

How to View Your CMS Profile – Video Transcript



This document is a transcript for the CDO Learning Series.

Table of Contents

Welcome	3
Acronyms	3
Purpose and Resources.....	3
How to steps	3
Conclusion and Support.....	3

Welcome

Welcome to the tutorial for How to View Your CMS Portal Account Profile.

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, and **CDO** which refers to Certified Application Counselor Designated Organization.

Purpose and Resources

Assisters in FFM's may need to verify information on their CMS Portal Account Profile to pass Assister ID validation for access to Assister certification training on the MLMS.

In this video we will show you how to check your CMS Portal account details. For additional tutorials that will walk you through how to access certification training, validate your Assister ID, print your training certificate and more, visit the Training Resources page at Marketplace.cms.gov.

How to steps

Login into Portal by entering your username and password. Agree to the Terms and click Login. Once logged in click your name in the top banner. Then, from the drop-down, select "My Profile". The First and Last name noted here, on your CMS Portal Account Profile is used as part of the Assister ID Validation process.

To access certification training on the MLMS, the First and Last name shown here should match the First and Last name maintained on the CAC or Navigator Roster by your CDO or your Navigator Grantee Organization. If you need to modify the name on your CMS Portal Account, you will need to contact the Marketplace Service Desk at CMS_FEPS@cms.hhs.gov or 1-855-CMS-1515.

You will need to provide your CMS Portal Account User ID, the update to your name and the Reason for Change. (Marriage, Divorce, Typo During Registration, etc.). If you need to modify your name on the Assister roster maintained by your Assister organization, contact your Assister organization.

Additional questions should be directed to the Navigator Grant Program Office for Navigators, and CACQuestions@cms.hhs.gov for CAC's. If your first and last name are accurate, you can select "My Apps" in the top banner and select "Training" to navigate to the MLMS.

Conclusion and Support

In this video we showed you how to check your portal profile. 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.