

Agents may assist in enrolling individuals in qualified health plans (QHP) in the Federally Facilitated Marketplace (FFM) Individual Marketplaces, provided they complete the following steps:

Part I: Register on the Medicare Learning Network (MLN), complete assigned training and exams, and execute the Federally-facilitated Marketplace Agreements.

- ❖ Basic identifying information will be requested, including your National Producer Number (NPN). It is vital that you enter your NPN correctly and that you remember your MLN user ID.

Part II: Create an FFM User ID and complete identity proofing through the CMS Enterprise Portal:

- ❖ As part of this process, you will be prompted to enter your NPN and MLN User ID. It is vital that you enter both of these items accurately, or the system will not be able to match your training records.

ODI CE Credits (Voluntary step): Once training (Part I) and Exchange registration (Part II) is complete, you may submit proof of completion in the form of a completion certificate by fax or email to the Department at Fax #: 614-387-0051 or Email: EducationDocs@insurance.ohio.gov.

ODI Registration (Voluntary step): You may add your Federal Registration with the Exchange to your agent's record. Review the instructions of step 6 on the ODI webpage titled "[Navigator and Agent Exchange Information](#)". **Step 6** provides details of the process to add Exchange Registration to an agent record.

Agent Exchange Registration with the Ohio Department of Insurance FAQs

Why does my record on the agent locator not reflect my registration to sell in the Exchange as I submitted my certificates after completing the Exchange training courses?

The recording of the exchange training certificates (Individual Marketplace or SHOP) was only for obtaining CE credits. Agents who want to have their record reflect that they have registered with the Federal Exchange must complete the voluntary registration with ODI.

What is my MLN User ID?

You created an MLN User ID when you completed the training in Part I. You had to use your MLN User ID, and the National Producer Number (NPN) when you registered on the MLN site, created a Federally-facilitated Marketplace (FFM) user account and completed the identity verification on the CMS Enterprise Portal.

How do I reset my password/username on the MLN site?

If you can't recall your MLN user ID, return to the MLN website (<https://Marketplace.MedicareLearningNetworkLMS.com>) and click the "Forgot your login ID?" link on the login page.

What is my FFM User ID?

You created your FFM User ID when you created your account on the CMS Enterprise Portal during Part II of the agent/broker registration process.

How do I reset my password/username on the CMS Enterprise Portal?

To recover your FFM User ID or password information, click on the "Forgot my User ID/Password" link on the Centers for Medicare & Medicaid Services (CMS) Enterprise Portal log-in web page at (<https://portal.cms.gov/>). Clicking this link will provide you with instructions for how to recover your FFM User ID or initiate a password reset.

I am experiencing problems creating a Gateway Account, what do I do?

First review the Bulletin for Creating a Gateway Account ([Bulletin](#)). If you are still are having problems creating a Gateway account contact the Department’s IT Service Section by email at GatewayAdmin@insurance.ohio.gov or by phone at 1-800-686-1578.

I am receiving an “Error” message when I try to associate my Gateway Account with my agent record, what do I do?

If you have received an “Unhandled Error” messages (*Examples of “Unhandled Errors” are shown below. Some errors may have additional information in the popup message, but all will start with the same message “{Message}:”An error has occurred.”*”)

If you received this type of error message there is nothing you can do to fix the problem. ODI **MUST** assist you in adding your registration information to your agent record. Please contact the License Division by email at licensing@insurance.ohio.gov or by phone at 1-614-644-2665.

