



Guide to Plan Year 2018 Marketplace Registration and Training for Returning Agents and Brokers

This resource provides an overview of the plan year 2018 Health Insurance Marketplace registration and training process for **returning** agents and brokers who completed plan year 2017 registration and training. Returning agents and brokers participating in the Individual Marketplace are eligible to take the shorter Refresher Training for plan year 2018.

1

Update Your MLMS Profile

- Log in to the [Centers for Medicare & Medicaid Services \(CMS\) Enterprise Portal](#). If you have forgotten your User ID or Password, click [here](#) for guidance to avoid creating a duplicate account.
- Navigate to your Marketplace Learning Management System (MLMS) Profile in one of two ways:
 - Select **Complete Agent Broker Training** and then select the **Access Training** link next to the MLMS training option; or
 - Select the yellow **MLMS** tab at the top right of the **Agent Broker Registration Status** page, and click on the **Training** link.
- Select one of four user roles: 1) Only an Individual Marketplace Agent Broker; 2) Only a Small Business Health Options Program (SHOP) Marketplace Agent Broker; 3) Both an Individual and SHOP Marketplace Agent Broker; or 4) Not an Agent Broker.
- Enter all applicable information in your MLMS Profile. The profile fields will be customized based on the role you selected.
- Select **Save/Update** then **Next** to complete your profile.



Note: If applicable to your role, make sure that you enter your National Producer Number (NPN) correctly. Entering an inaccurate NPN may result in denial of compensation or credit by issuers.

2

Complete Refresher Training through the MLMS or a CMS-Approved Vendor

- On the [CMS Enterprise Portal](#), select **Complete Agent Broker Training** to view your training options.
- Review the MLMS and CMS-approved vendor training options.
 - Three vendors are approved to offer training for plan year 2018: America's Health Insurance Plans (AHIP), the National Association of Health Underwriters (NAHU), and Litmos by CallidusCloud.
 - If you choose to complete training through a CMS-approved vendor, CMS recommends you do so prior to completing your MLMS profile.
 - Returning agents and brokers will be automatically enrolled in Refresher Training, but can enroll in additional curricula, such as the SHOP Curriculum or the full Individual Marketplace training, as desired.
- Select the **Access Training** link beside the training option you plan to complete and follow the prompts to enroll in and complete Refresher Training.



Note: If you complete training with a CMS-approved vendor, you must return to the MLMS to execute the applicable Agreements. This step is **required** to complete your Marketplace registration for plan year 2018.



3

Execute the Applicable Agreement(s) on the MLMS

- Once you have updated your MLMS profile and completed training through either the MLMS or a CMS-approved vendor, launch, read, and select **I Agree** for all applicable Agreement(s).

4

Confirm Registration Status and Print Certificate

- After executing the Agreement(s), you will be redirected to the “Agent Broker Registration Status” page on the CMS Enterprise Portal. Review this page to confirm you have completed all registration steps.
- If you have completed all steps, select **Print Certificate(s)** on the “Agent Broker Registration Status” page.
- Confirm that your information appears on the [Agent and Broker FFM Registration Completion List](#). Your information may take one to two business days to appear.

Looking for additional guidance? Check out the “Plan Year 2018 Health Insurance Marketplace Registration and Training for New Agents and Brokers” webinar slides for more information or [contact one of our Agent and Broker Help Desks](#) for assistance.