Agent and Broker Training Access Role.
4. Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal.
5. Complete Marketplace Training in the MLMS.
6. Read and accept the Applicable Marketplace Agreement(s) in the MLMS.
7. Confirm completion of all registration steps by logging back into the CMS Enterprise Portal and printing the completion certificate.

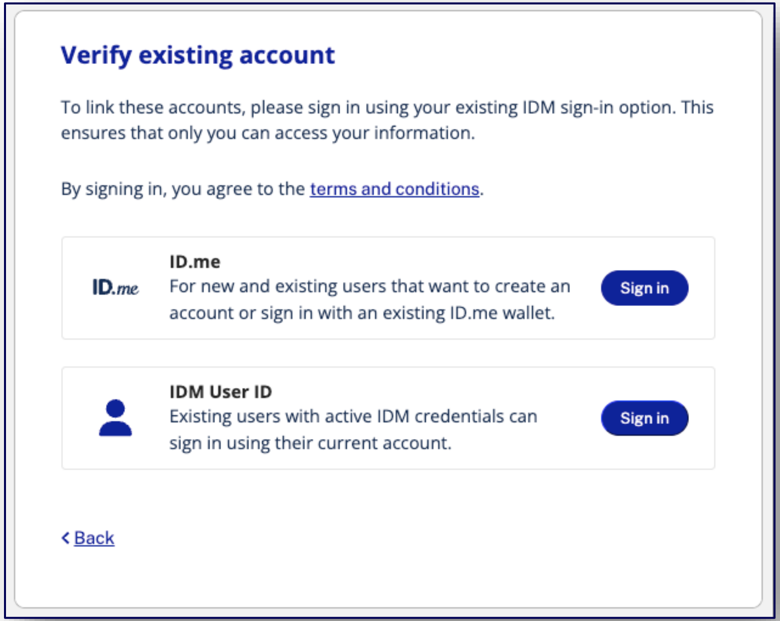
Step 2: Link Your Login.gov or ID.me Credentials to Your Existing Enterprise Portal Account (continued)

- After creating Login.gov or ID.me credentials, or if you have existing Login.gov or ID.me credentials, you must **link these new credentials** to your existing CMS Enterprise Portal account.
- Log back in to the CMS Enterprise Portal using your Login.gov or ID.me credentials.
- You will receive a message indicating and additional account was found.
- Click **Start linking new sign-in option.**



Step 2: Link Your Login.gov or ID.me Credentials to Your Existing Enterprise Portal Account (continued)

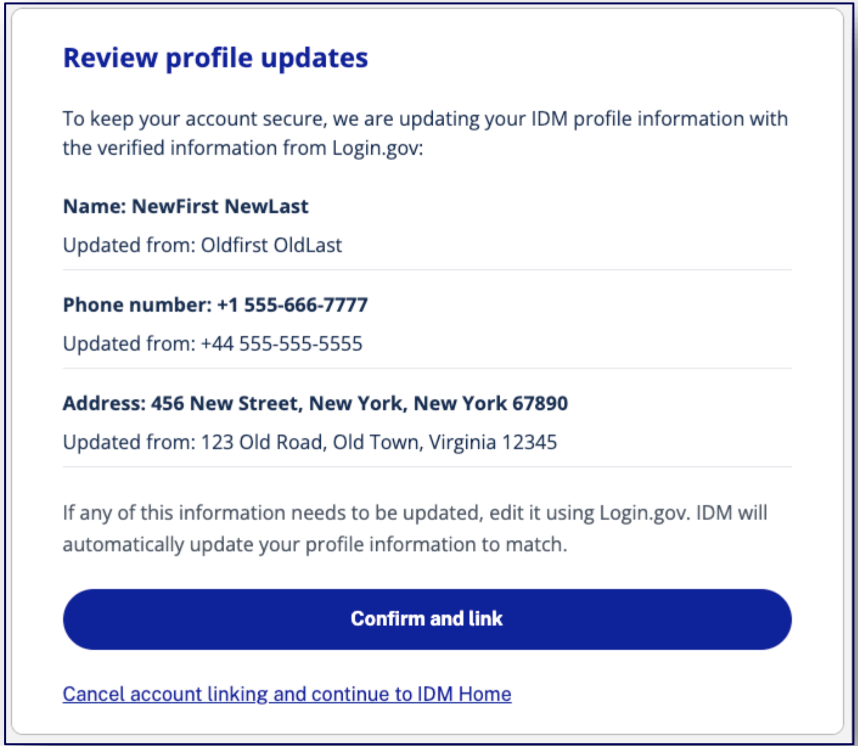
- Click **Sign in** next to the **IDM User ID** option to link it to your Login.gov or ID.me account.



Step 2: Link Your Login.gov or ID.me Credentials to Your Existing Enterprise Portal Account (continued)

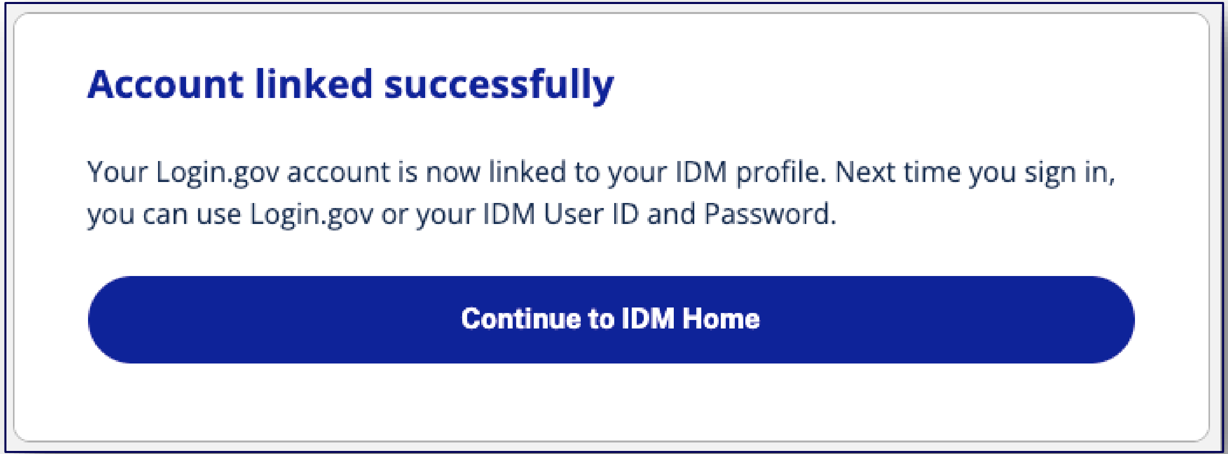
CENTERS FOR MEDICARE & MEDICAID SERVICES

- After signing in, review the profile updates that will be made once your accounts are linked.
- Click **Continue and link** to complete the linking process.
- **Note:** overwriting the profile attributes of the IDM account being linked is permanent. These changes cannot be undone.



Step 2: Link Your Login.gov or ID.me Credentials to Your Existing Enterprise Portal Account (continued)

» Click the **Continue to IDM Home** button on the final page.

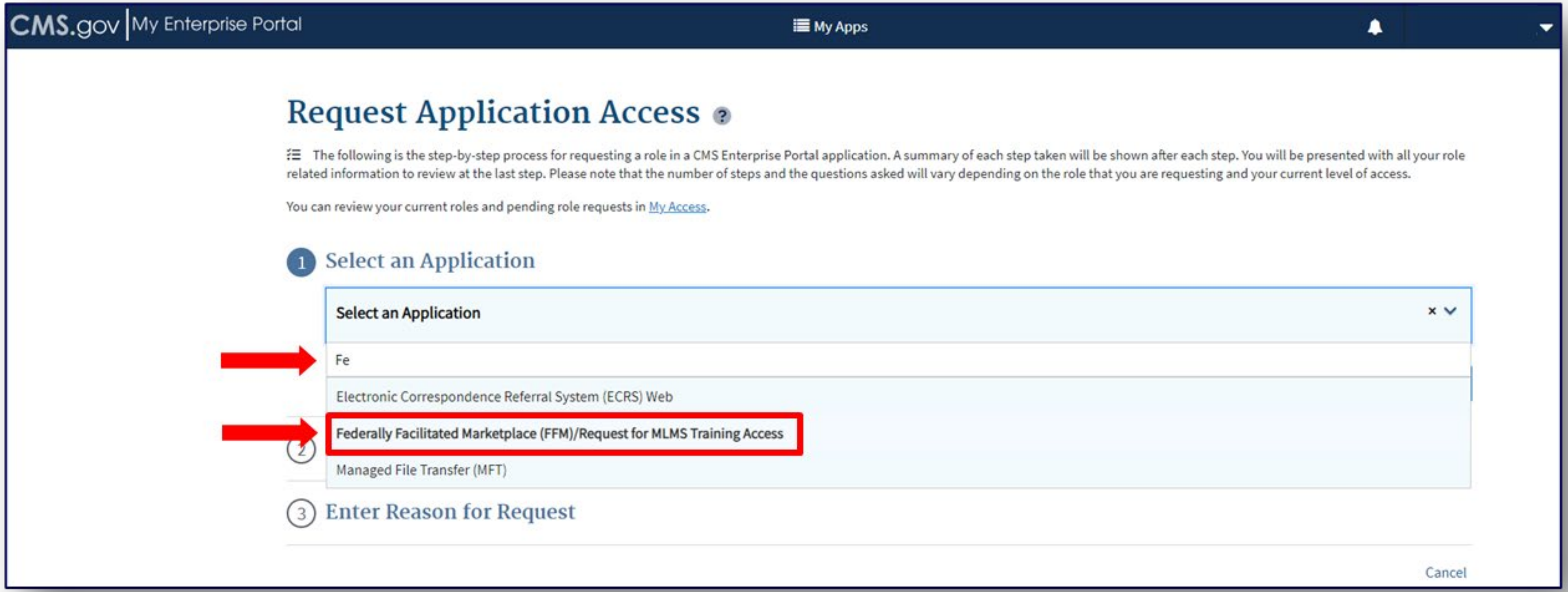


Step 3: Request the Agent and Broker Training Access Role

1. Create or Sign In with Login.gov or ID.me Credentials.
2. Link Your Login.gov or ID.me Credentials to Your Existing Enterprise Portal Account.
3. **Request the Agent and Broker Training Access Role.**
4. Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal.
5. Complete Marketplace Training in the MLMS.
6. Read and accept the Applicable Marketplace Agreement(s) in the MLMS.
7. Confirm completion of all registration steps by logging back into the CMS Enterprise Portal and printing the completion certificate.

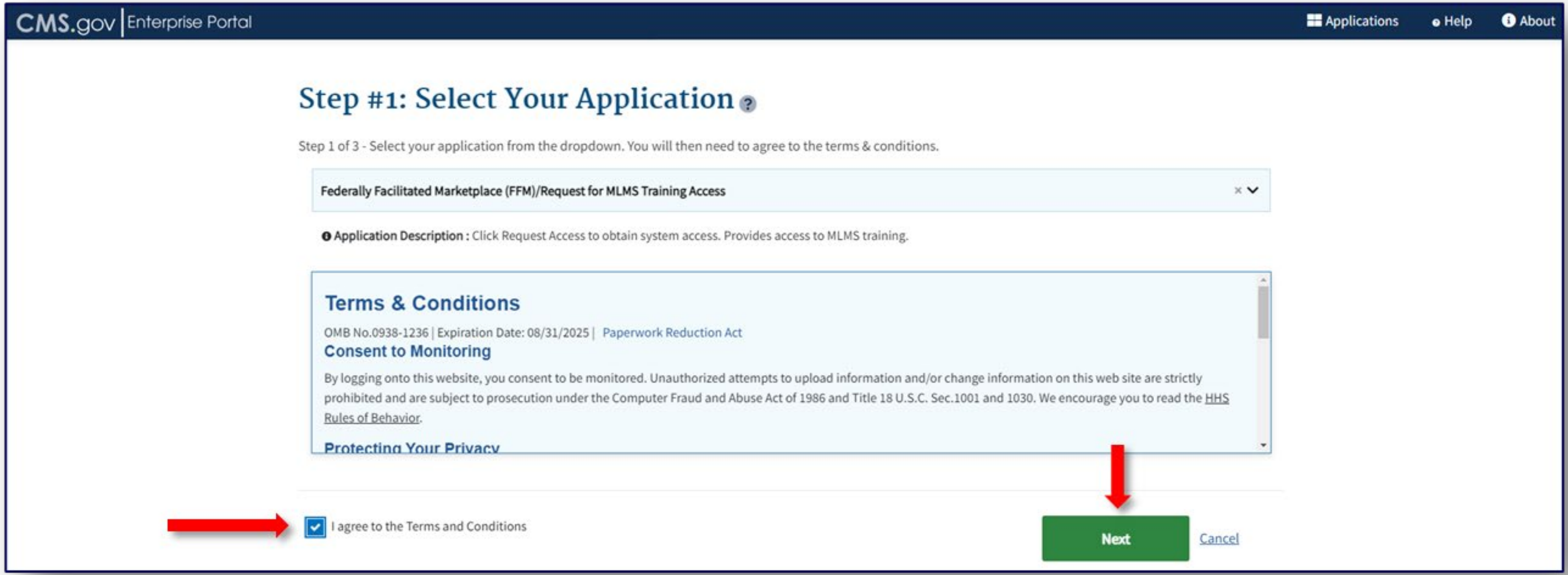
Step 3: Request the Agent and Broker Training Access Role (continued)

- Enter “Fed” into the Access Catalog search bar.
- Select the “Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access” Application and click “Next.”



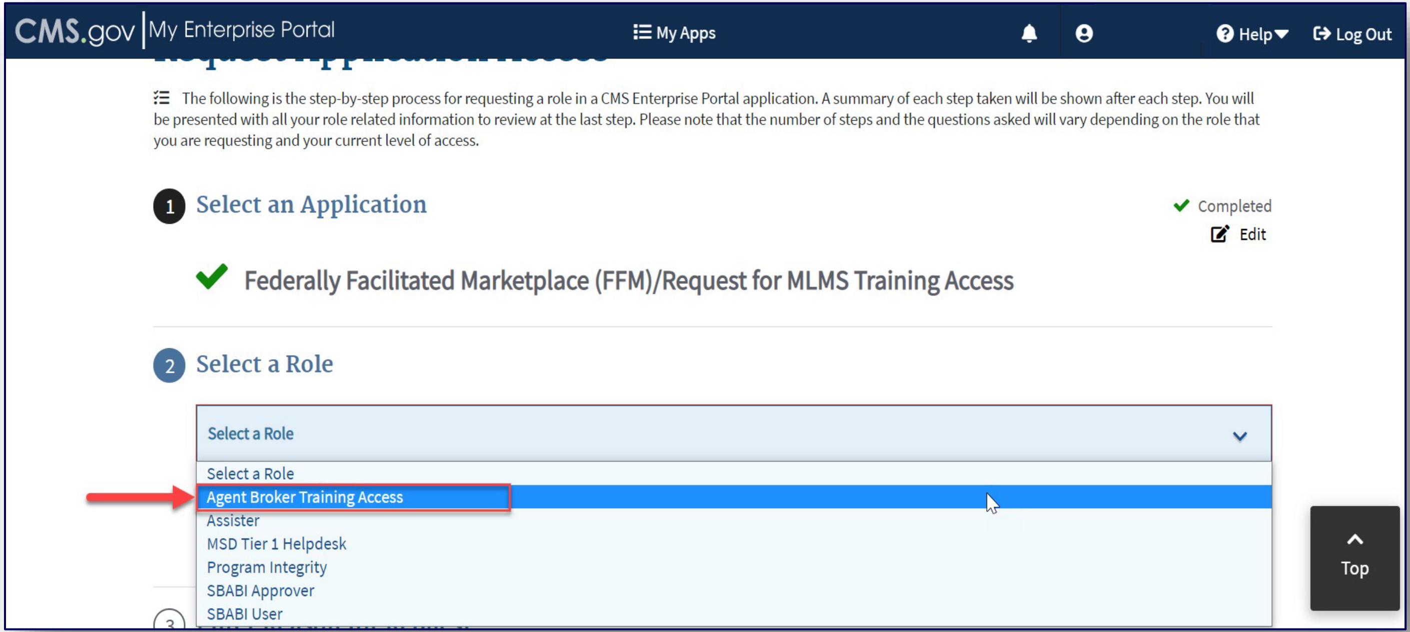
Step 3: Request the Agent and Broker Training Access Role (continued)

» After reading and agreeing to the Terms & Conditions, click the check box next to "I Agree to the Terms and Conditions" and then click "Next."



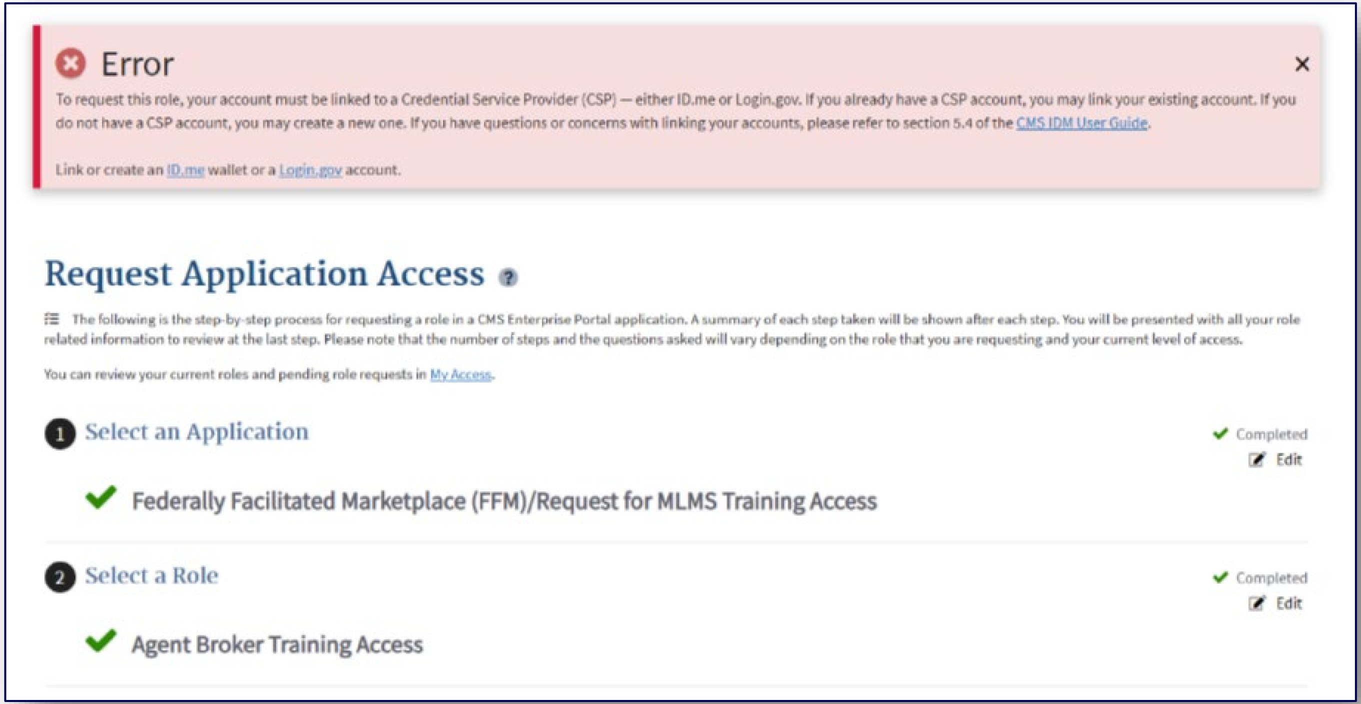
Step 3: Request the Agent and Broker Training Access Role (continued)

- Select "Agent Broker Training Access" from the "Select a Role" drop-down menu.
- Click the "Next" button.



Step 3: Request the Agent and Broker Training Access Role (continued)

» **Note:** If you skip the linking step, you will be blocked from getting the role and accessing the MLMS.

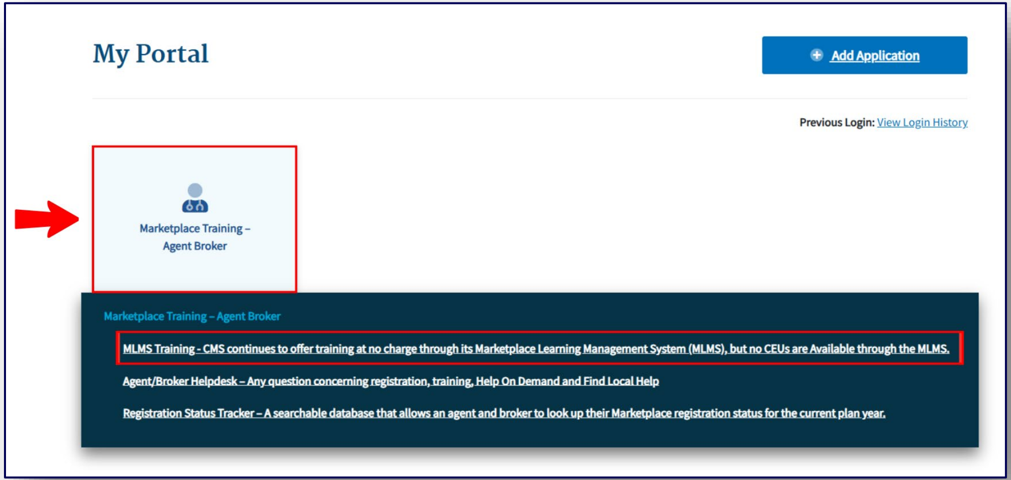


Step 4: Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal

1. Create or Sign In with Login.gov or ID.me Credentials.
2. Link Your Login.gov or ID.me Credentials to Your Existing Enterprise Portal Account.
3. Request the Agent and Broker Training Access Role.
4. **Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal.**
5. Complete Marketplace Training in the MLMS.
6. Read and accept the Applicable Marketplace Agreement(s) in the MLMS.
7. Confirm completion of all registration steps by logging back into the CMS Enterprise Portal and printing the completion certificate.

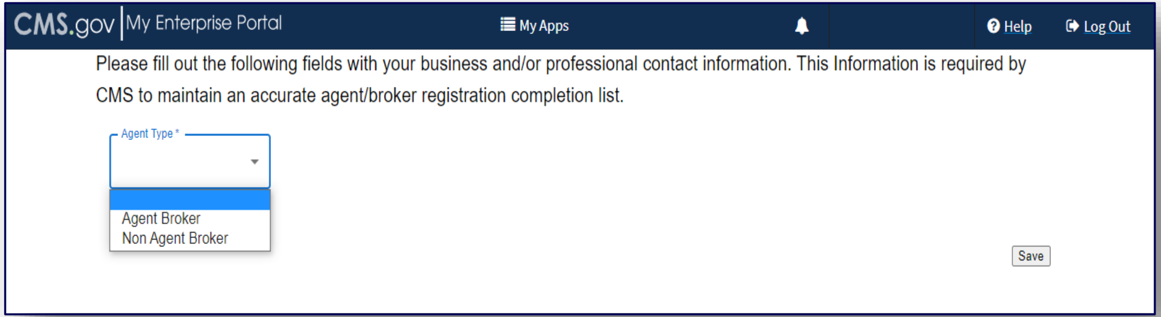
Step 4: Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal (continued)

- Once your account has been linked, you can **update your MLMS profile** prior to beginning training.
- To access the MLMS profile and the CMS-developed training:
  - Click on the “Marketplace Training – Agent Broker” tile, then
  - Select the “MLMS Training” option.



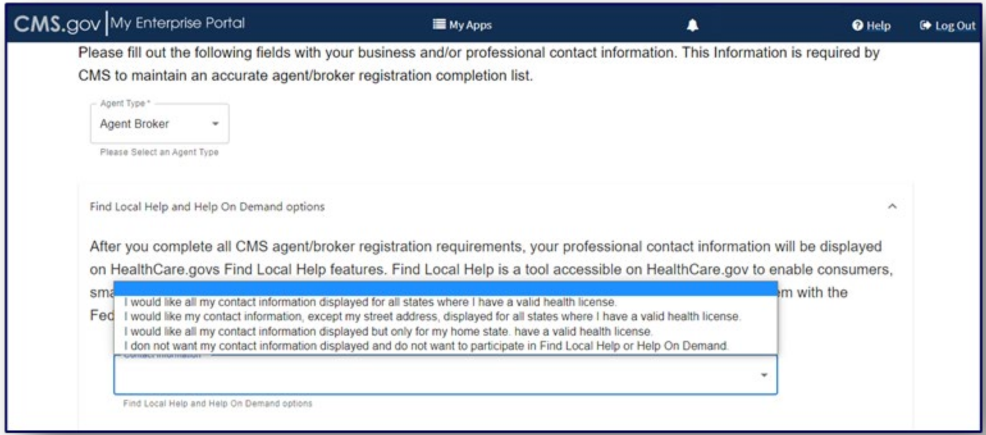
Step 4: Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal (continued)

- Select a user role from the two (2) available options.
- If you do not intend to assist consumers with enrolling in Marketplace coverage, select the **"Not an Agent Broker"** role in the drop-down menu at the top of your agent/broker profile.
- You can return to this section of your agent/broker profile at any time to update this selection if you do intend to assist consumers with Marketplace coverage in the future.
  - **Note:** If you do not return to your profile to update your selection, **you will not be eligible** to participate in the Marketplace for Plan Year 2027 or to receive compensation for assisting consumers with Marketplace enrollments for Plan Year 2027.



Step 4: Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal (continued)

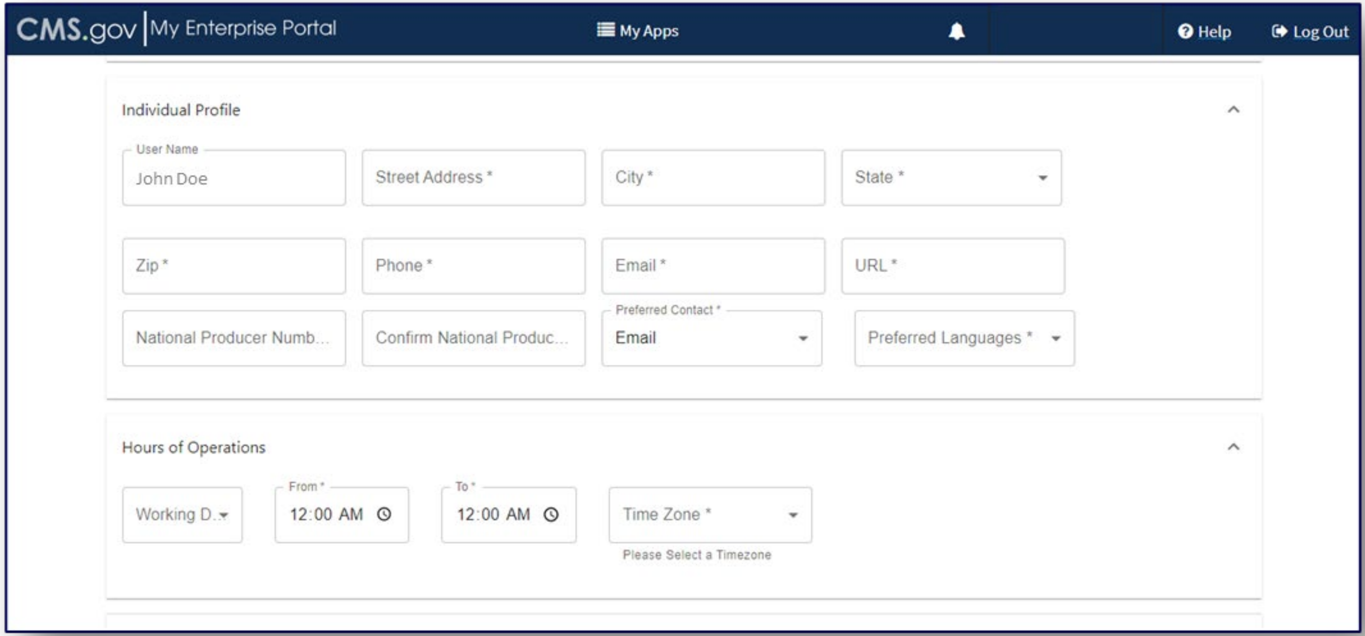
» The information agents and brokers use to complete their MLMS profile will be used to populate Find Local Help at HealthCare.gov and Help On Demand so consumers can find them for assistance. Find Local Help is also available in Spanish.



Note: Help On Demand is a referral system that quickly connects consumers seeking enrollment assistance on HealthCare.gov with Marketplace-registered, state-licensed agents and brokers in their area who can provide immediate assistance with plan selection and enrollment.

Step 4: Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal (continued)

» The MLMS profile page will appear for an agent or broker to complete their role and business and/or professional contact information.



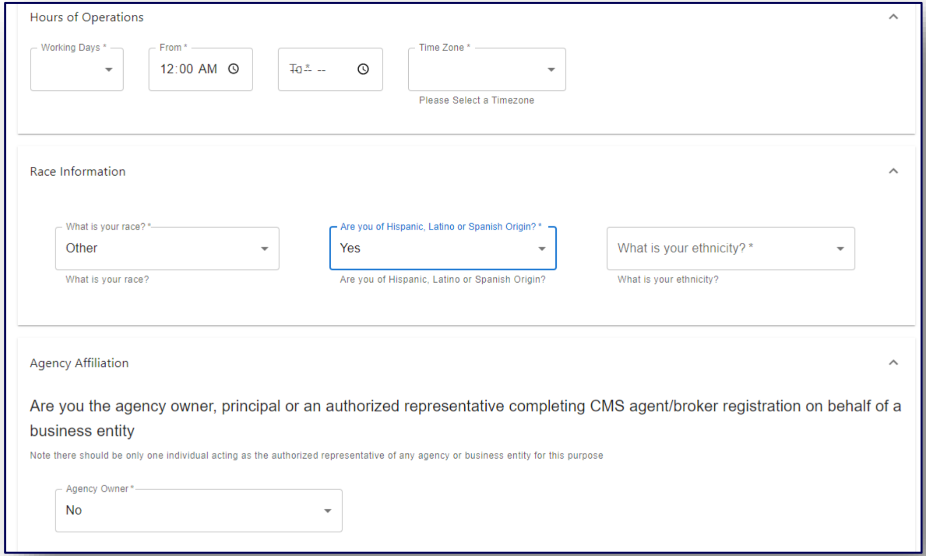
Step 4: Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal (continued)

- An agent or broker must enter a correct NPN in their MLMS profile to receive credit for completing Marketplace registration.
  - The NPN can be up to 10 digits long and must not begin with a zero (0).
  - The NPN must not include any special characters or letters.
  - The NPN is not the same as a state license number. Be sure to use an NPN, not a state license number.
  - To update the NPN, an agent or broker can click the "Complete Agent and Broker Training" hyperlink and update the information in their MLMS profile.
  - Agent and broker NPNs can be found at https://nipr.com/help/look-up-your-npn.

Be sure to confirm the NPN is correct in the MLMS profile. Entering an inaccurate NPN could result in denial of compensation/credit by an issuer.

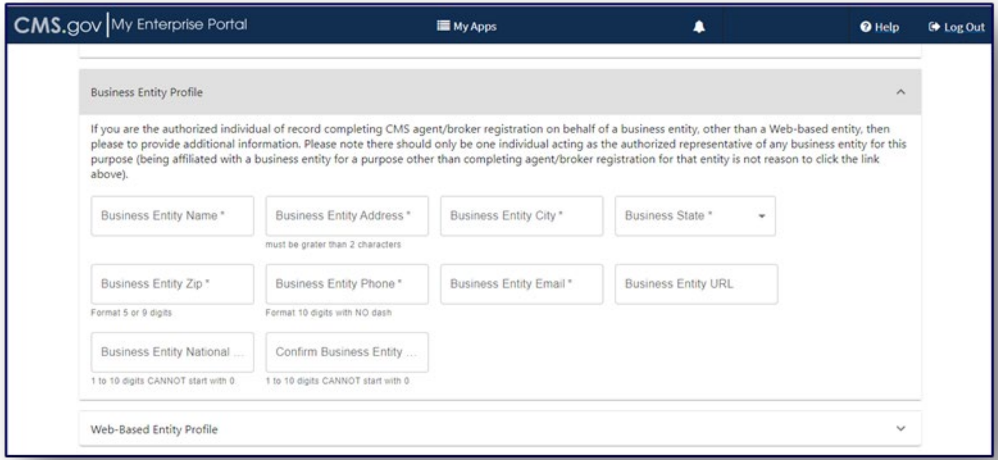
Step 4: Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal (continued)

- Three race and ethnicity questions will appear, where an agent or broker will have the option to attest to personal race and ethnicity information.
- This information helps CMS identify the communities served by agents and brokers across the country.



Step 4: Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal (continued)

- Agents and brokers who also act as the authorized representative* for a business entity or web-broker can add the business entity’s or web-broker’s National Producer Number (NPN) by clicking the appropriate “+” link at the bottom of the profile page.
- Agents and brokers can list up to three NPNs in their MLMS profile.



An agency may only designate one user to act as the authorized representative for the business or web-broker entity for MLMS training completion.

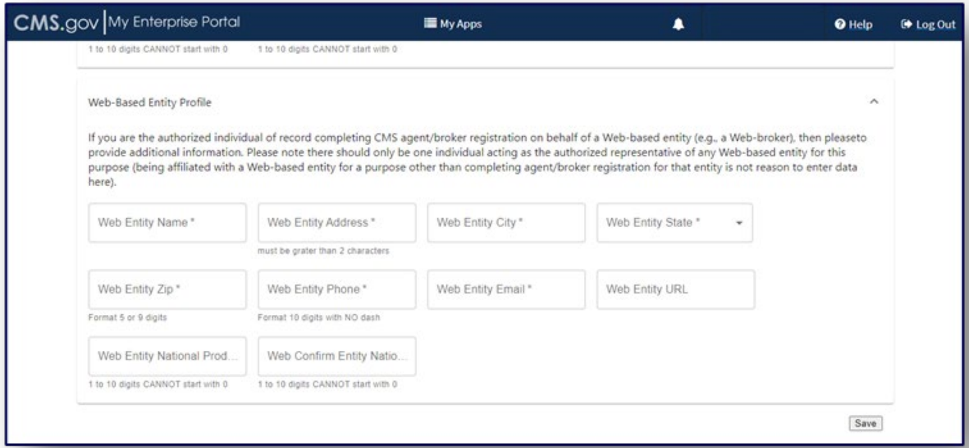
Step 4: Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal (continued)

- When completing or updating the MLMS profile, agents and brokers should only enter a business or web-broker NPN if:
  - The NPN is tied to a **business entity** – such as an LLC, corporation, or partnership – that is registered with a state for the purpose of selling health insurance.
  - The agent or broker is the **authorized individual** or agent in charge associated with that entity's state license.

Note: Agents and brokers should not enter an individual NPN in the business or web-broker field of the MLMS profile. There should only be **one (1) individual** acting as the authorized representative of an agency or web-based entity. Being affiliated with a business or web-based entity (i.e., employed or contracted agent or broker) is not a reason to enter data here.

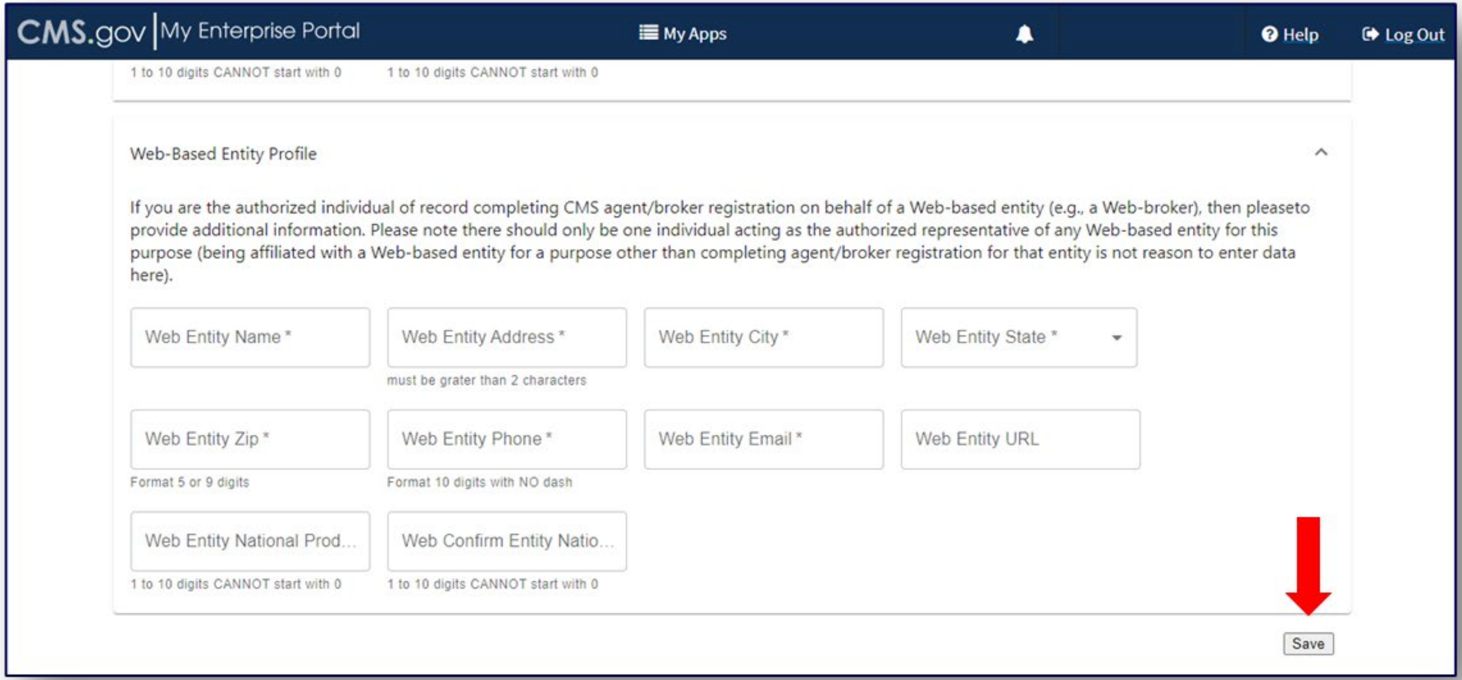
Step 4: Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal (continued)

- Enter the information for affiliated web-brokers or business entities.
  - **Note:** Only those who sign a web-broker agreement should complete the web-broker profile.
  - **Any individual NPN entered in the business or web-broker NPN field of the MLMS profile screen will be removed.**
- If an agent or broker lists the business entity or web-broker NPN on their profile, these will be added to the public Registration Completion List once training has been completed.



Step 4: Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal (continued)

» Once all profile information has been entered, click "Save."



Step 4: Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal (continued)

NPN and Licensure Validation

- CMS validates NPNs against data stored in the National Insurance Producer Registry (NIPR) Public Database: https://www.nipr.com/.
  - Results of this NIPR NPN validation appear on the public Agent and Broker Federally-facilitated Marketplace Registration Completion List (RCL): https://data.healthcare.gov/ffm_ab_registration_lists
  - The RCL is updated daily.
- NPN validation occurs during the annual registration process in the MLMS and is only applicable to the current plan year. If an agent or broker does not maintain a valid NPN, their agreements with the Marketplace will be terminated.
- To be validated, agents and brokers must:
  - Have a valid state license;
  - Have a valid health-related line of authority (LOA): https://nipr.com/licensing-center/add-a-line-of-authority in their resident state; and
  - Have an active status for their health-related LOA.

Step 4: Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal (continued)

Line of Authority Validation Requirements for Marketplace Agents and Brokers:

- Background: Each state Department of Insurance (DOI) determines the requirements for agents and brokers in their specific state. CMS validates the status of an agent's or broker's licensure through the NIPR on a weekly basis. Specifically, licensure validation is determined by checking license status and the presence of a valid health LOA in the resident state for each agent or broker.
  - **Note:** Some states, such as Florida, Hawaii, New Mexico, Texas, Utah, Vermont, Wisconsin, Nebraska, and Wyoming, require agents and brokers to have an appointment with a health insurance carrier before their NPN can be validated.

Note: Agents and brokers who do not have an approved health-related LOA, as determined by their resident state, will lose their access to Marketplace systems and **will not be able to assist consumers with Marketplace activities for Plan Year 2027.**

Step 4: Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal (continued)

- Agents and brokers can take several steps now to check and see if they need to take further action.
  - **Check resident state requirements** for Appointment Level LOA, Approved Class Type and/or Approved License Level LOA at https://data.healthcare.gov/AB-NIPR-Health-Line-Of-Authority.
  - Then, agents and brokers can go to NIPR at https://nipr.com/licensing-center/add-a-line-of-authority and use the "Look Up Your National Producer Number (NPN)" tool at the bottom of the page to **check their personal licensure information** for their resident state.
  - If agents and brokers do not have the required resident state LOA, they can use the links to "Add a Line of Authority" and **work directly with their resident state DOI** regarding licensing and appointment requirements.
- The validation of agents' and brokers' licenses will be reviewed weekly following completion of the required annual agent and broker Registration and Training. Agents and brokers should check the RCL at https://data.healthcare.gov/ab-registration-completion-list to confirm that their NPN is listed and the "NPN Valid (Current Year Only)" reflects "Y" for yes prior to assisting consumers with enrollment.

Step 5: Complete Marketplace Training in the MLMS

1. Create or Sign In with Login.gov or ID.me Credentials.
2. Link Your Login.gov or ID.me Credentials to Your Existing Enterprise Portal Account.
3. Request the Agent and Broker Training Access Role.
4. Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal.
5. **Complete Marketplace Training in the MLMS.**
6. Read and accept the Applicable Marketplace Agreement(s) in the MLMS.
7. Confirm completion of all registration steps by logging back into the CMS Enterprise Portal and printing the completion certificate.

Step 5: Complete Marketplace Training on the MLMS (continued)

- Returning Individual Marketplace agents and brokers are eligible to take a condensed training (Marketplace Training for Returning Agents and Brokers) to complete the Individual Marketplace training requirement.*
- The required portion of Marketplace Training for Returning Agents and Brokers takes approximately one-two hours to complete.
- Returning agents and brokers will be automatically enrolled in Marketplace Training for Returning Agents and Brokers, but can enroll in additional curricula, such as Small Business Health Options Program (SHOP) training.

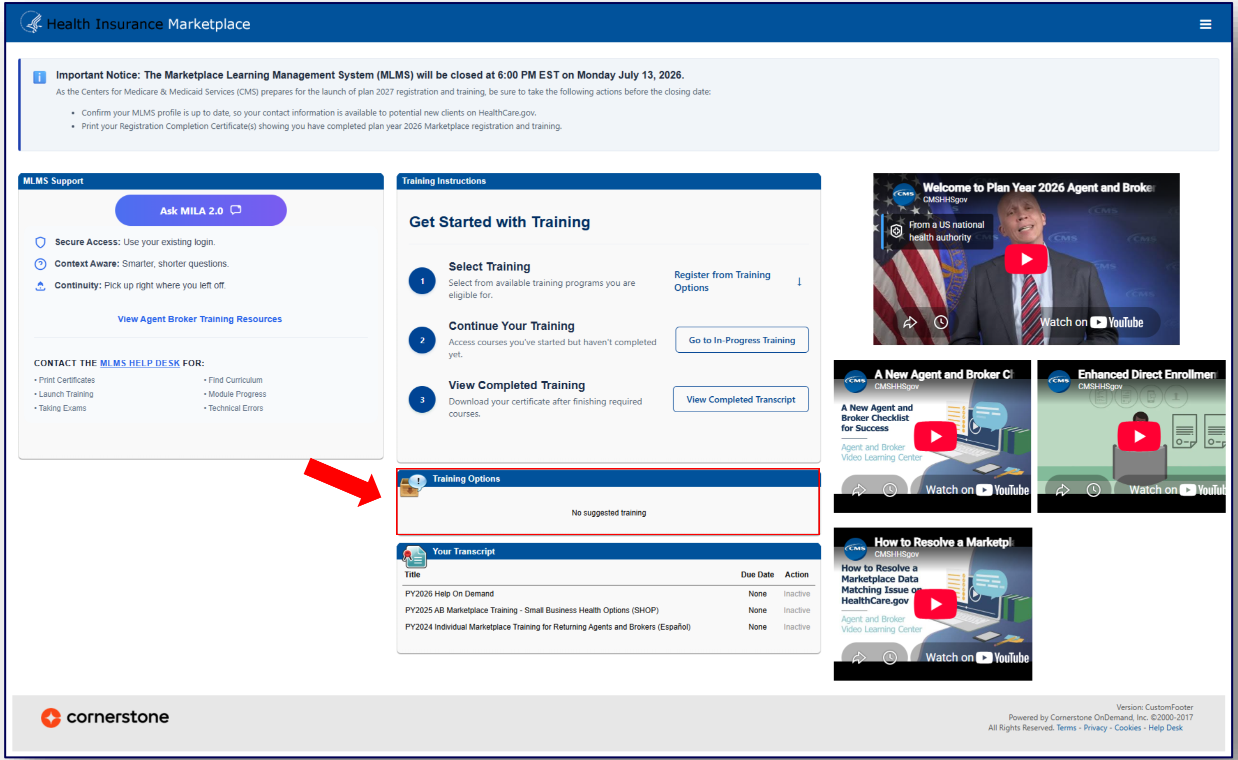
**Training is only required for participation in the Individual Marketplace. Agents and brokers who participate in the SHOP are encouraged, but not required, to take SHOP training.*

Step 5: Complete Marketplace Training on the MLMS (continued)

- The curriculum for the Marketplace Training for Returning Agents and Brokers consists of one (1) required training module and one (1) required exam.
- An agent or broker only needs to complete training one time for each plan year.
- Following the training, agents and brokers will be prompted to complete the Marketplace training exam.
- This exam consists of 10 questions that will test understanding of the concepts presented in the training.
- Agents and brokers must pass the exam with a **70% score or better** to receive credit for taking the course.

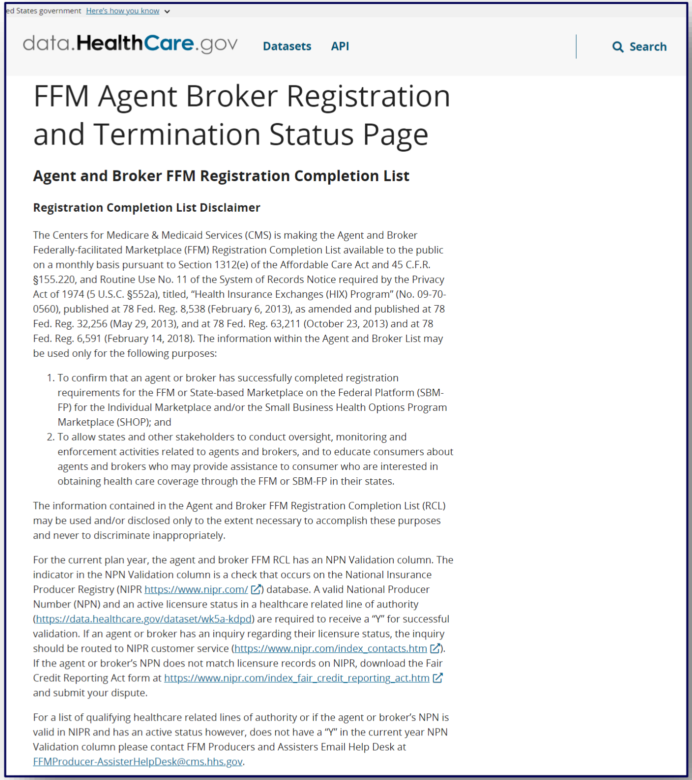
Step 5: Complete Marketplace Training on the MLMS (continued)

- The full training curriculum is available in the "Training Options" widget on the agent and broker welcome page.



Step 5: Complete Marketplace Training on the MLMS (continued)

- To ensure an agent or broker is eligible for Marketplace Training for Returning Agents and Brokers, they should confirm that their NPN appears on the Agent and Broker FFM Registration Completion List https://data.healthcare.gov/ffm_ab_registration_lists for Plan Year 2026.
- If an agent or broker believes they completed Plan Year 2026 registration and training, but do not find their name on the RCL, they can send an email to FFMProducer-AssisterHelpDesk@cms.hhs.gov for assistance.


ed States government Here's how you know

data.HealthCare.gov Datasets API Search

FFM Agent Broker Registration and Termination Status Page

Agent and Broker FFM Registration Completion List

Registration Completion List Disclaimer

The Centers for Medicare & Medicaid Services (CMS) is making the Agent and Broker Federally-facilitated Marketplace (FFM) Registration Completion List available to the public on a monthly basis pursuant to Section 1312(e) of the Affordable Care Act and 45 C.F.R. §155.220, and Routine Use No. 11 of the System of Records Notice required by the Privacy Act of 1974 (5 U.S.C. §552a), titled, "Health Insurance Exchanges (HIX) Program" (No. 09-70-0560), published at 78 Fed. Reg. 8,538 (February 6, 2013), as amended and published at 78 Fed. Reg. 32,256 (May 29, 2013), and at 78 Fed. Reg. 63,211 (October 23, 2013) and at 78 Fed. Reg. 6,591 (February 14, 2018). The information within the Agent and Broker List may be used only for the following purposes:

1. To confirm that an agent or broker has successfully completed registration requirements for the FFM or State-based Marketplace on the Federal Platform (SBM-FP) for the Individual Marketplace and/or the Small Business Health Options Program Marketplace (SHOP); and
2. To allow states and other stakeholders to conduct oversight, monitoring and enforcement activities related to agents and brokers, and to educate consumers about agents and brokers who may provide assistance to consumer who are interested in obtaining health care coverage through the FFM or SBM-FP in their states.

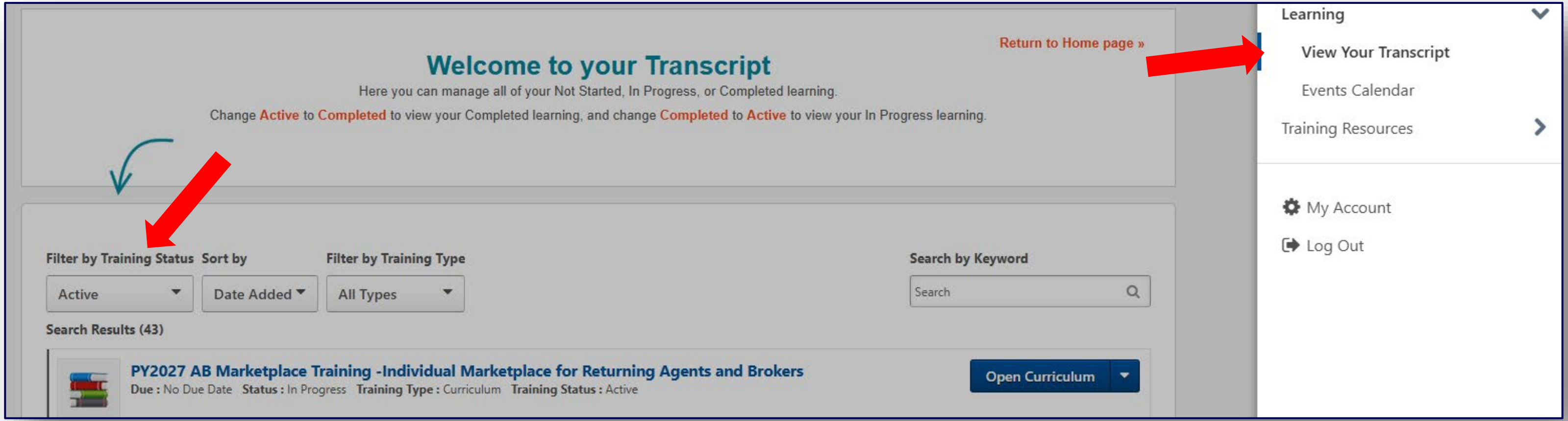
The information contained in the Agent and Broker FFM Registration Completion List (RCL) may be used and/or disclosed only to the extent necessary to accomplish these purposes and never to discriminate inappropriately.

For the current plan year, the agent and broker FFM RCL has an NPN Validation column. The indicator in the NPN Validation column is a check that occurs on the National Insurance Producer Registry (NIPR https://www.nipr.com/) database. A valid National Producer Number (NPN) and an active licensure status in a healthcare related line of authority (https://data.healthcare.gov/dataset/wk5a-kdpd) are required to receive a "Y" for successful validation. If an agent or broker has an inquiry regarding their licensure status, the inquiry should be routed to NIPR customer service (https://www.nipr.com/index_contacts.htm). If the agent or broker's NPN does not match licensure records on NIPR, download the Fair Credit Reporting Act form at https://www.nipr.com/index_fair_credit_reporting_act.htm and submit your dispute.

For a list of qualifying healthcare related lines of authority or if the agent or broker's NPN is valid in NIPR and has an active status however, does not have a "Y" in the current year NPN Validation column please contact FFM Producers and Assisters Email Help Desk at FFMProducer-AssisterHelpDesk@cms.hhs.gov.

Step 5: Complete Marketplace Training on the MLMS (continued)

- Returning agents and brokers will automatically be assigned to the returning training. Agents and brokers will navigate to "View Your Transcript" and will see the returning curriculum in "Active" status.



Step 6: Read and accept the applicable Marketplace Agreement(s) on the MLMS

1. Create or Sign In with Login.gov or ID.me Credentials.
2. Link Your Login.gov or ID.me Credentials to Your Existing Enterprise Portal Account.
3. Request the Agent and Broker Training Access Role.
4. Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal.
5. Complete Marketplace Training in the MLMS.
6. **Read and accept the Applicable Marketplace Agreement(s) in the MLMS.**
7. Confirm completion of all registration steps by logging back into the CMS Enterprise Portal and printing the completion certificate.

Step 6: Read and accept the applicable Marketplace Agreement(s) on the MLMS (continued)

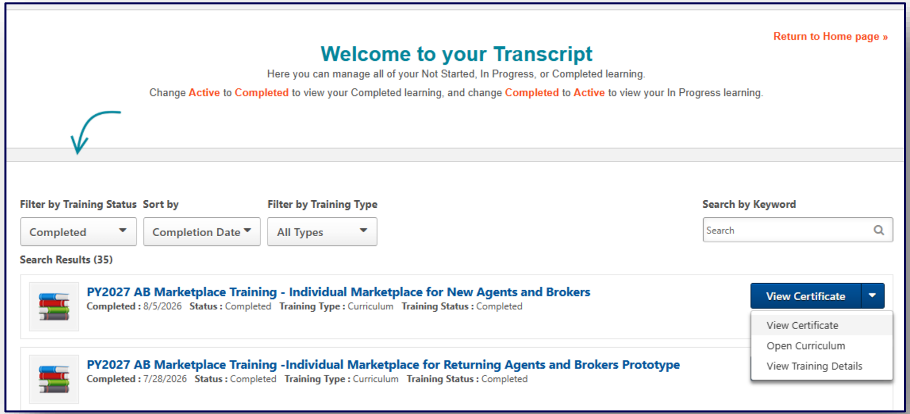
- Agents and brokers must execute the Agreement(s) associated with the Marketplace(s) they are participating in:
  - Individual Marketplace General Agreement
  - Individual Marketplace Privacy and Security Agreement
  - SHOP Privacy and Security Agreement
- An agent or broker must update their MLMS profile information and complete the required training and exams before they can sign the Agreement(s).

Step 7: Confirm completion of all registration steps by logging back in to the CMS Enterprise Portal and printing the completion certificate

1. Create or Sign In with Login.gov or ID.me Credentials.
2. Link Your Login.gov or ID.me Credentials to Your Existing Enterprise Portal Account.
3. Request the Agent and Broker Training Access Role.
4. Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal.
5. Complete Marketplace Training in the MLMS.
6. Read and accept the Applicable Marketplace Agreement(s) in the MLMS.
7. **Confirm completion of all registration steps by logging back into the CMS Enterprise Portal and printing the completion certificate.**

Step 7: Confirm completion of all registration steps by logging back in to the CMS Enterprise Portal and printing the completion certificate (continued)

- After completing the required Agent Broker Curriculum Training and examinations, agents and brokers can access their certificate from the Transcript page.
- Navigate to the transcript and select "Completed" from the status drop-down.
- Select the blue "View Completion Page" button next to the desired course.
- On the Completion page, select "View My Certificate."
  - **Note:** Agents and brokers can also view the certificate of completion without going to the completion page.
  - Under the **"View Completion"** button there is a menu for both completion page and direct launch of certificate.



Step 7: Confirm completion of all registration steps by logging back in to the CMS Enterprise Portal and printing the completion certificate (continued)

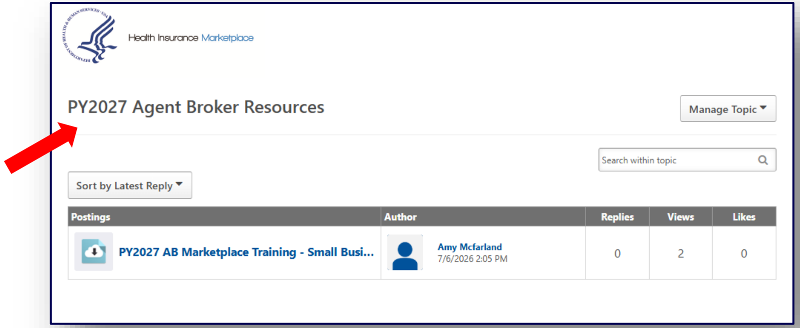
- The Registration Completion Certificate will include:
  - Agent’s or broker’s name
  - Agent’s or broker’s NPN(s)
  - The market segment(s) for the certificate
  - The plan year for the certificate
  - Completion date of FFM registration

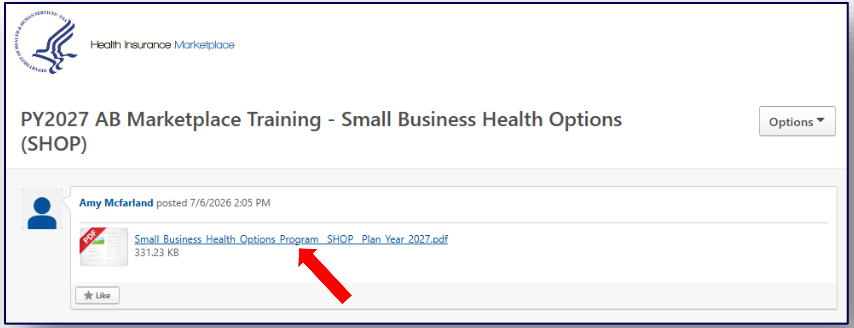
Issuers may request to view the Registration Completion Certificate(s). However, issuers are instructed to review the [Agent and Broker FFM Registration Completion List (RCL)] to confirm the registration status of agents and brokers.

Step 7: Confirm completion of all registration steps by logging back in to the CMS Enterprise Portal and printing the completion certificate (continued)

» To download a PDF file of the full training content after completion, agents and brokers should:

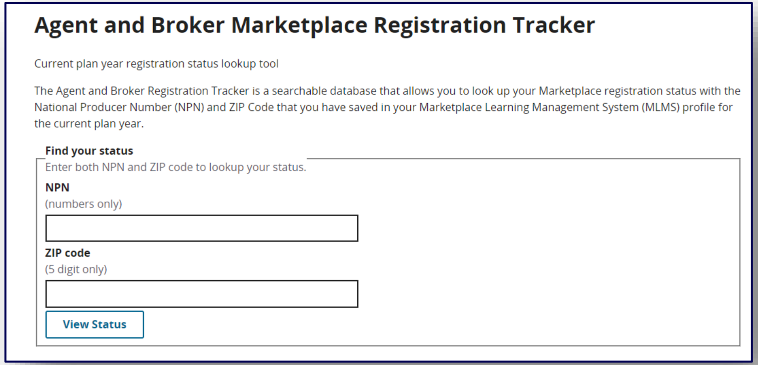
1. Locate the Training Resources menu.
2. Select the "Topics" tab.
3. Select the folder titled **"PY2027 Agent and Broker Resources."**
4. Select the name of the file; this will open to a page where the agent/broker will be able to select the PDF file of the training content.





Step 7: Confirm completion of all registration steps by logging back in to the CMS Enterprise Portal and printing the completion certificate (continued)

- Agents and brokers should also confirm that their information appears on the RCL (https://data.healthcare.gov/ffm_ab_registration_lists).
- **Information may take one (1) to two (2) business days to appear on the RCL** after completing all registration and training steps. For those opting to display their information on Find Local Help, it may take up to three business days to update.
- If the NPN does not appear, go to the Marketplace Registration Tracker (https://data.healthcare.gov/ab-registration-tracker/) to check Marketplace registration status.
  - Enter an NPN and ZIP code.
  - Information is updated daily by 5:00 PM ET.
- If additional assistance is needed, send an email to: FFMProducer-AssisterHelpDesk@cms.hhs.gov.



Registration and Training Feedback Requested

» After you complete your registration and training, you will be asked to provide your feedback about the registration and training process.

» CMS uses your feedback to improve the registration and training process each year.

» The survey will take you **less than five (5) minutes** to complete.

» Thank you for taking your time to share your feedback with CMS!

Reminders for Logging in to Your CMS Portal Account

- You may **not attempt to access CMS systems from outside the United States or its territories**, including EDE platforms, the CMS Enterprise Portal, and the MLMS when registering and taking Marketplace training for the upcoming plan year. Doing so may result in CMS compliance actions, including terminating your agreements with the Marketplace.
- Remember, **only the person creating a CMS Enterprise Portal account** may use their login credentials.
- **Sharing login credentials is not allowed**, including for credentials used to access approved Classic DE and EDE partner’s websites.
- Passwords and MFA access must **never be shared** with others.
- Agents and brokers should check that their EDE account is correctly linked to and integrated with their personal CMS Enterprise Portal account.

CMS requires EDE partners to reauthenticate each agent and broker using their platform after 30 minutes of inactivity (similar to a banking application and other sensitive websites). You are prohibited from being logged in on different devices or using multiple sessions with the same credentials.

Additional Agent/Broker Training Reminders and Resources

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

- Learn more about the information presented in today's webinar by visiting https://www.cms.gov/marketplace/agents-brokers/registration-training
- Later this year, Marketplace training for Plan Year 2027 will be available to agents and brokers in Spanish on the MLMS.
- Need help with completing your registration and training? Email the Agent/Broker Email Help Desk at FFMProducer-AssisterHelpDesk@cms.hhs.gov.

Additional Agent/Broker Training Reminders and Resources (continued)

- CMS offers additional training resources for agents and brokers, including:
  - **Help On Demand** – required training for agents and brokers looking to participate in this consumer assistance referral system.
    - For more information, see https://www.cms.gov/marketplace/agents-brokers/help-on-demand
  - **Mini Modules** - these courses allow agents and brokers to expand their knowledge base with specialized expertise in hopes of better serving consumers.
    - Log in to your MLMS profile at https://portal.cms.gov/ to access the mini modules.

Agents and brokers are valued partners to all of us at CMS for the vital role you play in enrolling consumers in qualified health coverage.

We thank you for the trusted advice, support, and assistance you provide throughout the year and wish you continued success throughout the year!