

Agent/Broker Marketplace Help Desks and Call Centers

Help Desk Name	Phone # and/or Email Address	Types of Inquiries Handled	Hours of Operation (Closed Holidays)
Individual Marketplace Agent/Broker Partner Line	855-788-6275 Note: Enter your NPN to access this line	Inquiries related to specific consumers: <ul style="list-style-type: none"> • Password resets for consumer HealthCare.gov accounts • Special enrollment periods not available on the consumer application • Eligibility and enrollment issues related to the Individual Marketplace 	Monday-Sunday 24 hours/day
Agent/Broker Email Help Desk	FFMProducer-AssisterHelpDesk@cms.hhs.gov	<ul style="list-style-type: none"> • Policy questions • Identity proofing/Experian issues requiring manual verification • Escalated general registration and training questions (not related to a specific training platform) • Agent/Broker Registration Completion List issues • Find Local Help issues 	Monday-Friday 8:00 AM-6:00 PM ET

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Help Desks and Call Centers (continued)

Help Desk Name	Phone # and/or Email Address	Types of Inquiries Handled	Hours of Operation (Closed Holidays)
Marketplace Service Desk	855-CMS-1515 855-267-1515 CMS_FEPS@cms.hhs.gov	<ul style="list-style-type: none"> • Password resets and account lockouts on the CMS Enterprise Portal (used to access the MLMS, the agent/broker training and registration system) • Login issues on the agent/broker landing page used for Direct Enrollment (often due to FFM User ID not populating correctly when the agent or broker is redirected from an issuer's or web-broker's site) • Other CMS Enterprise Portal account issues, requests, or error messages • 501 Downstream Error message on HealthCare.gov website issues • General registration and training questions (not related to a specific training platform) • General enrollment and eligibility policy questions related to the Individual Marketplace 	Monday-Friday 8:00 AM-8:00 PM ET Saturday-Sunday 10:00 AM-3:00 PM ET (October–November only)

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Help Desks and Call Centers (continued)

Help Desk Name	Phone # and/or Email Address	Types of Inquiries Handled	Hours of Operation (Closed Holidays)
Agent/Broker Training and Registration Email Help Desk	MLMSHelpDesk@cms.hhs.gov	<ul style="list-style-type: none"> • Technical or system-specific issues related to the agent/broker training and registration system (i.e., the MLMS) • User-specific questions about maneuvering in the MLMS site, or accessing training and exams 	Monday-Friday 8:00 AM-5:30 PM ET
SHOP Call Center	800-706-7893	<ul style="list-style-type: none"> • All inquiries related to SHOP • SHOP agent/broker portal access questions • Employers and employees may also contact the SHOP Call Center for assistance 	Monday-Friday 9:00 AM-7:00 PM ET
Direct Enrollment (formerly Web-Broker) Email Help Desk	DirectEnrollment@cms.hhs.gov	<ul style="list-style-type: none"> • All inquiries specifically related to becoming and/or operating as a direct enrollment issuer or web-broker in the Marketplace 	Monday-Friday 9:00 AM-5:00 PM ET

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Help Desks and Call Centers (continued)

Help Desk Name	Phone # and/or Email Address	Types of Inquiries Handled	Hours of Operation (Closed Holidays)
AHIP Training Help Desk	support@ahipinsuranceeducation.org 800-984-8919	All inquiries specifically related to the AHIP agent/broker training platform	Call Center/Email Monday-Friday: 8:00 AM-9:00 PM ET Saturday: 8:30 AM-5:30 PM ET
Litmos Training Help Desk	cmsffmsupport@litmos.com 844-675-6565	All inquiries specifically related to the Litmos agent/broker training platform	Call Center Monday-Friday 9:00 AM-5:00PM PST Email 24 hours/day
NAHU Training Help Desk	NAHU-FFM@nahu.org 844-257-0990	All inquiries specifically related to the NAHU agent/broker training platform	Call Center: Monday-Friday: 9:00 AM-5:00 PM ET Technical Support: Monday-Friday: 8:00 AM-9:00 PM ET Saturday-Sunday: 8:00 AM-8:00 PM ET