

Marketplace Learning Management System (MLMS) Frequently Asked Questions (FAQs)

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GENERAL/TROUBLESHOOTING ANSWERS

1. What do I do if I do not have a CMS Portal User ID to access the CMS Enterprise Portal?

ANSWER: If you have not done so, you must create an account for the CMS Portal following these steps:

- a. Navigate to the CMS Enterprise Portal via portal.cms.gov
- b. Click the "New User Registration" link.
- c. Click the "I agree to Terms and Conditions" check box and select the "Next" button.
- d. Enter valid data in all the mandatory fields and select the "Next" button.
- e. Enter the valid User ID and password, then choose challenge questions and answers and select the "Next" button.
- f. Click the "OK" button. (Wait five (5) minutes and then proceed to step 7)
- g. Click the "Login to CMS Secure Portal" hyperlink on the CMS Portal Landing page.
- h. Click the "I Accept" button on the "Terms and Conditions" page.
- i. Enter valid User ID and select the "Login" button.
- j. Enter valid Password and select the "Login" button.
- k. Select the "My Access"/"Request Access Now" button on the CMS Portal Home page.
- l. Enter "FFM" in the search box (OR) select "SHOW ALL" button.
- m. Select "Request Access" button on the "Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access" tile.
- n. Select "Role" drop down list.
- o. Select "Assisters" from the "Role" drop down list.
- p. Click the "Submit" button.
- q. Log out of the CMS Portal (First time Assister requests must do this before accessing the MLMS).

How do I access the Marketplace Learning Management System (MLMS)?

ANSWER: To access the MLMS and complete training, follow these steps:

- a. Click the "Login to CMS Secure Portal" hyperlink on the CMS Portal Landing page.
- b. Click checkbox next to "Agree to our Terms and Conditions".
- c. Enter valid User ID.
- d. Enter valid Password and select the "Login" button.
- e. Click on "MLMS" tile
- f. Fill out the necessary information on the Assister profile landing page.
- g. Click "Continue" and enter the MLMS.

How do I enroll in a curriculum?

ANSWER: FFE Navigators will be presented with either the refresher or full curriculum depending on their activity in Plan Year 2021.

All other assisters will need to take the full curriculum. Returning FFE Navigators may enroll in the full curriculum if they prefer that to the refresher curriculum. To enroll in a curriculum, follow these steps:

- a. On the MLMS assister landing page, look for the "Training Options" section.
- b. Identify the curriculum you wish to enroll in, and hover your cursor over the "Actions" link to the right of that curriculum.

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- c. In the bubble that appears, select the "Enroll" button.
- d. Then select the "Complete Enrollment" button.
- e. Select the "Go to Current Learning" button at the bottom of the MLMS Assister landing page.
- f. You may start the curriculum's courses by selecting the "Launch" button next to each course.

How do I change/reset my MLMS User ID?

ANSWER: To change your CMS portal (MLMS) user ID, complete the following steps:

- a. Visit the CMS Enterprise Portal via portal.cms.gov.
- b. Click on the "Forgot User ID" link under the CMS Secure Portal pane.
- c. Follow the on-screen instructions.

If you need further assistance, please contact the Marketplace Service Desk (MSD) Tier 1 support at 1-855-267-1515 or CMS_FEPS@cms.hhs.gov. It is important to retain the originally created User ID to ensure a complete assister record.

How do I change/reset my MLMS password?

ANSWER: To change your CMS portal (MLMS) password, complete the following steps:

- a. Visit the CMS Enterprise Portal via portal.cms.gov.
- b. Click on the "Forgot Password" link under the CMS Secure Portal pane.
- c. Follow the on-screen instructions.

If you need further assistance, please contact MSD Tier 1 support at 1-855-267-1515 or CMS_FEPS@cms.hhs.gov

How do I change change/reset my password when I do not remember the answer to my security question?

ANSWER: Contact MSD Tier 1 support at 1-855-267-1515 or CMS_FEPS@cms.hhs.gov

What do I do if I accidentally chose the wrong CMS Portal user role?

ANSWER: If you are an assister and you chose the role of agents & brokers, please contact the MSD via email at CMS_FEPS@cms.hhs.gov or telephone at 1-855-CMS-1515 and report that you are an assister who has chosen the wrong role and that EIDM needs to change your role to assister.

What is multi-factor authorization (MFA) and how do I set it up and use it to log into the CMS Portal?

ANSWER: MFA is an approach to security authentication which requires users of a system to provide more than one form of verification to prove their identity and be allowed access to the system. It includes verification by something a user knows (such as a password) and something a user has (such as a security token), before gaining access to an online application. For more information navigate to <https://questions.cms.gov/> and enter "MFA" in the search box. More details and training materials are found here.

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Why does the system log out automatically?

ANSWER: An inactivity warning is given after 28 minutes of inactivity. After 30 minutes without activity, the system will automatically log out for privacy and security purposes. To keep from being logged out automatically, maintain some level of activity on your computer. Course content that you are currently viewing may not be registering with the MLMS system after the CMS system logs out.

Can I use a mobile device to take training?

ANSWER: Now, mobile devices cannot be used to complete training on the MLMS.

I am getting a course loading error. What do I do?

ANSWER: This may be due to your web browser. Ensure that you have the latest version of your web browser. We recommend using Firefox, Google Chrome, or Internet Explorer. You can also try refreshing your browser. If the problem persists, contact the Help Desk at MLMSHelpDesk@cms.hhs.gov or by clicking the Help Desk link at the bottom of the MLMS page. Be sure to include your error message in your email to the Help Desk. You can also run a check of your computer settings by using the “Check your system configuration” link found in the “Assister Resources” section of the MLMS Assister landing page. Provide a screenshot of the results of the system check with your help ticket.

What do I do to when my course is frozen?

ANSWER: Try exiting the training and launching the course again. Your training progress will not be lost if you use the “Exit” button on the Training window instead of closing the browser. It will be bookmarked so that you can resume your training from where you left off. You can also try restarting your computer. If the problem persists, contact the Help Desk at MLMSHelpDesk@cms.hhs.gov or by clicking the Help Desk link at the bottom of the MLMS page.

How can I get help for the Marketplace Learning Management System (MLMS)?

ANSWER: Please contact the MLMS Help Desk at MLMSHelpDesk@cms.hhs.gov or by clicking the Help Desk link at the bottom of the MLMS page.

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USER PROFILE ANSWERS

1. How do I edit my MLMS profile information? (email address, user type, etc.).

ANSWER:

You may edit profile information for the Marketplace Learning Management System (MLMS) on the MLMS Welcome to the MLMS assister profile page, which you will land on first every time you log in to the MLMS. Click the Save/Update button after making changes to your profile. If the changes include updating your Training Language Selection it is necessary to log out and then log back in again to complete the update. If you have additional questions or concerns with editing your profile information, please contact the Help Desk at MLMSHelpDesk@cms.hhs.gov or by clicking the Help Desk link at the bottom of the window while logged into the MLMS.

Do I have to enter profile information?

ANSWER: Yes, required fields need to be answered accurately to be granted access to the MLMS.

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ASSISTER TRAINING ANSWERS

1. What is the required training?

ANSWER: Required training varies by Assister Type.

a) New FFE Navigators must take the following:

1. Training Overview
2. Health Coverage Basics & Exam
3. Affordable Care Act Basics & Exam
4. Privacy, Security, and Fraud Prevention Standards & Exam
5. Marketplace Assister Essentials & Exam
6. Serving Vulnerable and Underserved Populations & Exam
7. Cultural Competence and Language Assistance & Exam
8. Working with Consumers with Disabilities & Exam

b) New FFE Navigators have the Option to take the following:

1. Customer Service Standards and Community Outreach & Exam
2. Coverage to Care Assistance & Exam
3. Assister Standard Operating Procedures & Exam
4. Advanced Marketplace Issues and Technical Support & Exam
5. Assister Feedback

c) New FFE-CACs must take the following:

1. Training Overview
2. Health Coverage Basics & Exam
3. Affordable Care Act Basics & Exam
4. Privacy, Security, and Fraud Prevention Standards & Exam
5. Marketplace Assister Essentials & Exam
6. Serving Vulnerable and Underserved Populations & Exam
7. Cultural Competence and Language Assistance & Exam
8. Working with Consumers with Disabilities & Exam

d) New FFE-CACs have the option of taking the following:

1. Customer Service Standards and Community Outreach & Exam
2. Coverage to Care Assistance & Exam
3. Assister Standard Operating Procedures & Exam
4. Advanced Marketplace Issues and Technical Support & Exam
5. Assister Feedback

e) Returning FFE Navigators must take the following:

1. Training Overview
2. Privacy, Security, and Fraud Prevention Standards & Exam
3. Marketplace Assister Essentials & Exam
4. Serving Vulnerable and Underserved Populations & Exam
5. Cultural Competence and Language Assistance & Exam
6. Working with Consumers with Disabilities & Exam
7. Advanced Marketplace Issues and Technical Support & Exam

f) Returning FFE Navigators have the Option to take the following:

1. Health Coverage Basics & Exam
2. Affordable Care Act Basics & Exam

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3. Customer Service Standards and Community Outreach & Exam
4. Coverage to Care Assistance & Exam
5. Assister Standard Operating Procedures & Exam
6. Assister Feedback

Are there any course prerequisites?

ANSWER: The MLMS will direct you when prerequisites are necessary to access a specific course or exam.

How do I search and register for a course/curriculum if I do not have a CMS Portal Login?

ANSWER: To search for a course or curriculum a user must first create a CMS Enterprise Portal account and setup their account for the Assister role. When that step is complete, refer to FAQ General/Troubleshooting.

How do I search and register for a course/curriculum if I already have CMS Portal Login?

ANSWER: To access the MLMS and complete training for returning assister with CMS Portal Login, first log in to the MLMS

(Please reference FAQ #3 in the General/Troubleshooting section of the document) and then complete the following steps:

1. On the MLMS assister landing page, look for the "Training Options" section.
2. Identify the curriculum you wish to enroll in, and hover your cursor over the "Actions" link to the right of that curriculum.
3. In the bubble that appears, select the "Enroll" button
4. Then select the "Complete Enrollment" button.
5. Select the "Go to Current Learning" button at the bottom of the MLMS Assister landing page.
6. You may start the curriculum's courses by selecting the "Launch" button next to each course.

Do I have to take all the courses in the curriculum?

ANSWER: Required training varies by Assister Type. See required training answer above in FAQ #1.

How do I verify that I am enrolled in a course/curriculum?

ANSWER: On the MLMS home page, look for the area titled "Current Learning," all courses you are currently enrolled in will appear there.

How do I see all the training content I'm enrolled in, including courses I started but did not finish?

ANSWER: On the MLMS home page, look for the area titled "Current Learning." A snapshot is found on the MLMS landing page or click the Current Learning button in the left-hand navigation. All courses you are currently enrolled in will appear there.

How do I view my transcript?

ANSWER: On the MLMS home page, look for the area titled "Curriculum Status." Click on the title link of your curriculum and the courses that have been completed and those that remain will be displayed.

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How do I prove I've completed the required training to become certified?

ANSWER: Once you have completed all training requirements for your specific assister type, you may print the registration completion certificate for which you completed training. Complete the following steps to print your certificate:

- a. On the MLMS assister landing page, look for the "Curriculum Status" section.
- b. Hover over the "Actions" link next to the applicable curriculum
- c. Click "Print Certificate"
- d. Click "Print" in the top left of the pop-up window

What do I do when I have a question about the curriculum?

ANSWER: It varies:

- a. FFE Navigators that have questions about the curriculum can send their inquiries to the FFE Navigator inbox FFE_NavigatorGrants@cms.hhs.gov or contact their Program Manager, who will then communicate the questions to the Project Officer.
- b. FFE-FFE-CACs that have questions about the curriculum can send their inquiries to the FFE-FFE-CAC inbox at FFE-CACQuestions@cms.hhs.gov.
- c. State Based Exchange using the Federal Platform (SBE-FP) organization and all other user types can send their questions to their leadership organization.

Training in other languages?

ANSWER: The MLMS supports English.

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ASSISTER CERTIFICATION ANSWERS

1. How do I become certified?

ANSWER: If you are an FFE Navigator/SBE-FP in a state with a Federally-facilitated Enterprise (FFE), you will receive certification after being assigned an Assister ID by your supervisor, have completed the required curriculum, and have completed any additional state requirements to become certified in the FFE. For FFE-FFE-CACs, you will receive certification from your FFE-CAC-designated organization after taking the required courses and any other requirements of your designated organization.

What is the difference between becoming Federally-facilitated Enterprise (FFE) certified and receiving a training completion certificate?

ANSWER: For FFE Navigators, upon completion of the required curriculum in the MLMS, FFE Navigators will receive an MLMS generated certificate for completing the training. The MLMS will also validate that the user is registered with a FFE Navigator Grant Organization prior to issuing him/her a Federal Certificate once he/she completes training.

- FFE Navigators in states without additional state requirements should consult their grant leadership once federal certification is obtained for guidance regarding next steps prior to assisting consumers.
- FFE Navigators in states with additional certification, licensure or registration requirements for assisters must fulfill the additional state requirements before they can assist consumers.

Assisting consumers without the official Federal or state (if applicable) certification violates the Terms and Conditions. Once

FFE Navigators have received the Official FFE Navigator Certificate, and have completed any applicable state requirements, they become FFE Certified.

For FFE-CACs, upon completion of the required curriculum in the MLMS, FFE-CACs will receive an MLMS generated certificate for completing the training. The FFE-CAC would then need to present the certificate to their designated FFE-CAC organization to be considered for certification under the organization's FFE-CAC agreement.

Does my certification expire? How do I renew certification?

ANSWER: If you are a Certified Application Counselor (FFE-CAC) the expiration date is determined as "365 days after training is completed", but you may have additional requirements from your state or designated organization. FFE Navigators should contact your supervisor for assistance.

Which entity has the authority to certify me as an FFE assister?

ANSWER: If you are a FFE Navigator in a FFE you are certified by CMS in addition to the state in which you are operating. If you are a FFE-CAC, you are certified by your Designated Organization.

How can I access my certificate again once training is complete?

ANSWER: To access your certificate log into the CMS Enterprise Portal and follow these steps:

- a. Update your profile information as needed and click "Save/Update" or "Next" if no information needs an update
- b. Click Curriculum Status in the left-hand navigation
- c. On the Curriculum Status page, hover over the "Actions" link next to the applicable curriculum

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and click “Print Certificate”

d. Click “Print” in the top left of the pop-up window

NOTE: The date of completion will be found on the Registration Completion certificate.

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TERMS & DEFINITIONS

The following is a list of definitions to terms that you may encounter as part of the CMS Portal account creation process, the MLMS registration process, or in the assister curriculum:

Business Entity

A business entity is identified by the Internal Revenue Service (IRS) when it assigns an Employer Identification Number (EIN). It may or may not be that business entity's Taxpayer Identification Number (TIN).

FFE-CAC or Certified Application Counselors

Certified Application Counselors (FFE-CAC) are staff and volunteers designated by organizations to help consumers understand, apply, and enroll for health coverage through the Marketplace. Certified application counselors perform many of the same functions as FFE Navigators and non-FFE Navigator assistance personnel. Examples of these designated organizations include community health centers or other health care providers, hospitals, or social service agencies.

CMS Enterprise Identity Management System

The CMS Enterprise Identity Management System (EIDM) includes Identity Verification, Access Management, Authorization Assistance Workflow Tools, and Identity Lifecycle Management functions (i.e., Password Reset, Forgot User ID, etc.).

CMS Enterprise Portal

The CMS Enterprise Portal is a gateway being offered to allow the public to access many systems related to Medicare Advantage, Prescription Drug, and other CMS programs.

Federally-facilitated Enterprise (FFE)

A Federally-Facilitated Enterprise (FFE) operates in states that have chosen not to build their own Marketplace. The Marketplace developed by CMS will be adapted to meet the needs of any state that chooses to utilize this model on a temporary or permanent basis.

Federally-facilitated Enterprise Assister Registration

The FFE Assister Registration process includes completion of required training and execution of the FFE Agreements by FFE Navigators, FFE-CAC, or non-FFE Navigator assistance personnel in a Federally-facilitated Enterprise (FFE) before providing consumer assistance.

Individual Marketplace

The Individual Marketplace is a resource where individuals can learn about their health coverage options; compare health insurance plans based on costs, benefits, and other important features; choose a plan; and enroll in coverage.

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The MLMS delivers online learning content for agents, brokers FFE Navigators, Certified Application Counselors, and non-FFE Navigator Assistance Personnel in the Federally-facilitated Marketplace and State Partnership Marketplaces. It facilitates the training and registration of these user groups to enable them to assist consumers with enrollment through the Federally-Facilitated Marketplaces.

MLMS Course

MLMS Web-Based Training (WBT) courses are designed for self-paced training via the Internet.

MLMS Curriculum

Depending on the role you select, you will be prompted to complete all the courses in the curriculum for that user role to receive a certificate of completion.

FFE Navigator

The role of FFE Navigators includes helping consumers find out if they qualify for insurance affordability programs, and if they're eligible, helping them choose a plan and enroll. FFE Navigators also provide outreach and education to consumers to raise awareness about the Marketplace, and refer consumers with complaints, questions, or grievances about their coverage to health insurance ombudsmen or other consumer assistance programs or state agencies.

Remote Identity Proofing (RIDP)

Remote ID proofing is used to verify your identity and is done by asking you questions based on your personal and financial history.

Small Business Health Options Program (SHOP)

The Small Business Health Options Program (SHOP) Marketplace helps small businesses provide health coverage to their employees. The SHOP Marketplace is open to employers with 50 or fewer full-time equivalent employees (FTEs), including non-profit organizations.

Market State Based Marketplace

States across the country have received grants to establish a Health Insurance Marketplace. The state-based Marketplace will provide individuals and small businesses with a "one-stop shop" to find and compare affordable, quality private health insurance options.

State Partnership Model (SPM)

Through a hybrid model called a State Partnership Exchange, States may assume primary responsibility for many of the functions of the Federally-facilitated Exchange permanently or as they work towards running a State-based Exchange.

Web-Based Entity (WBE)

A Web-based Entity is an entity designed for access via the Internet.

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