NEW CAC ID Validation

For the Plan Year 2021 and thereafter, CACs are required to input a CAC ID number to access certification training. The CAC ID is a 13-digit alphanumeric ID number assigned to you by your CDO. To assess CAC Certification training, ensure that you are inputting a valid CAC ID issued by your CDO.

This document provides an overview of how to enter your identification number and troubleshooting for common errors.

Login: CAC Assisters

If you are a CAC Assister, follow these steps to enter your CAC ID number. These steps will only be applicable after you have logged into your account and have received access to the MLMS system. If you need assistance logging in or obtaining access to the MLMS system, refer to the Quick Reference guide.

1

CAC ID:*

- Your CAC ID is a 13 digit alphanumeric assigned to you for identification by your CDO.
- Obtain your CAC ID from your CDO.

2

MLMS Assister Profile Page

Welcome to the Federally-facilitated Exchange (FFE) Certified Application Counselor (CAC) Certification Training Profile on the Marketplace Learning Management System (MLMS)! All FFE CACs must successfully complete 2021 CAC Certification training to be certified in the FFE by your Certified Designated Organization (CDO).

IMPORTANT: For Plan Year 2021, CACs are required to input a CAC ID number to access certification training. This is a 13-digit alphanumeric ID number assigned to you by your CDO. To access CAC Certification training, ensure that you're inputting a valid CAC ID issued by your CDO; and that the First Name and Last Name on your CMS Portal Account matches the First Name and Last Name maintained by your CDO roster of CACs.

For troubleshooting with CAC ID Validation, click here: Training Material

To access CAC certification training, please select your Assister Type, Organization Type, Language Type and Enter your CAC ID number. Then click the 'SAVE/UPDATE' button below to validate your CAC ID and take training.

Assister Type: *   FFE Certified Application Counselor ⌄

Organization Type: *   -Select One-   ⌄

CAC ID:*

Organization Name:

Organization Street Address:

Organization City:

Organization State: -Select One- ⌄

Organization Zip Code:

Organization Phone Number:

Email:

Save/Update

- On the MLMS Assister Profile Page, you will select your assister type.
- Select your organization type.
- Enter your CAC ID.
- Click save/update to validate your CAC ID.

Troubleshooting

You may receive an error message indicating your CAC ID was unable to be validated. This can occur for numerous reasons. Below are the error messages you could receive and how to fix them

> IMPORTANT: For Plan Year 2021, CACs are required to input a CAC ID number to access certification training. This is a 13-digit alphanumeric ID number assigned to you by your CDO. To access CAC Certification training, ensure that you're inputting a valid CAC ID issued by your CDO; and that the First Name and Last Name on your CMS Portal Account matches the First Name and Last Name maintained by your CDO roster of CACs.
>
> OK

- The CAC ID was entered incorrectly. Contact your CDO that provided you with the CAC ID number to ensure its accuracy.

    OR

- Confirm that the name associated with your CAC ID from your CDO is the exact same name as associated with your CMS Portal Profile. Your first and last name has to must match exactly.

> CAC Validation Failed (Salesforce): Your access to the CAC Certification training has been removed. To restore your access to the CAC Certification Training, ensure your CDO issued 13-digit alphanumeric CAC ID number is valid. Also ensure that the First Name and Last Name on your CMS Portal Account matches the First Name and Last Name maintained on your CDOs roster of CACs. For further assistance, contact the helpdesk.
>
> OK

- Your CAC ID is decertified. Contact the CDO organization to verify the CAC ID.

Navigator ID Validation

Like prior years, Navigators are required to have a valid Navigator ID number to access certification training. Use the unique Navigator ID assigned to you by the CMS Navigator grantee organization you are affiliated with. The Navigator ID will be validated by HIOS (Health Information Organization System).

This document provides an overview of how to enter your identification number and troubleshooting for common errors.

Login: New Navigators

If you are a New Navigator, follow these steps to enter your Navigator ID number. If you are a returning Navigator, go to the next page. These steps will only be applicable after you have logged in to your account and have received access to the MLMS system. If you need assistance logging in or obtaining access to the MLMS system, refer to Plan Year 2021 FFM Registration and Training Steps for Assisters Quick Reference Guide.

1

Navigator ID (Required for Navigator):*

- Your Navigator ID is a 13 digits alphanumeric assigned to you for identification by your CDO.
- Obtain your Navigator ID from your CDO.

2

MLMS Assister Profile Page

Welcome to the Federally-facilitated Exchange (FFE) Navigator Certification Training Profile on the Marketplace Learning Management System (MLMS)!

All new and returning FFE Navigators must successfully complete 2021 Navigator Certification training in order to be certified by the FFE.

To access Navigator certification training, please select your Assister Type, Organization Type, Language Type and Enter your Navigator ID number. Then click the 'SAVE/UPDATE' button below to validate your Navigator ID and take training.

Assister Type: *   FFE Navigator

Organization Type: *   -Select One-

Navigator ID (Required for Navigator):*

Save/Update

- On the MLMS Assister Profile Page, you will select your assister type.
- Select your organization type.
- Enter your Navigator ID.
- Click save/update to validate your Navigator ID.

Login: Returning Navigators

If you are a Returning Navigator, you entered your Navigator ID into the system last training year. After you have obtained access to the MLMS system, your information from last year will auto-populate. You will just need to verify the information and ensure it is correct.

1

MLMS Assister Profile Page

Welcome to the Federally-facilitated Exchange (FFE) Navigator Certification Training Profile on the Marketplace Learning Management System (MLMS)!

All new and returning FFE Navigators must successfully complete 2021 Navigator Certification training in order to be certified by the FFE.

To access Navigator certification training, please select your Assister Type, Organization Type, Language Type and Enter your Navigator ID number. Then click the 'SAVE/UPDATE' button below to validate your Navigator ID and take training.

Assister Type: *   FFE Navigator

Organization Type: *   Federal Navigator Grantee (NAV)

Navigator ID (Required for Navigator):*   TXNAVAT000000

Save/Update   Next

- On the MLMS Assister Profile Page, you will see your assister type, organization type, and Navigator ID as it was entered last year.
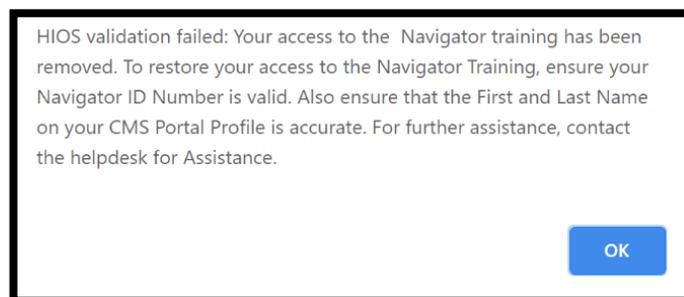- Review and hit Next button to register for training

Troubleshooting

You may receive an error message indicating your Navigator ID was unable to be validated. This can occur for numerous reasons. Below are the most common error messages and how to fix them:

> HIOS validation failed: Error Code=<error code>
>
> **OK**
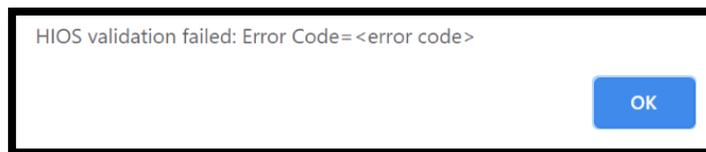
- The Navigator ID was entered incorrectly. Contact the grantee organization that provided you with the Navigator ID number to ensure its accuracy.

> HIOS validation failed: Name does not match record associated with HIOS ID
>
> **OK**
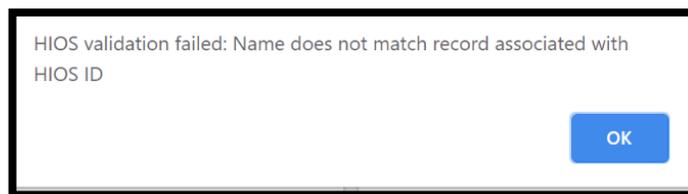
- Confirm that the name associated with your Navigator ID in HIOS are the exact same name as associated with your CMS Portal Profile. Your name has must match exactly. For example, if your name is John Smith in the MLMS system, but your grantee organization has John L. Smith, your Navigator ID validation will fail.

> HIOS validation failed: Your access to the Navigator training has been removed. To restore your access to the Navigator Training, ensure your Navigator ID Number is valid. Also ensure that the First and Last Name on your CMS Portal Profile is accurate. For further assistance, contact the helpdesk for Assistance.
>
> **OK**

- The HIOS ID has been decertified. Contact the grantee organization to verify the Navigator ID is still active.

Resources

CMS Marketplace

Additional resources for Assisters may be found at:

https://marketplace.cms.gov/technical-assistance-resources/training- materials/training.html

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

- **ID Verification:** AB Help Desk at 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.govor 1-855-CMS-1515
- **MLMS:** MLMSHelpDesk@cms.hhs.gov