

How to Create and Assign Unique CAC IDs

CDO Organizational ID

The Centers for Medicare & Medicaid Services (CMS) provides each Federally-facilitated Marketplace (FFM) certified application counselor designated organization (CDO) a unique organizational ID upon admittance to the CDO Program. This organizational ID is eight (8) alphanumeric characters specific to each CDO in the FFM:

- First two letters correspond to the state abbreviation where the CDO provides services; *if the CDO operates in Missouri, the first two letters will be MO, and if the CDO operates in multiple states the first two letters will be US.*
- The next three letters reflect the assister organization type; and as a CDO, *the assister organization type is CDO.*
- The last three alphanumeric characters indicate the entity character. *The CDO Program randomly assigns unique entity characters.*

CAC IDs

This organizational ID, provided by CMS to the CDO, will be used as the base ID when creating unique CAC IDs for each individual. CDOs must maintain and monitor the assigned CAC IDs for its staff and volunteers using the [CAC Roster](#).

1. Take your 8 character CDO Organizational ID, e.g., **NYCDOA12**;
2. Add five numbers for the member portion of the CAC ID, e.g., NYCDOA1200001 to create a unique CAC ID with 13 characters in total;
 - a. Assign that number to staff/volunteer in ascending order:
 - i. NYCDOA1200001, NYCDOA1200002, NYCDOA1200003

3. Keep track of the assigned numbers using the CAC Roster on the [Organizational Maintenance web form](#);
4. CACs will be required to use their CAC IDs for MLMS training registration; and
5. CACs will enter their CAC IDs on consumer applications that they have assisted.

Here are a few tips when creating and assigning CAC IDs:

- Each CAC ID should be unique and belong to a single owner.
- Do not recycle CAC IDs. When a staff or volunteer stops serving as a CAC or leaves the organization, decertify that CAC ID, it should not be reassigned or recycled.
- The unique organizational ID assigned to your organization by CMS may be found in Welcome Packet the CDO received upon admittance into the CDO Program, at the top of the Organizational Maintenance web form, or by contacting the CDO Program office at CACQuestions@cms.hhs.gov

CAC Roster

For Plan Year 2021 and beyond, CMS announced a [new tool to help CDOs](#) collect and maintain CAC information. To use this tool, CDOs with CMS will add a roster of their active CACs using the CDO Organizational Maintenance web form. To prepare for this feature, CDOs should ensure that each CAC is assigned a unique CAC ID.

For plan year 2021 and beyond, CDOs must main a roster of their active CACs using the CDO Organization Maintenance web form in order for their CACs to be able to access the annual certification training on the Marketplace Learning Management System (MLMS).

Resources

For an [overview of the CAC Roster requirement](#) and resources like [FAQs](#) and [demonstration videos](#) that walk users through how to use the maintain their CDO record with CMS, visit the [Information for Active CDOs page](#) of Marketplace.CMS.gov.

If you experience technical issues when creating CAC IDs, please email CACQuestions@cms.hhs.gov and include:

- The list of steps you are taking, and
- A screenshot with your results.

INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW: This information has not been publicly disclosed and may be privileged and confidential. It is for internal government use only and must not be disseminated, distributed, or copied to persons not authorized to receive the information. Unauthorized disclosure may result in prosecution to the fullest extent of the law.



Health Insurance Marketplace