



Launch of Plan Year 2025 FFM Assister Certification Training

FFM PY2025 Assister Certification Training

Centers for Medicare and Medicaid Services (CMS)

Center for Consumer Information & Insurance Oversight (CCIIO)



Objectives

At the end of this webinar you should be able to:

- Understand Training, Certification, and Recertification Process
- Prepare Your Computer System
- Identify Steps to Create CMS Secure Portal ID/Login
- Login to CMS and Request Access to MLMS
- Enroll for Required Curriculum
- Complete Training
- Print a Training Completion Certificate
- Re-launch Course
- Complete Feedback
- Locate Additional Resources



Training Completion Requirements

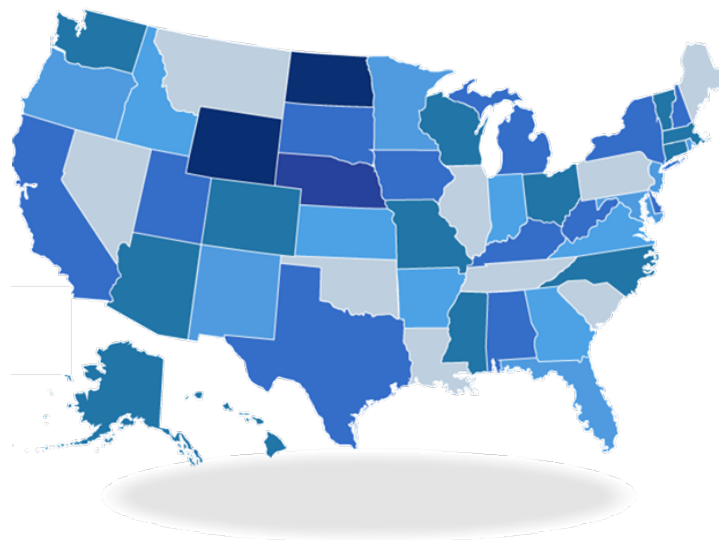
New Navigators, CACs, EAPs SBE-FP Assisters, & Other

- **Required: 8** courses and corresponding assessments with an **80% pass rate**
- *Optional: 3* optional courses are included in the curriculum

- Some states have imposed *additional* state-specific assister requirements, including additional training requirements
- Assisters should reach out to their state's Department of Insurance (DOI) (or other regulating entity) to familiarize themselves with their state's requirements

Returning Navigators, CACs & EAPs

- **Required: 7** courses and corresponding assessments with an **80% pass rate**
- *Optional: 4* optional courses are included in the curriculum



Assisters must fulfill all training and certification requirements prior to the start of Open Enrollment on November 1, 2024

Note: If you did not complete your training last year, you will be required to take the **FULL** assister training

What's New in the MLMS for PY2025?

New Exam Features

- Exams and course curriculum are separated for PY2025.
- New exam features:
 - Exam questions will now be presented on a single page, making it easier to navigate and reduce confusion.
 - A "Save/Return Later" feature has been added, allowing learners to save their exam progress and return to it later.

The screenshot displays the MLMS interface for PY2025. At the top, there are two course cards. The first card is for 'Py20XX 003_Patient_Protection_and_Affordable_Care_Act_Basics L2' with a 'Launch' button. The second card is for 'Py20XX 003_Patient_Protection_and_Affordable_Care_Act_Basics Exam' with a 'Launch Test' button, which is highlighted with a red rectangle. Below the course cards, there are two exam questions. 'Question 9 of 10' asks about formulary terms, and 'Question 10 of 10' asks about examples of accounts. Both questions have radio button options and a 'Mark for follow up' checkbox. At the bottom, there are two buttons: 'Save / Return Later' (highlighted with a red rectangle) and 'Summary'.

Py20XX
003_Patient_Protection_and_Affordable_Care_Act_Basics L2
Status : Registered Due : No Due Date
Course Description Goes Here

Py20XX
003_Patient_Protection_and_Affordable_Care_Act_Basics Exam
Status : Registered Due : No Due Date
Welcome the Assessment for : Coverage to Care Assistance Coverage to Care (C2C) is an initiative, developed by the Centers for Medicare & Medicaid...

Question 9 of 10.
Bonnie is trying to understand how a formulary

- ☐ Health insurance plans use the terms 'formula
- ☐ A formulary includes details about the copaym
- ☐ If the health insurance plan uses 'tiers,' the for
- ☐ In general, a tiered formulary encourages con:

☐ Mark for follow up

Question 10 of 10.
Which of the following are examples of account

- ☐ Health savings account
- ☐ Fee-for-service account
- ☐ Flexible spending account
- ☐ Health reimbursement account

☐ Mark for follow up

Save / Return Later **Summary**

What's New in the MLMS for PY2025?

- **New Exam features:**
 - A "Review" feature has been introduced, enabling learners to view their correct and incorrect exam responses, providing valuable feedback to help them identify areas for improvement.

The screenshot displays three exam entries in the MLMS interface. The first entry, 'Py20XX 002_Health_Coverage_Basics L2', is marked as 'Completed' and has a 'Launch' button. The second entry, 'Py20XX 002 Health Coverage Basic Exam v1', is marked as 'Failed' and has a 'Retake' button. A dropdown menu is open next to the 'Retake' button, showing options: 'Retake', 'View Training Details' (highlighted with a red box), 'Request Exemption', and 'Move to Archived Transcript'. The third entry, 'Py20XX 003_Patient_Protection_and_Affordable_Care_Act_Basics', is partially visible.

Scoring Details

ATTEMPT	DATE COMPLETED	TEST TIME	SCORES	PASSING SCORE (%)	REVIEW TEST
1	4/5/2024	0 Hour(s) 4 Minute(s)	10	80.00%	Review
2	4/25/2024	0 Hour(s) 13 Minute(s)	10	80.00%	Review
3	4/25/2024	0 Hour(s) 1 Minute(s)	10	80.00%	Review
4	4/25/2024	0 Hour(s) 1 Minute(s)	0	80.00%	Review
5	5/8/2024	0 Hour(s) 1 Minute(s)	0	80.00%	Review

What's New in the MLMS for PY2025?

- Post Exam Submit: Reivew Link and Review Page

Questions on Test: 10
Questions Correct: 0
Questions Incorrect: 10
Percent Correct: 0%
Passing Score: 80%
Pass/Fail: Failed
Review Test: [Review](#)

Test results are summarized below. Change the view to see only Correct or Incorrect questions.

Review Test Questions			(10 Results)
View: <input checked="" type="radio"/> All Questions <input type="radio"/> Correct Questions <input type="radio"/> Incorrect Questions			
ID	Question	Correct	
460	Gerri is 67 years old and has never worked outside her home or been married. She's heard that she's not eligible for premium-free Part A Medicare. She'd like to know more about her options for Medicare coverage. What information will you give Gerri? Select the two correct answers.	Incorrect	
458	Harold will soon turn 65 and become eligible for Medicare. Which of the following statements is FALSE? Select the false answer.	Incorrect	
457	The Summary of Benefits and Coverage shows 3 coverage examples to help consumers compare costs. Which types of consumer costs are included in the examples? Select the three correct answers.	Incorrect	
455	When consumers apply for coverage through the Marketplaces, their applications will be reviewed to determine whether they may be eligible for coverage through which of the following public health coverage programs? Select the two correct answers.	Incorrect	
450	Bonnie is trying to understand how a formulary (drug list) works. She's been doing some research and made notes to discuss with you. Which of Bonnie's notes about formularies is NOT accurate? Select the correct answer.	Correct	
447	Mallory is reading about health insurance plans and has no idea what the term "formulary" means. Which of the following statements would you use to describe a formulary to Mallory? Select the correct answer.	Incorrect	
445	Raman is trying to remember some terms about his health insurance plan. Which of the following would you tell him is "a fixed amount consumers pay to a health provider for a covered health care service, usually at the time of service?" Select the correct answer.	Incorrect	
443	Kinte, a 32-year-old brick layer, recently got married and is interested in getting health insurance. He knows it may be expensive, but he's convinced it's important. He came to you for help getting health insurance for himself and his wife. Which of the following might you suggest? Select the three correct answers.	Incorrect	
441	Which of the following statements describe health insurance provider networks? Select the three correct answers.	Incorrect	
440	Jerry is 58 years old and he goes to the emergency room whenever he has a health problem. Jerry is frustrated because he never gets to see the same doctor and his brief visits are always very expensive. He's come to you to understand more about managed care plans, including qualified health plans that are sold in his state's Marketplace. How might you describe the concept of managed care to Jerry? Select the two correct answers.	Incorrect	

Prepare Your Computer System

Company Device vs Personal Device

- Some company networks restrict access to certain websites and/or internet browsers
- Some company computers have additional security controls or software that may interfere with MLMS access
- If you experience technical issues on a work computer, complete your training on your personal laptop or computer
- If you don't have access to a personal laptop, computer, or mobile device, we suggest you visit your local library

Register for CMS Secure Portal ID

Steps to Register for CMS Secure Portal ID as a NEW User

1. Select **New User Registration** link
2. Select **Federally Facilitated Marketplace** application and Agree to the **Terms and Conditions**
3. Register **Your Information**
4. Create a unique **User ID** and **Password**
5. Choose a **Challenge Question and Answer**
6. Review **Registration Summary**
7. Set up **Multi-Factor Authentication (MFA)**

Complete these steps if you **do not already** have a CMS Secure Portal account and/or have never logged in to MLMS.

Step 1: Select New User Registration Link

An official website of the United States government [Here's how you know](#)

CMS.gov | Enterprise Portal

Applications Help About

Login Login with PIV Card

CMS.gov | Enterprise Portal

User ID is a required field

Password

☐ I agree to the [Terms & Conditions](#)

Login

Forgot your [User ID](#) or your [Password](#)?
Need to [unlock](#) your account?

[New User Registration](#)

The CMS Secure Portal is the entry point for CMS Assister training. Select **New User Registration** link to create an account.

Step 2: Select MLMS Application & Agree to Terms and Conditions

1. Select
"Federally
Facilitated
Marketplace"

Step #1: Select Your Application

Step 1 of 3 - Select your application from the dropdown. You will then need to agree to the terms & conditions.

Federally Facilitated Market Place (FFM)/Request for MLMS Training Access

Terms & Conditions

OMB No.0938-1236 | Expiration Date: 03/31/2021 | [Paperwork Reduction Act](#)

Consent to Monitoring

By logging onto this website, you consent to be monitored. Unauthorized attempts to upload information and/or change information on this web site are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sec.1001 and 1030. We encourage you to read the [HHS Rules of Behavior](#).

☒ I agree to the Terms & Conditions

Next

Cancel

2. Check the box
to agree to
terms

3. Click
"Next"

Step 3: Register Your Information

Step #2: Register Your Information

Step 2 of 3 - Please enter your personal and contact information.
All fields are required unless marked 'Optional'.

Enter First Name Enter Middle Name (optional) Enter Last Name Suffix (optional)

Enter Social Security Number (optional) Birth Month Birth Date Birth Year

Is Your Address US Based?
☒ Yes ☐ No

Enter Home Address #1 Enter Home Address #2 (optional)

Enter City State Enter Zip Code Enter Zip+4 (optional)

Enter E-mail Address Confirm E-mail Address

Enter Phone Number

Select Next

Make sure you are entering your personal information; **HOME** address, Social Security Number, etc. You will not pass validation with your work information.

Click "Next"

Please use your personal email address

Complete each required field as indicated.
Your **Social Security Number** is required.

Step 4: Create Unique ID and Password

Step 5: Answer Challenge Questions

Step #3: Create User ID, Password & Security Question/Answer

Step 3 of 3 - Please create User ID and Password. Select a Security Question and provide Answer.

All fields are required unless marked (optional).

Security answer to be used in case you forget your password or you need to unlock your account.

[Cancel](#)

Create a user ID and Password.
(this can be anything you wish)

This is how you will access the training system going forward. Make a note of your login info!

Select security questions and provide answers.

If you forget your User ID or password, you will need to know the answer to the Security Question. Write down this information and keep it safe.

Step 6: Review Registration Summary

New User Registration Summary

Please review your information and make any necessary changes before submitting.

Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access

Application Description : Click Request Access to obtain system access. Provides access to MLMS training.

First Name	Enter Middle Name (optional)	Last Name	Suffix (optional)
Birth Month	Birth Date	Birth Year	
March	30	1969	
Home Address Line 1		Enter Home Address 2 (optional)	
123 Main			
City	State	ZIP Code	Enter ZIP+4 Code (optional)
Pluto	Virginia	23188	
Email Address		Enter Email Address	
Mr141@pm.me			
Phone Number			
553-333-4444			

All fields are required unless marked (optional).

User ID
Enter Password
Confirm Password
Security Question
What is the food you least liked as a child?
Security Answer
Peas
Submit User

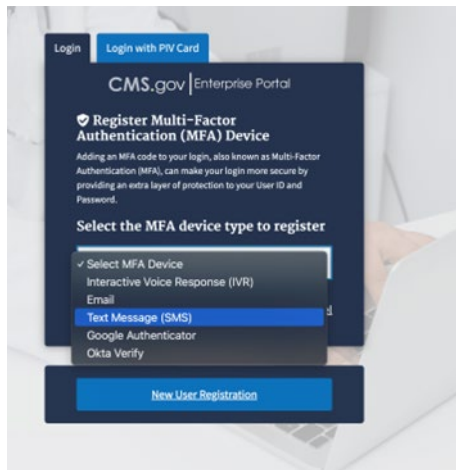
Confirmation

Your User ID has been successfully registered with CMS Enterprise Portal. An email has been sent to your registered email address. You can now [login](#).

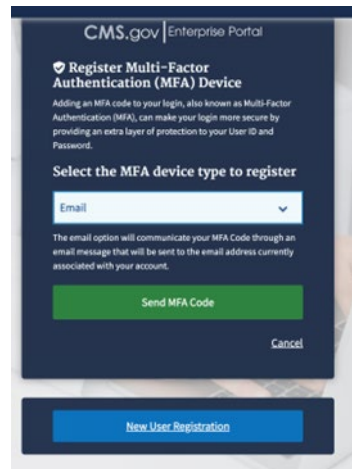
After verifying your information click **Submit User**. The Confirmation page will open, as shown above. Use the **login** link to login to the CMS Secure Portal.

Step 7: Setting up Multi-Factor Authentication (MFA)

Select a device/method from the drop down.



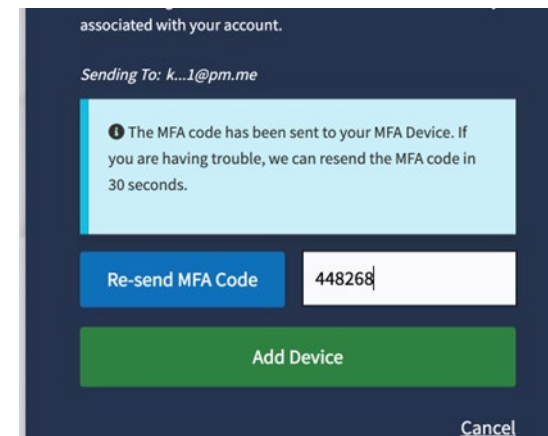
Click "Send MFA Code"



If you use email to validate the MFA code, the code will be sent to the email address you registered your account with.

Enter the code just sent to whichever device you selected

Click "Add Device" to finalize your selection



Important! You will need to use MFA **each time** you log into the CMS Portal. You can click Re-send MFA code if it is not received within about 1 minute.

Request Access to MLMS

Steps to Request Access as Assister

1. Login to **CMS Secure Portal**
2. Select **Request/Add Apps**
3. Search for **FFM/Training**
4. Select **Assister** Role

Step 1: Login to CMS Portal

An official website of the United States government [Here's how you know](#)

CMS.gov | Enterprise Portal

Applications Help About

Login Login with PIV Card

CMS.gov | Enterprise Portal

User ID is a required field

Password

☒ I agree to the [Terms & Conditions](#)

Login

Forgot your [User ID](#) or your [Password](#)?
Need to [unlock](#) your account?

[New User Registration](#)

Input your unique **User ID** and **Password** to gain access to the portal. Check the box to agree to the Terms and Conditions. Then select **Login**

Step 2: Select Request/Add Apps

My Portal ⚙ Add Application

Previous Login: [View](#) [Login](#) [History](#)

Welcome to CMS Enterprise Portal.
Welcome David Root to CMS Enterprise Portal.
You've selected Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access application during your registration. You can request access to this application by clicking [here](#).
You may request access to other applications by selecting "Add Application" button.

[Learn how to add Multi-Factor Authentication \(MFA\) devices via My Profile in the Manage MFA Devices section.](#)

Request Application Access
The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role-related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.
You can review your current roles and pending role requests in [My Access](#).

1 Select an Application ✓ Completed
✓ Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access ✗ Edit

2 Select a Role
Assister

Role Description: Assistants comprise of Navigators, In-Person Assistants (State, Certified Application Counselors and Others (but not Agents/Brokers and Web Brokers), who need access to Federal training for assisting consumers in the Federally-Facilitated Marketplace.

3 Complete Identity Verification

4 Enter Reason for Request

2 Select a Role
Select a Role
Agent Broker Training Access
Assister
MSD Tier 1 Helpdesk
Program Integrity
SBAI Approver
SBAI User

3 Complete Identity Verification
Identity Verification
This role requires an additional level of verification. You will be asked to provide additional information to verify your identity. Please select "Launch" to begin the identity verification process. You will return to the next step below when identity verification is complete.

Launch

Click "Add Application"

Select "Federally-Facilitated Marketplace (FFM) Request for MLMS Training Access"

Select "Assister" from the drop-down menu and hit "Next"

"Access assister training" when asked to give a reason for your request.

To start the ID verification process, Click "Launch"

Step 1: Complete Identity Verification

Step #1: Identity Verification Overview

To protect your privacy, you will need to complete Identity Verification successfully, before requesting access to the selected role. Below are a few items to keep in mind.

1. Ensure that you have entered your legal name, current home address, phone number, date of birth and email address correctly. We will only collect personal information to verify your identity with Experian, an external Identity Verification provider.
2. Identity Verification involves Experian using information from your credit report to help confirm your identity. As a result, you may see an entry called a “soft inquiry” on your Experian credit report. Soft inquiries do not affect your credit score and you do not incur any charges related to them.
3. You may need to have access to your personal and credit report information, as the Experian application will pose questions to you, based on data in their files. For additional information, please see the Experian Consumer Assistance website - <http://www.experian.com/help/>

If you elect to proceed now, you will be prompted with a Terms and Conditions statement that explains how your Personal Identifiable Information (PII) is used to confirm your identity. To continue this process, select 'Next'.

Next

[Cancel](#)

Read the instructions carefully. **Click "Next"**. Then enter all the required **personal information** on the next page (this is the information contained in your credit report).

Before you begin the process of identity verification, we strongly encourage you to download a copy of your free credit report from Experian. If the information you provide does not match the information in the credit report, YOU WILL NOT BE VERIFIED . Your free credit report can be requested at Annualcreditreport.com.

Steps 2 & 3: Complete Identity Verification - Continued

Step #2: Accept Terms & Conditions

OMB No. 0938-1226 | Expiration Date: 09/31/2021 | OMB Re-Certification Pending | [Paperwork Reduction Act](#)

Protecting Your Privacy

Protecting your privacy is a top priority at CMS. We are committed to ensuring the security and confidentiality of the user registering to DEM. Please read the [CMS Privacy Act Statement](#), which describes how we use the information you provide.

Personal information is described as data that is unique to an individual, such as a name, address, telephone number, Social Security Number, and date of birth (DOB). CMS is very aware of the privacy concerns around PII data. In fact, we share your concerns. We will only collect personal information to verify your identity. Your information will be disclosed to Experian, an external authentication service provider, to help us verify your identity. If collected, we will validate your Social Security Number with Experian only for the purposes of verifying your identity. Experian verifies the information you give us against their records. We may also use your answers to the challenge questions and other PII to also identify you in case you forget or misplace your User ID / Password.

HHS Rules of Behavior

We encourage you to read the [HHS Rules of Behavior](#), which provides the appropriate use of all HHS information technology resources for Department users, including Federal employees, contractors, and other system users.

I have read the HHS Rules of Behavior for Privileged User Accounts (addendum to the HHS Rules of Behavior (HHS Rule), document number HHS-OGIO-2013-00030 and dated July 24, 2013), and understand and agree to comply with its provisions. I understand that violations of the HHS Rules of Behavior for Privileged User Accounts or information security policies and standards may lead to disciplinary action and that these actions may include termination of employment, removal or disbarment from work on federal contracts or projects, revocation of access to federal information, information

☒ I agree to the Terms & Conditions

[Back](#) [Next](#) [Cancel](#)

Read the Terms & Conditions, then if you agree check the box and click "Next"

Step #3: Enter Your Information

☐ Please select the checkbox only if you have contacted the Experian Verification Support Services and have successfully been verified. If you have successfully been verified by the Experian Verification Support Services, your personal information on this screen must match what you provided Experian when completing the one-time verification with them to successfully move forward.

Enter your legal first name and last name, as it may be required for identity verification.
All fields are required unless marked (optional).

First Name Middle Name (optional) Last Name Suffix (optional)

Enter Social Security Number Birth Month Birth Date Birth Year

Required field.

Is Your Address US Based?
☒ Yes ☐ No

Home Address Line 1 Enter Home Address Line 2 (optional)

City State ZIP Code Enter ZIP+4 Code (optional)

Phone Number

Email Address Confirm Email Address

Changing your email address will remove any email MFA that you currently have. You can register a new email MFA in "Manage MFA Devices".

☒ Check here if you have read and verified the information above is accurate and complete as required by identity verification.

[Back](#) [Next](#) [Cancel](#)

Enter all the required **personal** information. Social Security Number is a **required** field.

Click "Next"

Be sure you have entered all of your information accurately. Remember to use your home address, **not your work address**. If you use your work information, you will not pass verification and will not be able to access the MLMS so that you can take the training.

Access MLMS

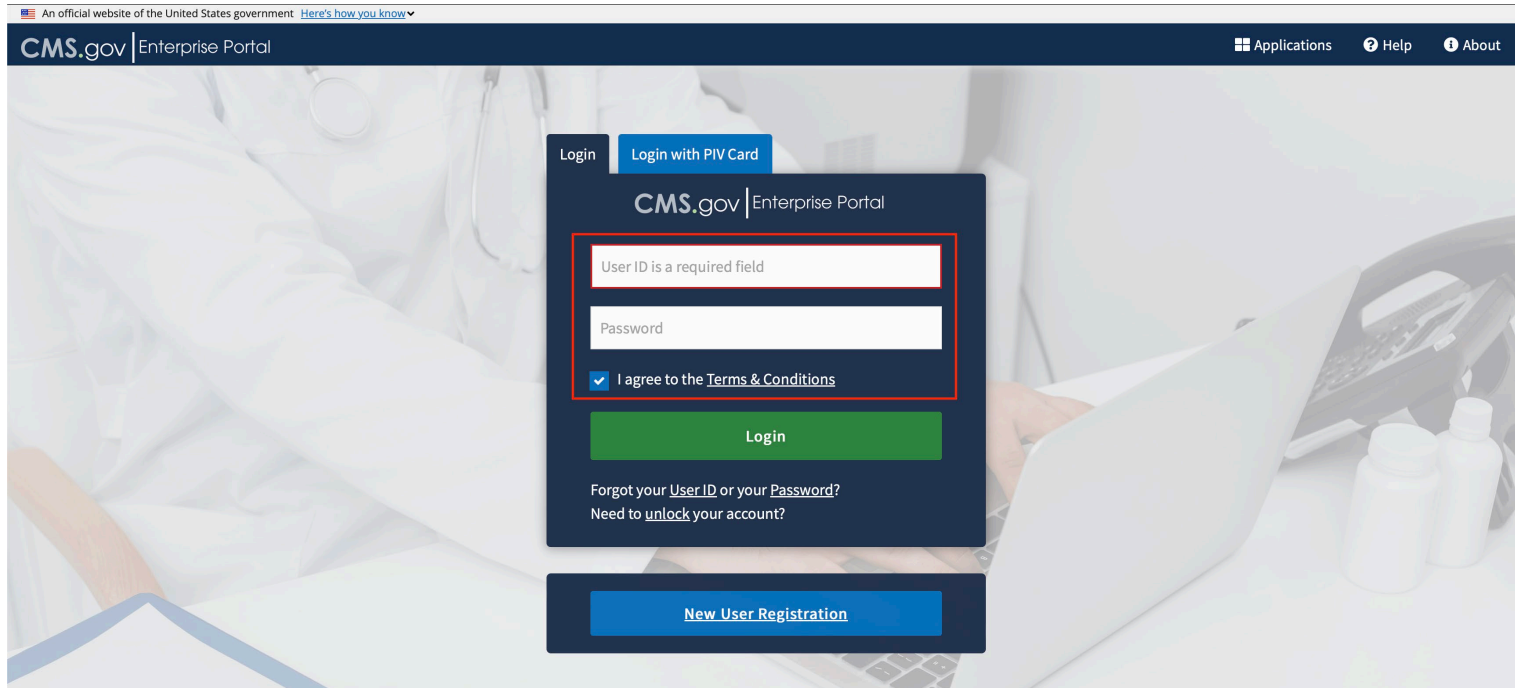
Steps to Access MLMS as Assister

1. Login to **CMS Secure Portal** (<https://portal.cms.gov>)
2. Select **MLMS Training** tile
3. Review information on **Profile Page** and use **Assigned Navigator ID/CAC ID/EAP ID**
4. Access **MLMS Assister Welcome Page**

If you used the MLMS last year, you should already have a CMS Secure Portal ID and password to access MLMS. If not, follow these steps.

Step 1: Login to CMS Portal

Access MLMS



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CMS.gov | Enterprise Portal

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User ID is a required field

Password

☒ I agree to the [Terms & Conditions](#)

Login

Forgot your [User ID](#) or your [Password](#)?
Need to [unlock](#) your account?

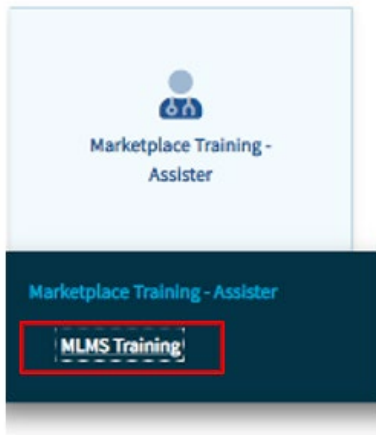
[New User Registration](#)

Enter your User ID, Password,
check the Terms and Conditions
box, and click "**Login**"

If you have forgotten your User ID or password, click the
appropriate link for assistance.

Steps 2 & 3: Select MLMS Training & Complete Profile Fields and Use Assigned ID (Navigators/CACs/EAP/SBE-FP)

After logging in, click the Marketplace Training - Assister tile and then select MLMS Training



Welcome to the Marketplace Learning Management System (MLMS)

IMPORTANT: Navigators, Certified Application Counselors (CACs) and Enrollment Assistance Personnel (EAPs) are required to input an Assister ID Number to access certification training.

This is a 13-digit alphanumeric ID number assigned to you by your:

- Certified Designated Organization (CDO) if you are a CAC.
- Navigator Grant Leadership if you are a Navigator.
- EAP Leadership if you are a EAP.

To access Certification training, ensure that you're inputting a valid Assister ID issued by your CDO, Navigator Grant or EAP Leadership as applicable; and that the First Name and Last Name on your CMS Portal Account matches the First Name and Last Name maintained by your organizations roster of Assisters.

All new and returning Navigators, CACs and EAPs in the Federally-facilitated Marketplaces (FFM) must successfully complete Certification training, among other things to be certified to provide enrollment assistance.

Important: Users in a State-Based Exchange using the Federal Platform (SBE-FP) should access training under the SBE-FP Assister Type.

For troubleshooting with Assister ID Validation, click here: [Training Material](#)

To access the correct Assister certification training, please check all the Assister Types that apply to you and enter each applicable Assister ID number.

<input checked="" type="checkbox"/> CAC	Enter CAC ID UCSD0A#####	<input type="checkbox"/> Navigator	Enter Navigator ID
<input type="checkbox"/> EAP	Enter EAP ID	<input checked="" type="checkbox"/> SBE-FP	Enter SBE-FP ID 33333
<input type="checkbox"/> Other			

[SAVE](#)

If you serve in **multiple roles** (CAC & NAV), be sure to check **each** assister type and enter the corresponding IDs. You will only need to take the training once but you will receive credit for both roles.

When you complete the curriculum the completion date will be transferred **automatically** to HIOS (Navigators), your CAC Roster (CACs), or EAP Leadership. Allow 48 hours for this process to be complete. If you do not have your completion date on your roster, please contact the helpdesk before taking any additional actions.

Step 3: Complete Profile Fields and Use Assigned ID Cont.

Welcome to the Marketplace Learning Management System (MLMS)

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☒ CAC UCSD0A***** ☐ Navigator

☐ EAP ☒ SBE-FP 33333

☐ Other



Select "Save". You will be taken to the Welcome page

IMPORTANT! If you get an error that your ID is not valid, **please check with your organization to ensure you are listed in their system.** Navigators need to be listed in HIOS. CACs and EAPs need to be listed on their organization's Roster in the Organizational Maintenance Web Form. You will not get credit for training if you are not listed!

DO NOT select OTHER for your assister type if you are a Navigator, CAC or EAP! You will not get credit for your training if you do this.

If you are a returning Assister, the field names in red with an asterisk should already contain your ID number. Confirm the information is correct.

Step 4: MLMS Assister Welcome Page



Announcements

Welcome to Federally-facilitated Assister Marketplace LMS

2024 Assister Certification Training on the Marketplace Learning Management System (MLMS) "Go-Dark"

As we prepare to release the 2025 Assister Certification Training, the 2024 Assister Certification Training that is hosted on the Marketplace Learning Management System (MLMS), will be taken offline at 9:00 a.m. (ET) on Friday, July 12, 2024. During this "go-dark" period, assisters will not be able to access the certification training. We anticipate that the 2024 Assister Certification Training will be available later this summer.

Training Instructions

Training Options: The box above lists the training options available to you as an assister.

DUAL Assistants: If you serve in two roles either (CAC and EAP) or (NAV and CAC), please enroll in your first training option, complete that, print your certificate. Then come back and ENROLL in the second training option and complete any missing modules. Your training from the first set of modules will carry over to the second assister type once enrolled in the second type. Once the missing modules (if applicable) are completed, print that second certificate and present both certificates to your Leadership.

In Progress Training: The box to the right lists your current training that you are in the process of completing. [Your detailed transcript page is here.](#) [Your Transcript \(In-Progress Training\)](#)

Certificates: After successfully completing the required Assister Curriculum Training and examinations, you can access your certificate from the Completed Transcript page. Click the hyperlink **Completed Transcript** and select Completed from your status drop-down: [Completed Transcript](#)

PLEASE NOTE! Once completed, your completion date will AUTOMATICALLY transmit to CMS. This will populate on your assister roster. Please allow 24-48 hours for the completion to appear on the Roster. If it has been more than 48 hours and your completion is not visible on the Roster, please contact caquestions@cms.hhs.gov. DO NOT DECERTIFY yourself on the Roster!

If assistance is required during your training, please check out The MLMS Interactive Learning Assistant (MILA). MILA is our Artificial-Intelligence driven chatbot available to assist you with your MLMS questions 24 hours a day, 7 days a week. Click the button [Ask MILA for Help](#).

Visit the Assister Training Resources page

Assister: [Microlearning page](#)

You can access [Microlearning in the MLMS](#) :

[MLMS Microlearning](#)

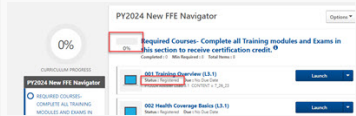
Contact the [MLMS Help Desk](#) for the following:

- Can't print certificate
- Can't find curriculum
- Training not launching
- Modules not advancing

PY2025 Training Update

Py2025 training has been updated. Please ensure you have completed all training modules and exam in the required section. You can check the progress bar and the status of each module.

(Sample image placeholder)



Your Transcript (In Progress Training)

	Status	Action
Py2025 Assister - Other Load 2	In Progress	Open Curriculum
Py2025 Assister - EXAM 002 only	In Progress	Open Curriculum
Py2025 Assister - Other Load 1	In Progress	Open Curriculum
Py2025 002 Health Coverage Basic v1 Exam	Failed	Retake
Py2024 Demo Curriculum Optional v1	In Progress	Inactive

Training Options

[Hiring within the Law](#)

[Py2025 New FFE CAC](#)

This is the MLMS Welcome Landing page.

To return to this page at anytime, select "**Home**" from the menu in the upper right-hand corner..

Steps to Enroll in Curriculum

Step 1: Select Link To Enroll

Select the curriculum title link in Training Options



If you have updated your profile page with the correct Assister type(s) and ID(s), the Curriculum for your assister type(s) will appear automatically in the Training Options widget.

Step 2: Select Open Curriculum

CURRICULUM

Py2025 New FFE CAC

Last Updated 07/11/2022

Details

LOAD 2 PY2023 Assister

[Show More](#)

Contents

13 Trainings

REQUIRED COURSES

ONLINE CLASS 001 Training Overview

ONLINE CLASS 002 Health Coverage Basics

ONLINE CLASS 003 Affordable Care Act Basics

CURRICULUM

PY2024 New FFE CAC LOAD 2

This training is currently unavailable to you. Please select alternative training, or complete prior requirements before requesting this training.

[Open Curriculum](#)

Select "Open Curriculum"

The curriculum will appear, and you can open it directly from this page.

Step 3: Select View Details

Step 4: Select Launch

CURRICULUM PROGRESS

Py20XX New FFE CAC

☐ REQUIRED - COMPLETE ALL TRAINING MODULES AND EXAMS IN THIS SECTION TO RECEIVE CERTIFICATION CREDIT.

☒ OPTIONAL- THIS SECTION IS DEFAULTED TO 100% BECAUSE IT IS NOT REQUIRED.

Py20XX New FFE CAC

Options ▾

20%

REQUIRED - Complete all Training modules and Exams in this section to receive certification credit.
Completed : 2 Min Required : 10 Total Items : 10

View Details

100%

OPTIONAL- THIS SECTION IS DEFAULTED TO 100% BECAUSE IT IS NOT REQUIRED.
Completed : 0 Min Required : 0 Total Items : 4

View Details

Select **View Details**

CURRICULUM PROGRESS

Py20XX New FFE CAC

☐ REQUIRED - COMPLETE ALL TRAINING MODULES AND EXAMS IN THIS SECTION TO RECEIVE CERTIFICATION CREDIT.

☒ OPTIONAL- THIS SECTION IS DEFAULTED TO 100% BECAUSE IT IS NOT

Py20XX New FFE CAC

Options ▾

20%

REQUIRED - Complete all Training modules and Exams in this section to receive certification credit.
Completed : 2 Min Required : 10 Total Items : 10

Py20XX 001_Training_Overview L2
Status : In Progress Due : No Due Date
Course Description Goes Here

Launch ▾

☒ **Py20XX 002_Health_Coverage_Basics L2**
Status : Completed Due : No Due Date
Course Description Goes Here

Launch ▾

Py20XX 002 Health Coverage Basic Exam v1
Status : In Progress Due : No Due Date
This assessment will test your understanding of the concepts presented in this course. You will be presented with various questions and must pass the...

Launch Test ▾

Select **Launch** – the content will open in a new window/tab

Launch and Complete Required Training

1. Once inside the course, select **Right Arrow** to **Advance to the next page of the Training**
2. You must click on **ALL Links** on the screen to move to the next page
3. Simply **Exit** by clicking the Exit button at the end of the course in the learning content window when finished
 - If you need to exit before completing the course, your location will be bookmarked and you can return to this spot when you return to the course. Close the window via the red X in the corner of the browser window.
4. Review **Completion Status** on the launch page. It will say completed.

HINT: The system will log you out after 30 minutes if you do not interact with the screen. You will be required to log back in if you experience a time-out.

Step 1: Click Right Arrow to Advance Training

Course Goal

Regardless of your role or level of experience, customer service is an essential part of your job. You can use the strategies and best practices we'll cover in this course to share information with consumers about the Federally-facilitated Marketplaces (FFMs), answer their health coverage questions, and help consumers select a health plan. A variety of resources are available to help you fulfill your assister duties.

Goal:

This course will help you understand key skills and best practices for successfully interacting with consumers and conducting effective community outreach. This course will also help you understand a range of resources available to both assisters and consumers that help consumers select an appropriate coverage option and enroll in health coverage.

Topics:

By the end of this course, you will understand:

- Setting goals for community outreach.
- Building a strategy for community outreach.
- Strategies for assisting consumers with difficult situations.
- Providing good customer service to consumers with intellectual and developmental disabilities, as well as consumers who are deaf or hard of hearing, and consumers who are blind or have low vision.
- Assisting consumers with LEP.
- Handling consumers experiencing difficult or negative emotions.
- Where to find assister resources.
- Where to seek help for common issues.

Menu Help Glossary Map Resources

Module 1 Page 3 / 3

Be sure to open every link on a page so that the right facing arrow will become available and you can advance to the next page.

Click the arrows to move forward and back through the content.

On the Training course window use the **right arrow** button to advance through the course and the **left arrow** button to return the previous page.

Step 2: Bookmarking


If you are progressing through a course and want to exit before completing it simply close the window. Your page will be bookmarked, and you can restart where you left off.

mlmispilot.csod.com/lms/scorm/clientLMS/LMS3.aspx?rNum=1&aicc_sid=9532mlmispilot&packageId=CourseID-org&q... — X


mlmispilot.csod.com/lms/scorm/clientLMS/LMS3.aspx?rNum=1&aicc_sid=9532mlmispilot&packageId=CourseID-org&q... ..

Course Goal

Regardless of your role or level of experience, customer service is an essential part of your job. You can use the strategies and best practices we'll cover in this course to share information with consumers about the Federally-facilitated Marketplaces (FFMs), answer their health coverage questions, and help consumers select a health plan. A variety of resources are available to help you fulfill your assister duties.


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- Assisting consumers with LEP.
- Handling consumers experiencing difficult or negative emotions.
- Where to find assister resources.
- Where to seek help for common issues.


 Menu


 Help

 Glossary

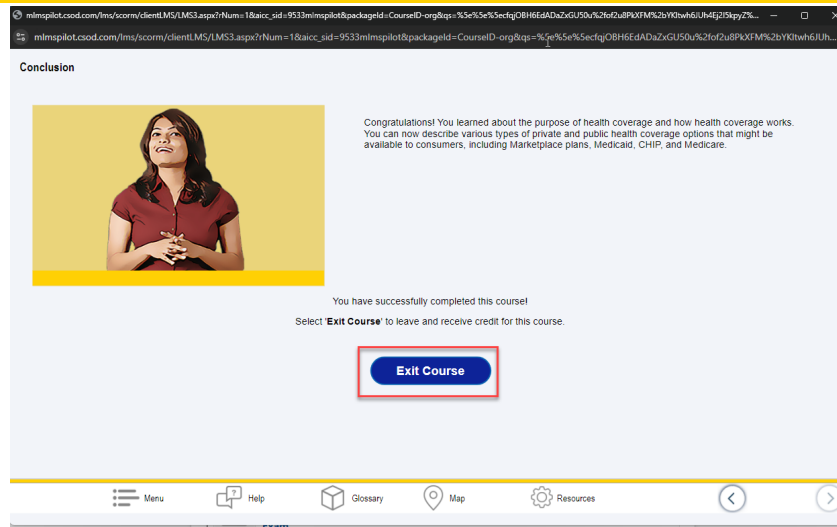
 Map

 Resources

 Module 1
Page 3 / 3





Step 3: Exit Course and Launch Exam



○ REQUIRED - COMPLETE ALL TRAINING MODULES AND EXAMS IN THIS SECTION TO RECEIVE CERTIFICATION CREDIT.

✓ OPTIONAL- THIS SECTION IS DEFAULTED TO 100% BECAUSE IT IS NOT

	Py20XX 002_Health_Coverage_Basics L2 Status : Completed Due : No Due Date Course Description Goes Here	Launch ▾
	Py20XX 002 Health Coverage Basic Exam v1 Status : In Progress Due : No Due Date This assessment will test your understanding of the concepts presented in this course. You will be presented with various questions and must pass the...	Launch Test ▾

Once you complete the training module click the **Exit** button to leave the course. You will then click “**Launch Test**” to take the exam.

Step 3: Review Completion Status

After completing the exam successfully, you will see on the course launch page that Status has changed to Complete.

If you have successfully completed the course and the status hasn't changed, try refreshing your page.

If that still does not work, contact the Help Desk or use the MILA chatbot to start a ticket.

This is where the screenshots can be helpful, you might need to send these to the Help Desk to get credit for your modules.

The screenshot displays the 'Py2025 New FFE CAC' course page. At the top right is an 'Options' dropdown menu. Below it, a progress bar shows '13%' completion, followed by the text 'REQUIRED - Complete all Training modules and Exams in this section to receive certification credit.' and 'Completed : 1 Min Required : 8 Total Items : 8'. A list of training modules follows:

- Py2025_L2_001_Training_Overview.zip**: Status: In Progress, Due: No Due Date. Includes a 'Launch' button.
- Py2025_L2_002_Health_Coverage_Basics.zip**: Status: Completed (highlighted with a red box), Due: No Due Date. Includes a 'Launch' button.

Below the modules, the 'In Progress Training' section states: 'The box below lists your current training that you are in the process of completing. [Your detailed transcript page is here.](#) **In Progress Training**'. The 'Certificates' section explains: 'After successfully completing the required Assister Curriculum Training and examinations, you can access your certificate from the Completed Transcript page. Click the hyperlink **Completed Transcript** and select Completed from your status drop-down: **Completed Transcript**'. It also mentions the 'MLMS Interactive Learning Assistant (MILA)' and includes an 'Ask MILA for Help' button (highlighted with a red box). At the bottom, it says 'Visit the [Assister Training Resources](#) page' and 'Contact the [MLMS Help Desk](#)' (both highlighted with a red box).

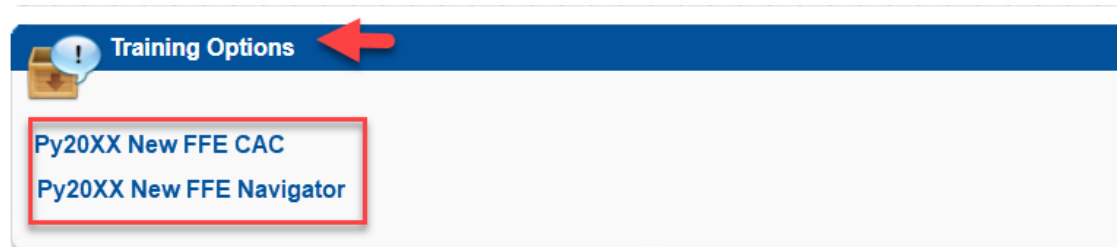
MLMS Help Desk

MLMSHelpDesk@cms.hhs.gov

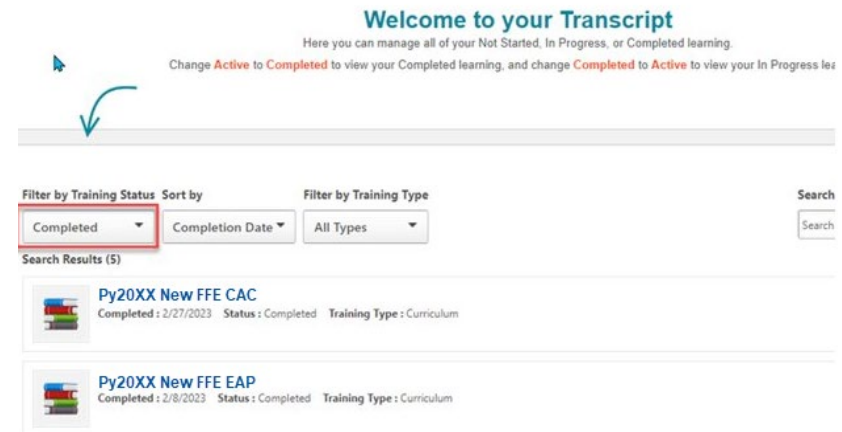
- Can't print your certificate
- Can't find curriculum
- Training is not launching

How to get Credit as Multiple Assister Types (NAV/CAC)

Enroll in one curriculum, complete the courses.



After completing the first curriculum, then **enroll** in the additional training. Next, navigate to the completed section, of your Training Options and print your next certificate. *(you will not need to complete both types of training)*




You will be credited for prior course completion. If taking similar curriculum (e.g., New CAC/New Navigator) you can navigate to the “Completed” section of the transcript. If taking a different version of training (e.g., New Navigator/Returning CAC) in the “Active” section of transcript you must complete the remaining required courses to receive credit.

Print Certificate

1. Select **Your Transcript**
2. Find Completed Curriculum
3. Print Certificate

Step 1: Select Completed Transcript

Step 2: Select View Certificate from Drop-down

 Health Insurance Marketplace

Announcements

Welcome to Federally-facilitated Assister Marketplace LMS

2024 Assister Certification Training on the Marketplace Learning Management System (MLMS) "Go-Dark"

As we prepare to release the 2025 Assister Certification Training, the 2024 Assister Certification Training that is hosted on the Marketplace Learning Management System (MLMS), will be taken offline at 9:00 a.m. (ET) on Friday, July 12, 2024. During this "go-dark" period, assisters will not be able to access the certification training. We anticipate that the 2024 Assister Certification Training will be available later this summer.

Training Instructions

Training Options: The box above lists the training options available to you as an assister

DUAL Assistants: If you serve in two roles either (CAC and SAP) or (NAV and CAC), please enroll in your first training option, complete that, print your certificate. Then come back and ENROLL in the second training option and complete any missing modules. Your training from the first set of modules will carry over to the second assister type once enrolled in the second type. Once the missing modules (if applicable) are completed, print that second certificate and present both certificates to your Leadership.

In Progress Training: The box to the right lists your current training that you are in the process of completing. [Your detailed transcript page is here.](#) [Your Transcript \(In-Progress Training\)](#)

Certificates: After successfully completing the required Assister Curriculum Training and examinations, you can access your certificate from the Completed Transcript page. Click the hyperlink **Completed Transcript** and select Completed from your status drop-down.

PLEASE NOTE! Once completed, your completion date will AUTOMATICALLY transmit to CMS. This will populate on your assister roster. Please allow 24-48 hours for the completion to appear on the Roster. If it has been more than 48 hours and your completion is not visible on the Roster, please contact caquestions@cms.hhs.gov. DO NOT DECERTIFY yourself on the Roster!

If assistance is required during your training, please check out The MLMS Interactive Learning Assistant (MILA). MILA is our Artificial-Intelligence driven chatbot available to assist you with your MLMS questions 24 hours a day, 7 days a week. Click the button [Ask MILA for Help](#)

Visit the Assister Training Resources page

Assister: Microlearning page

You can access Microlearning in the MLMS:

[MLMS Microlearning](#)

Contact the MLMS Help Desk for the following:

- Can't print certificate
- Can't find curriculum
- Training not launching
 - Modules not advancing
- Can't take exams
- System not recording progress

- Under Training Instruction click "Completed Transcript"
- Then select "Completed" from the drop-down menu.
- Then Select "View Certificate".

Filter by Training Status Sort by Filter by Training Type

Completed ▾ Completion Date ▾ All Types ▾

Active

✓ Completed

Archived

Removed

New FFE Navigator

1 : 8/1/2022 Status : Completed

View Completi... ▾

View Completion Page

View Certificate

Open Curriculum

View Training Details

Move to Archived Transcript

Step 3: Print Certificate

Federally Certified Marketplace Navigator



Health Insurance Marketplace

First Last

Organization

Navigator ID

Acquired on: MM/DD/YYYY

Expired on: MM/DD/YYYY

The United States Department of Health and Human Services recognizes **Navigator First Last** of **Navigator Grantee Organization** as a federally-certified Marketplace Navigator, certified to assist consumers in understanding new programs, taking advantage of consumer protections, and navigating the health insurance system to find the most affordable coverage that meets the consumer's needs.

Completion of the Navigator Curriculum may not fulfill the requirements to serve as Navigator under state law. To be fully certified as a federally-certified Navigator, individuals must also meet any licensing, certification, or other standards prescribed by the State, if applicable, so long as such standards do not prevent the application of the provisions of title I of the Affordable Care Act.

Please consult with your state's Department of Insurance to ensure you are in compliance.


Jeffrey D. Grant

Deputy Director for Operations
Center for Consumer Information & Insurance Oversight
Centers for Medicare & Medicaid Services

Relaunch Completed Course

1. Navigate to "Completed" section of Transcript
2. Select "View Training Details" from "View Completion" drop-down.
3. Click "Launch" for the course you would like to take.

Step 1: Find the curriculum to re-take

 Health Insurance Marketplace

Announcements

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In Progress Training: The box to the right lists your current training that you are in the process of completing. [Your detailed transcript page is here.](#) [Your Transcript \(In-Progress Training\)](#)

Certificates: After successfully completing the required Assister Curriculum Training and examinations, you can access your certificate from the Completed Transcript page. Click the hyperlink Completed Transcript and select Completed from your status drop-down **Completed Transcript**

PLEASE NOTE! Once completed, your completion date will AUTOMATICALLY transmit to CMS. This will populate on your assister roster. Please allow 24-48 hours for the completion to appear on the Roster. If it has been more than 48 hours and your completion is not visible on the Roster, please contact caquestions@cms.hhs.gov. DO NOT DECERTIFY yourself on the Roster!

If assistance is required during your training, please check out The MLMS Interactive Learning Assistant (MILA). MILA is our Artificial-Intelligence driven chatbot available to assist you with your MLMS questions 24 hours a day, 7 days a week. Click the button **Ask MILA for Help**

Visit the Assister Training Resources page

Assister: Microlearning page

You can access Microlearning in the MLMS:

MLMS Microlearning

Contact the MLMS Help Desk for the following:

- Can't print certificate
- Can't find curriculum
- Training not launching
 - Modules not advancing
- Can't take exams
- System not recording progress

Select "Completed Transcript"

Filter by Training Status Sort by Filter by Training Type

Completed Completion Date All Types

Active

✓ Completed

Archived

Removed

New FFE Navigator

8/1/2022 Status : Completed

Next Select "Completed"

Be sure to change the filter to **Completed** in order to find the curriculum you wish to re-take.

Step 2: Select the course and View Training Details

The screenshot displays a training management interface. At the top, there are three filter sections: 'Filter by Training Status' with a dropdown set to 'Completed', 'Sort by' with a dropdown set to 'Completion Date', and 'Filter by Training Type' with a dropdown set to 'All Types'. To the right is a 'Search by Keyword' search bar. Below these filters, it says 'Search Results (2)'. Two results are listed. The first result is 'Py20XX New FFE Navigator' with completion date '10/24/2022', status 'Completed', and training type 'Curriculum'. The second result is 'Py20XX New FFE CAC', also with completion date '10/24/2022', status 'Completed', and training type 'Curriculum'. For each result, there is a 'View Completion...' button. The dropdown menu for the second result is open, showing options: 'View Completion Page', 'View Certificate', 'Open Curriculum', 'Evaluate', and 'View Training Details'. The 'View Training Details' option is highlighted with a red box.

Select "View Training Details"

This will allow you to review the content for a quick refresher

Step 3: Open the details page and click Launch

Curriculum					
Select A Training View					
<input checked="" type="radio"/> All Training <input type="radio"/> Activated Training <input type="radio"/> Not Activated Training <input type="checkbox"/> Check to sort by due date (uncheck box to return to default view)					
TITLE (CLICK ON ⓘ TO SEE COURSE DESCRIPTION)	TYPE	DUE DATE	EXCUSED	STATUS	OPTIONS
Required Training Modules (Min. required: 15) ⓘ					
001 Training Overview	Section				
002 Health Coverage Basics	Online Class	None	No	Registered	Launch
002 Health Coverage Basics Exam	Online Class	None	No	Registered	Launch
003 Affordable Care Act Basics	Test	None	No	In Progress	Launch Test
003 Affordable Care Act Basics Exam	Online Class	None	No	Registered	Launch
004 Privacy Security and Fraud Prevention Standards	Test	None	No	In Progress	Launch Test
004 Privacy Security and Fraud Prevention Standards Exam	Online Class	None	No	Registered	Launch
005 Marketplace Application Essentials	Test	None	No	Registered	Launch Test
005 Marketplace Assister Essentials Exam	Online Class	None	No	Registered	Launch
006 Serving Select Population Groups and Communities	Test	None	No	Registered	Launch Test
006 Serving Select Population Groups and Communities Exam	Online Class	None	No	Registered	Launch
007 Cultural Competence and Language Assistance	Test	None	No	Registered	Launch Test
007 Cultural Competence and Language Assistance Exam	Online Class	None	No	Registered	Launch
008 Working with Individuals with Disabilities	Test	None	No	Registered	Launch Test
008 Working with Consumers with Disabilities Exam	Section				
Optional Training Modules (Min. required: 0) ⓘ					
009 Customer Service Standards and Community Outreach	Online Class	None	No	Registered	Launch
009 Customer Service Standards and Community Outreach Exam v2	Test	None	No	Registered	Launch Test
010 Coverage to Care Assistance	Online Class	None	No	Registered	Launch
010 Coverage to Care Assistance Exam	Test	None	No	Registered	Launch Test
011 Complex Application Issues	Online Class	None	No	Registered	Launch
011 Complex Application Issues Exam	Test	None	No	Registered	Launch Test

Select "Launch" or
"Launch Test"

Take the course or exam as normal when it is launched

Assister Evaluation

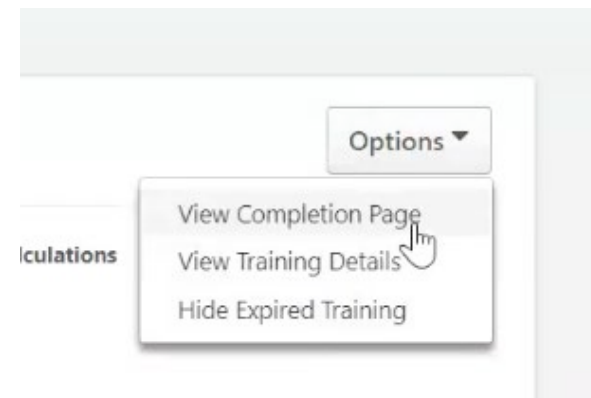
1. Complete Curriculum
2. Launch Evaluation (survey)

Step 1: Select Launch and Begin Evaluation

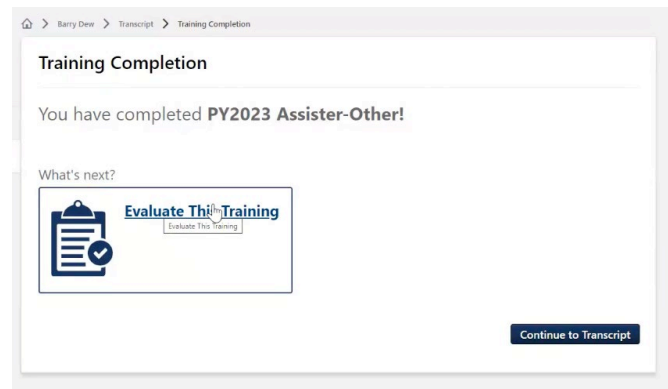
After completing the curriculum and exams,
you have the option to evaluate the learning content

Click the **Options** drop
down menu

Click "**View Completion
Page**"



Click "**Evaluate this
Training**"



This is an opportunity to provide your thoughts and opinions about how to
improve the training.

Step 2: Complete the Evaluation

Assister Feedback

Question 1 .

Select the Assister roles you will be performing this year. (Select as many as applicable.)

- ☐ FFE Certified Application Counselor
- ☐ FFE Navigator
- ☐ FFE Enrollment Assistance Personnel
- ☐ Returning FFE Certified Application Counselor
- ☐ Returning FFE Navigator
- ☐ Returning FFE Enrollment Assistance Personnel
- ☐ SBE-FP
- ☐ Other

Question 9 .

Please list additional topics you'd like to see discussed on the annual certification training on the MLMS (in 250 characters or less)

Save / Return Later

Submit Final Answers

Answer the questions

Submit your answers or save to come back and complete it at a later date.

The **Evaluation** is launched to allow course feedback. Read the questions and answer accordingly.

Complete Optional Training

Each of the Assister curriculum modules contain *optional* courses. If you choose to take the optional courses simply navigate to the optional section and launch the courses.

Launch the optional courses just like all the other courses. You can take individual courses or all courses. *Note: These courses are not mandatory.*

Py20XX New FFE CAC

Options ▾

100%
OPTIONAL- THIS SECTION IS DEFAULTED TO 100% BECAUSE IT IS NOT REQUIRED.
Completed : 0 Min Required : 0 Total Items : 4

CURRICULUM PROGRESS

Py20XX New FFE CAC

☐ REQUIRED - COMPLETE ALL TRAINING MODULES AND EXAMS IN THIS SECTION TO RECEIVE CERTIFICATION CREDIT.

☒ **OPTIONAL- THIS SECTION IS DEFAULTED TO 100% BECAUSE IT IS NOT**

Py20XX 009_Customer_Service_Standards_and_Community_Outreach L2
Status : Registered Due : No Due Date
Course Description Goes Here

Launch ▾

Py20XX 009_Customer_Service_Standards_and_Community_Outreach Exam
Status : Registered Due : No Due Date
Welcome the Assessment for : Coverage to Care Assistance Coverage to Care (C2C) is an initiative, developed by the Centers for Medicare & Medicaid...

Launch Test ▾

Resources

Help Desk Information

MLMS Help Desk

Email: MLMSHelpDesk@cms.hhs.gov

- Can't print your certificate
- Can't find curriculum
- Training is not launching

CAC Questions Help Desk

Email: cacquestions@cms.hhs.gov

- Error message; CAC ID not valid
- Issues that cannot be resolved by the other help desks

Manual ID Verification Help Desk

- You have provided your **personal** information during the identity verification process, but the system cannot identify you. Please contact the Marketplace Service Desk (MSD) for further assistance at 1-855-267-1515

CMS Enterprise Portal Help Desk

Email: CMS_FEPS@CMS.hhs.gov

- Phone: 855-267-1515
- User ID / Password Issues
- No access to MLMS

Navigators

Email: navigatorgrants@cms.hhs.gov

For any other issues, or if you cannot get your issue resolved, please email your project officer

EAP Help Desk

- Email: eapquestions@cms.hhs.gov
- Error message; EAP ID not valid
- Issues that cannot be resolved by the other help desks

Include the following information:

- Screenshot(s) of issue
- Device and Browser

Resources

Quick Reference Guides

Quick Reference Guides are available on CMS.gov under in-person assisters, training-webinars

<https://www.cms.gov/marketplace/in-person-assisters/training-webinars/training.html>

You can also find supporting materials and help here:

REGTAP: For job aids, FAQ documents, reference guides, and pre-recorded webinar demonstrations, please visit

[REGTAP | Registration for Technical Assistance Portal \(cms.gov\)](#)