



Useful Websites for Agents and Brokers

The list of websites below contains links to resources to assist agents and brokers with the annual Marketplace registration process and background information for participating in the Federally-facilitated Marketplace (FFM).

Resource	Description	Link
Agents and Brokers Resources webpage	Primary outlet for agents and brokers to receive information about working in the Health Insurance Marketplace; provides the latest news and resources, including newsletters, webinars, fact sheets, videos, and tip sheets	http://go.cms.gov/CCIOAB
HealthCare.gov	Official site of the Health Insurance Marketplace; used for researching health coverage choices, eligibility, and enrollment	https://www.healthcare.gov/
Marketplace information	Official Marketplace information source for assisters and outreach partners about Marketplace eligibility, financial assistance, enrollment, and more	https://marketplace.cms.gov
Centers for Medicare & Medicaid Services (CMS) Enterprise Portal	Provides access to the Marketplace Learning Management System (MLMS) and allows users to request the FFM Agent/Broker role; the MLMS provides the following functions: <ul style="list-style-type: none"> • Complete Marketplace Agent and Broker Registration and Training • Sign Marketplace Agent and Broker Agreements • Access CMS-approved Vendor Training 	https://portal.cms.gov
Agent and Broker FFM Registration Completion List	Public list of agents and brokers who have completed Marketplace registration; used by issuers to verify agents' and brokers' eligibility for compensation for assisting with consumer enrollments	https://data.healthcare.gov/ffm-ab-registration-lists
Agent and Broker FFM Registration Termination List	Public list of agents and brokers who have been suspended or terminated from the Marketplace; used by issuers to verify agents' and brokers' eligibility for compensation for assisting with consumer enrollments	https://data.healthcare.gov/dataset/AB-Suspension-and-Termination-List/e8uy-7rnp/data
List of Approved Health-related Lines of Authority	Provides a list of valid health-related lines of authority for agents and brokers	https://data.healthcare.gov/dataset/NIPR-Valid-Lines-of-Authority-List/wk5a-kdpd/data



Resource	Description	Link
Find Local Help	A tool available on HealthCare.gov that enables consumers to search for a local, Marketplace-registered agent or broker with an active licensure status in a valid health-related line of authority to assist with FFM enrollment	https://localhelp.healthcare.gov/
Help On Demand	Consumer assistance and referral system operated by BigWave Systems that connects consumers seeking assistance with Marketplace-registered, state-licensed agents and brokers in their area who can provide immediate assistance with Marketplace plans and enrollments	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/Help-On-Demand.pdf
Agent and Broker National Producer Number (NPN) Search Tool	Enables users to search and find the correct NPN to enter in their MLMS profiles and on Marketplace applications	www.nipr.com/PacNpnSearch.htm
America's Health Insurance Plans (AHIP)	CMS-approved vendor for Marketplace Agent and Broker Training.	https://www.ahip.org/ffm/
LinkedIn for Marketplace Agents and Brokers	Contains posts with announcements, new resources, upcoming webinars, and more information for Marketplace agents and brokers	https://www.linkedin.com/showcase/cms-ab



Agent and Broker Marketplace Help Desks and Call Centers

The table below provides information on the Help Desks available to agents and brokers who assist consumers through the Federally-facilitated Marketplace (FFM or Marketplace), the types of inquiries handled, contact information, and hours of operation.

Help Desk Name	Phone # and/or Email Address	Types of Inquiries Handled	Hours of Operation (Closed Holidays)
Marketplace Service Desk	Phone: 1-855-CMS-1515 Phone: 1-855-267-1515 Email: CMS_FEPS@cms.hhs.gov	<ul style="list-style-type: none"> • CMS Enterprise Portal password resets and account lockouts • Other CMS Enterprise Portal account issues or error messages • General registration and training questions (not related to a specific training platform) • Login issues on the Direct Enrollment agent/broker landing page 	Monday-Friday 8:00 AM–8:00 PM ET October–November only: Saturday-Sunday 10:00 AM–3:00 PM ET
Agent/Broker Email Help Desk	Email: FFMProducer-AssisterHelpDesk@cms.hhs.gov	<ul style="list-style-type: none"> • General enrollment and compensation questions • Manual identity proofing/Experian issues • Escalated general registration and training questions (not related to a specific training platform) • Agent/Broker Registration Completion List issues • Find Local Help list issues • Help On Demand participation instructions or questions • Report concerns that a consumer or another agent or broker has engaged in fraud or abusive conduct 	Monday–Friday 8:00 AM–6:00 PM ET
Direct Agent/Broker Partner Line	Phone: 1-855-788-6275 Enter your National Producer Number to access this line.	<ul style="list-style-type: none"> • HealthCare.gov account password resets • Special enrollment periods not available on the consumer application • Individual Marketplace eligibility and enrollment issues 	Monday–Sunday 24 hours/day

If you have any questions or concerns, please contact the Agent/Broker Email Help Desk at: FFMProducer-AssisterHelpDesk@cms.hhs.gov.



Help Desk Name	Phone # and/or Email Address	Types of Inquiries Handled	Hours of Operation (Closed Holidays)
Agent/Broker Training and Registration Email Help Desk	Email: MLMSHelpDesk@cms.hhs.gov	<ul style="list-style-type: none"> • Technical or system-specific issues related to the MLMS • User-specific questions about maneuvering in the MLMS site or accessing training and exams 	Monday–Friday 9:00 AM–5:30 PM ET
Small Business Health Options Program (SHOP) Call Center	Phone: 1-800-706-7893 (TTY: 1-888-201-6445)	<ul style="list-style-type: none"> • Inquiries related to SHOP eligibility determinations or HealthCare.gov. • Contact the insurance company for most questions about SHOP plans, such as applications, enrollment, renewal, or changing or updating coverage, 	Monday–Sunday 24 hours/day
Direct Enrollment Email Help Desk	Email: DirectEnrollment@cms.hhs.gov	<ul style="list-style-type: none"> • All inquiries specifically related to becoming and/or operating as a direct enrollment web-broker in the Marketplace 	Monday–Friday 9:00 AM–5:00 PM ET
America’s Health Insurance Plans (AHIP) Training Help Desk	Phone: 1-800-984-8919 Email: support@ahipinsuranceeducation.org	<ul style="list-style-type: none"> • All inquiries specifically related to the AHIP agent/broker training platform 	Call Center/Email: Monday–Friday: 8:00 AM–7:00 PM ET Saturday: 8:30 AM-5:00 PM ET

If you have any questions or concerns, please contact the Agent/Broker Email Help Desk at: FFMProducer-AssisterHelpDesk@cms.hhs.gov.