

# Federally Facilitated Marketplace (FFM) Training, Registration & Agent Certification Verification Form Job Aid

## Instructions: FFM Training and CMS Registration

- Prior to submitting your Agent Verification form, you must complete the Individual Marketplace Curriculum from the Medicare Learning Network (MLN) found at: <http://Marketplace.MedicareLearningNetworkLMS.com>, which includes:
  - Affordable Care Act and Marketplace Basics course and exam.
  - Individual Marketplace course and exam.
  - Individual Marketplace Agreements.
- After completing training and passing the exam, print your **Certificate of Completion** for the **Individual Marketplace Curriculum**. No other training certificates are needed to prove FFM certification.
- The next step is to register your self-generated FFM User ID and complete the identity verification process at <https://portal.cms.gov>. NOTE:
  - The FFM User ID you create will be your official FFM User ID. Create an FFM User ID that is easy to remember, **tasteful** and **inoffensive** (Ex: agentjohndoe).
  - Your FFM User ID will not be on your Certificate of Completion (only name and NPN).
  - Your FFM User ID may contain the following symbols: @, period (.), dash (-), underscore (\_).
  - Do not use apostrophes (').
  - Your FFM User ID should not exceed 50 characters.
  - There is no method to change an FFM User ID at this time. If you change your FFM User ID in the future, you must resubmit your Certificate of Completion and Agent Verification Form.



Sample Certificate of Completion

## Are you planning on enrolling clients into Humana Medical Plans offered in the new Federally-Facilitated or State Partnership Marketplaces?

Agents who plan on presenting and enrolling qualified individuals into a Humana Individual Major Medical (IMM) plan in states where a Federally-Facilitated or State Partnership Marketplace is operating must register with the Centers for Medicare and Medicaid Services (CMS) and supply their registration information to Humana.

Registering with CMS is an online registration process administered by CMS. In completing the registration process, the agent will:

- Confirm his or her identity by answering a number of simple questions online.
- Complete a Marketplace-specific online training course.
- Agree to comply with federal and state laws, rules, standards and policies, including those related to privacy and security policies, as a condition of working with consumers in the Marketplace.
- Receive an active Federally-Facilitated Marketplace User ID and a printed Certificate of Completion.

In order for agents to receive compensation from Humana for IMM products offered in the Federally-facilitated or State-based Marketplace, agents must submit to Humana their Federally-Facilitated or State Marketplace User ID along with a copy of the Certification of Completion prior to submitting the initial enrollment.

### Registering Your Federally-Facilitated Marketplace User ID with Humana

- Complete CMS registration, receive a Marketplace User ID and print a copy of your Certificate of Completion.
- Complete the form below, mandating fields indicated by an (\*).
- Fax or Mail the completed form and copy of your Certificate of Completion to Humana.

**Have Questions?  
 Want to Learn More About  
 Distributing Humana Health  
 Plans?**  
 Contact Humana Agent Support:  
 (866) 445-9658

\* Name: John Q Doe  
 \* Address: Street: 1213 Mockingbird Ln  
 City: Louisville State: KY Zip: 40207  
 \* Phone Number: (502) 555-1235  
 Email: john.doe1@gmail.com  
 \* Humana Agent ID (SAN): 1572299  
 \* National Producer Number (NPN): 1536842  
 \* Federally-Facilitated Marketplace User ID: agentjohndoe  
 \* Date of Marketplace Certification: 08/23/2013

Please Fax or Mail this completed Verification Form AND Copy of your Certificate of Completion to:

FAX: Humana Agent Verification Fax: (866) 935-3238  
 MAIL: Humana Agent Verification P.O. Box 14097, Lexington, KY 40512-4097

Attach Copy of Federally-Facilitated Marketplace Training Certificate of Completion

Marketplace Certification Agent Verification Form – 7/2013

Humana

Sample Agent Certification Verification Form

- ## Instructions: Completing your FFM Agent Certification Verification Form
- Neatly print your name, address, phone number, email address, Humana SAN, NPN, FFM User ID (the ID you created in Step 3 above, and the date indicated on your Certificate of Completion from MLN).
  - Fax or mail both your completed Agent Certification Verification Form and Certificate of Completion for the Individual Marketplace Curriculum to the locations listed at the bottom of the Agent Certification Verification Form.
  - Agents who submit improperly completed Agent Certification Verification Forms or missing/incorrect Certificates of Completion will be notified by MarketPoint to re-fax/re-mail the correct documents.

**Have Questions? Want to Learn More About Distributing Humana Health Plans?**  
 Contact Humana Agent Support: (866) 445-9658