How to Validate your Assister ID – Video Transcript

CDO Learning Series

This document is a transcript for the CDO Learning Series.

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Welcome

Welcome to the tutorial for How to Validate Your Assister ID on the Marketplace Learning Management System.

Acronyms

Throughout this video we will reference certain acronyms which you will need to understand.

They are:
FFM which refers to Federally-facilitated Marketplace,
MLMS or Marketplace Learning Management System,
CMS for Centers for Medicare and Medicaid Services,
CAC or Certified Application Counselor,
SBE–FP or State-based Exchange on the Federal Platform,
CDO which refers to Certified Application Counselor Designated Organization, and
HIOS or Health Insurance Oversight System.

Purpose and Resources

In this tutorial we will show you how to validate your FFM CAC, and/or Navigator ID on the MLMS. In addition, we will provide general troubleshooting tips.

For additional tutorials that will walk you through how to access certification training, view your CMS Profile information, print your training certificate and more, visit the Training Resources page at Marketplace.cms.gov

How to steps

For CAC users:

From the Assister Type drop-down menu select the Assister access you would like to add to your MLMS Profile. SBE-FP Assister and Other type do not require ID validation. To access training on the MLMS, FFM CAC's are required to enter their 13-digit CAC ID issued by their CDO. Your CAC ID must follow the format of 6 alpha followed by 7 numeric characters. The entered CAC ID is validated against your CDO's CAC Roster. To successfully validate, the first and last name on your CDO's CAC Roster must match the first and last name on your CMS Portal profile.

For Navigator Users

To validate and access training on the MLMS, FFM Navigators are required to enter their 13-digit Navigator ID issued by their Navigator Grantee Organization. Your Navigator ID must follow the format of 6 alpha followed by 7 numeric characters. The entered Navigator ID is validated against your Navigator Grantee organization's Navigator Roster. To successfully validate, the first and last name on your Navigator Grantee Organization's Navigator Roster must match the first and last name on your CMS Portal profile. After you select your Assister type and organization type, enter your Assister ID then press the Save/Update button to validate.

Here are some of the error messages you could receive. To help troubleshoot, 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 you name is John Smith in your CMS Portal Profile, but your grantee

organization has John L. Smith in the Navigator Roster, your Navigator ID will fail.

You may receive an error message indicating your CAC ID was unable to be validated. This can occur for numerous reasons. Confirm that the name associated with your CAC ID from your CDO's Roster is exactly the same name listed on your CMS Portal Profile. The CAC's name (both first and last) from the CDO's Roster must match exactly to your CMS Portal Profile Account. Ensure the Assister ID that was assigned to you by your CDO or Navigator Grantee Organization is being entered correctly. If you continue to receive errors or you were decertified, contact your CDO or Navigator Grantee Organization to ensure your ID accuracy and status.

Conclusion and Support

In this video we showed you how to validate your Assister ID. For questions related to FFM Assister Certification training on the MLMS, reach out to the MLMS helpdesk at MLMSHelpDesk@cms.hhs.gov, or visit the Training Resources page at Marketplace.cms.gov.