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Agent and Broker Marketplace Help Desks and Call Centers

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The table below provides information on the Help Desks available to agents and brokers who assist consumers through the Federally-facilitated Marketplace (FFM), 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 | » Centers for Medicare & Medicaid Services (CMS) Enterprise Portal password resets and account lockouts » Manual identity proofing/Experian issues to create a new CMS Portal account » Other CMS Enterprise Portal account issues or error messages » General registration and training questions » Login issues on the Direct Enrollment agent/broker landing page » Technical or system-specific issues related to the Marketplace Learning Management System (MLMS) » User-specific questions about maneuvering in the MLMS site, or accessing training and exams | Normal Hours: Monday – Friday 8:00 a.m. – 8:00 p.m. ET October – November only: Saturday – Sunday 10:00 a.m. – 3:00 p.m. ET |
| Agent/Broker Email Help Desk | Email: FFMProducer-AssisterHelpDesk@cms.hhs.gov | » General enrollment and compensation questions » Escalated general registration and training questions » Agent/Broker Registration Completion List issues » Find Local Help questions » Help On Demand participation instructions or questions » Report concerns that a consumer or another agent or broker has engaged in fraud or abusive conduct » Complex consumer application issues- send description of issue needing resolution and app ID – do not send Personal Identifiable Information (PII) | Monday – Friday 8:00 a.m. – 6:00 p.m. ET |



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|-----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
| Marketplace Call Center Agent/Broker Line | Phone: 1-855-788-6275 <i>Enter your National Producer Number (NPN) to access this line.</i> | Consumer-specific inquiries or application changes: » 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 |
| Marketplace Appeals Center | Phone: 1-855-231-1751 TTY: 1-855-739-2231 | » Status of a Marketplace eligibility appeal | Monday – Friday 7:00 a.m. – 8:30 p.m. ET |
| Small Business Health Options Program (SHOP) Call Center | Phone: 1-800-706-7893 TTY: 1-888-201-6445 | » Inquiries related to SHOP eligibility determinations on 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 | » All inquiries specifically related to becoming and/or operating as a direct enrollment web-broker in the Marketplace | Monday – Friday 9:00 a.m. – 5:00 p.m. ET |
| Agent/Broker Training and Registration Email Help Desk | Email: MLMSHelpDesk@cms.hhs.gov | » 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 a.m. – 5:30 p.m. ET |



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 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/CCII OAB |
| 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 |
| CMS Enterprise Portal for Marketplace Training and Registration | Provides access to the MLMS and allows users to request the FFM Agent/Broker role; the MLMS provides the following functions: » 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 Marketplace Registration Tracker | Searchable database that allows users to look up their Marketplace registration status with the NPN and ZIP Code saved in their MLMS profile for the current plan year | https://data.healthcare.gov/ab-registration-tracker/ |
| Agent and Broker National Producer Number Search Tool | Enables users to search and find the correct NPN to enter in their MLMS profiles and on Marketplace applications | https://npr.com/help/look-up-your-npn |
| 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/ab-suspension-and-termination-list |



| 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 Marketplace enrollment | https://localhelp.healthcare.gov/ |
| Help On Demand | Consumer assistance and referral system operated by Help On Demand 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/Help-On-Demand-for-Agents-and-Brokers |
| 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 |
| Issuer & Direct Enrollment Partner Directory | Dynamic list of approved, participating issuers and web-brokers that offer online resources for agents and brokers, such as enrollment and client management functionality; updated regularly with new information | https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Private-Partner-Enrollment.html |
| Frequently Asked Questions (FAQs) for Agents and Brokers | Provides answers to commonly asked questions about working with the Marketplace and helping clients enroll in and maintain their coverage | https://www.agentbrokerfaq.cms.gov/s/ |
| Agent Broker Video Learning Center | Technical assistance videos to help address common questions or topics. | https://bit.ly/3hXLyru |