



Plan Year 2019 FFM Training & Registration

Producers and subproducers helping individuals enroll in Qualified Health plans (QHPs) on the Federally Facilitated Marketplace (FFM) must register annually with the Centers for Medicare & Medicaid Services (CMS) prior to helping clients enroll in Marketplace policies.

Here's what our Blue Cross and Blue Shield of Illinois (BCBSIL) producers need to know and the steps they need to take to register with the FFM for plan year 2019.

Highlights for Returning Producers

- CMS continues to offer refresher curriculum to returning FFM producers.
- CMS considers “returning” producers those who completed 2018 FFM registration. If you fall into this category, CMS automatically enrolls you in a shortened refresher training course for plan year 2019. [See their two-page guide](#) for an overview for returning producers. For step-by-step details, see [CMS's presentation for RETURNING FFM producers](#).
- Last year, CMS stated the refresher training took about two hours. This year, they believe the refresher training will take less than an hour.
- CMS uses the Marketplace Management Learning System (MLMS) for producer training.
- Note that you must log in to the CMS Enterprise Portal and update your MLMS profile. Make sure your National Producer Number (NPN) is accurate in the MLMS system.

Highlights for New Producers

- “New” producers are those that did not complete FFM registration for plan year 2018, even if they were registered in prior years.
- [See the three-page guide](#) for an overview for producers NEW to the FFM. Or, review the [CMS's detailed presentation for producers NEW to the FFM](#).

Take Training via CMS or AHIP

- You can take the FFM training via CMS for free but the training does not provide Continuing Education (CE) credits.
- You can take the training via [America's Health Insurance Plans \(AHIP\)](#) for a fee and you may be eligible for CE credits.
- If you choose to complete training through AHIP, CMS recommends you do so prior to completing your MLMS profile.

CMS's Help On Demand

Help On Demand is a consumer assistance and referral system that connects consumers with producers who can assist with Marketplace enrollments. If you register with the FFM, you may be eligible to participate. For more details, [see CMS's Help On Demand flier](#). It has links to multiple resources.

Check the Registration Completion List (RCL)

The [Agent and Broker FFM Registration Completion List](#) (RCL) contains the NPNs for those who completed FFM registration for 2014—2019 plan years.

- CMS requires carriers like BCBSIL to confirm their producers' registration.
- BCBSIL only uses the [Agent and Broker FFM Registration Completion List](#) to confirm your registration status.
- Be sure your name is included on the RCL for plan year 2019 before helping clients enroll in Marketplace policies.
- This year, like the last two years, we will use the RCL to confirm your registration status.
- Don't send us your FFM registration certificate, but be sure to keep a copy for your records.

Resources

There are a host of resources from CMS and the Marketplace that can assist you. See slides 51-56 of [CMS's presentation for RETURNING FFM producers](#) for a complete list. Here are some resource highlights:

- See CMS's [Resources for Agents and Brokers site](#) for all the latest resources and their [Plan Year 2019 Registration and Training page](#) for FFM training details.
- CMS's FFM Producer Help Desk: FFMProducer-AssisterHelpDesk@cms.hhs.gov.
- CMS's MLMS Help Desk: MLMShelpdesk@cms.hhs.gov.
- Contact CMS for help with FFM registration and CMS Enterprise Portal issues by calling 855-267-1515 or emailing CMS_FEPS@cms.hhs.gov.
- For all other producer training issues, contact our BCBSIL Producer Service Center by calling 855-782-4272 Monday – Friday, 8 a.m. to 5 p.m. CT or emailing qhp_training@bcbsok.com.

Product Training Coming Soon

- Additional BCBSIL Product Training will be made available before open enrollment.
- The training will cover 2019 products, benefits and more. Stay tuned!