

# Launch of Plan Year 2019 FFM Assister Training

*FFM PY2019 Assister  
Training*

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July 11, 2018*



# Agenda

- Objectives
- State Certification and Training Requirements in FFM States
- Certification Requirements for FFM Assistants
- What's New in MLMS
- Summary of Steps to Certification Completion
- Demonstration of Processes
- Help Desk Support Resources



# Objectives

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

- Understand the training, certification, and recertification process
- Prepare your computer system
- Identify the steps to create a new Enterprise Portal account
- Login to CMS and request access to MLMS
- Enroll into the appropriate Assister curriculum
- Complete training
- Print a training completion certificate
- Re-launch Course
- Complete Feedback
- Locate additional resources



# State Certification and Training Requirements in FFM States

- In addition to being aware of the federal training and certification requirements, assisters should be aware that 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.

# Certification Requirements for FFM Assisters

- FFM assisters are required to complete CMS training courses and assessments to satisfy federal training requirements (in addition to all other necessary requirements for certification) prior to being certified to provide consumer assistance in a FFM:
  - **All FFM Navigators and in-person assisters** must complete the **4** online required Navigator Curriculum courses and their corresponding **assessments** with an **80% pass rate**. **7** additional optional courses and an optional feedback assessment have been added to the curriculum.
  - **All FFM certified application counselors (CACs)** must complete the **4** online CAC Curriculum courses and their corresponding assessments with an **80% pass rate**. All other courses are optional but recommended for CACs to review.\*

**Assisters must fulfill all training and certification requirements by the applicable deadline, and are strongly encouraged to complete these requirements prior to Open Enrollment, which begins November 1, 2018.**

\* See slide 107 for instructions on how to enroll in optional courses.

# What's New in the MLMS?

- New Curricula Configuration and Certificates for Assister Training
  - All Assister Curricula will be the same for the foreseeable future
- Added feature that will alert learners if Pop-up blockers are enabled
  - Pop Up blockers should not be enabled when taking training in the MLMS. Pop-up's are “Always allowed”

# Steps to Certificate Completion

- 1. Prepare your system**
2. Log in to CMS Portal (or Obtain an Enterprise Portal ID)
3. Access MLMS
4. Enroll in Curriculum
5. Complete appropriate training
6. Print certificate



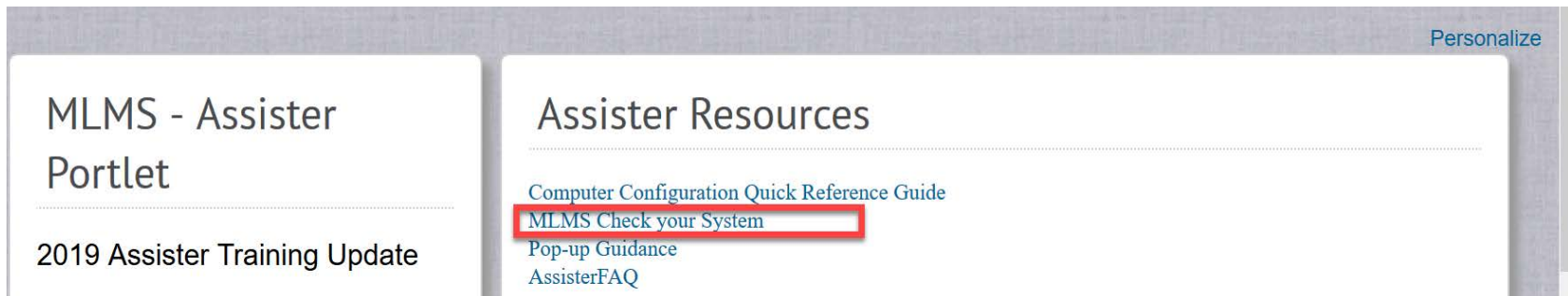
# Preparing Your System – Pre-Login

1. JavaScript needs to be enabled for successful use of the Enterprise Portal.
  - <http://enable-javascript.com/>
2. Download latest version of Adobe Flash
  - <https://get.adobe.com/flashplayer/>
  - Follow the onscreen instructions. (You do not need to select the antivirus software. That is a personal preference.)
3. Allow Pop-up windows for the following URL
  - Open up your browser (Firefox, Chrome, or IE).
  - Firefox instructions: From the toolbar select, **Tools -> Options-> Content -> Exceptions** and then, type **portal.cms.gov** in the **Address of website** field.
  - If your version is different, use the support link listed below for pop-up blockers [Chrome Instructions](#) / [Firefox Instructions](#) / [Internet Explorer](#)



# Preparing Your System – Post Login

1. Once you are logged in to the MLMS\*, you can verify that your computer is ready, by clicking the **MLMS Check your System** link from the MLMS Assister Portlet, under **Assister Resources**.



**\*Note:** The steps for logging in to the MLMS are found in this presentation starting on slide 20.

# Preparing Your System

2. Below is an example of the information you might see when clicking the MLMS **Check your System Configuration** link. Use this information as a guide to modify your computer/laptop settings (if necessary) to have an ideal training experience. If submitting a ticket to the help desk for technical help, complete these steps first and provide a screen shot of your system results for faster assistance.

## MLMS Check your System

The following browser compatibility tests represent the minimum and recommended settings that will allow you to view the majority of MLMS courseware in your internet browser.

	Recommended Settings	Your System Results
1 Javascript Status	Enabled	JavaScript is Enabled
2 Internet Browser	Firefox,Chrome,Internet Explorer	Firefox (60)
3 Screen Resolution	1024 x 768	1280 x 720
4 Pop-Up Blocker	Not Blocked	Not Blocked
5 Cookies Enabled	Yes	Yes



# Steps to Certificate Completion

1. Prepare your system
2. **Log in to CMS Portal (or Obtain an Enterprise Portal ID)**
3. Access MLMS
4. Enroll in Curriculum
5. Complete appropriate training
6. Print certificate



# Register for CMS Portal and MLMS

If you have never logged into the MLMS or obtained a CMS Portal ID, the following instructions outline the steps.

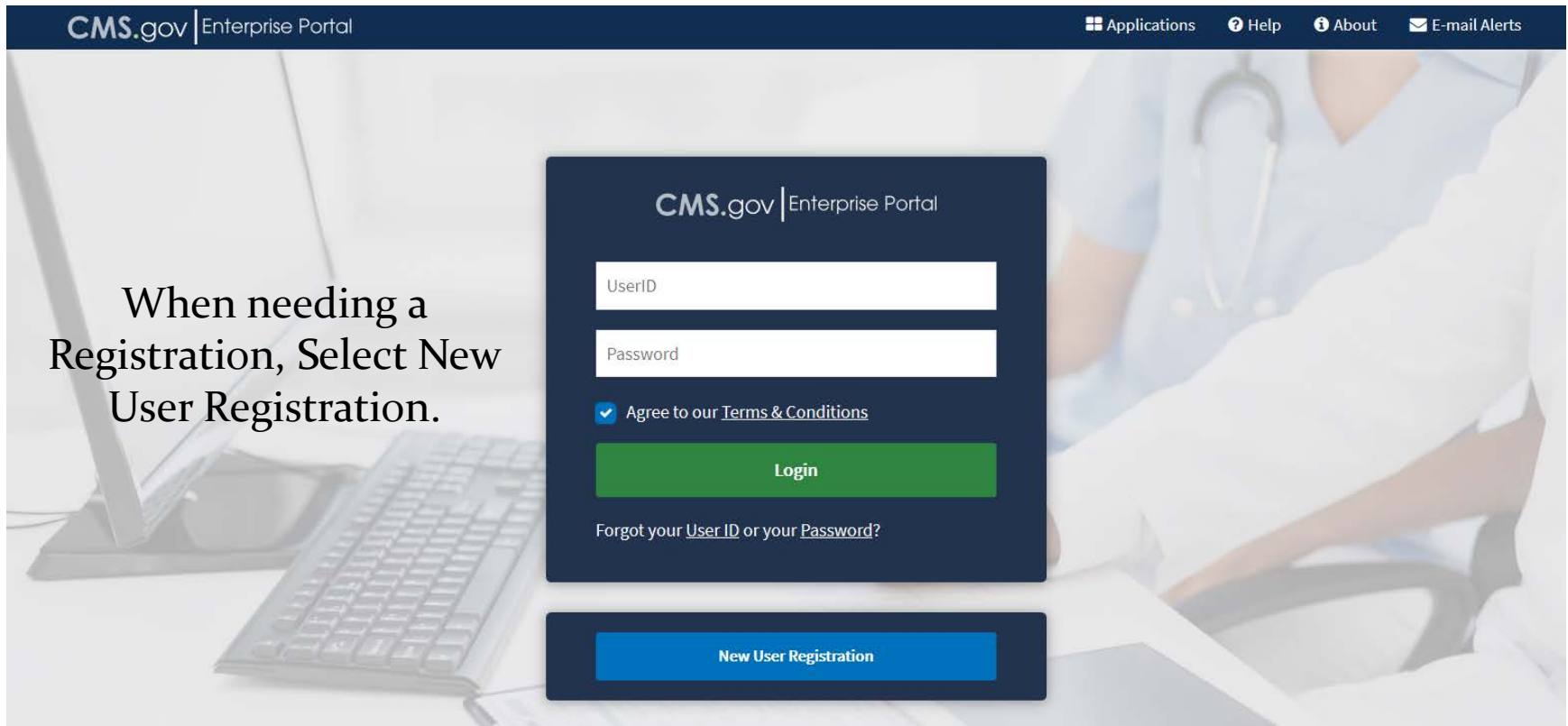
There are two groups of steps to getting started. First you **Register for a CMS Portal ID**. Secondly, after you have your ID, **you log in to the CMS Portal and request access to the MLMS**. When you have completed these steps you are ready to log in to the MLMS.

# Creating Enterprise Portal ID Steps

1. Select the **New user Registration** Link
2. Select the MLMS from the Application drop down
3. Review and accept the terms and conditions and select **Next**
4. Enter all **\*required\*** profile information, and select **Next**
5. Create a unique user ID and password
6. Select three challenge questions and provide answers
7. Select the **OK** button to complete the procedure



# New User Registration



The screenshot shows the CMS.gov Enterprise Portal interface. At the top, there is a dark blue header with the CMS.gov logo and 'Enterprise Portal' text on the left, and navigation links for Applications, Help, About, and E-mail Alerts on the right. The main content area features a dark blue login box with the CMS.gov logo and 'Enterprise Portal' text. Inside this box are input fields for UserID and Password, a checkbox for 'Agree to our Terms & Conditions', a green 'Login' button, and a link for 'Forgot your User ID or your Password?'. Below the login box is a separate blue button labeled 'New User Registration'. To the left of the login box, there is a text overlay: 'When needing a Registration, Select New User Registration.' The background of the page shows a blurred image of a healthcare professional in scrubs with a stethoscope, working at a computer.

CMS.gov | Enterprise Portal

Applications Help About E-mail Alerts

When needing a Registration, Select New User Registration.

CMS.gov | Enterprise Portal

UserID

Password

☒ Agree to our [Terms & Conditions](#)

Login

[Forgot your User ID or your Password?](#)

New User Registration

The CMS Enterprise Portal is the entry point for CMS assister training. If you do not have a CMS Enterprise Portal account, you must first create one.

# Step 1: Choose Your Application, and Agree to Terms and Conditions

**CMS.gov** | Enterprise Portal

Applications Help About E-mail Alerts

## Step #1: Choose Your Application

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

**MLMS: Marketplace Learning Management System**

### 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. Unauth... prohibited and are subject to prosecution under the Comput... the [HHS Rules of Behavior](#).

☒ I agree to the terms and conditions

**Next** Cancel

**Select MLMS: Marketplace Learning Management System**

**Select checkbox for, I agree to the terms and conditions**

**Select Next**

Once you have selected your application, MLMS, agree to the terms and conditions and select next

# Step 2: 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

Back

Next

Cancel

Populate all required  
fields and then select  
**Next**

Make sure you complete each field as indicated then select **Next**.  
You do not need to complete the **Social Security Number** field.



# Step 3: Create Unique ID and Password Answer Challenge Questions

## Step #3: Create User ID, Password & Challenge Questions

Step 3 of 3 - Please create User ID and Password, Select Challenge questions and provide answers.

<input type="text" value="Enter User ID"/>	
<input type="password" value="Enter Password"/>	<input type="password" value="Enter Confirm Password"/>
<input type="text" value="Select Challenge Question #1"/>	<input type="text" value="Enter Challenge Question #1 Answer"/>
<input type="text" value="Select Challenge Question #2"/>	<input type="text" value="Enter Challenge Question #2 Answer"/>
<input type="text" value="Select Challenge Question #3"/>	<input type="text" value="Enter Challenge Question #3 Answer"/>
<input type="button" value="Back"/>	<input type="button" value="Next"/> <input type="button" value="Cancel"/>

If you forget your User ID or password, you will need to know the answer to these questions. Write the answers down and keep them safe. Enter all information and select **Next**.

# Step 4: Registration Summary

## Registration Summary

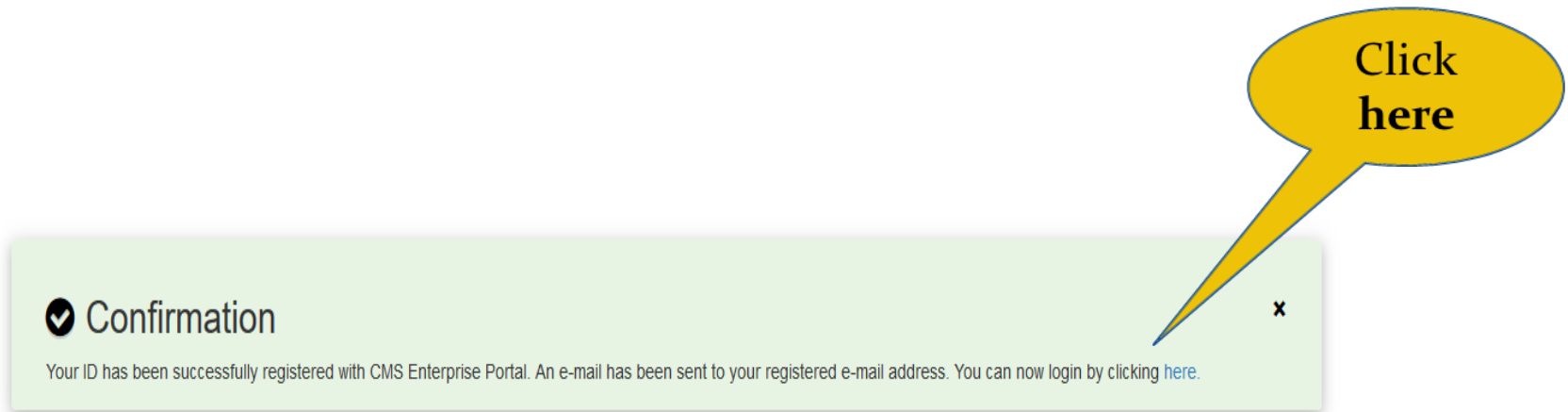
Please review your information and make any necessary changes before submitting.

MLMS: Marketplace Learning Management System



Review and Verify that all fields you have entered are correct. You will then **Submit User**.

# Step 5: Confirmation



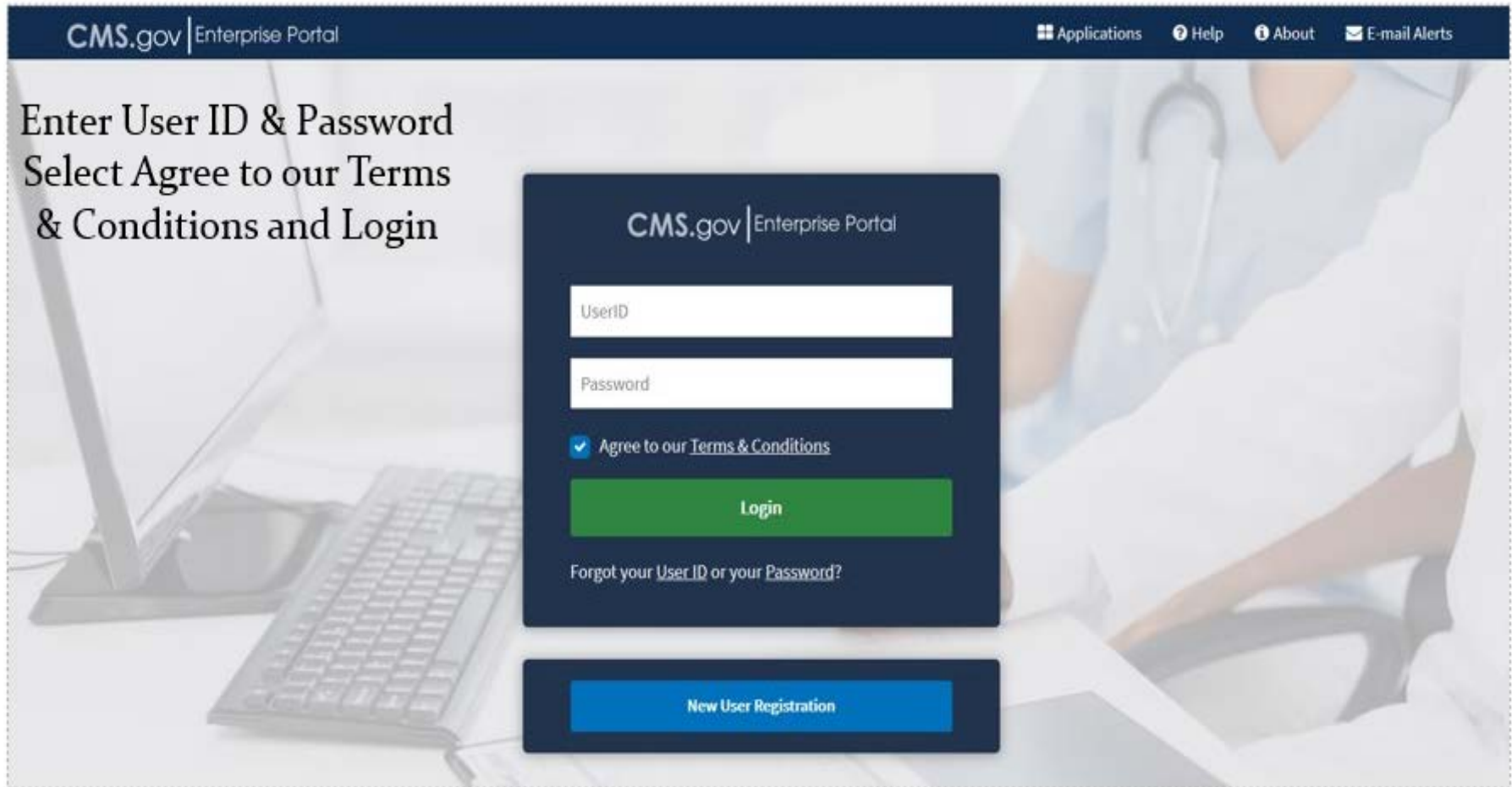
Once everything has been confirmed, you will get the Confirmation screen as shown above. You can now login by click **here** on the Confirmation screen.

# Requesting Access to MLMS Steps

1. Type your User ID
2. Type your Password
3. Agree to our Terms and Conditions
4. Select Login to CMS Secure Portal
5. Request Add apps
6. Type **FFM** into the search field, and then click **Request Access** when the FFM/Training tile is displayed
7. Select **Assisters** role, and then select **Submit**
8. Select **OK**



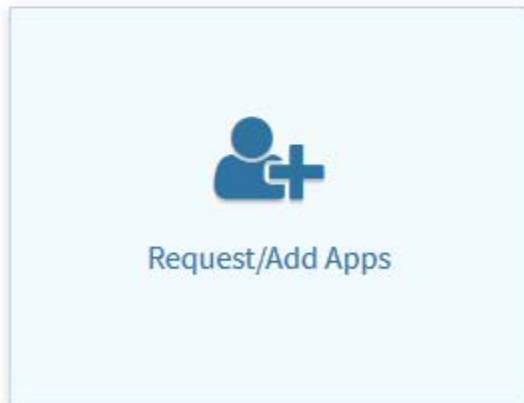
# Log in

The image shows the CMS.gov Enterprise Portal login page. The background is a blurred image of a doctor in a white coat with a stethoscope, standing next to a computer monitor and keyboard. The page has a dark blue header with the CMS.gov logo and 'Enterprise Portal' text. On the right side of the header are links for Applications, Help, About, and E-mail Alerts. The main content area is a dark blue box with a white border. It contains the CMS.gov logo and 'Enterprise Portal' text at the top. Below this are two white input fields for 'UserID' and 'Password'. Under the password field is a checkbox with a blue checkmark and the text 'Agree to our Terms & Conditions'. Below the checkbox is a green 'Login' button. At the bottom of the box is a link that says 'Forgot your User ID or your Password?'. Below the main box is a blue button with the text 'New User Registration'.

# Step 5: Select Request/Add Apps

## My Portal

Use the below link to request access to CMS Systems/Applications.



You will only need to request access to FFM Training/MLMS one time.

# Step 6: Search for FFM/Training

Search for  
FFM

Access Catalog  REQUEST ADMIN ROLE

**FFM/Training – Agents/Brokers  
/Assisters**

Agents and brokers must first request access to  
“FFM” and then request [More...](#)

**Help Desk Information**  
855-267-1515  
[CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov)

Request Access

Several options appear on this page initially. By typing “**ffm**” in the **Access Catalog** field, only the items that start with these letters are shown.

# Step 7: Select Assister Role and then Submit

Screen reader mode Off | Accessibility Settings

## My Access

[Request New System Access](#)

[View and Manage My Access](#)

[Annual Certification](#)

## Request New System Access

Select a System and then a role to request access.

Depending on your Level of Assurance (LOA) and the role that you request access to, to satisfy security requirements you may need to complete [Identity Verification](#), establish credentials for [Multi-Factor Authentication \(MFA\)](#), or change your password the next time you login to the system. This may require you to provide additional information as part of the role request process. If applicable, please note that your request cannot be finalized until Identity Verification is complete and Multi-Factor Authentication (MFA) is established.

\* System Description:

FFM/Training - Agents/Brokers/Assister

\* Role:

ASSISTERS

Select the Role

FFM Agent Broker

ASSISTERS

Direct Enrollment Proxy Partner

Direct Enrollment Proxy Partner Approver

Please select a role

Select  
Assisters  
from the list  
of roles.

Select  
Submit.

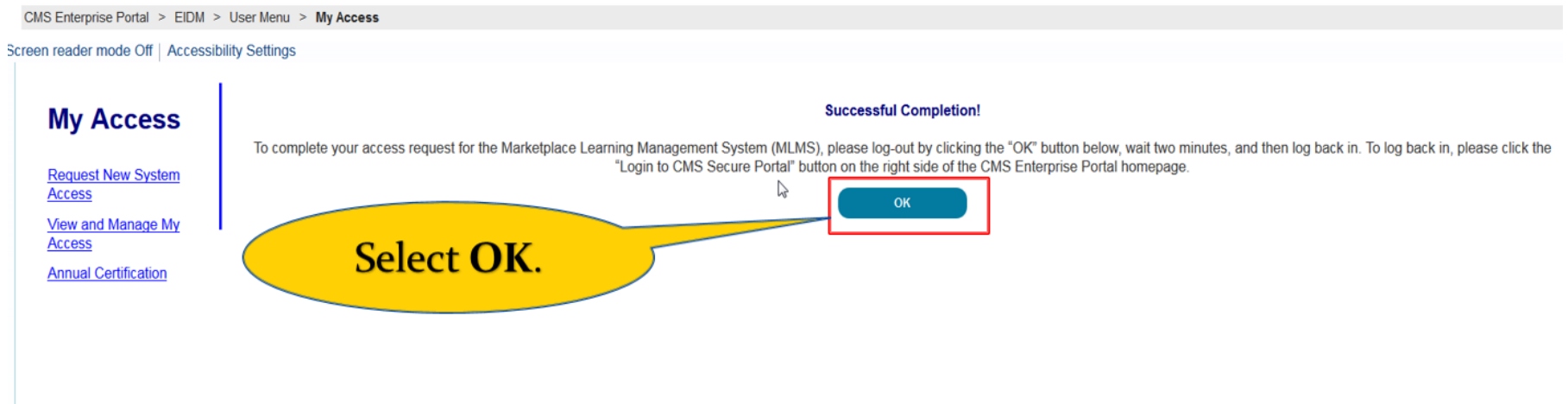
Cancel

Submit

Assisters do not need to complete Identity Verification.



# Step 8: Select OK



After selecting **OK**, wait **2 minutes** before logging back into the Portal. When you log back in you will see an **MLMS** tile in your Enterprise profile.

# Log In to CMS Portal/MLMS

If you used the MLMS last year, you should already have a CMS Portal ID and password. Having these two items will allow you to access the MLMS. Follow the instructions beginning on next page, to log in to the MLMS.

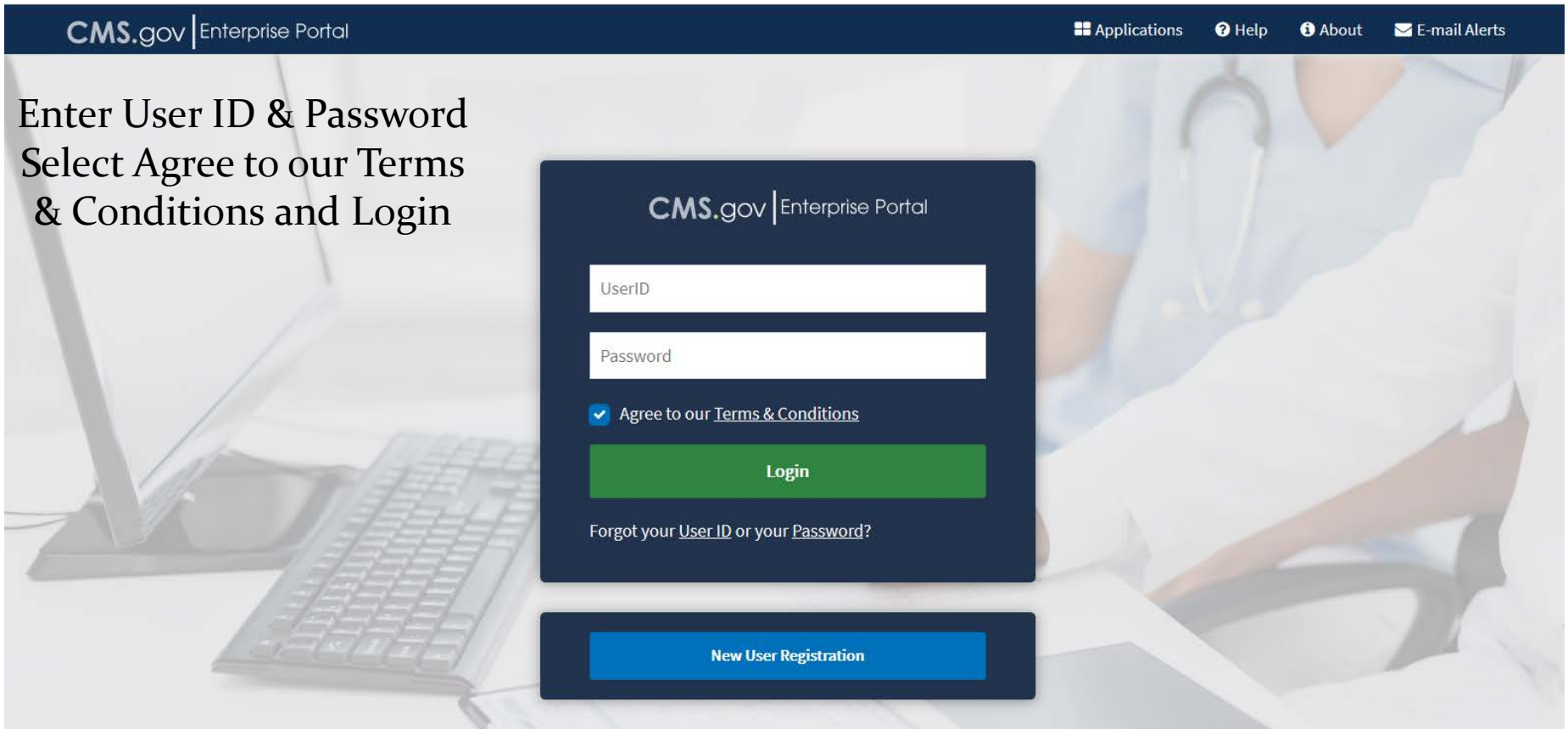
If you have never obtained a CMS Portal ID or logged into the MLMS previously, follow the instructions beginning on **page 20** to learn how to obtain an ID and gain access to the MLMS.

# Log in to CMS Portal/MLMS

1. Select **Login to CMS Secure Portal**
2. Review and accept the terms and conditions by selecting **I Accept**
3. Type your Portal User ID and select **Next**
4. Type your Password and then select **Log In**
5. Select **MLMS**, and then select **Training**
6. Update information on the Profile page, and click **Save/Update** or if no changes are made, select **Next**
7. You are now accessing **MLMS homepage**.



# Step 1: Select Login to CMS Secure Portal



**CMS.gov** | Enterprise Portal

Applications Help About E-mail Alerts

Enter User ID & Password  
Select Agree to our Terms  
& Conditions and Login

**CMS.gov** | Enterprise Portal

UserID

Password

☒ Agree to our [Terms & Conditions](#)

**Login**

Forgot your [User ID](#) or your [Password](#)?

**New User Registration**

If you have forgotten your User ID or password, click the appropriate links below the **Login to CMS Secure Portal** button.

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1. Prepare your system
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- 3. Access MLMS**
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# Step 2: Select MLMS

CMS.gov | My Enterprise Portal

## My Portal



MLMS

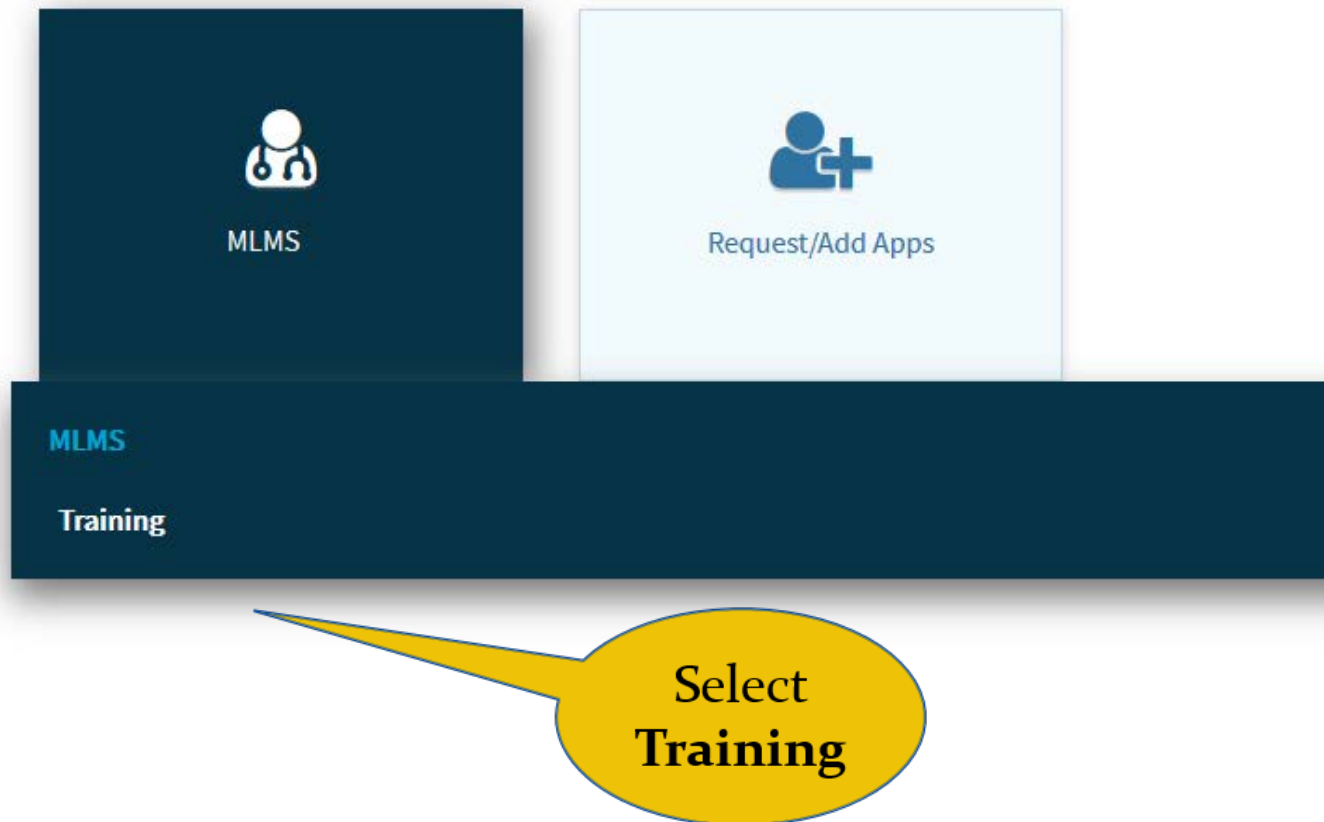


Request/Add Apps

If the **MLMS** tab does not appear on your portal page, you will need to request access to the MLMS. See **page 34** for further instructions.

# Step 3: Select MLMS Training

## My Portal



# Step 4: Complete Profile Fields

## Welcome to the MLMS

Prior to navigation to the MLMS homepage, you are required to enter/validate your assister profile information.

New users: Please enter your assister information and click the "Save/Update" button at the bottom of the screen to be re-directed to the MLMS Homepage.

Existing users: You may update your profile and click the "Save/Update" button or click the "Next" button if your information is valid.

Note: Navigators/Federal IPA users, your organization information will be obtained from HIOS and does not require manual entry.

Email:

Assister Type: \*

Training Language Selection: \*

How Many Years Have You Been an Assister: \*

When Did You Last Complete Federal Assister Training: \*

Organization Type: \*

CAC ID:

Current CAC Training Expiration Date:

Organization Name:

Organization Street Address:

Organization City:

Organization State:

Organization Zip Code:

Organization Phone Number:

Update the fields if any of your information has changed.

Select Next if you did not change any information.

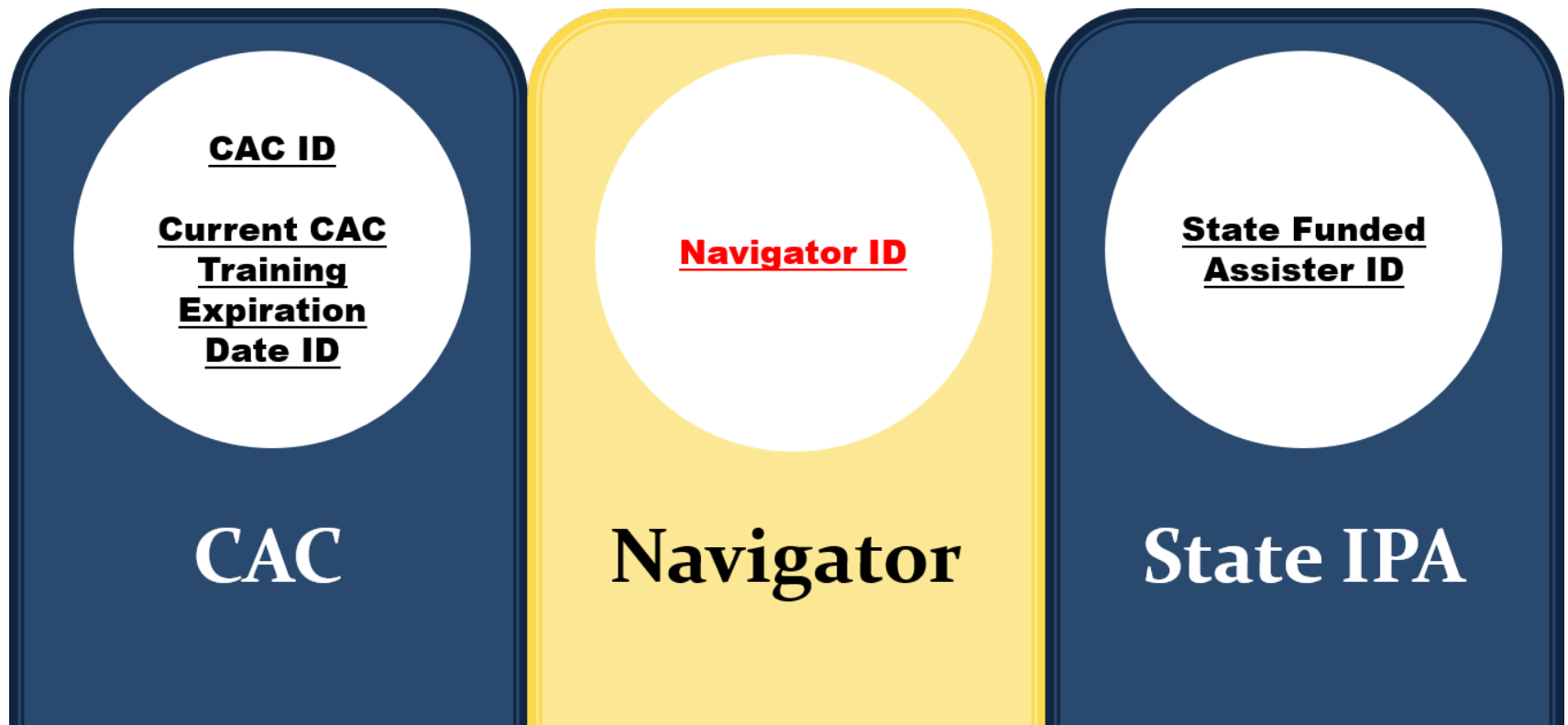
Save/Update

Next

The field names in red with an asterisk should already contain information from last year. You can update any information here and then click **Save/Update**.




# Additional Fields for Assister Types



Field names in red are required. Field names in black are optional, but you are encouraged to complete these. Navigators do not have to complete the Organization information fields since they are obtained from the Health Insurance Oversight System (HIOS).

# MLMS Assister Portlet Landing Page



[Home](#)[Current Learning](#)[Curriculum Status](#)[Training Options](#)

## MLMS - Assister Portlet

### 2019 Assister Training Update

As we prepare to release the 2019 Assister Certification Training, the 2018 Assister Certification Training that is hosted on the Marketplace Learning Management System (MLMS) will be taken offline at 6:00 p.m. (EST) on Monday June 18, 2018. During this "go-dark" period, assisters will not be able to access the certification training. We anticipate that the 2019 Assister Certification Training will be available to CACs in July and to Navigators after the next round of Navigator grants are awarded to align with the grant cycle. Assisters who need to take the current training before the 2019 training is available should begin the 2018 Assister Certification training prior to June 11, 2018 to allow for enough time to complete the training before it is removed June 18th.

### MLMS Technical Updates

### Curriculum Status

No items found.

[All Curriculum](#)

### Current Learning

No items found.

[Personalize](#)

## Assister Resources

[Computer Configuration Quick Reference Guide](#)[MLMS Check your System](#)[Pop-up Guidance](#)[AssisterFAQ](#)

## Training Options

Recommendation	Recommendation Type	Sources	Recommended On	Actions
<a href="#">PY2018 Non-Certified Navigator</a>	Curriculum	(1)CAC	06/18/2018	<a href="#">Actions</a>
<a href="#">PY2018 - Certified Application Counselor (CAC) Curriculum</a>	Curriculum	(1)CAC	06/18/2018	<a href="#">Actions</a>

[View All...](#)

## Help

Certified Application Counselors (CACs) with questions about assister certification training should contact [CACQuestions@CMS.hhs.gov](mailto:CACQuestions@CMS.hhs.gov)

Navigators with questions should contact your CMS project officer.

Need Help? Please click on the Help Desk link at the bottom of the page to send an email to the MLMS help desk

Monday – Friday: 9:00 AM - 5:00 PM EST

Assister FAQ: [Click Here](#)

## Disclaimer

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This is the MLMS Assister Portlet Landing page. To return to this page at anytime, select **Home** on the left navigation bar.

# Steps to Certificate Completion

1. Prepare your system
2. Log in to CMS Portal (or Obtain an Enterprise Portal ID)
3. Access MLMS
- 4. Enroll in Curriculum**
5. Complete appropriate training
6. Print certificate



# Enroll in Curriculum Steps

1. From Training Options, select the **Actions** link, and then **Enroll**
2. Select **Complete Enrollment**
3. Select **Go To Current Learning**
4. Select **Launch**



# Step 1: Select Actions and then Enroll

Training Options				
Recommendation	Recommendation Type	Sources	Recommended On	Actions
PY2019 Certified Application Counselor (CAC) Curriculum	Curriculum	(1)PY2019 Smoke	06/20/2018	<a href="#">Actions</a>
PY2019 Navigator	Curriculum			<a href="#">Actions</a>
PY2019 State IPA	Curriculum	Smoke		<a href="#">Actions</a>
<a href="#">View All...</a>				

Select **Actions** and then **Begin Enrollment**

Actions

[View Detail](#)

[Begin Enrollment](#)

Look in the **Training Options** portlet on the MLMS Landing page for the curriculum in which to enroll.

# Step 2: Select Complete Enrollment

## Register for PY2019 Navigator



To register for [PY2019 Navigator](#), verify the path, select modules and learning elements within the module that you would like to complete. [See complete registration guidelines.](#)

Complete Enrollment

Path: PY2019 Path

Note: Actual seat availability might vary at the time of registration, due to existing registrations.

If selected courses are already assigned to learners, then an order is not placed for those courses again. If you do not select any new offering and all selected courses are already assigned to learners, then the following warning is displayed: "There were no items to register for."

Required Module (Complete 4 of 4 Required) Required



PY2019 ASSISTER 001 MLMS Training Overview (Course : 00001800)



Offering ID: 00001740  
Language: English

Offered As: Web Based Training

Registered



PY2019 ASSISTER 002 MLMS Affordable Care Acts Basics (Course : 00001801)

Select Complete Enrollment

The curriculum is displayed. Some of the modules include both a course and an assessment that need to be completed.

# Step 3: Select Go To Current Learning

**Registration Confirmation**

Printer Friendly Version

Order Contact

testfirst testlast

Billed To

Assister

Order Status

Confirmed

Order Number

00058238

**Order Items**

Title	Learned
<div><div></div>2018 Plan Year Certified Application Counselor (CAC)</div> testfirst testlast	
<div><div></div>PY2018_MLMS_AST_001 Training Overview</div>	
<div><div></div>PY2018_MLMS_AST_008 Privacy Security and Fraud Prevention Standards</div>	
<div><div></div>PY2018_MLMS_AST_010 Marketplace Eligibility &amp; Application Assistance</div>	
<div><div></div>PY2018_MLMS_AST_011 Comparing &amp; Enrolling in Marketplace Plans</div>	Web Based Training Confirmed <a href="#">Notes</a>
<div><div></div>PY2018_MLMS_AST_012 Coverage to Care Assistance</div>	Web Based Training Confirmed <a href="#">Notes</a>

PY2018\_MLMS\_AST\_015 Assister Standard Operating Procedures

Web Based Training Confirmed [Notes](#)

PY2018\_MLMS\_AST\_101 Advanced Marketplace Issues & Technical Support

Web Based Training Confirmed [Notes](#)

Go to Curriculum Details

Go to Current Learning

Select Go to Current Learning.

Once you select, **Go to Current Learning**, the **Current Learning** page is displayed.


# Step 4: Select Launch

Current Learning

All | Courses | Curriculum | |

Sort By: **Registration Date**

---



PY2019 ASSISTER 002 MLMS Affordable Care Acts Basics  
(00001741)  
Course ID: 00001801  
Duration: 00:00 hours

Status: Confirmed  
Registration Date: 05/20/2018

[View Details Drop Drop and Request Learning](#)

▲

Training Content: [002\\_Affordable\\_Care\\_Act\\_Basics](#)  
Status: Not Evaluated (Unlimited attempts)

Training Content: [002\\_Affordable\\_Care\\_Act\\_Basics\\_Exam](#)  
Status: Not Evaluated (Unlimited attempts)



PY2019 ASSISTER 003 MLMS Privacy, Security, and Fraud Prevention Standards  
(00001742)  
Course ID: 00001802  
Duration: 00:00 hours

Status: Confirmed  
Registration Date: 05/20/2018

[View Details Drop Drop and Request Learning](#)

To begin a course or assessment, select the **Launch** button. A new window opens on top of this page displaying the training course or assessment.



# Steps to Certificate Completion

1. Prepare your system
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# Complete Appropriate Training Steps

1. Select **Next** to advance through the training.
2. On pages that contain key tips, Knowledge checks, and tool tips, you will need to click each link before the **Next** button becomes active.
3. Select **Exit** button on training window when finished. If you need to exit before completing the course, your location is bookmarked and you can return to this spot when you return to the course.
4. Review Completion Status on the Learning Assignments tab of the **Current Learning** page to ensure it states **Successful**.



# Step 1: Select Next

https://portal.cms.gov/Saba/Web\_wdk/Main/content/players/ContentServerDispatcher.rdf?caller=%2Fcontent%2FcontentDetail.rdf&registrationId=regdw0000000040815 50%

You need to be aware of these training disclaimers.  
Select "Next" on the tablet to read each of these disclaimers.

**SHOP Assistance**

For plan years beginning on or after January 1, 2018, states with a federally-facilitated SHOP Marketplace (FF-SHOP) or a State-based Marketplace (SBM) using the federal SHOP platform will no longer offer employee eligibility, premium aggregation, or online enrollment functionality. Instead, qualified employers can purchase and enroll employees in SHOP plans by working with a qualified health plan (QHP) issuer or SHOP-registered agent or broker.

However, small employers in states with a FF-SHOP or SBM using the federal SHOP platform can continue to use the SHOP website to:

1. Learn about the benefits of SHOP, including tax credits for qualified employers;
2. Compare available medical and dental plans side by side using the SHOP See Plans and Prices tool; and
3. Submit SHOP employer applications and obtain eligibility determinations.

Back Next

Select **Next** to advance the course.

Menu / Help / Glossary / Resources / Map / Module 1 of 11 Back < Page 1 of 4 > Next




This is the Training course window. You may use the **Back** button on the course window to return to a previous page in the course.

# Step 2: Select Links

[https://portal.cms.gov/Saba/Web\\_wdk/Main/content/players/ContentServerDispatcher.rdf?caller=%2Fcontent%2FcontentDetail.rdf&registrationId=regdw0000000040815](https://portal.cms.gov/Saba/Web_wdk/Main/content/players/ContentServerDispatcher.rdf?caller=%2Fcontent%2FcontentDetail.rdf&registrationId=regdw0000000040815) 90%

The Affordable Care Act also established the Health Insurance Marketplaces. Eligible consumers who don't have health insurance through a job, Medicare, Medicaid, CHIP, or another source that provides [qualifying health coverage](#) can get coverage through the Marketplaces for individuals and families.

To be eligible for coverage through a Marketplace, individuals and families must:

-  Be United States (U.S.) citizens or U.S. nationals, or noncitizens who are lawfully present in the U.S. for the entire time they plan to have health coverage
-  Not be [incarcerated](#) (unless pending the disposition of charges, i.e., being held without having been formally convicted of a crime)
-  Live in the U.S. and meet state residency requirements for the Marketplace where you live

Learn about [eligible immigration statuses](#).

The Marketplaces allow consumers to:

- Use a single streamlined application to find out if they're eligible for coverage
- Conduct an apples-to-apples comparison of [qualified health plans](#) (QHPs)

Individuals and families can also apply for programs to help lower their costs through the Marketplaces.

Menu / Help / Glossary / Resources / Map / Module 2 of 11 Back < Page 3 of 8 > Next

**Select every link on the page to activate the Next button.**

The **Next** button is not active until all Knowledge Checks, Tool tips and Key tips, etc. on a page have been selected.

# Step 3: Select Exit

Overview of the Affordable Care Act


Text Version ☐ OFF

Exit


## The Health Insurance Marketplaces

The Affordable Care Act also established the Health Insurance Marketplaces. Eligible consumers who don't have health insurance through a job, Medicaid, CHIP, or another source that provides [qualifying health coverage](#) can get coverage through the Marketplaces for individuals and families.


To be eligible for coverage through a Marketplace, individuals and families must:



Be United States (U.S.) citizens or U.S. nationals, or noncitizens who are lawfully present in the U.S. for the time they plan to have health coverage



Not be [incarcerated](#) (unless pending the disposition of charges, i.e., being held without having been convicted of a crime)



Live in the U.S. and meet state residency requirements for the Marketplace where they want to get coverage

Learn about [eligible immigration statuses](#).

The Marketplaces allow consumers to:

- Use a single streamlined application to find out if they're eligible for coverage
- Conduct an apples-to-apples comparison of [qualified health plans](#) (QHPs)

Individuals and families can also apply for programs to help lower their costs through the Marketplaces.

Menu / Help / Glossary / Resources / Map /

Module 2 of 11

Back < Page 3 of 8 > Next

Select Exit to leave the course.

When you complete the training, select the **Exit** button on the Training course window. If you need to leave training before completing click **Exit** and course will be bookmarked so you can return to where you are at in the course.

# Step 4: Check Completion Status Detailed View

Main

Complete Progress Report

☐ Graphical View

☒ Detailed Status View

Path

PY2019 Path

Completion Requirement

1 of 2 Modules Required

Status

Not Completed


Required Module


(Required - 4 of 4 Learning Items Required)

Status


Not Completed


Progress: 1 of 4 Learning Items Completed

 PY2019 ASSISTER 001 MLMS Training Overview




Completed

 (Recommended Offering)  
Duration(HH:MM): 00:00

 PY2019 ASSISTER 002 MLMS Affordable Care Acts Basics  
Duration(HH:MM): 00:00


Not Completed

[View Progress](#)

 PY2019 ASSISTER 003 MLMS Privacy, Security, and Fraud Prevention Standards  
Duration(HH:MM): 00:00

Not Completed

[View Progress](#)

 PY2019 ASSISTER 004 MLMS Marketplace Assister Essentials  
Duration(HH:MM): 00:00

Not Completed

[View Progress](#)

The **Complete Progress Report** page offers a progress report available as a **Graphical View** or a **Detailed Status View** of courses completed

# Step 4: Check Completion Status- Graphical View

**Main** **Complete Progress Report**

☒ Graphical View ☐ Detailed Status View

**Path** PY2019 Path  
**Completion Requirement** 1 of 2 Modules Required  
**Status** Not Completed

**Required Module** **REQUIRED**  
**Status:** Incomplete **Progress:** 1 of 4 Required Items Completed

Module Title	Status	Action
PY2019 ASSISTER 001 MLMS Training Overview Completed on 07/02/2018	Completed	View Progress
PY2019 ASSISTER 002 MLMS Affordable Care Acts Basics	Not Completed	View Progress
PY2019 ASSISTER 003 MLMS Privacy, Security, and Fraud Prevention Standards	Not Completed	View Progress
PY2019 ASSISTER 004 MLMS Marketplace Assister Essentials	Not Completed	View Progress

The **Complete Progress Report** page offers a progress report available as a **Graphical View** or a **Detailed Status View** of courses completed

# Completing Exams

Marketplace Exemptions and Appeals Assistance

Exit

Congratulations! You passed the test. Your score is: 90%

Please click the **EXIT** button in the upper right hand corner of the screen to exit this assessment.

Select **Exit**

Most modules include a course and an assessment. Answer all questions on the assessment. Click the **Exit** button when you reach the page with your score.



# Steps to Certificate Completion

1. Prepare your system
2. Log in to CMS Portal (or Obtain an Enterprise Portal ID)
3. Access MLMS
4. Enroll in Curriculum
5. Complete appropriate training
- 6. Print certificate**



# Print Certificate Steps

1. Select **Curriculum Status** from left navigation bar
2. Hover your mouse over the **Actions** link and then select **Print Certificate**
3. Select **Print**
4. Follow your system's print window instructions to complete printing.

**Note:** You may need to select the Activate Adobe Acrobat link on your screen in order to see and print the certificate.



# Step 1: Select Curriculum

The screenshot shows a web application interface for managing curriculum. A yellow speech bubble points to the 'Curriculum Status' link in the left navigation bar and the 'Status' column in the table. A red box highlights the 'Curriculum Status' link. Another red box highlights the 'Print Certificate' link in the 'Actions' column of the table. A third red box highlights the entire row for 'PY2019 Certified Application Counselor (CAC) Curriculum'.

**Select Curriculum Status.**

Internal

View Active

Name  Show Required Curriculum Only ☒

Configure | Save Search Query Search

**Internal Curriculum** | Print | Export | Modify Table

Showing 3 out of 3 results

Name	Selected Path (% Complete)	Mastery Score	Status	Assigned By	Target Date	Expired On Date	Actions
PY2019 State IPA	PY2019 Path - 100% Completed	N/A	Acquired	Kimberly Ward	09/30/2019		<a href="#">View Curriculum History</a> <a href="#">Print Certificate</a>
PY2019 Navigator	PY2019 Path - 100% Completed	N/A	Acquired	Kimberly Ward	09/30/2019		<a href="#">View Curriculum History</a> <a href="#">Print Certificate</a>
PY2019 Certified Application Counselor (CAC) Curriculum	PY2019 Path - 100% Completed	N/A	Acquired	Kimberly Ward	09/30/2019	06/20/2018	<a href="#">View Curriculum History</a> <a href="#">Print Certificate</a>

After completing all training and assessments for your curriculum, select **Curriculum Status** on the left navigation bar.

# Step 2: Select Print Certificate

Internal

View Active

Home  
Current Learning  
**Curriculum Status**  
Training Options

Name  Show Required Curriculum Only ☒  
Configure | Save Search Query Search

Internal Curriculum  
Showing 3 out of 3 results

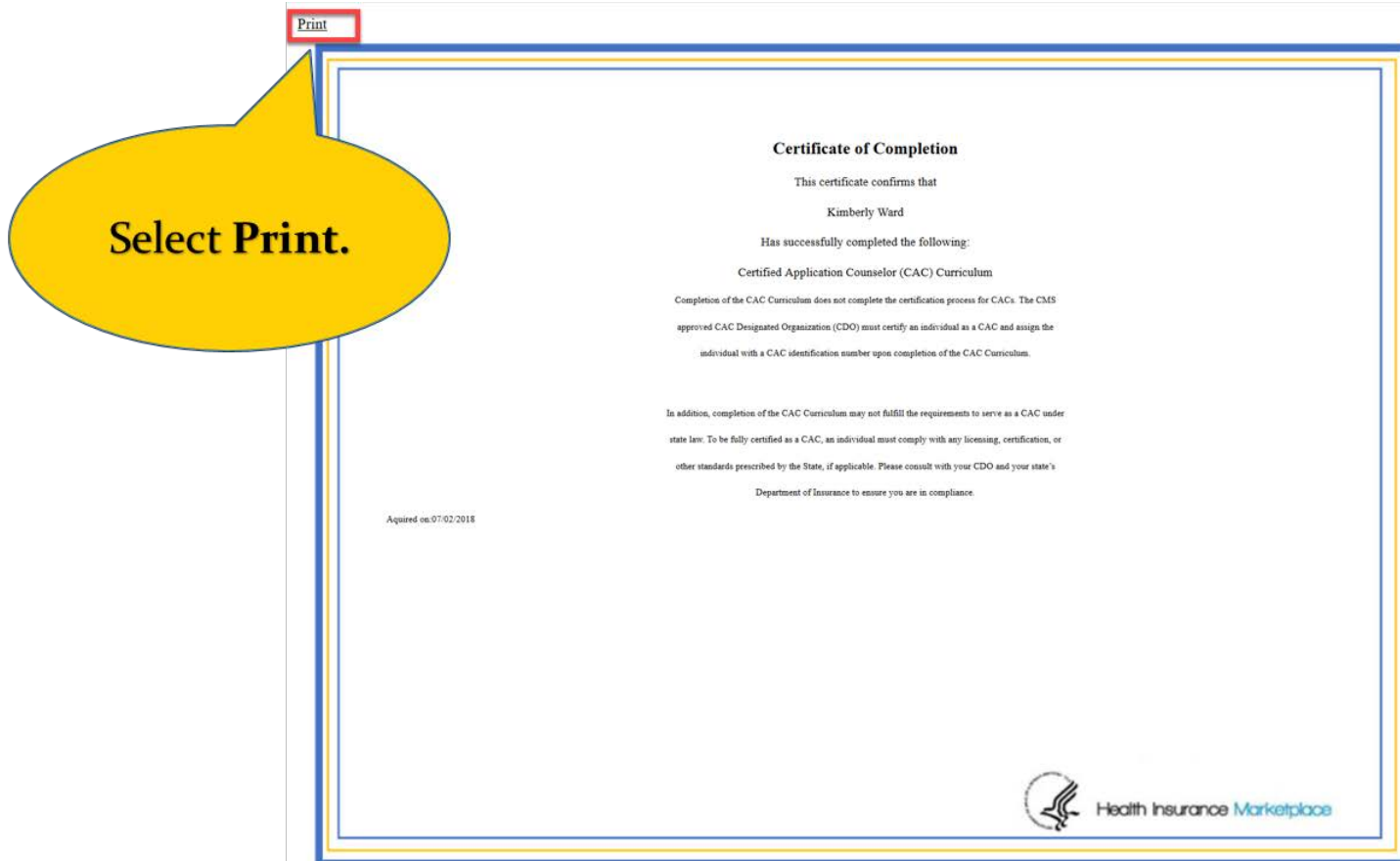
Name	Selected Path (% Complete)	Mastery Score	Status	Assigned By	Target Date	Expired On Date	Actions
PY2019 State IPA	PY2019 Path - 100% Completed	N/A	Acquired	Kimberly Ward	09/30/2019		<a href="#">View Curriculum History</a> <a href="#">Print Certificate</a>
PY2019 Navigator	PY2019 Path - 100% Completed	N/A	Acquired	Kimberly Ward	09/30/2019		<a href="#">View Curriculum History</a> <a href="#">Print Certificate</a>
PY2019 Certified Application Counselor (CAC) Curriculum	PY2019 Path - 100% Completed	N/A	Acquired	Kimberly Ward	09/30/2019	09/20/2018	<a href="#">View Curriculum History</a> <a href="#">Print Certificate</a> <a href="#">Actions</a>

Print | Export | Modify Table

Hover mouse over **Actions**, and then select **Print Certificate**.

You must complete the entire curriculum in order for the **Print Certificate** option to appear on the curriculum **Actions** list.

# Step 3: Print Certificate (CAC)



This is an example of the CAC Certificate of Completion. Select **Print** and follow your print window instructions to print the certificate to your printer. 53

# Step 3: Print Certificate (Navigator)



## Federally Certified Marketplace Navigator

kaushal patel


Orgname

NavId1232

The United States Department of Health and Human Services recognizes kaushal patel of Orgname 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.

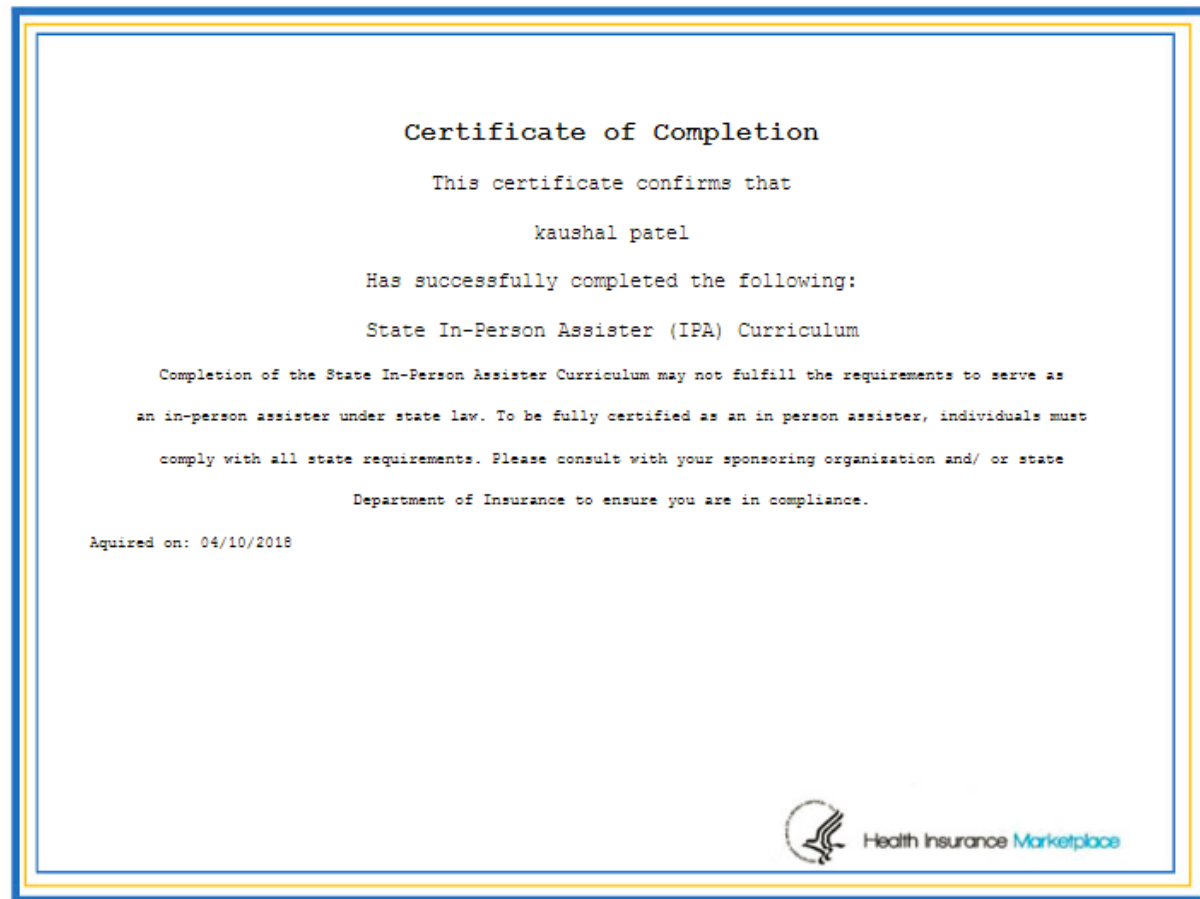
Acquired on: 04/10/2018

  
**Jeffrey D. Grant**  
Deputy Center & Operations Director  
Center for Consumer Information & Insurance Oversight  
Centers for Medicare & Medicaid Services



This is an example of the certificate that appears when a Navigator completes the Navigator curriculum.

# Step 3: Print Certificate State In-Person IPA



This is an example of the State In-Person IPA Certificate of Completion. Select **Print** and follow your print window instructions to print the certificate to your printer.

# Re-launch a Completed Course

1. From the MLMS Landing page, select **Curriculum Status** on the left navigation bar
2. Select **Curriculum** name
3. Select **Recent Course History** tab
4. Select **View Results**
5. Select **Launch**
6. Select **Cancel** on the bookmarking window to open the course at beginning





# Step 1: Select Curriculum Status

The screenshot shows the SABA portal interface. On the left sidebar, the 'Curriculum Status' link is highlighted with a red box. A yellow callout bubble points to this link with the text 'Select Curriculum Status.' The main content area displays the 'Progress Report for PY2019 ASSISTER 001 MLMS Training Overview'. Below the report, there is a table with columns: Title, Version, Type, Completed On, and View Results. The table lists four training modules, all marked as 'Required' and 'Completed' on 07/02/2018. A 'Launch' button is highlighted with a red box in the bottom right corner of the table.

Title	Version	Type	Completed On	View Results
PY2019 ASSISTER 001 MLMS Training Overview		Required	07/02/2018	<a href="#">View Results</a>
PY2019 ASSISTER 002 MLMS Affordable Care Acts Basics		Required	07/02/2018	<a href="#">View Results</a>
PY2019 ASSISTER 003 MLMS Privacy, Security, and Fraud Prevention Standards		Required	07/02/2018	<a href="#">View Results</a>
PY2019 ASSISTER 004 MLMS Marketplace Assister Essentials		Required	07/02/2018	<a href="#">View Results</a>

Completed modules move from **Current Learning** to the **Curriculum Status** page. To re-launch completed courses, select **Curriculum Status** then select **View Results**, and then **Launch**

# Step 2: Select Curriculum Name

View the curriculum that have been assigned to you. For suggestions of additional curricula you can complete

**Internal**

Name  Show Required Curriculum Only ☒

[Configure](#) | [Save Search Query](#) [Search](#)

**Internal Curriculum** [Print](#) | [Export](#) | [Modify Table](#)

Showing 3 out of 3 results




Name	Selected Path (% Complete)	Mastery Score	Status	Assigned By	Target Date	Expired On Date	Assigned On Date	Mandatory <input type="checkbox"/>	Actions
PY2019 State IPA	PY2019 Path - 100% Completed	N/A	Acquired	Kimberly Ward	09/30/2019	06/29/2018		<input type="checkbox"/>	<a href="#">Actions</a>
PY2019 Navigator	PY2019 Path - 100% Completed	N/A	Acquired	Kimberly Ward	09/30/2019	06/29/2018		<input type="checkbox"/>	<a href="#">Actions</a>
PY2019 Certified Application Counselor (CAC) Curriculum	PY2019 Path - 100% Completed	N/A	Acquired	Kimberly Ward	09/30/2019	06/20/2018		<input type="checkbox"/>	<a href="#">Actions</a>


Select Curriculum name from the Internal Curriculum table.

View **Active**

You can re-launch courses from acquired curriculum.

# Step 3: Select Recent Course History Tab

 PY2019 Certified Application Counselor (CAC) Curriculum  



**Assigned By**  
**Assigned On**  
**Status**

UOI/ZU/ZU 10  
Acquired  
Expiration Date 09/30/2019

**More Actions**

**Main**

**Recent Course History**

**Complete Progress Report**




View acquisition history for Acquired on 07/02/2018


**Learning Elements Completed**

Title	Version	Type	Completed On	View Results
PY2019 ASSISTER 001 MLMS Training Overview		Required	07/02/2018	<a href="#">View Results</a>
PY2019 ASSISTER 002 MLMS Affordable Care Acts Basics		Required	07/02/2018	<a href="#">View Results</a>
PY2019 ASSISTER 003 MLMS Privacy, Security, and Fraud Prevention Standards		Required	07/02/2018	<a href="#">View Results</a>
PY2019 ASSISTER 004 MLMS Marketplace Assister Essentials		Required	07/02/2018	<a href="#">View Results</a>

Select Recent Course History tab.

# Step 4: Select View Results

 PY2019 Certified Application Counselor (CAC) Curriculum  



<b>Assigned By</b>	Kimberly Ward	<b>Acquired On</b>	07/02/2018
<b>Assigned On</b>	06/20/2018	<b>Mastery Score</b>	N/A
<b>Status</b>	Acquired	<b>Expiration Date</b>	09/30/2019

**Main** **Recent Course History** Complete Progress Report

View acquisition history for Acquired on 07/02/2018

**Learning Elements Completed**

Title	Version	Type	Completed On	View Results
PY2019 ASSISTER 001 MLMS Training Overview		Required	07/02/2018	<a href="#">View Results</a>
PY2019 ASSISTER 002 MLMS Affordable Care Acts Basics		Required	07/02/2018	<a href="#">View Results</a>
PY2019 ASSISTER 003 MLMS Privacy, Security, and Fraud Prevention Standards		Required	07/02/2018	<a href="#">View Results</a>
PY2019 ASSISTER 004 MLMS Marketplace Assister Essentials		Required	07/02/2018	<a href="#">View Results</a>

Select View Results.

Locate the course under the **Title** column that you want to re-launch, and then select **View Results** in the last column.

# Step 5: Select Launch

Saba - Mozilla Firefox

https://portal.cms.gov/Saba/Web\_wdk/Main/.-.4BACC97AA2648EB3708FD74326BBB9B5D7235594BEA9D629AF136BF 67%

Progress Report for PY2019 ASSISTER 003 MLMS Privacy, Security, and Fraud Prevention Standards

You cannot mark this course complete.

Offering Name PY2019 ASSISTER 003 MLMS Privacy, Security, and Fraud Prevention Standards

Completion Status Successful

Score 90

Learning Assignments

Print | Export | Modify Table

Module	Assignment Type	Requirement	Details	Completion Status	Completed On	Actions
003_Privacy_Security_and_Fraud_Prevention_Standards	Training Content	Required	Attempts Allowed: Unlimited	Not Evaluated		Launch
003_Privacy_Security_and_Fraud_Prevention_Standards_Exam	Training Content	Required	Attempts Allowed: Unlimited Mastery Score: 80.00	Not Evaluated		Launch

javascript:void('contentLaunchLink')

Select Launch.

Locate the content that you want to re-launch and select the **Launch** button from the **Actions** column.

# Course Opens



This communication was printed, published, or produced and disseminated at U.S. taxpayer expense.

The training content window appears and course opens

# Completing Assister Feedback

1. From **Current Learning**, scroll down to Feedback course and select the **Launch** button to begin to provide your feedback.
2. Select the **Begin Survey** button on the the Assister Feedback main page.
3. Select your curriculum and, then select **Submit**.
4. Select **Next** on the Instruction page.
5. The first question appears. Select a feedback response, and then select **Submit**. You may skip a question by selecting **Skip**
6. After completion of all feedback question, Select **Submit** to complete the Feedback course.



# Step 1: Select the Launch button.

You cannot mark this course complete.

Offering Name PY2019 ASSISTER Feedback

Completion Status Not Evaluated

Score 0

## Learning Assignments

[Print](#) | [Export](#) | [Modify Table](#)

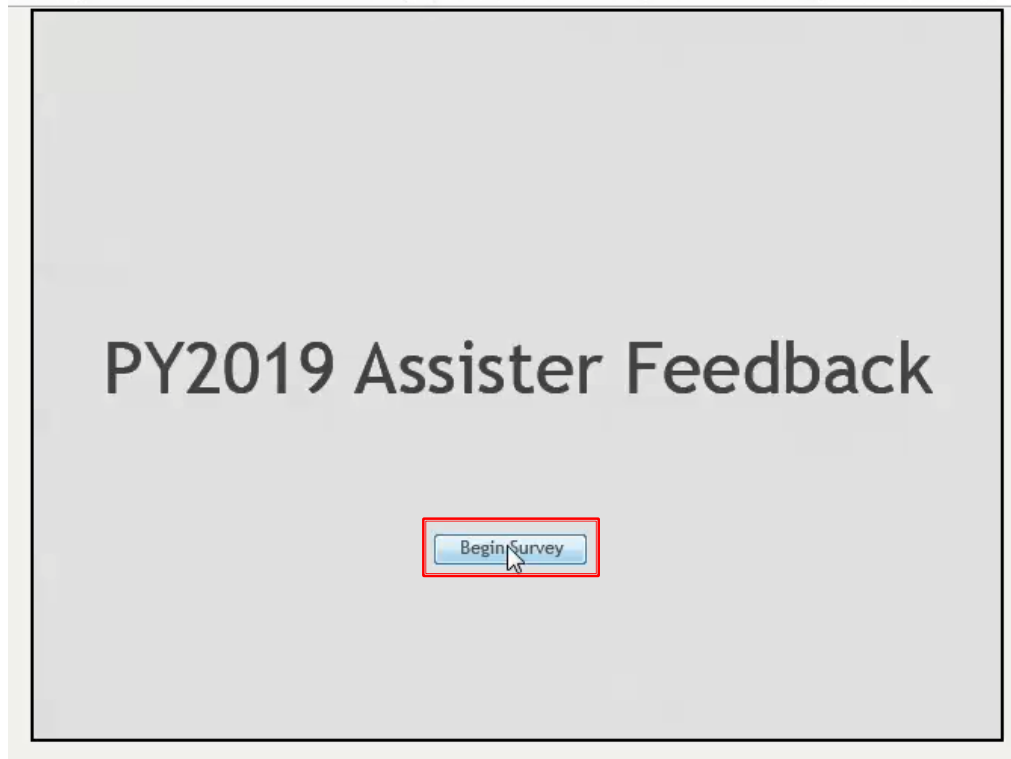
Module	Assignment Type	Requirement	Details	Completion Status	Completed On	Actions
2019 Assister Feedback	Training Content	Required	Attempts Allowed: Unlimited	Not Evaluated		<div>Launch</div>

[Cancel](#)

The Assister Feedback may also be launched from the Training Options page

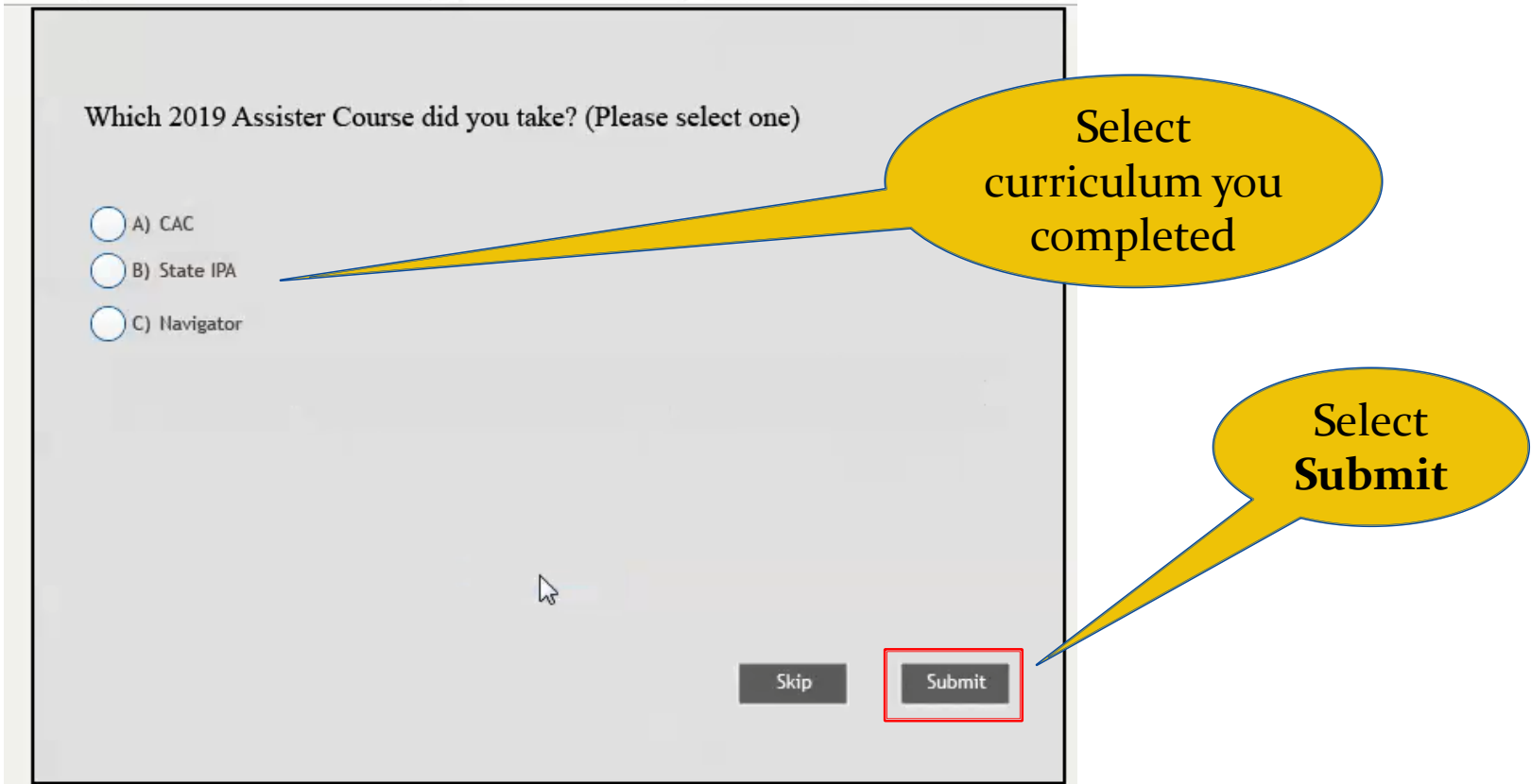


## Step 2: Select the Begin Survey button.



The PY2019 Assister Feedback is launched to allow Assister Course Feedback, click **Begin Survey** to start feedback survey.

## Step 3: Select the Submit button.



Which 2019 Assister Course did you take? (Please select one)

☐ A) CAC

☐ B) State IPA

☐ C) Navigator

The image shows a survey form with three radio button options: A) CAC, B) State IPA, and C) Navigator. A yellow callout bubble points to the radio buttons with the text 'Select curriculum you completed'. Another yellow callout bubble points to the 'Submit' button, which is highlighted with a red rectangle, with the text 'Select Submit'.

The Assister Survey is launched to allow Assister Course Feedback, Select the Assister course you took and select **Submit**.

# Step 4: Select a feedback response, and then select Submit.

The content will help me use healthcare.gov to assist consumers with the eligibility and enrollment process.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Skip Submit

Select a feedback response.

Select Submit

Remember, you can skip any questions you don't want to answer, just select **Next** without selecting a response. NOTE: You **cannot** go backwards.

# MLMS Assister Feedback Reminders

- Select Assister Feedback by locating it in your **Current Learning** and selecting **Launch**. Assister Feedback is located under Optional Modules.
- After beginning the Assister Feedback, select the curriculum name for which you are providing feedback.
- Skip questions that don't apply by selecting **Submit**.
- You can only go forward once you start the Assister Feedback. Select **Exit** and start over if you've made a mistake; NOTE: When you select exit, a pop-up screen will ask you to confirm that you want to **Exit without Saving**.
- You must select **Submit** on the last question page to ensure your answers are saved in the MLMS.
- Close your browser Exit button in order to submit feedback to the MLMS (This is for the Assister Feedback only).

# Plan Year 2019 FFM Assister Training Troubleshooting

*FFM PY2019 Assister  
Training  
Troubleshooting*



# Agenda

- System Configuration
- Navigation
- Curriculum Enrollment
- Current Learning
- Course Content
- Content Re-launch
- Help Desk



# MLMS Check Your System

The screenshot shows the MLMS Assister Portlet interface. On the left is a sidebar with a user profile icon and navigation links: Home, Current Learning, Curriculum Status, and Training Options. The main content area is divided into several sections. The 'MLMS - Assister Portlet' section contains a '2019 Assister Training Update' with a red circle '1' next to the text. The 'Assister Resources' section lists links like 'Computer Configuration Quick Reference Guide', 'MLMS Check your System', 'Pop-up Guidance', and 'AssisterFAQ', with a red circle '2' next to the first two and a red circle '3' next to the last two. The 'Training Options' section contains a table with columns: Recommendation, Recommendation Type, Sources, Recommended On, and Actions. The 'MLMS Technical Updates' section contains an important notice about system maintenance. The 'Curriculum Status' section is at the bottom left. The 'Help' section at the bottom right provides contact information for CACs and Navigators.

**MLMS - Assister Portlet**

2019 Assister Training Update

As we prepare to release the 2019 Assister Certification Training, the 2018 Assister Certification Training that is hosted on the Marketplace Learning Management System (MLMS) will be taken offline at 6:00 p.m. (EST) on Monday June 18, 2018. During this "go-dark" period, assisters will not be able to access the certification training. We anticipate that the 2019 Assister Certification Training will be available to CACs in July and to Navigators after the next round of Navigator grants are awarded to align with the grant cycle. Assisters who need to take the current training before the 2019 training is available should begin the 2018 Assister Certification training prior to June 11, 2018 to allow for enough time to complete the training before it is removed June 18th.

**Assister Resources**

- Computer Configuration Quick Reference Guide
- MLMS Check your System
- Pop-up Guidance
- AssisterFAQ

**Training Options**

Recommendation	Recommendation Type	Sources	Recommended On	Actions
PY2019 Navigator	Curriculum	(1)PY2019 Smoke	06/28/2018	Actions
PY2019 State IPA	Curriculum	(1)PY2019 Smoke	06/28/2018	Actions
py2019 005 Assister proto (Public)	Offerings	(1)PrototypeRole	06/28/2018	Actions
py2019 AB Prototype V1	Offerings	(1)PrototypeRole	06/28/2018	Actions
py2019 AB Prototype Exam V1	Offerings	(1)PrototypeRole	06/28/2018	Actions

[View All...](#)

**MLMS Technical Updates**

IMPORTANT: The MLMS will be undergoing scheduled maintenance Thursday, June 28th 8:00 PM EST to 11:00 PM EST. Training content cannot be launched; any course or curriculum completed during this time will not be recorded. Please log out of the system before the maintenance window begins to ensure that your training progress is recorded.

**Curriculum Status**

**Help**

Certified Application Counselors (CACs) with questions about assister certification training should contact [CACQuestions@CMS.hhs.gov](mailto:CACQuestions@CMS.hhs.gov)


Navigators with questions should contact your CMS project officer. Need Help? Please click on the Help Desk link at the bottom of the page to

# MLMS Check Your System

### MLMS Check your System

The following browser compatibility tests represent the minimum and recommended settings that will allow you to view the majority of MLMS courseware in your internet browser.

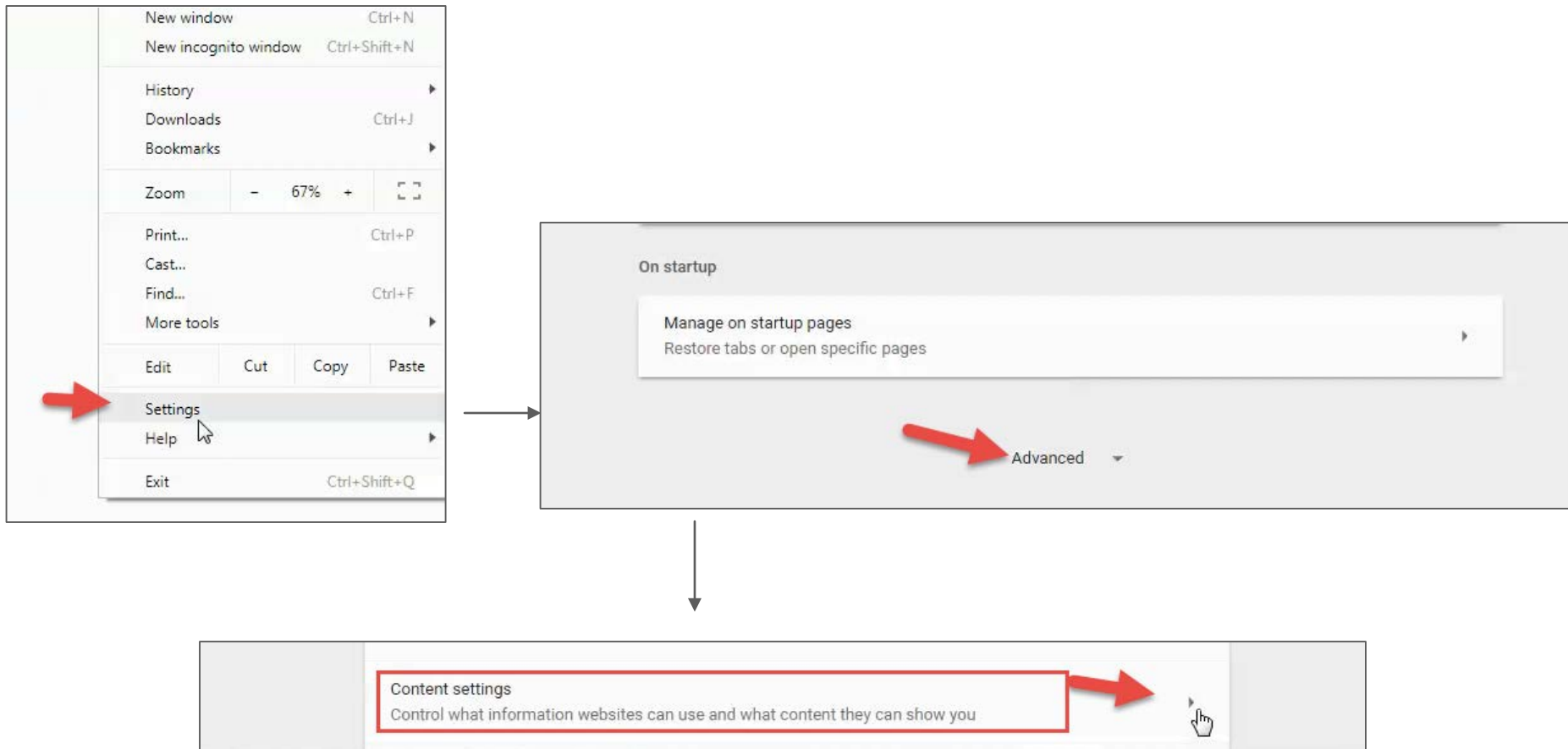
	Recommended Settings	Your System Results
1 Javascript Status	Enabled	JavaScript is Enabled
2 Internet Browser	Firefox,Chrome,Internet Explorer	Chrome (61)
3 Screen Resolution	1024 x 768	1280 x 720
4 Pop-Up Blocker	Not Blocked	Blocked
5 Cookies Enabled	Yes	Yes





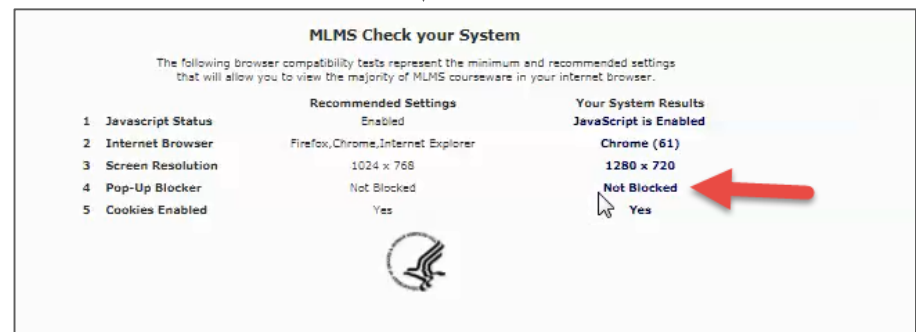
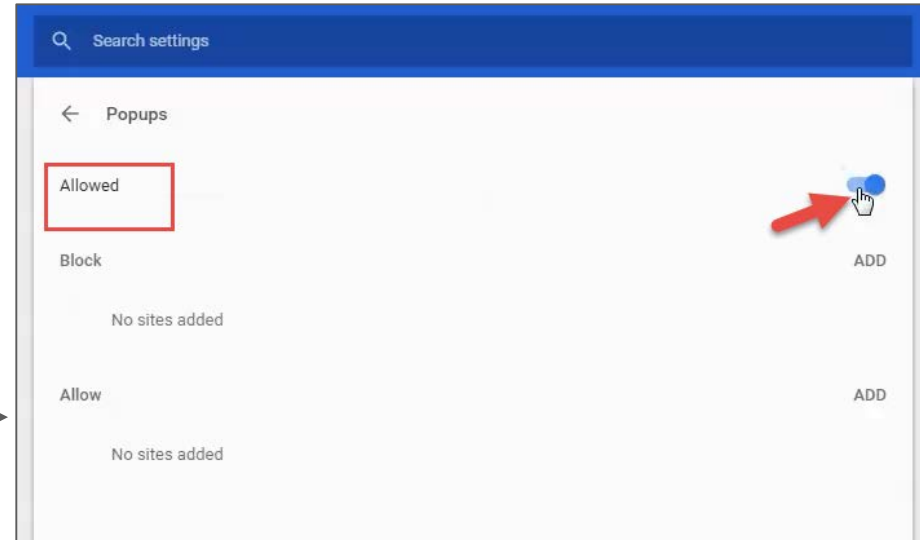
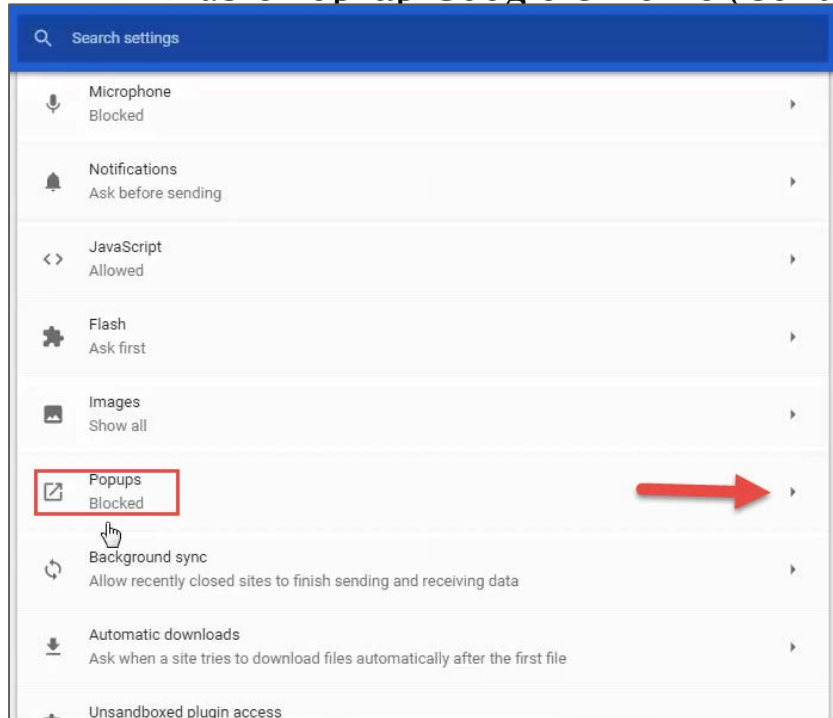
# System Configuration

- Enable Pop-up Google Chrome



# System Configuration cont'd

- Enable Pop-up Google Chrome (Cont'd)



# Navigation – Training Options Portlet

- Access Training
  - Training Options portlet

**Training Options**

Recommendation	Recommendation Type	Sources	Recommended On	Actions
<a href="#">PY2019 Certified Application Counselor (CAC)</a>	Curriculum	(1)demo	07/02/2018	<a href="#">Actions</a>

[View All...](#)

**Actions**

- [View Detail](#)
- [Begin Enrollment](#)

# Navigation – Training Options Page

- Access Training
  - Training Options page

The screenshot displays the 'Training Options' page. On the left, a sidebar contains a 'Training Options' tab, highlighted by a red arrow. The main content area features a 'Restore Defaults' button and a checkbox for 'Group by Recommendation Type'. Below this is a section titled 'Active Recommendations' containing a table. The table has columns for 'Recommendation', 'Recommendation Type', 'Sources', 'Recommended On', and 'Actions'. A red arrow points to the 'Begin Enrollment' link in the 'Actions' dropdown menu for the first entry, 'PY2019 Certified Application Counselor (CAC)'.

<input type="checkbox"/>	Recommendation	Recommendation Type	Sources	Recommended On	Actions
<input type="checkbox"/>	PY2019 Certified Application Counselor (CAC)	Curriculum	(1)demo	07/02/2018	<a href="#">View Detail</a> <a href="#">Begin Enrollment</a>

# Curriculum Enrollment

- Curriculum Enrollment
  - Curriculum default 1-click enrollment
  - Required/Optional modules

**Register for PY2019 Certified Application Counselor (CAC)**

To register for PY2019 Certified Application Counselor (CAC), verify the path, select modules and learning elements within the module that you would like to complete. [See complete registration guidelines.](#)

**Complete Enrollment**

Path: PY2019 Path

Note: Actual seat availability might vary at the time of registration, due to existing registrations.

If selected courses are already assigned to learners, then an order is not placed for those courses again. If you do not select any new offering and all selected courses are already assigned to learners, then the following warning is displayed: "There were no items to register for:".

**Required Module** (Complete 4 of 4 Required) **Required**

<input checked="" type="checkbox"/>		<b>PY2019 ASSISTER 001 MLMS Training Overview</b> (Course : 00002525)
<input type="radio"/>		Offering ID: 00002666 Language: English Offered As: Web Based Training Suggested <a href="#">Change Offering</a>
<input checked="" type="checkbox"/>		<b>PY2019 ASSISTER 002 MLMS Affordable Acts Basics</b> (Course : 00002526)
<input type="radio"/>		Offering ID: 00002667 Language: English Offered As: Web Based Training Suggested <a href="#">Change Offering</a>
<input checked="" type="checkbox"/>		<b>PY2019 ASSISTER 003 MLMS Privacy, Security, and Fraud Prevention Standards</b> (Course : 00002527)
<input type="radio"/>		Offering ID: 00002668 Language: English Offered As: Web Based Training Suggested <a href="#">Change Offering</a>
<input checked="" type="checkbox"/>		<b>PY2019 ASSISTER 004 MLMS Marketplace Assister Essentials</b> (Course : 00002528)
<input type="radio"/>		Offering ID: 00002669 Language: English Offered As: Web Based Training Suggested <a href="#">Change Offering</a>

**Optional Module** (Complete 8 of 8) **Optional**

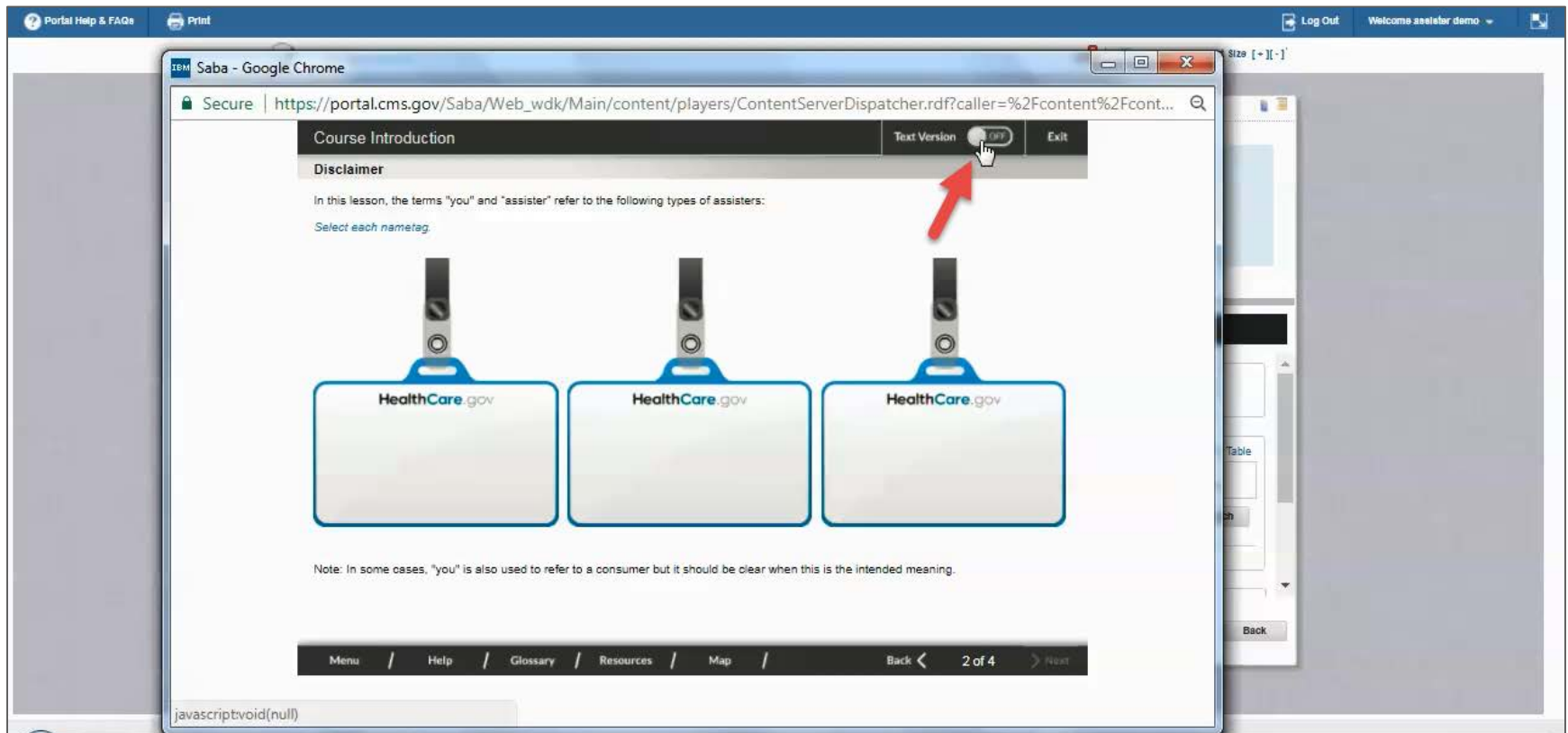
# Current Learning

- Current Learning
  - Default : All
    - Alternative to view by Curriculum

The screenshot displays the 'Current Learning' interface. On the left is a sidebar with a user profile icon labeled 'fname lname' and navigation links: 'Home', 'Current Learning' (highlighted), 'Curriculum Status', and 'Training Options'. The main content area is titled 'Current Learning' and has tabs for 'All', 'Courses', and 'Curriculum' (indicated by a red arrow). Below the tabs is a 'Sort By' dropdown set to 'Registration Date' and a 'Go' button. The main content area lists learning items. The first item is 'PY2019 Certified Application Counselor (CAC)' assigned by 'fname lname' on 07/02/2018, with a progress bar at 0% and links for 'View Details', 'View Progress for All Paths', and 'View Curriculum History'. Below this is a red-bordered box containing a plus icon and the text 'Required: Required Module (Progress: 4 of 4 learning items required. 0 of 4 completed)'. To the right of this box is a 'Hide Modules' button (indicated by a red arrow). Below the box is a 'Hide Learning Elements' button. The second item is 'PY2019 ASSISTER 001 MLMS Training Overview' (00002666) with status 'Confirmed', registration date '07/02/2018', and duration '00:00 hours'. It includes a 'View Details' link, a 'Hide Learning Assignments' button, and a 'Launch' button. The third item is 'PY2019 ASSISTER 002 MLMS Affordable Acts Basics' (00002667) with status 'Confirmed', registration date '07/02/2018', and duration '00:00 hours'. It also includes a 'View Details' link, a 'Hide Learning Assignments' button, and a 'Launch' button.

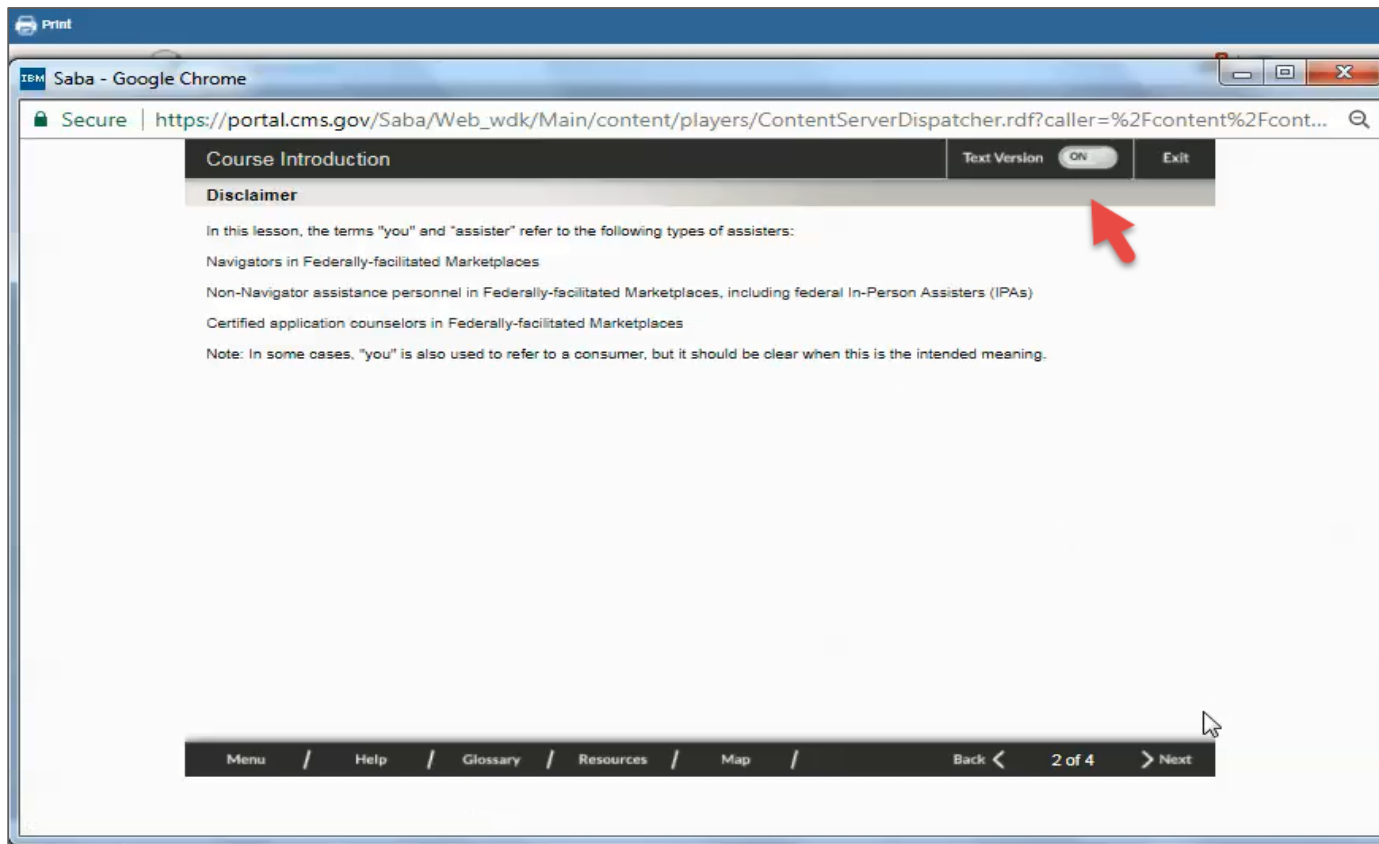
# Course Content- Text Mode Disabled

- Course Content- Text Mode Disabled (default)



# Course Content- Text Mode Enabled

- Course Content Text Mode Enabled





# Course Content Completion

- Course Completion
  - Content Level ( Training Material/Exam)
  - Course Level
  - All content modules required
  - If course does not roll up and all modules are marked Successful (Return next day )

Completion Status

Not Evaluated

Score

0

Learning Assignments

[Modify Table](#)

Module	Assignment Type	Requirement	Details	Completion Status	Completed On	Actions
002_Affordable_Care_Act_Basics_6_20_2018	Training Content	Required	Attempts Allowed: Unlimited	Successful	07/02/2018	<div>Launch</div> <div>more actions</div>
002_Affordable_Care_Act_Basics_Exam	Training Content	Required	Attempts Allowed: Unlimited	Not Evaluated		<div>Launch</div>

Back

# Content Re-launch

- How to Re-Launch Content
  - All required course for curriculum must be complete.

Curriculum Status

Training Options

Status: -Select One-

Configure | Save Search Query | Search

Internal Curriculum

Showing 1 out of 1 results

Name	Selected Path (% Complete)	Mastery Score	Status	Assigned By	Target Date	Expired On Date	Registration Date	Mandatory	Actions
PY2019 Certified Application Counselor (CAC)	PY2019 Path - 100% Completed	N/A	Acquired	kpname	kpname	09/30/2019	06/01/2018	<input type="checkbox"/>	Actions

PY2019 Certified Application Counselor (CAC)

Assigned By: kpname kpname  
Assigned On: 06/01/2018  
Status: Acquired

Acquired On: 07/02/2018  
Mastery Score: N/A  
Expiration Date: 09/30/2019

PY2019 Path - 100% Completed

Back

Main | Recent Course History | Complete Progress Report

Graphical View | **Completed Status View**

Path: PY2019 Path  
Completion Requirement: 1 of 2 Modules Required  
Status: Completed

Required Module **REQUIRED**

Status: Complete Progress: 4 of 4 Required Items Completed  
Score: 42.5

PY2019 ASSISTER 001 MLMS Training Overview

Completed on 05/29/2018

PY2019 ASSISTER 002 MLMS Affidave Acts Basics

Completed on 05/29/2018

PY2019 ASSISTER 003 MLMS Privacy, Security, and Fraud Prevention Standards

Completed on 06/16/2018

PY2019 ASSISTER 004 MLMS Marketplace Assister Essentials

Completed on 07/02/2018

# Recent Course History

- Recent Course History

Progress Report for PY2019 ASSISTER 004 MLMS Marketplace Assister Essentials

You cannot mark this course complete.

Offering Name PY2019 ASSISTER 004 MLMS Marketplace Assister Essentials

Completion Status Successful

Learning Assignments [Print](#) | [Export](#) | [Modify Table](#)

Module	Assignment Type	Requirement	Details	Completion Status	Completed On	Actions
004_Marketplace_Assister_Essentials_Course_060718	Training Content	Required	Attempts Allowed: Unlimited	Not Evaluated		<a href="#">Launch</a>

2

MORE ACTIONS

Type	Completed On	View Results
Required	05/29/2018	<a href="#">View Results</a>
Required	05/29/2018	<a href="#">View Results</a>
Required	06/16/2018	<a href="#">View Results</a>
Required	07/02/2018	<a href="#">View Results</a>

1

PY2019 ASSISTER 003 MLMS Privacy, Security, and Fraud Prevention Standards

PY2019 ASSISTER 004 MLMS Marketplace Assister Essentials

# Help Desk

- MLMS Help Desk
  - [MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov)
    - Date
    - Time
    - Browser
    - Description of error
    - What action was being attempted



# Launch of Plan Year 2019 FFM Assister Training

*System Requirements  
and Reminders*

*Jabaar Gray  
July 11, 2018*



# Topics

- Browser Types
- QRGs /FAQs
- Prepare your system
- Home Computer / Public Computer
- Portal Timeout
- Print Last Page for Verification
- Contact the Help Desk for assistance
- “Remember to” Summary
- Do’s and Don’ts



# Browsers

- **Note:** If you use Internet Explorer 11 and are not automatically brought to the MLMS Landing page after selecting the **Save/Update** button, select the **Next** button on the redirect screen.
- USE one of the following Browsers:



# Clear Browser Cache

If you are having issues, clearing the cache of your browser sometimes clears up the problem. Below are links to the browser's instructions for clearing the cache.

- [Chrome Instructions](#)
- [Firefox Instructions](#)
- [Internet Explorer 10 Instructions](#)



# QRGs and FAQs

QRGs – Quick Reference Guides (QRGs) are available on the CMS Training for navigators, agents, brokers, and other assisters website.

- <https://marketplace.cms.gov/technical-assistance-resources/training-materials/training.html>



## QUICK REFERENCE GUIDE: PLAN YEAR 2019 Computer Configuration Requirements

This document provides a quick overview of the system requirements for taking training on the Marketplace Learning Management System (MLMS). For an optimum training experience, it is important that you check your computer's configuration prior to launching the training in the MLMS by following the steps below.



## QUICK REFERENCE GUIDE: PLAN YEAR 2019 FFM REGISTRATION AND TRAINING STEPS FOR ASSISTERS

The purpose of this document is to provide a quick overview for Assisters on how to access and register in the Marketplace Learning Management System (MLMS). The MLMS is specifically designed to provide both one-time and continuous On-Line Training. When completing the initial registration process, pay close attention to the navigation instructions provided in this guide. Open a web browser in Internet Explorer 11, Firefox (52.2.1), or Chrome (59.0.3071).

# QRGs and FAQs

- FAQs – The Frequently Asked Questions (FAQs) document is available on the CMS Training for navigators, agents, brokers, and other assisters website. It is also available on the MLMS Landing page and on the pop-up Help Desk window in the MLMS.
  - <https://marketplace.cms.gov/technical-assistance-resources/training-materials/mlms-questions.PDF>

## Assister Resources

Computer Configuration Quick Reference Guide  
MLMS Check your System  
Pop-up Guidance  
AssisterFAQ

## Help

Certified Application Counselors (CACs) with questions about assister certification training should contact  
[CACQuestions@CMS.hhs.gov](mailto:CACQuestions@CMS.hhs.gov)

Navigators with questions should contact your CMS project officer.

Need Help? Please click on the Help Desk link at the bottom of the page to send an email to the MLMS help desk

Monday – Friday: 9:00 AM – 5:00 PM EST

Assister FAQ: [Click Here](#)

# Preparing Your System – Pre-Login

1. JavaScript needs to be enabled for successful use of the Enterprise Portal.
  - <http://enable-javascript.com/>
2. Download latest version of Adobe Flash
  - <https://get.adobe.com/flashplayer/>
  - Follow the onscreen instructions. (You do not need to select the antivirus software. That is a personal preference.)
3. Allow Pop-up windows for the following URL
  - Open up your browser (Firefox, Chrome, or IE).
  - Firefox instructions: From the toolbar select, **Tools -> Options-> Content -> Exceptions** and then, type **portal.cms.gov** in the **Address of website** field.
  - If your version is different, use the support link listed below for pop-up blockers [Chrome Instructions](#) / [Firefox Instructions](#) / [Internet Explorer](#)

# Preparing Your System – Post Login

1. Once you are logged in to the MLMS, you can verify that your computer is ready, by clicking the **MLMS Check your System** link from under Assister Resources on the MLMS Assister Portlet Landing page.

**MLMS - Assister Portlet**

2019 Assister Training Update

As we prepare to release the 2019 Assister Certification Training, the 2018 Assister Certification Training that is hosted on the Marketplace Learning Management System (MLMS) will be taken offline at 6:00 p.m. (EST) on Monday June 18, 2018. During this "go-dark" period, assisters will not be able to access the certification training. We anticipate that the 2019 Assister Certification Training will be available to CACs in July and to Navigators after the next round of Navigator grants are awarded to align with the grant cycle. Assisters who need to take the current training before the 2019 training is available should begin the 2018 Assister Certification training prior to June 11, 2018 to allow for enough time to complete the training before it is removed June 18th.

**MLMS Technical Updates**

**Assister Resources**

- [Computer Configuration Quick Reference Guide](#)
- [MLMS Check your System](#)
- [Pop-up Guidance](#)
- [AssisterFAQ](#)

**Training Options**

Recommendation	Recommendation Type	Sources	Recommended On	Actions
<a href="#">PY2019 Certified Application Counselor (CAC) Curriculum</a>	Curriculum	(1)PY2019 Smoke	06/20/2018	<a href="#">Actions</a>
<a href="#">PY2019 Navigator</a>	Curriculum	(1)PY2019 Smoke	06/20/2018	<a href="#">Actions</a>
<a href="#">PY2019 State IPA</a>	Curriculum	(1)PY2019 Smoke	06/20/2018	<a href="#">Actions</a>

[View All...](#)

# Preparing Your System – Post Login

2. Below is an example of the information you might see when clicking the **Check your System Configuration** link. Use this information as a guide to modify your computer/laptop settings (if necessary) to have an ideal training experience. If submitting a ticket to the help desk for technical support, complete these steps first and provide a screen shot of your system results for faster assistance.

## MLMS Check your System

The following browser compatibility tests represent the minimum and recommended settings that will allow you to view the majority of MLMS courseware in your internet browser.

Recommended Settings	
1 Javascript Status	Enabled
2 Internet Browser	Firefox,Chrome,Internet Explorer
3 Screen Resolution	1024 x 768
4 Pop-Up Blocker	Not Blocked
5 Cookies Enabled	Yes



## Your System Results

**JavaScript is Enabled**

**Firefox (60)**

**1280 x 720**

**Not Blocked**

**Yes**

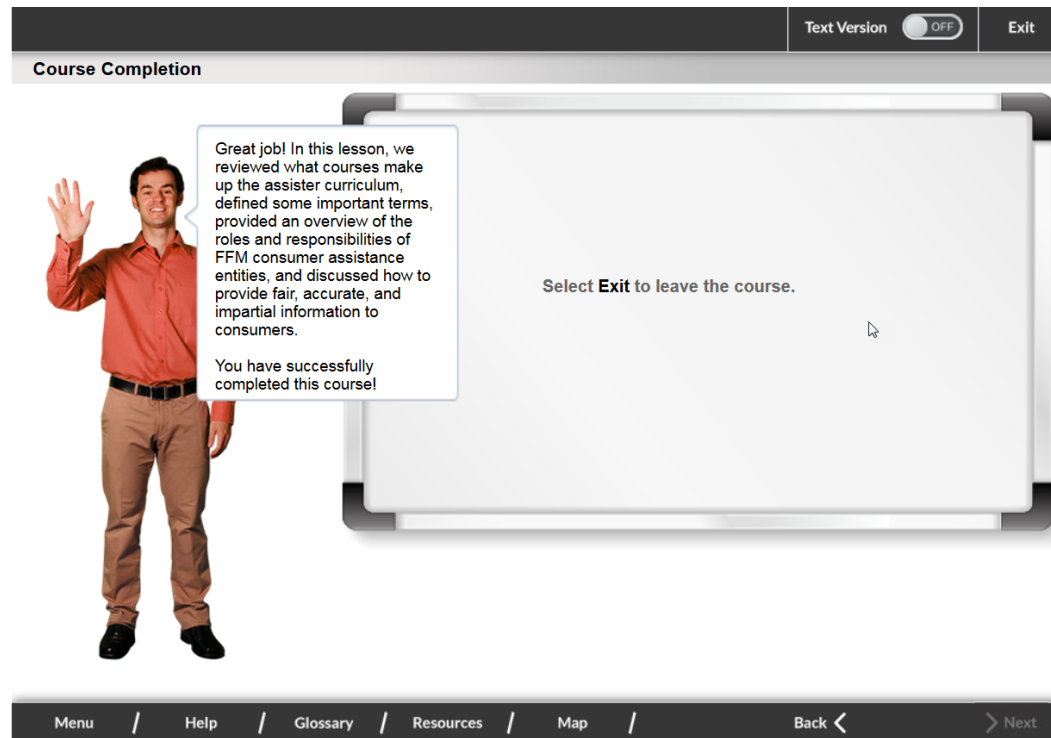
# Home or Public Computer

- Some company networks are very restrictive as to what Websites an employee may visit or what browsers may be used at work. Some work machines have additional security controls or software which could interfere with MLMS.
- If you are having multiple issues, try completing your training on your home laptop or computer. If you don't have a laptop or computer at home, try using a computer at a library.

# Portal Timeout 30 Minutes

- Enterprise Portal times out every 30 minutes.
- Click the Portal window every 28 minutes and look for a pop-up box to continue the current session.
- Don't get distracted while taking training. Set a timer for 28 minutes.
- If you timeout, you may need to clear your cache, or log back in twice in order to see the **MLMS > Training** link on your CMS Portal page.

# Capture Screenshot of Last Page of Course



This is the last page of a course. Take a screen shot of this page. Press **PrtScn**. Open Paint by clicking the **Start** button , clicking **All Programs**, clicking **Accessories**, and then clicking **Paint**. In Paint, on the **Home** tab, in the Clipboard group, click **Paste**. For Windows 8 users, press the **Windows** key + **Prt Sc**.



# View Completed Learning

Some users may not see an updated course completion right away in MLMS. Navigate to **MLMS Assister Portlet**. Under **Curriculum Status**, Select your curriculum to verify status

The screenshot displays the MLMS Assister Portlet interface. On the left is a sidebar with a user profile icon and navigation links: Home (highlighted with a red box), Current Learning, Curriculum Status, and Training Options. The main content area is titled 'MLMS - Assister Portlet' and contains three sections: '2019 Assister Training Update', 'MLMS Technical Updates', and 'Curriculum Status' (highlighted with a red box). The 'Curriculum Status' section contains a table with columns: Name, Version, Status, Target Date, and Recertification?. The table lists three items: 'PY2019 Certified Application Counselor (CAC) Curriculum' (In Progress, No), 'PY2019 Navigator' (In Progress, No), and 'PY2019 State IPA' (In Progress, No). The first row is highlighted with a red box. On the right side of the interface, there are sections for 'Assister Resources', 'Training Options' (showing 'No items found'), 'Help', and 'Disclaimer'.

**MLMS - Assister Portlet**

**2019 Assister Training Update**

As we prepare to release the 2019 Assister Certification Training, the 2018 Assister Certification Training that is hosted on the Marketplace Learning Management System (MLMS) will be taken offline at 6:00 p.m. (EST) on Monday, June 18, 2018. During this 'go-dark' period, assisters will not be able to access the certification training. We anticipate that the 2019 Assister Certification Training will be available to CACs in July and to Navigators after the next round of Navigator grants are awarded to align with the grant cycle. Assisters who need to take the current training before the 2019 training is available should begin the 2018 Assister Certification training prior to June 11, 2018 to allow for enough time to complete the training before it is removed June 18th.

**MLMS Technical Updates**

**IMPORTANT:** The MLMS will be undergoing scheduled maintenance Thursday, June 28th 8:00 PM EST to 11:00 PM EST. Training content cannot be launched, any course or curriculum completed during this time will not be recorded. Please log out of the system before the maintenance window begins to ensure that your training progress is recorded.

**Curriculum Status**

Name	Version	Status	Target Date	Recertification?
PY2019 Certified Application Counselor (CAC) Curriculum		In Progress		No
PY2019 Navigator		In Progress		No
PY2019 State IPA		In Progress		No

**Assister Resources**

- [Computer Configuration Quick Reference Guide](#)
- [MLMS Check your System](#)
- [Pop-up Guidance](#)
- [Assister FAQ](#)

**Training Options**

No items found.

[View All...](#)

**Help**

Certified Application Counselors (CACs) with questions about assister certification training should contact [CACQuestions@CMS.hhs.gov](mailto:CACQuestions@CMS.hhs.gov).

Navigators with questions should contact your CMS project officer.

Need Help? Please click on the Help Desk link at the bottom of the page to send an email to the MLMS help desk Monday – Friday: 9:00 AM - 5:00 PM EST

[Assister FAQ](#) [Click Here](#)

**Disclaimer**

The Centers for Medicare & Medicaid Services (CMS) employees, agents, and staff make no representation, warranty, or guarantee that this compilation of Medicare information is error-free and will bear no responsibility or liability for the results or consequences of the use of this guide. This publication is a general summary that explains certain aspects of the Medicare Program, but is not a legal document. The official Medicare Program provisions are contained in the relevant laws, regulations, and rulings.

# View Complete Progress Report

Your Complete Progress Report will be displayed with status of registered items completed as **Completed** or **Not Completed**, and a percent completed status displayed.

The screenshot displays the 'PY2019 Certified Application Counselor (CAC) Curriculum' progress report. On the left is a sidebar with a user profile icon and navigation links: Home, Current Learning, Curriculum Status, and Training Options. The main content area has a header with a ribbon icon, 'Assigned By' (Kimberly Ward), 'Assigned On' (05/29/2018), 'Status' (In Progress (25%)), and 'Expiration Date' (08/30/2019). A progress bar shows 'PY2019 Path - 25% Completed' with a 'Back' button. Below this is a navigation bar with 'Main' and 'Complete Progress Report' tabs. A view selector shows 'Graphical View' selected. The 'Path' is 'PY2019 Path', 'Completion Requirement' is '1 of 2 Modules Required', and 'Status' is 'Not Completed'. The 'Required Module' section, marked 'REQUIRED', shows 'Status: Incomplete' and 'Progress: 1 of 4 Required Items Completed'. Four module cards are listed: 'PY2019 ASSISTER 001 MLMS Training Overview' (Completed on 07/02/2018, highlighted with a red box), 'PY2019 ASSISTER 002 MLMS Affordable Care Acts Basics' (Not Completed), 'PY2019 ASSISTER 003 MLMS Privacy, Security, and Fraud Prevention Standards' (Not Completed), and 'PY2019 ASSISTER 004 MLMS Marketplace Assister Essentials' (Not Completed). Each card has a 'View Progress' button.

Module Title	Status	Completion Date
PY2019 ASSISTER 001 MLMS Training Overview	Completed	07/02/2018
PY2019 ASSISTER 002 MLMS Affordable Care Acts Basics	Not Completed	
PY2019 ASSISTER 003 MLMS Privacy, Security, and Fraud Prevention Standards	Not Completed	
PY2019 ASSISTER 004 MLMS Marketplace Assister Essentials	Not Completed	

# Enroll in Optional Courses

- To enroll in another curriculum that contains the optional courses perform the following steps:
  1. Log in to CMS Portal and on the MLMS Profile page, change your Assister Type to “**Other**” and then select the **Save/Publish** button.
  2. From the Training Options portlet, select **Action** and then **Enroll** for either the State IPA, Federal IPA, or New Navigator curriculums.
  3. Select **Complete Enrollment**
  4. Select **Go to Current Learning**
- The optional courses you did not take as part of the CAC curriculum will now appear in **Current Learning**.

# Help Desk Assistance

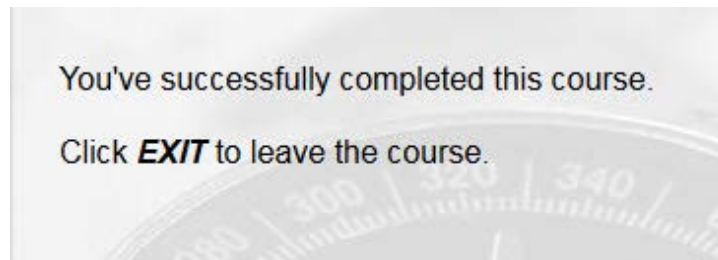
- If you encounter an error, or your course doesn't show complete even though you completed a course, open a ticket with the Help Desk.
- Select the **Check your System Configuration** link on the MLMS Landing page. Send a screenshot of the information to the Help Desk.
- Include in your ticket the following information:
  - Print screens
  - Third party security software installed
  - Is Flash installed

# Remember To

- For the best performance, use Firefox, Chrome, Internet Explorer 10 or lower as your Web browser.
- Prepare your system before accessing the MLMS (turn off pop-up blockers, load Flash, and turn on JavaScript).
- Take your training on a home computer/laptop or public computer (such as the library).
- Take training in 28 minute intervals, and/or check the portal window to ensure you have an active session.
- Print a copy of the last page of a course for verification
- Contact the Help Desk for assistance. Send a screenshot of your computer's **Check your System Configuration** page.

# Final MLMS Don'ts

- Don't click the browser's **Back** button.
  - If you click the **Back** button you will need to refresh the page and navigate to your previous location. You can use **Back** within the training content window.
- Session Timeout - Don't get distracted while taking the training. The Enterprise portal/MLMS will time out in **30 minutes** when no activity is present.
- The course is not finished until you see the following words:



# Help Desk Resources

- CMS Enterprise Portal Help Desk

- 855-267-1515
- [CMS\\_FEPS@CMS.hhs.gov](mailto:CMS_FEPS@CMS.hhs.gov)
  - User ID / Password Issues
  - No access to MLMS



- MLMS Help Desk

- [MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov)
  - Can't print my certificate
  - Can't find curriculum
  - Training is not launching



# Questions?

