



2024 Assister Certification Training Modules

We are pleased to invite assisters to take the **2024 Assister Certification Training** beginning **August 30, 2023**. In preparation for the Marketplace Open Enrollment Period starting November 1, 2023 for the 2024 Plan Year, the Centers for Medicare & Medicaid Services (CMS) has updated the Assister Certification Training curriculum.

The training is hosted on the Marketplace Learning Management System (MLMS); the online web-based training platform for assisters providing application and enrollment assistance to consumers in Federally Facilitated Marketplaces (FFMs) and State-based Marketplaces using the Federal platform. The MLMS can be accessed through the CMS Enterprise Portal.

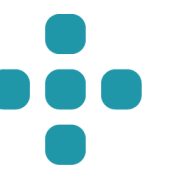
- **New users** register here: [New User Registration](#)
- **Existing users** can login at: [Existing User Registration](#)

Required ID Validation for MLMS Access

All **new** Assisters (Certified Application Counselors, Navigators, Enrollment Assistance Personnel (EAPs), and State Based Exchange-Federal Platform Assisters) will need to **verify their identity** on the CMS Portal to access Assister Certification training on the MLMS. [The Quick Reference Guide: FFM Registration with Assister ID Verification](#) provides an overview of how to register as a new Assister using the Identity Verification process, or login as a returning Assister. Please review the guide prior to taking training. If you have taken Annual Assister Certification Training in the past, and already have a CMS Portal account, please DO NOT create another account.

Use of Navigator ID

When registering for the 2024 Navigator training on the MLMS training platform, all individual Navigators should ensure that they register for and complete the 2024 Navigator certification or recertification training using the unique Navigator ID number assigned to them by the CMS Navigator grantee organization with which they are affiliated. Navigators should use the unique Navigator ID number assigned to them to ensure that the Navigator certificate issued to them reflects their current ID number and their current affiliation with a CMS Navigator grantee organization. Please note: Your Navigator ID needs to **first** be listed in HIOS to access training. If you receive an error message about your ID, please check with your organization before proceeding, or email navigatorgrants@cms.hhs.gov.



Use of CAC ID Number

Prior to registering for the 2024 Assister Certification Training, returning Certified Application Counselors (CACs) should ensure they are using a CAC ID number issued to them by their Certified Application Counselor Designated Organization (CDO). Please note: Your CAC ID needs to **first** be listed on the CAC Roster to access training. If you receive an error message about your ID, please check with your organization before proceeding, or email cacquestions@cms.hhs.gov.

New organizations that apply to become CDOs during CMS's 2023 Open Season and are approved to operate as CDOs during plan year 2024 should instruct their CACs to wait to take the 2024 CAC training until **after** they have been issued a CAC ID number by their organization and added to the CAC Roster.

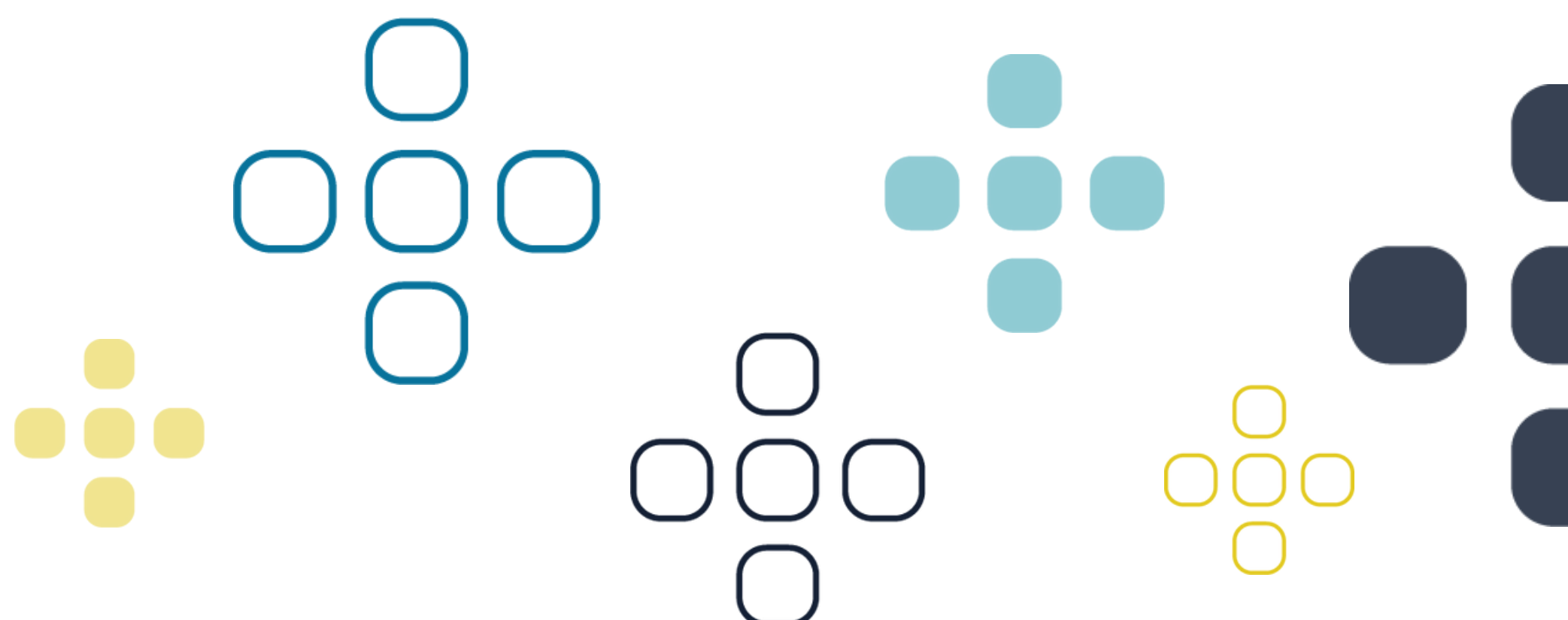
When registering for the 2024 CAC training, all CACs should enter their CAC ID number in the CAC ID field on the "Welcome to the MLMS" profile page. This will ensure that each CAC's enrollments on HealthCare.gov are linked to the correct CDO organization.

Returning FFM CACs are now eligible to complete the abbreviated 2024 recertification training (same one as Navigators) if all of the following criteria are met:

1. They successfully completed the 2023 FFM training in the MLMS;
2. They were certified as a CAC by their CDO for the 2023 plan year (active certification status documented on the CDO's roster of CACs), received a certificate from their CDO, and remained certified in 2023;
3. They remained with the same CDO with which they were certified for plan year 2023;
4. They kept the same CAC ID.

Use of EAP ID

When registering for the 2024 EAP training on the MLMS training platform, all individual Enrollment Assistance Personnel (EAPs) must ensure that they register for and complete the 2024 EAP certification training using the unique EAP ID number assigned to them by Cognosante. EAPs must use the unique EAP ID number assigned to them to ensure that the EAP certificate issued to them reflects their current ID number and their current affiliation with Cognosante.





Dual Assisters

Assisters may be serving in dual roles and are able to be certified as such. If you are both a Navigator and a CAC (or CAC and EAP), on the “Welcome to the MLMS” profile page, you would select both Navigator and CAC (or CAC and EAP) roles and document your corresponding IDs in the appropriate fields to register for training. Once you submit, you will be taken to the curriculum page and will notice that both Navigator and CAC (or CAC and EAP) curriculums are present. **You only need to complete one curriculum to be certified.** Select the curriculum you choose and complete the modules. Once completed, print your certificate. To be certified for both assister types, return to your curriculum page and enroll in the next curriculum (you need only to **enroll** and print your second certificate). Once enrolled, your progress from the previous curriculum will transfer over and you will be able to print your second certificate for your other assister type.

You can find training presentations and additional resources, such as Frequently Asked Questions (FAQs), and MLMS Quick Reference Guides at the following link:

[Assister Training Materials.](#)

Resources

- [Launch of Plan Year 2024 FFM Assister Certification Training](#) – August 2023 (slides)
- [Quick Reference Guide: Plan Year 2024 Device Configuration Requirements](#) – posted August 2023
- [Quick Reference Guide: FFM Registration and Assister ID Verification](#) – posted August 2023
- [CMS Help Desk Information and Contact](#)

