

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

Health
Care
.gov



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).

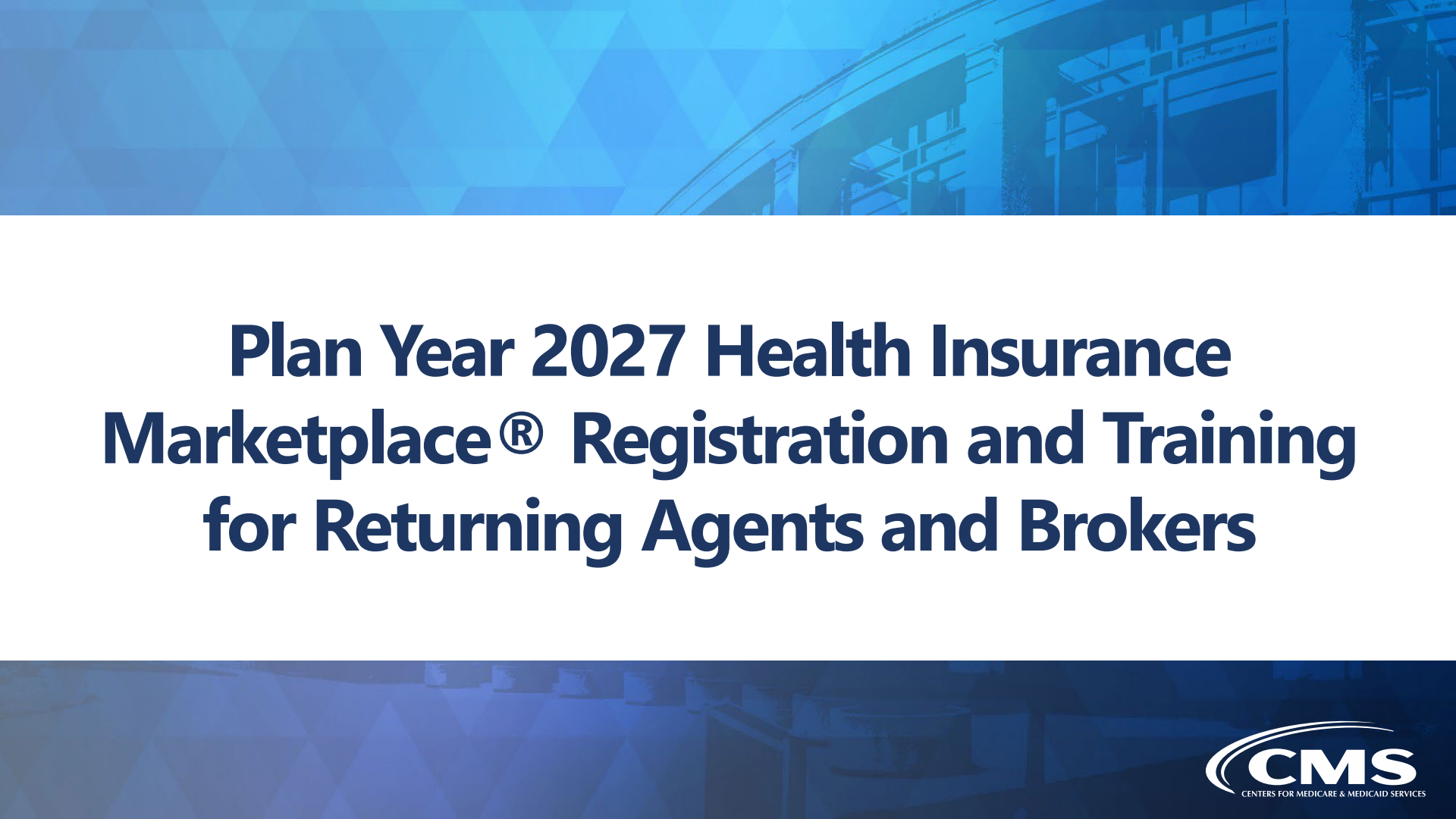
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Agenda



- 1** Introduction
- 2** Plan Year 2027 Marketplace Registration and Training Process
- 3** Live Question/Answer Session

- » 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:** Attending this webinar does NOT fulfill the requirements for completing the Marketplace registration and training on the Marketplace Learning Management System (MLMS).
 - 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

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

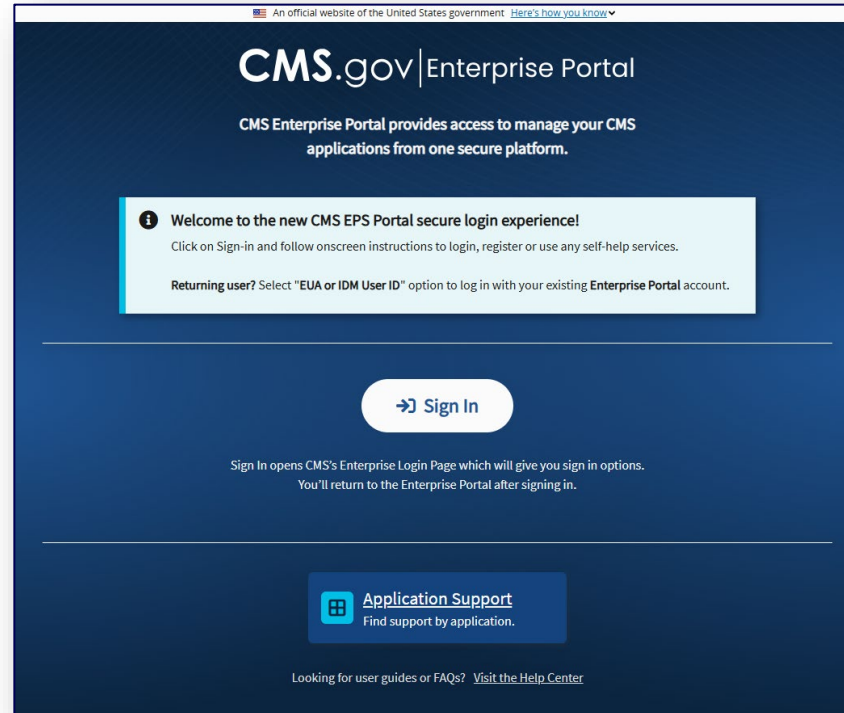


- 1. Create or Sign In with Login.gov or ID.me Credentials.**
2. Link Your Login.gov or ID.me Credentials to Your Existing Enterprise Portal Account.
3. Request the Agent and Broker Training Access Role.
4. Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal.
5. Complete Marketplace 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)

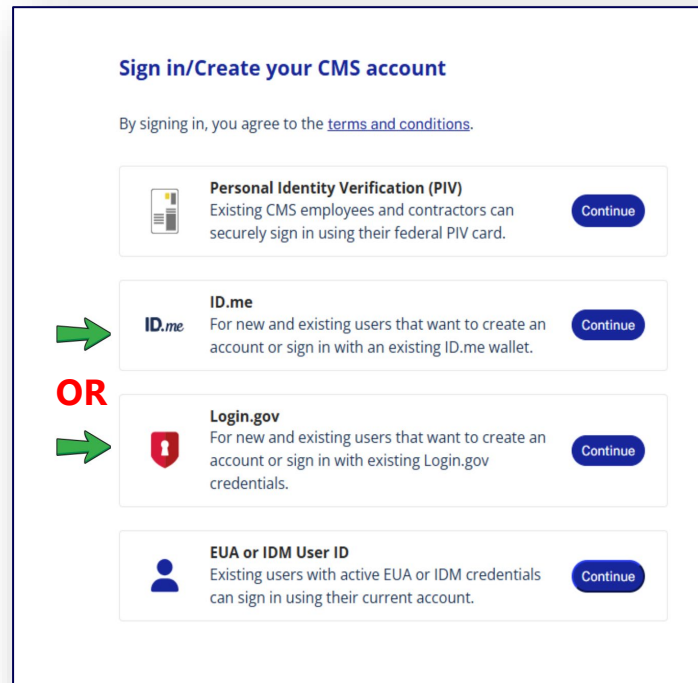


- » To begin the process, the agent and broker should navigate to <https://portal.cms.gov> and click the "Sign In" button.



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.



The screenshot shows the 'Sign in/Create your CMS account' page. It includes a header, a terms and conditions link, and four sign-in options, each with an icon, a title, a description, and a 'Continue' button. A green arrow points to the ID.me option, and a red 'OR' with another green arrow points to the Login.gov option.

Sign in/Create your CMS account

By signing in, you agree to the [terms and conditions](#).

-  **Personal Identity Verification (PIV)**
Existing CMS employees and contractors can securely sign in using their federal PIV card. [Continue](#)
-  **ID.me**
For new and existing users that want to create an account or sign in with an existing ID.me wallet. [Continue](#)
- OR**
-  **Login.gov**
For new and existing users that want to create an account or sign in with existing Login.gov credentials. [Continue](#)
-  **EUA or IDM User ID**
Existing users with active EUA or IDM credentials can sign in using their current account. [Continue](#)

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.

An official website of the United States government | [Here's how you know](#)

LOGIN.GOV CMS

CMS is using Login.gov to allow you to sign in to your account safely and securely.

[Sign in](#) [Create an account](#)

Create an account for new users

Enter your email address

Select your email language preference
You will receive emails from Login.gov in the language you choose.

☒ English (default)
☐ Español
☐ Français
☐ 中文 (简体)

☐ I read and accept the Login.gov [Rules of Use](#)

[Submit](#)

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.

A screenshot of the ID.me sign-in interface. At the top, the "ID.me" logo is followed by a plus sign and the "CMS" logo (Centers for Medicare & Medicaid Services). Below this, the heading "Sign in to ID.me" is centered. Under the heading is a label "Email" above a text input field with the placeholder "Enter email address". Below the input field is a checkbox labeled "Remember me". A large blue button with the text "Continue" is positioned below the checkbox. At the bottom of the sign-in box, the text "New to ID.me? [Create a wallet](#)" is displayed. At the very bottom of the page, there are three links: "[What is ID.me?](#)", "[Terms of Service](#)", and "[Privacy Policy](#)".

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



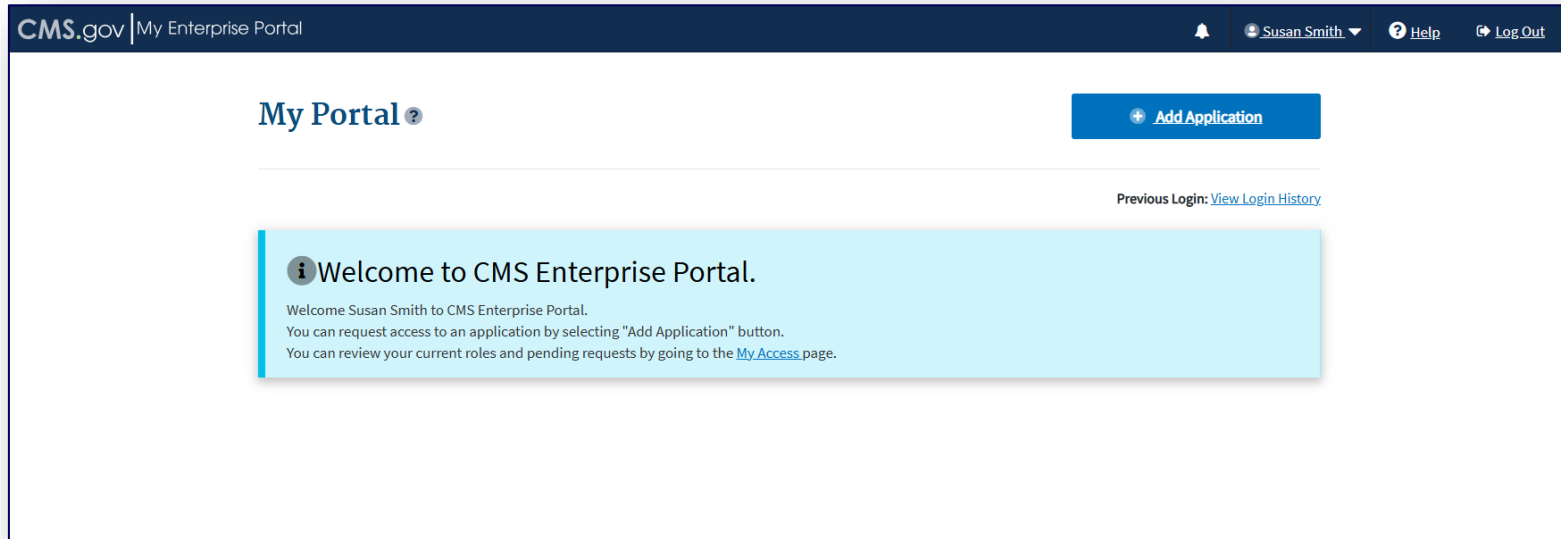
- » Next, you will be asked to agree to connect your verified information to CMS.
- » Review the following information and confirm these details are accurate:
 - **Email address**
 - **Full name**
 - **Address**
 - **Phone number**
 - **Date of birth**
 - **SSN**
- » Once confirmed, click "Agree and continue."
- » Once completed, your account will be fully set up.

A screenshot of a web interface titled "Connect your verified information to CMS". At the top is a circular icon with a person's silhouette and a green checkmark. Below the title, it says "We'll share this information with CMS:". A list of verified information follows, each with a green checkmark icon: "Email address" (david.martinez@samplemail.net, with a "Change" link), "Full name" (David Martinez), "Address" (110023 YOUR STREET APT 111 ANY CITY, ST 12345), "Phone number" (+1 234-567-8910), "Date of birth" (November 16, 1988), "Social Security number" (5**-**-****), and "Updated on" (September 1, 2026). At the bottom are two buttons: "Agree and continue" (highlighted in blue) and "Cancel" (a small link).

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. Please ensure that your IDM password is current and working before taking any additional steps.

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



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**.

Account found

An existing IDM account was found with your information. Would you like to link your Login.gov account?

Linking will allow you to sign-in to CMS applications using either Login.gov or your existing sign-in option(s). You may only have one IDM account.

Start linking new sign-in option

Cancel and sign in with existing option

If you feel that this is an error or need more help, please [contact your application help desk](#).

[Back to main sign-in page](#)

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.

Verify existing account

To link these accounts, please sign in using your existing IDM sign-in option. This ensures that only you can access your information.

By signing in, you agree to the [terms and conditions](#).

**ID.me**

For new and existing users that want to create an account or sign in with an existing ID.me wallet.

Sign in



IDM User ID

Existing users with active IDM credentials can sign in using their current account.

Sign in

[< Back](#)

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



- » 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.

Review profile updates

To keep your account secure, we are updating your IDM profile information with the verified information from Login.gov:

Name: NewFirst NewLast

Updated from: Oldfirst OldLast

Phone number: +1 555-666-7777

Updated from: +44 555-555-5555

Address: 456 New Street, New York, New York 67890

Updated from: 123 Old Road, Old Town, Virginia 12345

If any of this information needs to be updated, edit it using Login.gov. IDM will automatically update your profile information to match.

Confirm and link

[Cancel account linking and continue to IDM Home](#)

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.

Account linked successfully

Your Login.gov account is now linked to your IDM profile. Next time you sign in, you can use Login.gov or your IDM User ID and Password.

Continue to IDM Home

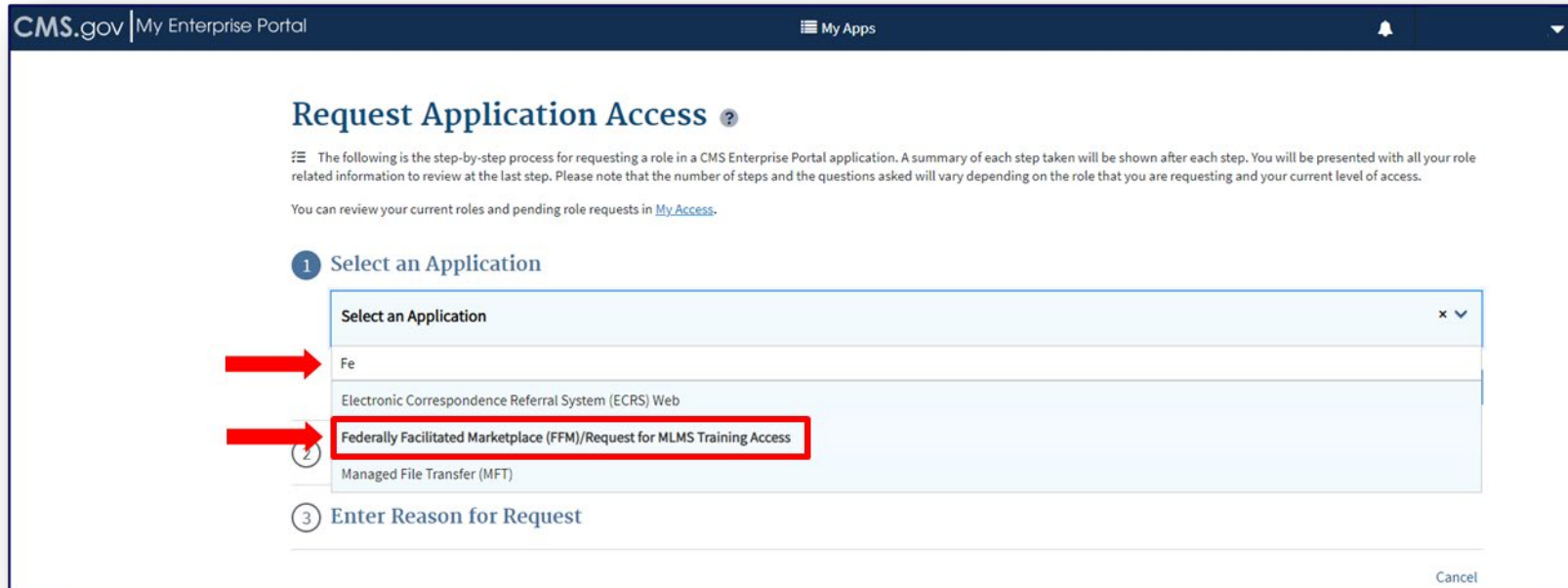
Step 3: Request the Agent and Broker Training Access Role



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.
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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.”



CMS.gov | My Enterprise Portal My Apps 🔔 ▼

Request Application Access ?

The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.

You can review your current roles and pending role requests in [My Access](#).

1 Select an Application

✕ ▼

Fe

Electronic Correspondence Referral System (ECRS) Web

Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access

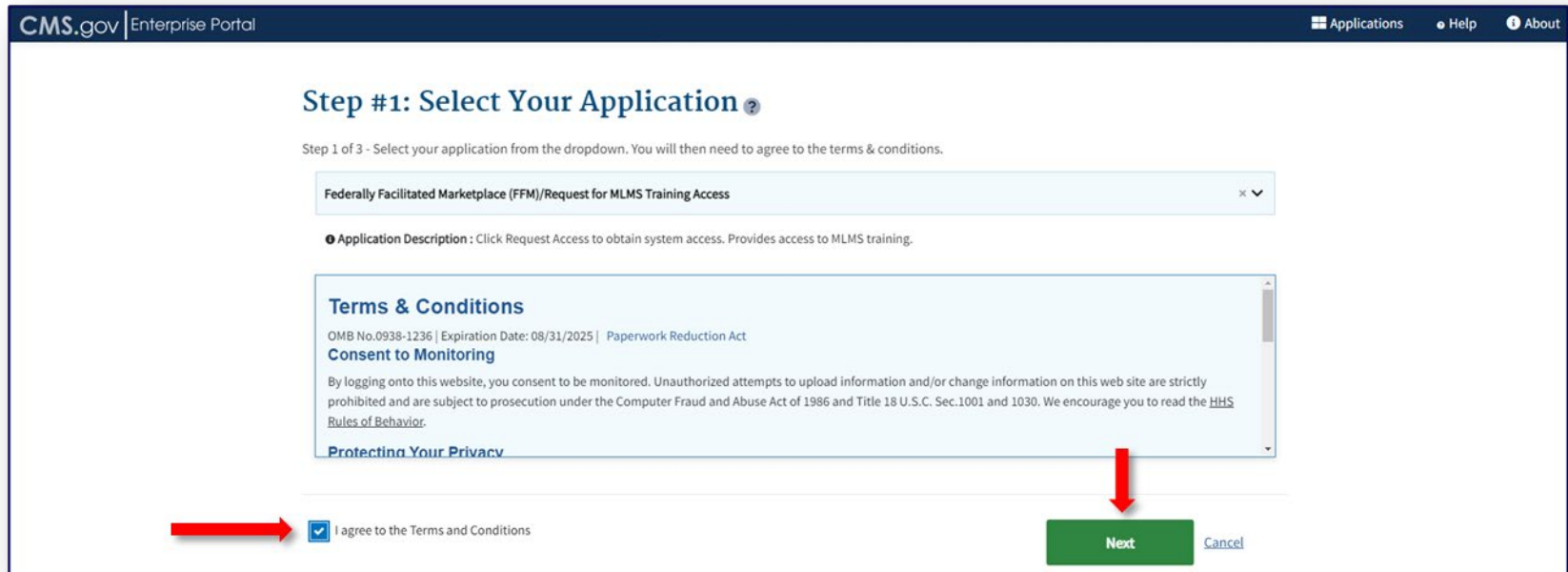
Managed File Transfer (MFT)

3 Enter Reason for Request

Cancel

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."



CMS.gov | Enterprise Portal Applications Help About

Step #1: Select Your Application ?

Step 1 of 3 - Select your application from the dropdown. You will then need to agree to the terms & conditions.

Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access

Application Description : Click Request Access to obtain system access. Provides access to MLMS training.

Terms & Conditions

OMB No.0938-1236 | Expiration Date: 08/31/2025 | 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](#).

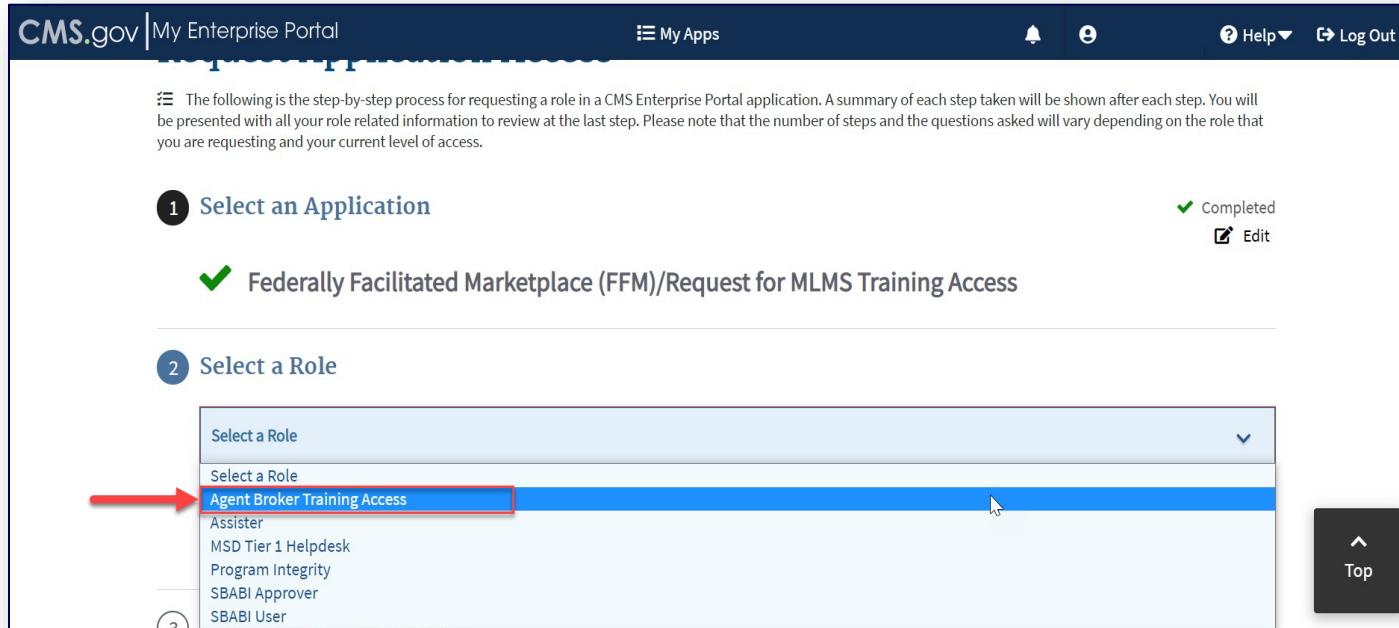
Protecting Your Privacy

☒ I agree to the Terms and Conditions

Next [Cancel](#)

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.



The screenshot displays the CMS.gov My Enterprise Portal interface. At the top, the header includes the CMS.gov logo, "My Enterprise Portal", a "My Apps" menu, and navigation links for Help and Log Out. Below the header, a message states: "The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access."

The process is shown in two steps:

- 1 Select an Application** (Completed) - Includes a green checkmark and a link to "Edit". Below this, a green checkmark indicates "Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access".
- 2 Select a Role** - A dropdown menu is open, showing the following options:
 - Select a Role
 - Select a Role
 - Agent Broker Training Access** (highlighted with a red box and a red arrow pointing to it)
 - Assister
 - MSD Tier 1 Helpdesk
 - Program Integrity
 - SBABI Approver
 - SBABI User

A "Top" button is visible in the bottom right corner of the form area.

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.

 **Error** 

To request this role, your account must be linked to a Credential Service Provider (CSP) — either ID.me or Login.gov. If you already have a CSP account, you may link your existing account. If you do not have a CSP account, you may create a new one. If you have questions or concerns with linking your accounts, please refer to section 5.4 of the [CMS IDM User Guide](#).

Link or create an [ID.me](#) wallet or a [Login.gov](#) account.

Request Application Access ?

The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.

You can review your current roles and pending role requests in [My Access](#).

1

Select an Application

 Completed  Edit



Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access

2

Select a Role

 Completed  Edit



Agent Broker Training Access

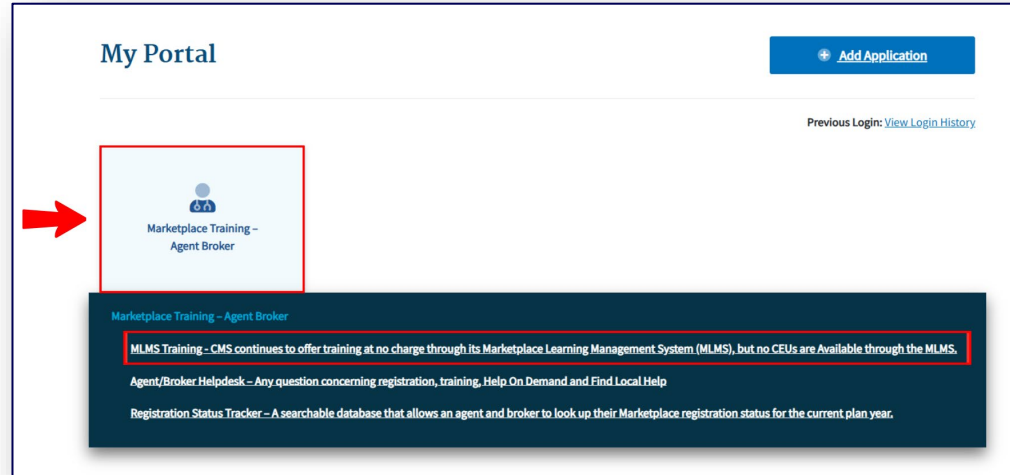
Step 4: Complete the Agent and Broker Profile in the MLMS via the CMS Enterprise Portal



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.

A screenshot of the CMS.gov My Enterprise Portal interface. The top navigation bar is dark blue with the CMS.gov logo, "My Enterprise Portal" text, and links for "My Apps", "Help", and "Log Out". Below the navigation bar, a message states: "Please fill out the following fields with your business and/or professional contact information. This Information is required by CMS to maintain an accurate agent/broker registration completion list." The main content area features a dropdown menu labeled "Agent Type *". The dropdown is open, showing two options: "Agent Broker" (highlighted in blue) and "Non Agent Broker". A "Save" button is located to the right of the dropdown menu.

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.

The screenshot shows the 'My Enterprise Portal' on CMS.gov. At the top, there's a navigation bar with 'My Apps', 'Help', and 'Log Out'. The main heading says 'Please fill out the following fields with your business and/or professional contact information. This Information is required by CMS to maintain an accurate agent/broker registration completion list.' Below this is a dropdown menu for 'Agent Type' with 'Agent Broker' selected. A message below the dropdown says 'Please Select an Agent Type'. Further down, there's a section titled 'Find Local Help and Help On Demand options' which contains a paragraph explaining that after registration, contact information will be displayed on HealthCare.gov's Find Local Help features. Below the paragraph is a dropdown menu with four options: 'I would like all my contact information displayed for all states where I have a valid health license.', 'I would like my contact information, except my street address, displayed for all states where I have a valid health license.', 'I would like all my contact information displayed but only for my home state, have a valid health license.', and 'I do not want my contact information displayed and do not want to participate in Find Local Help or Help On Demand.' The dropdown menu is currently open, showing these options.

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.

The screenshot displays the CMS.gov My Enterprise Portal interface. The top navigation bar includes the CMS.gov logo, 'My Apps', a notification bell, 'Help', and 'Log Out'. The main content area is divided into two sections: 'Individual Profile' and 'Hours of Operations'. The 'Individual Profile' section contains several input fields: 'User Name' (pre-filled with 'John Doe'), 'Street Address *', 'City *', 'State *' (a dropdown menu), 'Zip *', 'Phone *', 'Email *', 'URL *', 'National Producer Numb...', 'Confirm National Produc...', 'Preferred Contact *' (a dropdown menu with 'Email' selected), and 'Preferred Languages *' (a dropdown menu). The 'Hours of Operations' section includes a 'Working D...' dropdown, 'From *' and 'To *' time pickers (both set to '12:00 AM'), and a 'Time Zone *' dropdown menu. A note below the time zone picker reads 'Please Select a Timezone'.

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://nopr.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.

A screenshot of the CMS Enterprise Portal registration form. The form is divided into three main sections: "Hours of Operations", "Race Information", and "Agency Affiliation".
Hours of Operations: This section contains four input fields: "Working Days *" (a dropdown menu), "From *" (a time field showing "12:00 AM"), "To: .." (a time field), and "Time Zone *" (a dropdown menu). Below the "Time Zone" field is a small text prompt: "Please Select a Timezone".
Race Information: This section contains three input fields: "What is your race? *" (a dropdown menu with "Other" selected), "Are you of Hispanic, Latino or Spanish Origin? *" (a dropdown menu with "Yes" selected), and "What is your ethnicity? *" (a dropdown menu). Below each field is a small text prompt: "What is your race?", "Are you of Hispanic, Latino or Spanish Origin?", and "What is your ethnicity?".
Agency Affiliation: This section contains a text prompt: "Are you the agency owner, principal or an authorized representative completing CMS agent/broker registration on behalf of a business entity". Below this is a note: "Note there should be only one individual acting as the authorized representative of any agency or business entity for this purpose". At the bottom is an input field for "Agency Owner *" with "No" selected.

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.

The screenshot displays the 'Business Entity Profile' form within the CMS.gov My Enterprise Portal. The form includes a header with the CMS.gov logo and navigation links for 'My Apps', 'Help', and 'Log Out'. Below the header, the form title 'Business Entity Profile' is followed by a paragraph of instructions. The form contains several input fields: 'Business Entity Name *' (with a note 'must be greater than 2 characters'), 'Business Entity Address *', 'Business Entity City *', 'Business State *' (a dropdown menu), 'Business Entity Zip *' (with a note 'Format 5 or 9 digits'), 'Business Entity Phone *' (with a note 'Format 10 digits with NO dash'), 'Business Entity Email *', and 'Business Entity URL'. At the bottom, there are two fields: 'Business Entity National ...' (with a note '1 to 10 digits CANNOT start with 0') and 'Confirm Business Entity ...' (with a note '1 to 10 digits CANNOT start with 0'). The form is set against a light blue background with a dark blue header.

**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.

The screenshot shows the 'Web-Based Entity Profile' form in the CMS.gov My Enterprise Portal. The form includes a header with the CMS.gov logo, 'My Enterprise Portal', and navigation links for 'My Apps', 'Help', and 'Log Out'. Below the header, there are two validation messages: '1 to 10 digits CANNOT start with 0' and '1 to 10 digits CANNOT start with 0'. The main section is titled 'Web-Based Entity Profile' and contains a paragraph of instructions: 'If you are the authorized individual of record completing CMS agent/broker registration on behalf of a Web-based entity (e.g., a Web-broker), then please provide additional information. Please note there should only be one individual acting as the authorized representative of any Web-based entity for this purpose (being affiliated with a Web-based entity for a purpose other than completing agent/broker registration for that entity is not reason to enter data here)'. The form fields are arranged in a grid: 'Web Entity Name *', 'Web Entity Address *', 'Web Entity City *', 'Web Entity State *' (dropdown), 'Web Entity Zip *', 'Web Entity Phone *', 'Web Entity Email *', 'Web Entity URL', 'Web Entity National Prod...', and 'Web Confirm Entity Natio...'. There are also two validation messages at the bottom: '1 to 10 digits CANNOT start with 0' and '1 to 10 digits CANNOT start with 0'. A 'Save' button is located at the bottom right of the form.

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."

The screenshot displays the 'Web-Based Entity Profile' form within the CMS.gov My Enterprise Portal. The form includes the following fields and instructions:

- Web Entity Name ***: 1 to 10 digits CANNOT start with 0
- Web Entity Address ***: must be greater than 2 characters
- Web Entity City ***
- Web Entity State ***: dropdown menu
- Web Entity Zip ***: Format 5 or 9 digits
- Web Entity Phone ***: Format 10 digits with NO dash
- Web Entity Email ***
- Web Entity URL**
- Web Entity National Prod...**: 1 to 10 digits CANNOT start with 0
- Web Confirm Entity Natio...**: 1 to 10 digits CANNOT start with 0

A red arrow points to the **Save** button located at the bottom right of the form.

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.*

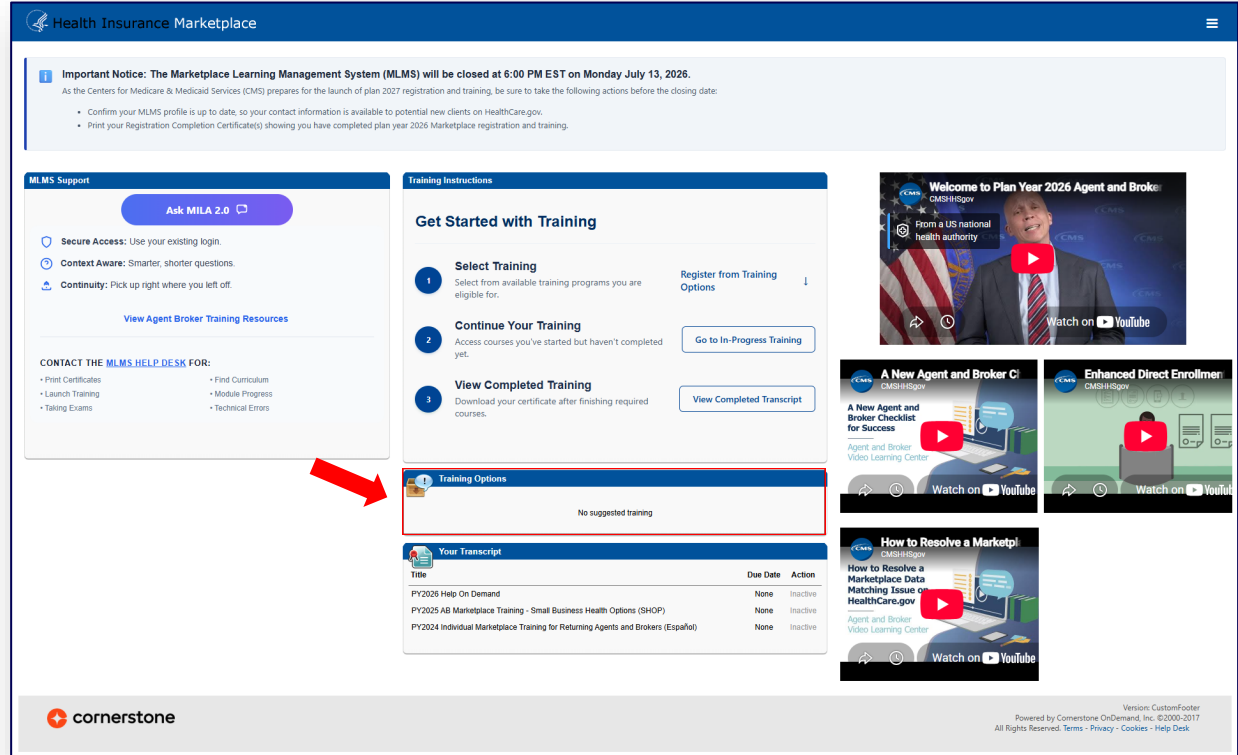
Step 5: Complete Marketplace Training on the MLMS (continued)



- » 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.



Health Insurance Marketplace

Important Notice: The Marketplace Learning Management System (MLMS) will be closed at 6:00 PM EST on Monday July 13, 2026.
As the Centers for Medicare & Medicaid Services (CMS) prepares for the launch of plan 2027 registration and training, be sure to take the following actions before the closing date:

- Confirm your MLMS profile is up to date, so your contact information is available to potential new clients on HealthCare.gov.
- Print your Registration Completion Certificate(s) showing you have completed plan year 2026 Marketplace registration and training.

MLMS Support

Ask MILA 2.0

- Secure Access:** Use your existing login.
- Context Aware:** Smarter, shorter questions.
- Continuity:** Pick up right where you left off.

[View Agent Broker Training Resources](#)

CONTACT THE MLMS HELP DESK FOR:

- Print Certificates
- Find Curriculum
- Launch Training
- Module Progress
- Taking Exams
- Technical Errors

Training Instructions

Get Started with Training

- Select Training**
Select from available training programs you are eligible for.
[Register from Training Options](#)
- Continue Your Training**
Access courses you've started but haven't completed yet.
[Go to In-Progress Training](#)
- View Completed Training**
Download your certificate after finishing required courses.
[View Completed Transcript](#)

Training Options

No suggested training

Your Transcript

Title	Due Date	Action
PY2026 Help On Demand	None	Inactive
PY2025 AB Marketplace Training - Small Business Health Options (SHOP)	None	Inactive
PY2024 Individual Marketplace Training for Returning Agents and Brokers (Español)	None	Inactive

Video Learning Center:

- Welcome to Plan Year 2026 Agent and Broker Training
- A New Agent and Broker Checklist for Success
- Enhanced Direct Enrollmen
- How to Resolve a Marketplace Data Matching Issue on HealthCare.gov

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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.

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.

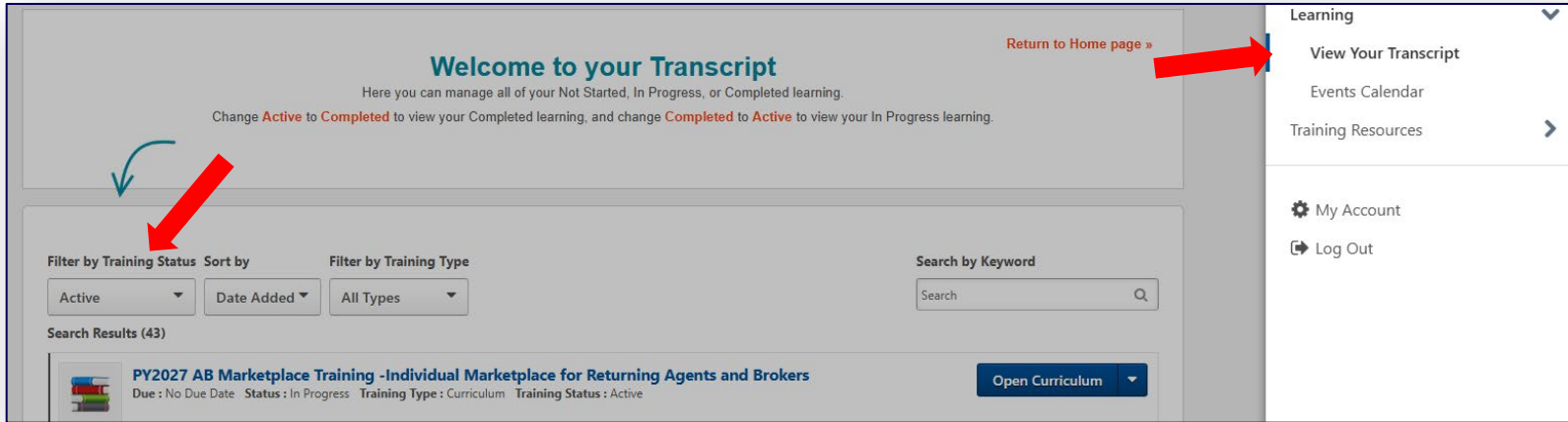
The information contained in the Agent and Broker FFM Registration Completion List (RCL) may be used and/or disclosed only to the extent necessary to accomplish these purposes and never to discriminate inappropriately.

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-kdpgd>) 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 Assistants 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.



Welcome to your Transcript

Here you can manage all of your Not Started, In Progress, or Completed learning.

Change **Active** to **Completed** to view your Completed learning, and change **Completed** to **Active** to view your In Progress learning.

[Return to Home page »](#)

Filter by Training Status **Sort by** **Filter by Training Type**

Active Date Added All Types

Search by Keyword

Search

Search Results (43)

PY2027 AB Marketplace Training -Individual Marketplace for Returning Agents and Brokers

Due : No Due Date Status : In Progress Training Type : Curriculum Training Status : Active

Open Curriculum

Learning

- View Your Transcript
- Events Calendar
- Training Resources

My Account

Log Out

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).

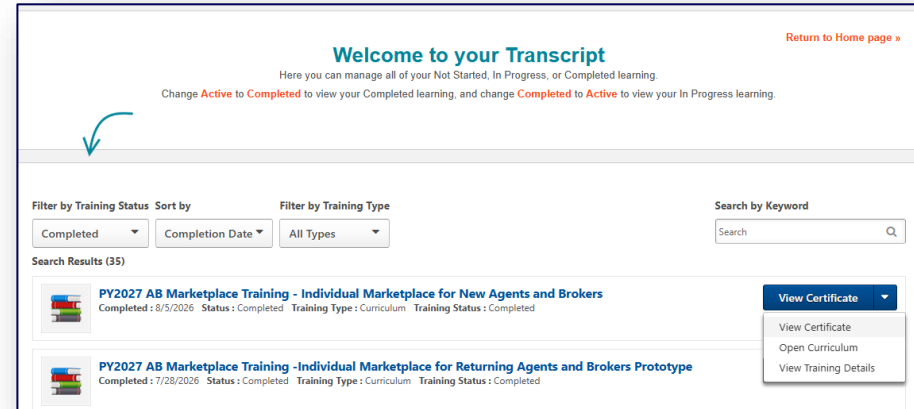
Step 7: Confirm completion of all registration steps by logging back in to the CMS Enterprise Portal and printing the completion certificate



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

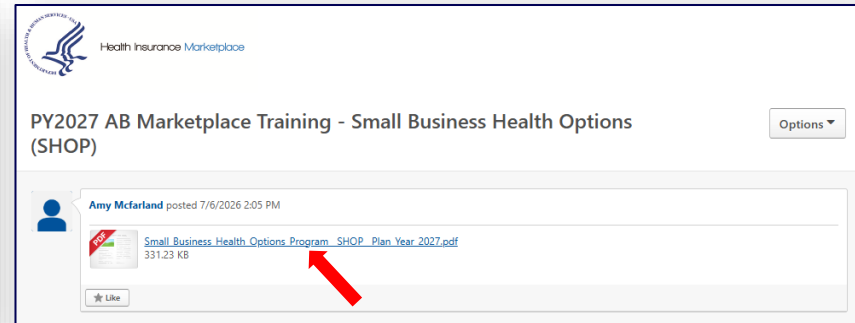
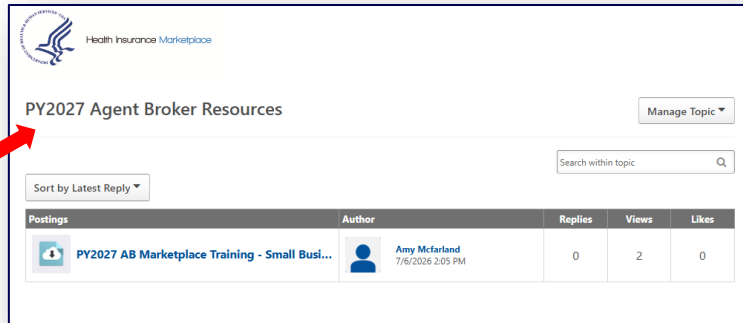


Issuers may request to view the Registration Completion Certificate(s). However, issuers are instructed to review the [Agent and Broker FFM Registration Completion List \(RCL\)](#) to confirm the registration status of agents and brokers.

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.

Agent and Broker Marketplace Registration Tracker

Current plan year registration status lookup tool

The Agent and Broker Registration Tracker is a searchable database that allows you to look up your Marketplace registration status with the National Producer Number (NPN) and ZIP Code that you have saved in your Marketplace Learning Management System (MLMS) profile for the current plan year.

Find your status
Enter both NPN and ZIP code to lookup your status.

NPN
(numbers only)

ZIP code
(5 digit only)

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

- » 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!