Identity Verification Process

All new and returning Assisters (Certified Application Counselor, Navigator, and State Based Exchange-Federal Platform) need to verify their identity on the CMS Portal to access Assister Certification training on the MLMS. Previously, a user would request access to the MLMS and add a role without going through the Identity Verification process.

This document provides an overview of how to re-register as a returning Assister, or register as a new Assister, using the Identity Verification process.

Login: Returning CAC, NAV, SBE-FP

If you are a returning Assister, follow these steps to determine if you need to complete the Identity Verification process.

2. Enter your FFM Credentials (User ID and Password) from last year
3. Review and Agree to the Terms & Conditions and click Login

FFM Credentials: This is the user ID and password you previously created to access the CMS Enterprise Portal. If you forget your credentials, try the “Forgot your User ID or your Password” links located under the Login button.

1. On the My Portal screen, if you see the Request/Add Apps tile, then your account has not been identity verified
2. Complete the Request Access (page 5) and Identity Verification (page 6) processes
Login: 1st Time CAC, NAV, SBE-FP

If you are a new Assister, follow these steps to obtain an FFM User Name and Password.

2. Create a CMS Portal Account by clicking the New User Registration button

   • Select Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access from the dropdown menu
   • Read the Terms & Conditions, check the box to signify agreement, and click “Next”

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.
If you are a new Assister, follow these steps to obtain an FFM User Name and Password.

3. Complete all required fields in **Step #2: Register Your Information** and click **Next**. Note that all fields are required unless specifically marked as optional.

### Step #2: Register Your Information

Step 2 of 3 - Please enter your personal and contact information.

All fields are required unless marked (optional).

- Enter First Name
- Enter Middle Name (optional)
- Enter Last Name
- Suffix (optional)
- Select Birth Month
- Select Birth Date
- Select Birth Year
- Is Your Home Address U.S. Based?
  - Yes
  - No
- Enter Home Address Line 1
- Enter Home Address 2 (optional)
- Enter City
- Select State
- Enter ZIP Code
- Enter Zip+4 Code (optional)
- Enter Email Address
- Confirm Email Address
- Enter Phone Number
- Confirm Address

4. Complete all required fields in **Step #3: Create User ID, Password & Challenge Questions** and click **Next**.

### Step #3: Create User ID, Password & Security Question/Answer

Step 3 of 3 - Please create User ID and Password. Select a Security Question and provide Answer.

All fields are required unless marked (optional).

- User ID
- Enter Password
- Confirm Password
- Security Question
- Who is your favorite sports player?
- Security Answer

Security answer to be used in case you forget your password or you need to unlock your account.
Login: 1st Time CAC, NAV, SBE-FP

If you are a new Assister, follow these steps to obtain an FFM User Name and Password.

• Review the Registration Summary and click Next. In the Confirmation window click the login link to get to the next steps. Then complete the Request Access (page 5) and Identify Verification (page 6) processes.

New User Registration Summary

Step #3: Create User ID, Password & Security Question/Answer

Step 3 of 3 - Please create User ID and Password. Select a Security Question and provide Answer.

All fields are required unless marked (optional).

User ID
dmtestuser2

Enter Password
Password

Confirm Password
Password

Security answer to be used in case you forget your password or you need to unlock your account.

Security Question
Who is your favorite sports player?

Security Answer

Next
Quick Reference Guide
FFM Registration with ID Verification for Assistors

Request MLMS Access

If you are a returning Assister and no longer have access to the MLMS, or you are a new Assister, you will need to gain access to the MLMS portal to complete training. Navigate to the CMS Enterprise Portal (https://portal.cms.gov/). Enter your FFM Credentials (User ID and Password). Then review and agree to the Terms & Conditions and click Login.

1. Click "here" in the blue Welcome to the CMS Enterprise Portal

2. Select the Assister role from the drop down menu then click Next

3. Click Launch to begin the Identity Verification process.
Identity Verification

Before you begin this process, we strongly encourage you to download a copy of your free credit report from Experian before attempting Identity Verification. This will provide you with the information that Experian has on file for you, so that you may provide correct responses to the ID proofing questions. Your free credit report can be requested here: [https://www.annualcreditreport.com](https://www.annualcreditreport.com)

• On the Identity Verification page, you will be prompted to complete steps for Identity Verification. When you are ready to proceed, click “Next”

**Step #1: Identity Verification Overview**

To protect your privacy, you will need to complete Identity Verification successfully, before requesting access to the selected role. Below are a few items to keep in mind:

1. Ensure that you have entered your legal name, current home address, phone number, date of birth and email address correctly. We will only collect personal information to verify your identity with Experian, an external Identity Verification provider.
2. Identity Verification involves Experian using information from your credit report to help confirm your identity. As a result, you may see an entry called a "soft inquiry" on your Experian credit report. Soft inquiries do not affect your credit score and you do not incur any charges related to them.
3. You may need to have access to your personal and credit report information, as the Experian application will pose questions to you, based on data in their files. For additional information, please see the Experian Consumer Assistance website – [http://www.experian.com/help/](http://www.experian.com/help/)

If you elect to proceed now, you will be prompted with a Terms and Conditions statement that explains how your Personal Identifiable Information (PII) is used to confirm your identity. To continue this process, select ‘Next’.

**Step #2: Accept Terms & Conditions**

Protecting Your Privacy

Protecting your Privacy is a top priority at CMS. We are committed to ensuring the security and confidentiality of the user registering to ESIM. Please read the CMS Privacy Act Statement, which describes how we use the information you provide.

If you share personal information with Experian, we will protect it under the same controls that we maintain on our systems. In fact, we share your concerns. We will only collect personal information to verify your identity. Your information will be used by Experian to verify your identity. If collected, we will validate your Social Security Number with Experian only for the purpose of verifying your identity. Experian verifies the information you give us against their records. We may also use your responses to the challenge questions and other PII to later identify you in case you forget or misplace your User ID/Password.

HHS Rules of Behavior

We encourage you to read the HHS Rules of Behavior, which provides the appropriate use of all HHS information technology resources for Department users, including Federal employees, contractors, and other system users.

If you agree to the Terms & Conditions, check the box to agree to the Terms and Conditions and click Next.

• Once you have read through the information on this page, check the box to agree to the Terms and Conditions and click Next
• On the next page verify that all the information is correct, thwb click next.
• After the Identity Verification is complete, you will be taken back to the CMS Enterprise Portal

**IMPORTANT:** If you are unable to successfully complete the Identity Verification process, you will be directed to contact the Application Helpdesk and provide a Response Code. The Application Helpdesk will provide instructions to help resolve your issue. Once your issue has been resolved, you can login to the CMS Enterprise Portal and request training access.
Identity Verification

My Portal

- Once you are returned to the CMS Enterprise Portal, enter your FFM Credentials (User ID and Password). Review and agree to the Terms & Conditions and click Login.
- Click the MLMS tile and select Training.
- From the MLMS Assister Profile page, complete the required fields, and select Save/Update and Next to access the MLMS and view training options.

Resources

CMS Marketplace
Additional resources for Assisters may be found at:

Assister FAQ
A link to the Assister FAQ document with more detailed information can be found in the Help portlet at the bottom of the MLMS Assister landing page.

Help Desks
- Portal ID Verification: FFMProducer-AssisterHelpdesk@cms.hhs.gov
- FFM registration, CMS policies, and other issues: FFMProducerAssisterHelpDesk@cms.hhs.gov
- Logging-on to the CMS Enterprise Portal: CMS_FEPS@cms.hhs.gov or 1-855-CMS-1515
- MLMS Help Desk: MLMSHelpDesk@cms.hhs.gov
- CAC Questions Inbox: CACQuestions@cms.hhs.gov