



New Agents' and Brokers' Guide to Plan Year 2024 Marketplace Registration and Training

This resource is an overview of the plan year 2024 Health Insurance Marketplace registration and training process for “new” agents and brokers who did not complete plan year 2023 registration and training and are required to take the full Individual Marketplace training for plan year 2024. Follow these steps:



Note: If you already have a CMS Enterprise Portal account, you should not create a new one. Click [here](#) for more information.

Step One | Create an Account on the Centers for Medicare & Medicaid Services (CMS) Enterprise Portal

- » Navigate to the [CMS Enterprise Portal](#) and select **New User Registration**.
- » Under the **Choose Your Application** drop-down menu, select the **Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access** option.
- » Complete the steps as prompted to create an account.
- » You will receive an email at the address you listed in your account, notifying you of your successful account creation.

Step Two | Request the Federally-facilitated Marketplace (FFM) Agent Broker Role

- » Log in to the [CMS Enterprise Portal](#) and on the **My Portal** page, click the **Add Application** button to access the Application Catalog.
- » Enter “Fed” or “Fe” into the **Access Catalog** search bar and select **Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access**. Click **Next**.
- » On the following webpage, select the **Agent Broker Training Access** role from the drop-down menu and click the **Next** button.

Step Three | Complete Remote Identity Proofing

- » After requesting the **Agent Broker Training Access** role, you will be prompted to complete identity proofing.
- » Read the instructions and then click **Next** to begin the identity verification process.
- » Enter and confirm your information and answer identity verification questions. You will then be asked to log out and log back in to the [CMS Enterprise Portal](#).
- » If your information cannot be verified remotely (i.e., electronically), the CMS Enterprise Portal will provide you with a phone number and code to confirm your identity directly with Experian, CMS’ identity proofing vendor.



Note: If you have completed identity proofing in the past, you will not need to complete it again.

Step Four | Complete your MLMS Profile

- » Log in to the [CMS Enterprise Portal](#). Click on the **Marketplace Training - Agent Broker** tile to display all available links and select the **MLMS Training** link.



- » Enter all applicable information in your MLMS profile. The MLMS profile fields will be customized based on the user role you selected.
 - Select one of these user roles: 1) **Marketplace Agent Broker**; or 2) **Not an Agent Broker**.
- » The information you use to complete your MLMS profile will be used to populate [Find Local Help](#) at [HealthCare.gov](#) and [Help On Demand](#) so consumers, small employers, and small business employees can find you for assistance.
- » Once you have verified and saved your role, business and/or professional contact information click **Save/Update**, then **Next** to complete your MLMS profile.



Note: If applicable to your user role (i.e., all roles noted above, except the **Not an Agent Broker** option), make sure that you enter your National Producer Number (NPN) correctly. NPN numbers are unique for Individual, Business and Web-Based Entity profiles. Entering an inaccurate Individual NPN and/or copying an Individual NPN into the Business and Web-Based Entity fields may result in denial of compensation or credit by issuers for assisting consumers with enrolling in a Marketplace plan.

Step Five | Complete Training through the MLMS or an HHS-approved Vendor

- » On the [CMS Enterprise Portal](#), click the **Marketplace Training - Agent Broker** tile to display all available links.
- » Select the **MLMS Training** link and follow the steps one through three from the MLMS Landing page to enroll in and complete the training curriculum of your choice – either for the Individual Marketplace, SHOP, or both.
 - If you choose to complete training through the HHS-approved vendor, you must access their training via the CMS Enterprise Portal. You cannot go directly to vendor’s website to access the training content.
 - Select the “Access Training” link for the vendor and the CMS Enterprise Portal will redirect you to their website.
 - Once you complete training through the HHS-approved vendor, you will be directed to log back in to the CMS Enterprise Portal to complete registration, including signing the applicable Marketplace Agreement(s) on the MLMS.

Step Six | Execute the Applicable Agreement(s) on the MLMS

- » Once you have updated your MLMS profile and completed training through the MLMS, you must launch, read, and select the **I Agree** button for all applicable Agreement(s).

Step Seven | Confirm Registration Status and Print Certificate

- » If you have completed all steps, you can select **Print Certificate(s)** from the MLMS Landing page and follow step three below.
- » After executing the Agreement(s), you can confirm your registration status on the [Agent and Broker Marketplace Registration Tracker](#) page. Review this page to confirm you have completed all registration steps.
 - Your information may take one to two business days to appear on the Agent and Broker Marketplace Registration Tracker.
- » Confirm that your information appears on the [Agent and Broker FFM Registration Completion List \(RCL\)](#).
 - Your information may take one to two business days to appear on the RCL.
 - It may take up to three business days to appear on [Find Local Help](#).
 - If your NPN does not appear on the RCL for plan year 2024, send an email to: FFMProducer-AssisterHelpDesk@cms.hhs.gov for assistance.



Returning Agents' and Brokers' Guide to Plan Year 2024 Marketplace Registration and Training

This resource provides an overview of the plan year 2024 Health Insurance Marketplace registration and training process for **returning** agents and brokers who completed plan year 2023 registration and training. Returning agents and brokers who participated in the Individual Marketplace in plan year 2023 are eligible to take the shorter **Training for Returning Agents and Brokers** for plan year 2024. Follow these steps:

Step One | Update Your MLMS Profile

- » Log in to the [CMS Enterprise Portal](#). If you have forgotten your User ID or password, click [here](#) for guidance to avoid creating a duplicate account.
- » Click on the **Marketplace Training - Agent Broker** tile to display all available links and select the **MLMS Training** link.
- » Enter all applicable information in your MLMS profile. The MLMS profile fields will be customized based on the user role you selected.
 - Select one of these user roles: 1) **Marketplace Agent Broker**; or 2) **Not an Agent Broker**.
- » The information you use to complete your MLMS profile will be used to populate [Find Local Help](#) at [HealthCare.gov](#) and [Help On Demand](#) so consumers, small employers, and small business employees can find you for assistance.
- » Once you have verified and saved your role, business and/or professional contact information select **Save/Update**, then **Next** to complete your MLMS profile.



Note: If applicable to your user role (i.e., all roles noted above, except the Not an Agent Broker option), make sure that you enter your National Producer Number (NPN) correctly. NPN numbers are unique for Individual, Business and Web-Based Entity profiles. Entering an inaccurate Individual NPN and/or copying an Individual NPN into the Business and Web-Based Entity fields may result in denial of compensation or credit by issuers for assisting consumers with enrolling in a Marketplace plan.

Step Two | Complete Training for Returning Agents and Brokers through the MLMS or via an HHS-approved Vendor

- » On the [CMS Enterprise Portal](#), click on the **Marketplace Training - Agent Broker** tile to display all available links and select the **MLMS Training** link.
 - Returning agents and brokers participating in plan year 2024 training and registration for the Individual Marketplace will be automatically enrolled in **Training for Returning Agents and Brokers**, but can enroll in additional curricula, such as the SHOP curriculum or the full Individual Marketplace training, as desired.
- » Once you've selected the **MLMS Training** link, follow steps one through three from the MLMS Landing page to enroll in and complete the training curriculum of your choice – either for the Individual Marketplace, SHOP, or both.
- » If you chose to complete training through the HHS-approved vendor, you must access their training via the CMS Enterprise Portal. You cannot go directly to vendor's website to access the training content.
- » Select the "Access Training" link for the vendor and the CMS Enterprise Portal will redirect you to their website.



- » Once you complete training through the HHS-approved vendor, you will be directed to log back in to the CMS Enterprise Portal to complete registration, including signing the applicable Marketplace Agreement(s) on the MLMS.

Step Three | Execute the Applicable Agreement(s) on the MLMS

- » Once you have updated your MLMS profile and completed training through the MLMS, you must launch, read, and select the **I Agree** button for all applicable Agreement(s).

Step Four | Confirm Registration Status and Print Certificate

- » If you have completed all steps, you can select **Print Certificate(s)** from the MLMS Landing page and follow step three below.
- » After executing the Agreement(s), you can confirm your registration status on the [Agent and Broker Marketplace Registration Tracker](#) page. Review this page to confirm you have completed all registration steps.
 - Your information may take one to two business days to appear on the Agent and Broker Marketplace Registration Tracker.
- » Confirm that your information appears on the [Agent and Broker FFM Registration Completion List \(RCL\)](#).
 - Your information may take one to two business days to appear on the RCL.
 - It may take up to three business days to appear on [Find Local Help](#).
 - If your NPN does not appear on the RCL for plan year 2024, send an email to: FFMProducer-AssisterHelpDesk@cms.hhs.gov for assistance.