ID Validation Process

Navigators and Certified Application Counselors (CAC) in the Federally-facilitated Marketplaces (FFM) are required to provide their 13-digit alphanumeric ID number to access annual certification training on the Marketplace Learning Management System (MLMS). This document provides an overview of how to enter your ID number to access MLMS training along with troubleshooting tips for common errors. CAC overview begins below and Navigator overview begins on page 3.

Login: CAC Assisters

If you are a Certified Application Counselor Assister, follow these steps to enter your CAC ID number. 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 the Quick Reference guide.

1. On the MLMS Assister Profile Page, select FFE Certified Application Counselor from the Assister Type drop down menu.
   - Select your Organization Type.
   - Enter your CAC ID.
   - Click Save/Update to validate your ID.

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

- 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 exactly the same name as associated with your CMS Portal name. The CAC ID name (both first and last) must match exactly to your CMS Portal account.

- 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 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 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 Quick Reference guide.

1. On the MLMS Assister Profile Page, select FFE Navigator from the Assister Type drop down menu.
   - Select your Organization Type.
   - Enter your Navigator ID.
   - Click Save/Update to validate your ID.

2. Your Navigator ID is a 13-digit alphanumeric assigned to you for identification.
   - Obtain your Navigator ID from your grantee organization.
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.

• 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 click Next 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:

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

- Confirm that the name associated with your Navigator ID in HIOS is the exact same name in your CMS Portal Profile. Your name 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 will fail.

- Your Navigator ID is decertified. Contact the grantee organization to verify the ID.
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:** Help Desk at [FFMProducer-AssisterHelpdesk@cms.hhs.gov](mailto:FFMProducer-AssisterHelpdesk@cms.hhs.gov)
- **FFM registration, CMS policies, and other issues:** [FFMProducerAssisterHelpDesk@cms.hhs.gov](mailto:FFMProducerAssisterHelpDesk@cms.hhs.gov)
- **Logging onto the CMS Enterprise Portal:** [CMS_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov) or 1-855-CMS-1515
- **MLMS Help Desk:** [MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov)
- **CAC Questions Inbox:** [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov)