



# CMS Helpdesk Information

## MLMS Help Desk

### Contact

Email: MLMSHelpDesk@cms.hhs.gov

### If you ...

- Can't print your certificate
- Can't find curriculum
- Training isn't launching

## Navigators

### Contact

Email: navigatorgrants@cms.hhs.gov

### If you ...

- Experience any other issues, or if you cannot get your issue resolved, please email your project officer

## CAC Questions Help Desk

### Contact

Email: cacquestions@cms.hhs.gov

### If you ...

- Get an error message; CAC ID not valid
- Experience any other issues that cannot be resolved by the other help desks

## Marketplace Assister Community (MAC)

### Contact

Email: ffmassistercommunity@cms.hhs.gov

### If you ...

- Have MAC+ Portal Access
- Have MAC use issues

## CMS Enterprise Portal Help Desk

### Contact

Email: CMS\_FEPS@CMS.hhs.gov  
Phone: 855-267-1515

### If you ...

- Experience User ID/ Password Issues
- Have no access to MLMS

## EAP Help Desk

### Contact

Email: eapquestions@cms.hhs.gov

### If you ...

- Get an error message; EAP ID not valid
- Experience any other issues that cannot be resolved by the other help desks

## Manual ID Verification Help Desk

### Contact

Email: FFMProducer-AssisterHelpdesk@cms.hhs.gov

### If you ...

- Have provided your personal information during the identity verification process, but the system cannot identify you
- Request a manual ID verification and provide a copy of your driver's license