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

ASSISTER FAQS

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GENERAL/TROUBLESHOOTING

1. **I logged into the Medicare Learning Network (MLN) and cannot find the assister curricula, what do I do?**
   ANSWER: The MLN, which previously hosted assister training, has been replaced by the Marketplace Learning Management System (MLMS). To access assister training through the MLMS, you must log into the CMS Enterprise Portal via portal.cms.gov with your CMS Portal User ID.

2. **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:
   1. Navigate to the CMS Enterprise Portal via portal.cms.gov
   2. Click the "New User Registration" link.
   3. Click the "I agree to Terms and Conditions" check box and select the "Next" button.
   4. Enter valid data in all the mandatory fields and select the "Next" button.
   5. Enter the valid User ID and password, then choose challenge questions and answers and select the "Next" button.
   6. Click the "OK" button.
   7. Click the "Login to CMS Secure Portal" hyperlink on the CMS Portal Landing page.
   8. Click the "I Accept" button on the "Terms and Conditions" page.
   9. Enter valid user credentials in the "Login" page and select the "Login" button.
   10. Select the "My Access"/"Request Access Now" button on the CMS Portal Home page.
   11. Enter "F" in the search box (OR) select "SHOW ALL" button.
   12. Select "Request Access" button on the "FFM/Training-Agents/Brokers/Assisters" tile.

13. Select "Role" drop down list.
14. Select Assisters from the "Role" drop down list.
15. Click on the "Submit" button.
16. Log out of the CMS Portal (First time Assister requests must do this before accessing the MLMS).

3. **How do I access the Marketplace Learning Management System (MLMS)?**
   ANSWER: To access the MLMS and complete training, follow these steps:
   1. Click the "Login to CMS Secure Portal" hyperlink on the CMS Portal Landing page.
   2. Click the "I Accept" button on the "Terms and Conditions" page.
   3. Enter valid user credentials in the "Login" page and select "Login" button.
   4. Click on the yellow button at the upper left of the screen that says "MLMS."
   5. Click on "Training."
   6. Fill out the necessary information on the Assister profile landing page.
   7. Click "Continue" and enter the MLMS.
   8. Click the "Training Options" portal.
   9. Locate the title of a Curriculum and hover your cursor over the "Actions" link.
   10. Click "Enroll."

4. **How do I change/reset my MLMS password?**
   ANSWER: In order to change your CMS portal (MLMS) password, complete the following steps:
   1. Visit the CMS Enterprise Portal via portal.cms.gov.
   2. On the right side of the site, click on the "Forgot Password" link under the CMS Secure Portal pane.
   3. Follow the on-screen instructions. If you need further assistance, please contact XOSC Tier 1 support at 1-855-267-1515 or CMS_FEPS@cms.hhs.gov

5. **How do I change change/reset my password when I do not remember the answer to my security question?**
   ANSWER: Contact XOSC Tier 1 support at 1-855-267-1515 or CMS_FEPS@cms.hhs.gov

6. **What do I do if I accidently chose the wrong CMS Portal user role?**
   ANSWER: If you are an assister and you chose the role of agents & brokers, please contact the Exchange Operations Support Center 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.

7. **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. In order to keep from being logged out automatically, maintain some level of activity on your computer.

8. **Can I use a mobile device to take training?**
   ANSWER: At this time, mobile devices cannot be used to complete training on the MLMS.

9. **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 or Google Chrome. 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.

10. **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 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.

11. **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

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 Assister profile page, which you will land on first every time you login to the MLMS. 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.

2. **Do I have to enter profile information?**
ANSWER: Yes, required fields need to be answered accurately in order to be granted access to the MLMS.

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ASSISTER TRAINING

1. **What is the required training?**
ANSWER: Required training varies by Assister Type:
    1. Navigators who are recertifying only need to take the "Privacy, Security, and Fraud Prevention Standards" module.

    2. New Navigators & IPAs must take all of the following:
        a. Training Overview
        b. Health Insurance Basics
        c. Affordable Care Act Basics
        d. Marketplace Basics
        e. Marketplace Eligibility and Application Assistance
        f. Marketplace Affordability and Assistance Programs
        g. Marketplace Enrollment and Appeals Assistance
        h. Marketplace Exemptions Assistance
        i. SHOP Marketplace Assistance
        j. Cultural Competence and Language Assistance
        k. Serving Vulnerable and Underserved Populations
        l. Working with Consumers with Disabilities
        m. Customer Service Standards and Community Outreach
        n. Privacy, Security, and Fraud Prevention Standards
        o. Advanced Marketplace Issues-Optional

    3. CACs must take all of the following:
        a. Training Overview
        b. Marketplace Eligibility and Application Assistance

     c. Marketplace Affordability and Assistance Programs
     d. Marketplace Enrollment and Appeals Assistance
     e. Marketplace Exemptions Assistance
     f. SHOP Marketplace Assistance
     g. Privacy, Security, and Fraud Prevention Standards

2. **Are there any course prerequisites?**
   ANSWER: The MLMS will direct you when prerequisites are necessary in order to access a specific module or exam.

3. **How do I search and register for a course/curriculum if I do not have a CMS Portal Login?**
   ANSWER: To search and register for an assister training course as a new user, complete the following steps:
   1. Navigate to the CMS Enterprise Portal via portal.cms.gov
   2. Click the "New User Registration" link.
   3. Click the "I agree to Terms and Conditions" check box and select the "Next" button.
   4. Enter valid data in all the mandatory fields and select the "Next" button.
   5. Enter the valid User ID and password, then choose challenge questions and answers and select the "Next" button.
   6. Click the "OK" button.
   7. Click the "Login to CMS Secure Portal" hyperlink on the CMS Portal Landing page.
   8. Click the "I Accept" button on the "Terms and Conditions" page.
   9. Enter valid user credentials in the "Login" page and select the "Login" button.
   10. Select the "My Access"/"Request Access Now" button on the CMS Portal Home page.
   11. Enter "F" in the search box (OR) select "SHOW ALL" button.
   12. Select "Request Access" button on the "FFM/Training-Agents/Brokers/Assisters" tile.
   13. Select "Role" drop down list.
   14. Select Assisters from the "Role" drop down list.
   15. Click on the "Submit" button.
   16. Log out of the CMS Portal (This step is for first time Assister requests only).
   17. Click the "Login to CMS Secure Portal" hyperlink on the CMS Portal Landing page.
   18. Click "I Accept" button on the "Terms and Conditions" page.
   19. Enter valid user credentials in the "Login" page and select "Login" button.
   20. Click on the yellow button at the upper left of the screen that says "MLMS."
   21. Click on "Training."
   22. Fill out the necessary information on the Assister profile landing page.
   23. Click continue and enter the MLMS.
   24. Click the "Training Options" portal.
   25. Locate the title of a Curriculum and hover your cursor over the "Actions" link.
   26. Click "Enroll."
   27. Click "Complete Enrollment".
   28. Click the "Go to Current Learning" button.

4. **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, complete the following steps:
   1. Click the "Login to CMS Secure Portal" hyperlink on the CMS Portal Landing page.
   2. Click the "I Accept" button on the "Terms and Conditions" page.
   3. Enter valid user credentials in the "Login" page and select "Login" button.
   4. Click on the yellow button at the upper left of the screen that says "MLMS."
   5. Click on "Training."
   6. Fill out the necessary information on the Assister profile landing page.

7. Click "Continue" and enter the MLMS.
8. Click the "Training Options" portal.
9. Locate the title of a Curriculum and hover your cursor over the "Actions" link.
10. Click "Enroll."

5. **Do I have to take all the courses in the curriculum?**
   ANSWER: Required training varies by Assister Type:
   1. Navigators who are recertifying only need to take the "Privacy, Security, and Fraud Prevention Standards" module.
   2. New Navigators & IPAs must take all of the following:
      a. Training Overview
      b. Health Insurance Basics
      c. Affordable Care Act Basics
      d. Marketplace Basics
      e. Marketplace Eligibility and Application Assistance
      f. Marketplace Affordability and Assistance Programs
      g. Marketplace Enrollment and Appeals Assistance
      h. Marketplace Exemptions Assistance
      i. SHOP Marketplace Assistance
      j. Cultural Competence and Language Assistance
      k. Serving Vulnerable and Underserved Populations
      l. Working with Consumers with Disabilities
      m. Customer Service Standards and Community Outreach
      n. Privacy, Security, and Fraud Prevention Standards
      o. Advanced Marketplace Issues-Optional
   3. CACs must take all of the following:
      p. Training Overview
      q. Marketplace Eligibility and Application Assistance
      r. Marketplace Affordability and Assistance Programs
      s. Marketplace Enrollment and Appeals Assistance
      t. Marketplace Exemptions Assistance
      u. SHOP Marketplace Assistance
      v. Privacy, Security, and Fraud Prevention Standards

6. **How do I verify that I am enrolled in a course/curriculum?**
   ANSWER: On the MLMS home page, look for the area titled "Current Enrollments," all courses you are currently enrolled in will appear there.

7. **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 Enrollments." All courses you are currently enrolled in will appear there.

8. **How do I view my transcript?**
   ANSWER: On the MLMS home page, look for the area titled "Current Enrollments." All courses you are currently enrolled in or completed will appear there.

9. **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.

10. **What do I do when I have a question about the curriculum?**

ANSWER: It varies:
- o Navigators that have questions about the curriculum can send their inquiries to the Navigator inbox NavigatorGrants@cms.hhs.gov or contact their Program Manager, who will then communicate the questions to the Project Officer.
- o Certified Application Counselors (CACs) that have questions about the curriculum can send their inquiries to the CAC inbox at CACQuestions@cms.hhs.gov.
- o In-Person Assisters and all other user types can send their questions to their leadership organization.

11. **Training in Other languages?**
ANSWER: The MLMS supports two languages, English and Spanish.

12. **How do I take training in Spanish?**
ANSWER: To access the Spanish training, complete the following steps:
1. From within the CMS Portal, access the MLMS.
2. On the Assister Profile Landing page, select your desired language in the dropdown which says "Select the language in which you would like training content displayed."
3. Complete the remaining required fields on the Assister Profile Landing Page. Click the "Save/Update" button.

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ASSISTER CERTIFICATION
1. **How do I become certified?**
ANSWER:
- o If you are a Navigator/In-person Assister in a state with a Federally-facilitated marketplace (FFM), you will receive certification after being registered with a FFM by your supervisor, taking the required curriculum, and completing any additional state requirements.
- o For Certified Application Counselors (CACs), you will receive certification form your CAC-designated organization after taking the required courses and any other requirements of your designated organization.
- o For State In-person Assisters (IPA), you will receive your certification from your State and not from the FFM.

2. **What is the difference between becoming Federally-facilitated Marketplace (FFM) certified and receiving a training completion certificate?**
ANSWER:
For Navigators, upon completion of the required curriculum in the MLMS, Navigators will receive an MLMS generated certificate for completing the training. The MLMS will also validate that the user is registered with a Navigator Grant Organization prior to issuing him/her a Federal Certificate once they complete training.
- o Navigators in states without additional state requirements should consult their grant leadership once federal certification is obtained for guidance regarding next steps prior assisting consumers.
- o 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 Navigators have received the Official Navigator Certificate, and have completed any applicable state requirements, they become FFM Certified.

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

3. **Does my certification expire? How do I renew certification?**
   ANSWER:
   o If you are a Navigator/In-person assister, your certification expires according to date on your FFM certificate.
   o If you are a Certified Application Counselor (CAC) the expiration date is determined by 365 days after training was complete, but you may have additional requirements by your state or designated organization.

4. **Navigator Recertification Training**
   o **What is recertification training?**
     ▪ The Navigator recertification training is an abbreviated training curriculum consisting of one module entitled: Privacy, Security, and Fraud Prevention Standards.
   o **Am I eligible?**
     ▪ If you were certified as a FFM Navigator at the end of the 2014-2015 grant period, and are still affiliated with the same organization, you will be able to recertify by taking the abbreviated training consisting of the Privacy, Security, and Fraud Prevention Standards module.
     ▪ Navigators who were uncertified, decertified, or who are now affiliated with a different Navigator Grantee organization will have to complete the entire federal Navigator training curriculum to become certified for the 2016 plan year. All state certification and re-certification requirements will also need to be met.

5. **Which entity has the authority to certify me as a FFM assister?**
   ANSWER:
   o If you are a Navigator/IPA in a FFM you are certified by CMS in addition to the state in which you are operating.
   o If you are a CAC, you are certified by your Designated Organization.
   o State Based Personnel should refer to their state or State-based Marketplace for the authorized certification entity and certification requirements.

6. **How can I access my certificate again once training is complete?**
   ANSWER: Once you complete FFM registration, select the "Print Completion Certificate" link from the Registration Status page in the CMS Enterprise Portal. The "Print Completion Certificate" link will navigate you back to the MLMS. Click the "Curriculum Status" link on the MLMS home page. Next to the curriculum which is complete, hover the mouse over the "Actions" link and then select "Print 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:

1. **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).

2. **CAC or Certified application Counselors** - Certified Application Counselors (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 Navigators and non-Navigator assistance personnel. Examples of these designated organizations include community health centers or other health care providers, hospitals, or social service agencies.

3. **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.).

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

5. **Federally Facilitated Marketplace (FFM)** - A Federally-Facilitated Marketplace (FFM) 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.

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

7. **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.

8. **IPA** - In Person Assisters are individuals that are trained and able to provide help to consumers, small businesses, and their employees as they look for health coverage options through the Marketplace, including helping complete eligibility and enrollment forms.

9. **Marketplace Learning Management System (MLMS)** - The MLMS delivers online learning content for agents, brokers Navigators, Certified Application Counselors, and non-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.

10. **Medicare Learning Network (MLN)** - The Medicare Learning Network® (MLN) is the home for education, information, and resources for the health care professional community. The MLN provides access to CMS Program information.

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

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

13. **Navigator -** The role of 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. 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.

14. **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.

15. **Small Business Health Options Program (SHOP) Marketplace** – 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.

16. **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.

17. **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.

18. **Web-based Entity (WBE) -** A Web-based Entity is an entity designed for access via the Internet.