CAC ID Validation

CACs must input a valid CAC ID number to access annual assister certification training. The CAC ID is a 13-digit alphanumeric ID number assigned to you by your CDO. You also need to be listed on your CDO’s CAC Roster housed in the Organizational Maintenance web form. If you are not listed on your organization’s CAC Roster, you will not be able to register for training. To access CAC Certification training, ensure that you are inputting a valid CAC ID issued by your CDO, and that your CAC ID is on your CDO’s CAC Roster.

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

Login: CAC Assisters

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

1. Your CAC ID is a 13 digits alphanumeric assigned to you by your CDO
2. Obtain your CAC ID from your CDO
3. Ensure your CAC ID is listed on your organization’s CAC Roster
4. On the MLMS Welcome Page, you will select your assister type (CAC)
5. Enter your CAC ID
6. Click save to validate your CAC ID
7. If you receive a “CAC Invalid ID” error you did not enter the correct ID number format (not enough digits)
8. Do NOT select another assister type “other” or “SBE-FP” or you will not receive credit for your training

NOTE! If you receive an error that your CAC ID is “not valid” you are likely not listed on your organization’s CAC Roster – please verify with your organization. Email cacquestions@cms.hhs.gov if you continue to have errors
Login: Returning CACs

If you are a Returning CAC, you entered your CAC ID into the system last training year. When you have obtained access to the MLMS system, your information from last year will auto-populate on the screen below. You will just need to verify the information and ensure it is correct. However, if you selected another assister type (SBM-FP or Other) please select your correct assister type and enter your CAC ID number. If you receive an error message, it is most probably that your ID is not listed on your organizations CAC Roster. Please check with your organization or email us at cacquestions@cms.hhs.gov.

Individuals can serve as BOTH a CAC and a Navigator. To receive credit for both training types, please check each box, and enter the corresponding ID number. On the following page, take one set of training modules, upon completion, you will be credited for your other assister type.

NOTE! If you receive an error that your CAC ID is “not valid” you are likely not listed on your organization’s CAC Roster – please verify with your organization Email cacquestions@cms.hhs.gov if you continue to have errors.
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 resolve them:

CAC ID not found, please ensure that you entered your CAC ID number correctly. If your number is correct, please contact your organization to verify that you are listed on your organization’s CAC Roster.

The CAC ID was entered incorrectly. Did you enter 13 alpha numeric digits? Contact your CDO that provided you with the CAC ID number to verify. OR

You are not listed on your organization’s CAC Roster. Contact your CDO to verify. You may also send an email to cacquestions@cms.hhs.gov

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.

Your CAC ID is decertified. Contact your CDO organization to verify your CAC ID.

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 must match exactly.
Navigator ID Validation

Navigators must have a valid Navigator ID number to access certification training. Use the unique Navigator ID assigned to you by your CMS Navigator grantee organization. The Navigator ID will be validated by HIOS (Health Information Organization System). This document provides an overview of how to enter your identification number as well as trouble shooting 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 into the CMS Portal and have gained access to the MLMS system. If you need assistance accessing the MLMS, refer to Quick Reference Guide: Plan Year 2023 FFM Registration with ID Verification for Assisters.

1. Your Navigator ID is a 13 digits alphanumeric assigned to you by your grantee organization.

Welcome to the Marketplace Learning Management System (MLMS)

IMPORTANT: Navigators and Certified Application Counselors (CACs) are required to input an Assister ID Number to access certification training.

• On the MLMS Welcome Page, you will select your assister type (Navigator).
• Enter your Navigator ID.
• Click save to validate your Navigator ID.

All new and returning navigators and CACs in the Federally-facilitated Marketplaces (FFM) must successfully complete Certification training, among other things to be certified to provide enrollment assistance.

To access certification training, ensure that you’re inputting a valid Assister ID issued by your CMS or Navigator Grant Leadership as applicable, and that the First Name and Last Name on your CMS Portal matches the First Name and Last Name maintained by your organization’s roster of Assisters.

To access the correct Assister certification training, please check all the Assister Types that apply to you and enter each applicable Assister ID number.

For troubleshooting with Assister ID validation, click “new training material”

Individuals can serve as BOTH a CAC and a Navigator. To receive credit for both training types, please check each box, and enter the corresponding ID number. On the following page, take one set of training modules, upon completion, you will be credited for your other assister type.
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. On the MLMS Welcome Page, you will see your assister type and Navigator ID as it was entered last year.
2. Review for accuracy and hit the Save button to register for training.

Important! You will not get credit for your training if you select the incorrect training type.
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:

1. The Navigator ID was entered incorrectly. Contact your grantee organization that provided you with the Navigator ID number to ensure its accuracy.

2. 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.

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


Help Desks

MLMS Help Desk
Email: MLMSHelpDesk@cms.hhs.gov
• Can’t print your certificate
• Can’t find curriculum
• Training is not launching

CMS Enterprise Portal Help Desk
Email: CMS_FEPS@CMS.hhs.gov
Phone: 855-267-1515
• User ID / Password Issues
• No access to MLMS

CAC Help Desk
Email: cacquestions@cms.hhs.gov
• Error message; CAC ID not valid
• Issues that cannot be resolved by the other help desks

Navigators
For any other issues, or if you cannot get your issue resolved, please email your project officer

Manual ID Verification Help Desk
Email: FFMProducer-AssisterHelpdesk@cms.hhs.gov
• You have provided your personal information during the identity verification process, but the system cannot identify you
• Request a manual ID verification and provide a copy of your driver’s license