

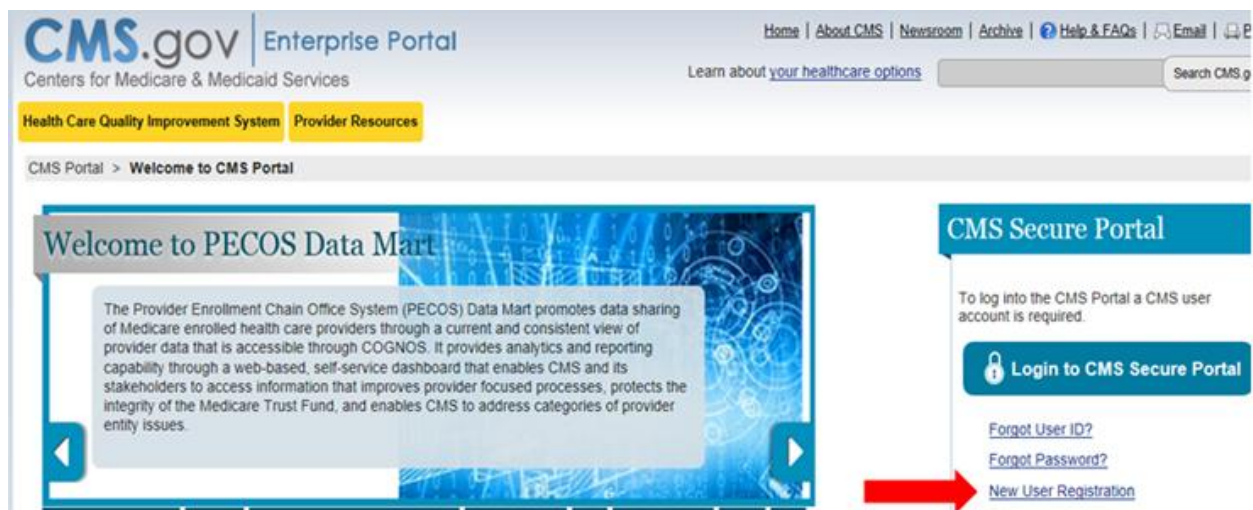


## 2016 FFM Certification – New User Registration Process

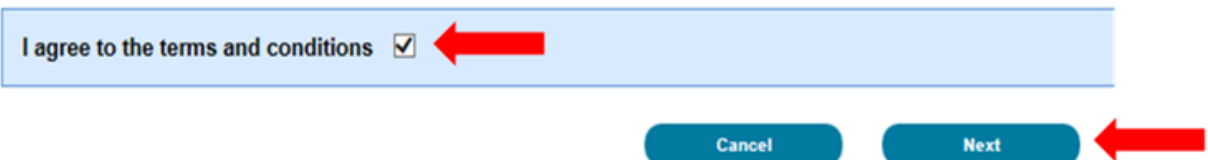
Agents and brokers must complete seven steps to become fully-registered to participate on the FFM for plan year 2016.

### Step 1 - Create a CMS Enterprise Portal Account:

- Go to <https://portal.cms.gov>
- Click on “New User Registration”



- Read and agree to the terms and conditions
- Click “I agree to the terms and conditions”; Click “Next”



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- Enter all personal information
- Click “Next”

**CMS.gov** | Enterprise Portal  
Centers for Medicare & Medicaid Services

[Home](#) | [About](#)  
[Learn about your health plan](#)

[Health Care Quality Improvement System](#) [Provider Resources](#)

CMS Portal > **New User Registration**

Screen reader mode Off | Accessibility Settings

Your Information Your Information Your Information

### Your Information

Enter your legal first name and last name

• First Name:  Enter your First Name. Allowed special characters are Apostrophe ('), hyphen (-), and spaces. Middle Name:

• Last Name:  Suffix:

- Create a User ID and Password
- Choose challenge questions and provide answers
- Click “Next”

**CMS.gov** | Enterprise Portal  
Centers for Medicare & Medicaid Services

[Health Care Quality Improvement System](#) [Provider Resources](#)

CMS Portal > **New User Registration**

Screen reader mode Off | Accessibility Settings

Choose User ID and Password Create User Choose User ID and Password

### Choose User ID And Password

• User ID

• Password

• Confirm Password

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- The CMS Enterprise Portal will notify that the account is created; Click “OK”
- An email will be sent to the address listed while creating the account notifying that your account was successfully created
- Wait for a few minutes before logging in

The screenshot displays the CMS.gov Enterprise Portal interface. At the top, the CMS.gov logo and 'Enterprise Portal' text are visible, along with the subtitle 'Centers for Medicare & Medicaid Services'. Below this, there are two yellow buttons: 'Health Care Quality Improvement System' and 'Provider Resources'. A breadcrumb trail shows 'CMS Portal > New User Registration'. A progress bar indicates three steps: 'Your Information', 'Choose User ID and Password', and 'Complete Registration', with the third step being the active one. The main content area features the heading 'Account Successfully Created' followed by a confirmation message: 'You have now successfully created an account on the CMS Enterprise Portal. You will receive an e-mail User ID that you selected.' Below this, a note states: 'If you are requesting access for a specific role in a system, please log on to the CMS Enterprise Portal us. Selecting the 'OK' button will direct you to the CMS Portal Landing page.' At the bottom right, a red arrow points to a blue button labeled 'OK'.

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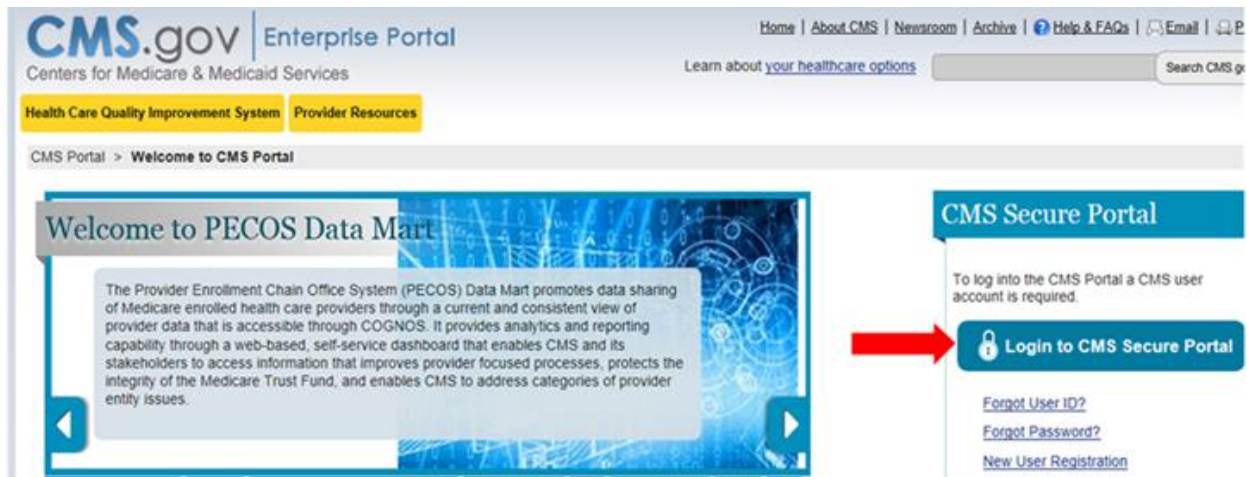


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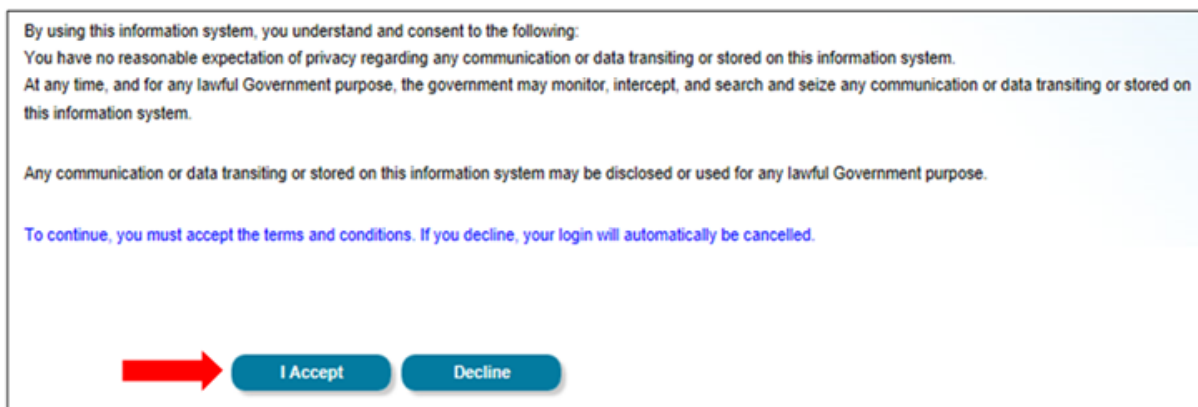


## Step 2 – Agent or Broker Requests the FFM Agent/Broker Role:

- Log back to CMS Enterprise Portal at <https://portal.cms.gov>
- Click “Login to CMS Secure Portal”



- Read the terms and conditions and accept by clicking “I Accept”



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- Enter your User ID and password that you created while setting up your CMS Enterprise Portal account in Step 1; Click “Log In”

The image shows the login page for the CMS.gov Enterprise Portal. At the top, it says "CMS.gov | Enterprise Portal" and "Centers for Medicare & Medicaid Services". Below this are two yellow buttons: "Health Care Quality Improvement System" and "Provider Resources". A blue banner reads "Welcome to CMS Enterprise Portal". The login form includes fields for "User ID" and "Password", both with red arrows pointing to them. Below the fields are "Log In" and "Cancel" buttons, with a red arrow pointing to the "Log In" button. At the bottom, there are links for "Forgot Password?", "Forgot User ID?", and "Need an account? Click the link - New user registration".

- Click “Request Access Now”

The image shows the dashboard of the CMS.gov Enterprise Portal. At the top, there is a navigation bar with links for "Portal Help & FAQs", "Print", "Log Out", and a welcome message "Welcome Cordelia Chase". Below the navigation bar is the "CMS.gov | Enterprise Portal" header. A yellow button labeled "My Portal" is visible. The main content area is titled "Welcome to CMS Enterprise Portal" and contains a paragraph about the portal's purpose. Below this is a section titled "Application Access" with the text "There are several ways to manage access to applications in the CMS Enterprise Portal". On the right side, there is a "Request Access" section with a link to "Request Access Now" and a red arrow pointing to it. Below that is a "Contact Help Desk" section with contact information for FFE / HIOS / Agents & Brokers Help Desk.

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- Scroll down the list of roles or enter “F” in the search box, to find the “FFM/Training-Agents/Brokers/Assisters” role; Click “Request Access”



- You will be taken to Request New System Access page
- In the System Description dropdown select “FFM/Training-Agents/Brokers/Assisters”
- In the “Role” drop down menu select “Agents and Brokers”
- Click “Submit”

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Portal Help & FAQs Print Log Out Welcome Cordelia Chase

CMS.gov Enterprise Portal

My Portal

CMS Portal > EIDM user menu page > My Access

Screen reader mode Off Accessibility Settings

### My Access

[Request New System Access](#)  
[View and Manage My Access](#)

### Request New System Access

Select a System and then a role to request access.

Depending on your Level of Assurance (LOA) and the role that you request access to, to satisfy system security requirements you may need to complete [Identity Verification](#), establish credentials for [Multi-Factor Authentication \(MFA\)](#), or change your password the next time you login to the system. This may require you to provide additional information as part of the role request process. If applicable, please note that your request cannot be fulfilled until Identity Verification is complete and Multi-Factor Authentication (MFA) is established.

System Description:

Role:

Cancel Submit

- Click "OK"

Portal Help & FAQs Print Log Out Welcome Cordelia Chase

CMS.gov Enterprise Portal

My Portal

CMS Portal > EIDM user menu page > My Access

Screen reader mode Off Accessibility Settings

### My Access

[Request New System Access](#)  
[View and Manage My Access](#)

To complete your access request for the Marketplace Learning Management System (MLMS), please log-out by clicking the "OK" button below, and then log back in. To log back in, please click the "Login to CMS Secure Portal" button on the right side of the CMS Enterprise Portal homepage.

OK

- Wait for a few minutes and log back in to the CMS Enterprise Portal
- You will be directed to the Agent Broker Registration Status page

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Portal Help & FAQs Print Log Out Welcome Cordelia Chase

CMS.gov Enterprise Portal

My Portal MLMS

CMS Portal > EDM Navigator

Screen reader mode Off | Accessibility Settings

### My Access

[Request New System Access](#)  
[View and Manage My Access](#)

### Agent Broker Registration Status

Plan Year 2016  
Please click the link below next to items marked "Incomplete" to register as an agent/broker for the 2016 plan year.

FFM - Agents and Brokers Role	Status
<a href="#">1. Complete Identity Proofing</a>	Incomplete
<a href="#">2. Complete Agent Broker Training</a>	Incomplete
Individual Market	
SHOP	
3. Print Certificate(s)	Accessible after completing steps 1 & 2.

### Step 3 – Agent or Broker Conducts Identity Proofing within CMS Enterprise Portal:

- Click “Complete Identity Proofing”



## My Access

[Request New System Access](#)

[View and Manage My Access](#)

### Agent Broker Registration Status

#### Plan Year 2016

Please click the link below next to items marked **Incomplete** to register as an agent/broker for the 2016 plan year.

#### FFM - Agents and Brokers Role

#### Status

[1. Complete Identity Proofing](#)

Incomplete

[2. Complete Agent Broker Training](#)

Incomplete

• Individual Market

• SHOP

3. Print Certificate(s)

Accessible after completing steps 1 & 2.

- Read Instructions
- Click "Next"

## My Access

[Request New System Access](#)

[View and Manage My Access](#)

## Identity Verification

To protect your privacy, you will need to complete Identity Verification successfully, before requesting access to the system.

- Ensure that you have entered your legal name, current home address, primary phone number, date of birth and information to verify your identity with Experian, an external Identity Verification provider.
- Identity Verification involves Experian using information from your credit report to help confirm your identity. As Experian credit report. Soft inquiries do not affect your credit score and you do not incur any charges related to the report.
- You may need to have access to your personal and credit report information, as the Experian application will require this information, please see the Experian Consumer Assistance website -<http://www.experian.com/help/>

If you elect to proceed now, you will be prompted with a Terms and Conditions statement that explains how your Personal Information is used. To continue this process, select 'Next'.



Next

Cancel

*Note: Identity Proofing can be completed before or after training is completed*

- Read the terms and conditions and accept by checking the box
- Click "Next"

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I have read the HHS Rules of Behavior (HHS RoB), version 2010-0002.001S, dated August 26 2010 and understand and agree to comply with that violations of the HHS RoB or information security policies and standards may lead to disciplinary action, up to and including termination, debarment from work on Federal contracts or projects; and/or revocation of access to Federal information, information systems, and/or facilities criminal penalties and/or imprisonment. I understand that exceptions to the HHS RoB must be authorized in advance in writing by the OPDIV his/her designee. I also understand that violation of laws, such as the Privacy Act of 1974, copyright law, and 18 USC 2071, which the HHS may impose monetary fines and/or criminal charges that may result in imprisonment.

### Identity Verification

I understand that the identity proofing services being requested are regulated by the Fair Credit Reporting Act and that my explicit consent is understood that any special procedures established by CMS for identity proofing using Experian have been met and the services requested by solely to confirm the applicant's identity to avoid fraudulent transactions in the applicant's name.

I agree to the terms and conditions ☒

You must agree to the Terms and Conditions in order to proceed

Next Cancel

- Confirm the information that automatically populates
- Enter any missing information
- Click "Next"

### My Access

[Request New System Access](#)

[View and Manage My Access](#)



Your Information Verify Your Identity

### Your Information

Enter your legal first name and last name, as it may be required for Identity Verification.

\* First Name:

Jane

\* Last Name:

Doe

Suffix:

▼

Enter your E-mail address, as it will be used for account related communications.

\* E-mail Address:

Re-enter your E-mail address.

\* Confirm E-mail Address:

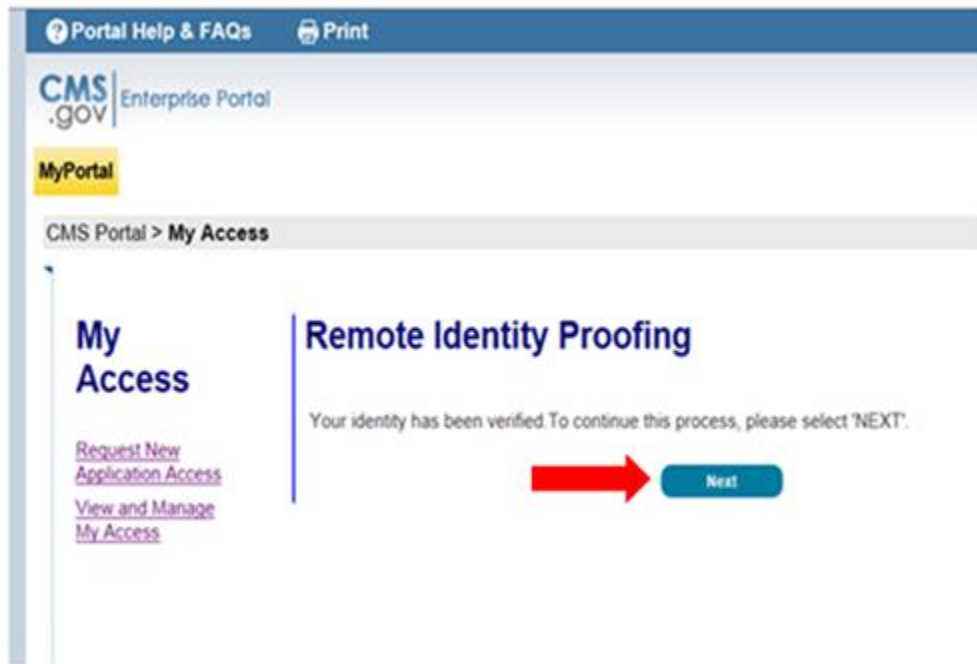
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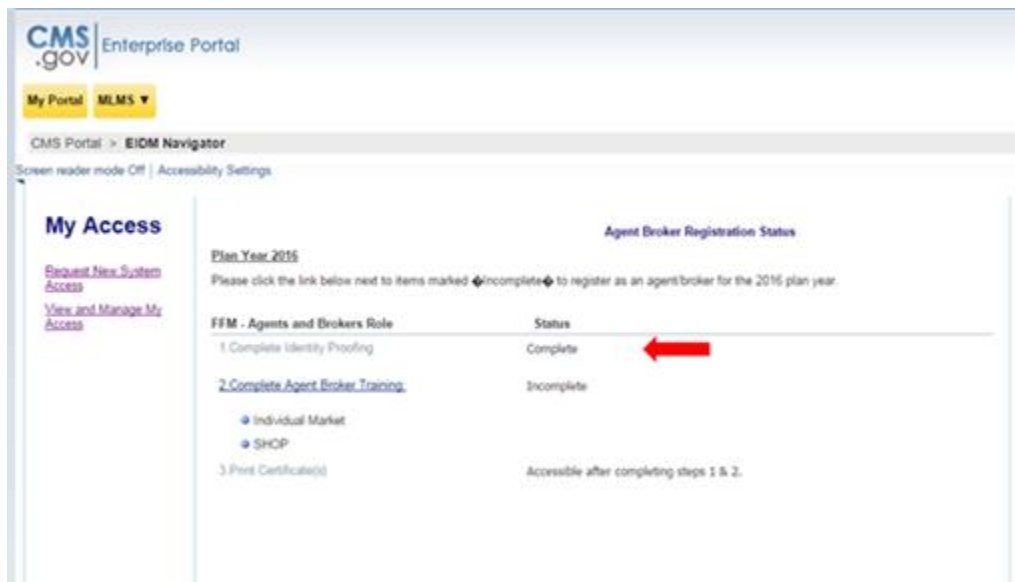


## Scott & White HEALTH PLAN

- Once you receive confirmation that your identity has been verified, click “Next”



- You will be redirected to the Agent Broker Registration Status Page; make sure the status of your identity proofing step is marked as “Complete”



*Note: If your information cannot be verified remotely the CMS Enterprise Portal will provide you with a phone number and code to confirm your identity directly with CMS Identity proofing vendor (Experian)*

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## Step 4 – Agent or Broker Completes Profile Information:

- Select “Access Training” link next to the MLMS

### Plan Year 2016 Agent/Broker Training Options

Agents and brokers have new options to complete Individual Marketplace and/or SHOP Marketplace training for the 2016 plan year. These included vendor training may be approved for continuing education units (CEUs). Select “Learn More” next to each vendor’s listing to obtain information and contact the vendor for more information, or if you are having difficulty accessing the vendor’s site.

CMS continues to offer training at no charge through its Marketplace Learning Management System (MLMS), but no CEUs are available through it.

If you select a vendor to complete training, you are consenting to being securely redirected to that third-party vendor’s site. After you complete the completion confirmation code and instructions to access the MLMS (i.e., CMS’s system) to complete the agent/broker registration process.

• CMS-approved Vendor # 1	<a href="#">Learn More</a>	<a href="#">Access Training</a>	555-555-1212
• CMS-approved Vendor # 2	<a href="#">Learn More</a>	<a href="#">Access Training</a>	555-555-1213
• CMS-approved Vendor # 3	<a href="#">Learn More</a>	<a href="#">Access Training</a>	555-555-1214
• Marketplace Learning Management System (CMS)		<a href="#">Access Training</a>	<a href="mailto:MLMSHelpDesk@cms.hhs.gov">MLMSHelpDesk@cms.hhs.gov</a>

[Return to Agent Broker Registration Status Page](#)

- Complete your profile information in the MLMS profile page
- Click “Save/Update”

CMS Enterprise Portal - Training - Google Chrome

<https://portalval.cms.gov/wps/myportal/cmsportal/mlms/training>

Portal Help & FAQs Print Log Out

Please fill out the following profile fields with your business/professional contact information. This information is required for CMS to maintain an accurate agent/broker registration completion list. In addition, after you complete all CMS agent/broker registration requirements, your professional contact information will be displayed on HealthCare.gov’s “Find Local Help” feature. Find Local Help is a tool accessible on HealthCare.gov to enable consumers, small businesses, and small business employees to identify a local registered agent or broker to assist them with the Federally-facilitated Marketplace, including the SHOP Marketplace.

Please select your preference regarding the display of your contact information on Find Local Help. \*

-Select One-

Business Street Address \*

Business City \*

Business State \*

-Select One-

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## Step 5 – Agent or Broker Completes Training Using CMS Portal:

- Identify the curriculum you wish to enroll in and hover your cursor over the “Actions” link to the right of that curriculum
- In the bubble that appears, click “Enroll”

### Plan Year 2016 Agent/Broker Training Options

Agents and brokers have new options to complete Individual Marketplace and/or SHOP Marketplace training for the 2016 plan year. These include vendor training that may be approved for continuing education units (CEUs). Select “Learn More” next to each vendor’s listing to obtain information and contact the vendor for more information, or if you are having difficulty accessing the vendor’s site.

CMS continues to offer training at no charge through its Marketplace Learning Management System (MLMS), but no CEUs are available through it.

If you select a vendor to complete training, you are consenting to being securely redirected to that third-party vendor’s site. After you complete the completion confirmation code and instructions to access the MLMS (i.e., CMS’s system) to complete the agent/broker registration process.

• CMS-approved Vendor # 1	<a href="#">Learn More</a>	<a href="#">Access Training</a>	555-555-1212
• CMS-approved Vendor # 2	<a href="#">Learn More</a>	<a href="#">Access Training</a>	555-555-1213
• CMS-approved Vendor # 3	<a href="#">Learn More</a>	<a href="#">Access Training</a>	555-555-1214
• Marketplace Learning Management System (CMS)	<a href="#">Access Training</a>	<a href="#">MLMSHelpDesk@cms.hhs.gov</a>	



**Print**

Jennifer Jones

**Current Learning**  
No items found.

**Training Options**

Recommendation	Recommendation Type	Sources	Recommended On	Actions
AB Agreement Test Aug 18	Courses	(1)AgentBroker	08/20/2015	<a href="#">Actions</a>
Individual Marketplace - Mock	Curriculum	(1)AgentBroker	08/20/2015	<a href="#">Actions</a>



Training Options

Recommendation	Recommendation Type	Sources	Recommended On	Actions
AB Agreement Test Aug 18	Courses	(1)AgentBroker	08/20/2015	<a href="#">View Detail</a> <a href="#">Enroll</a>
Individual Marketplace - Mock	Curriculum	(1)AgentBroker	08/20/2015	<a href="#">Enroll</a> <a href="#">Actions</a>

- Click “Complete Enrollment”

Register for SHOP Marketplace - Mock

To register for SHOP Marketplace - Mock, verify the path, select modules and learning elements within the module that you would like to complete. See complete registration guidelines.

Path: SHOP Marketplace - Mock

Note: Actual seat availability might vary at the time of registration, due to existing registrations.

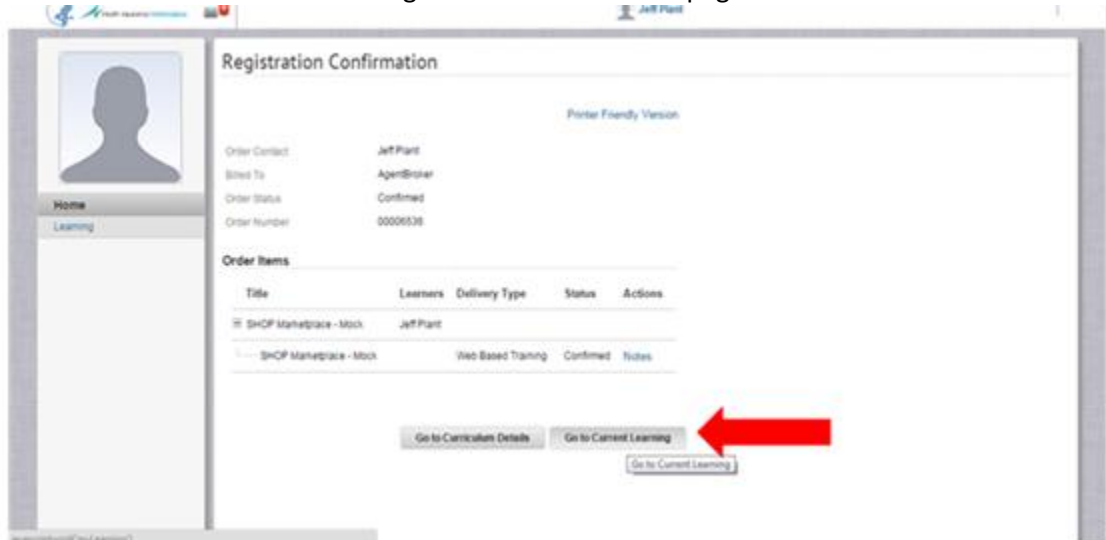
SHOP Marketplace - Mock (Complete 1 of 1 Required) **Required**

☒ SHOP Marketplace - Mock (Course : 00001101, Version 1)

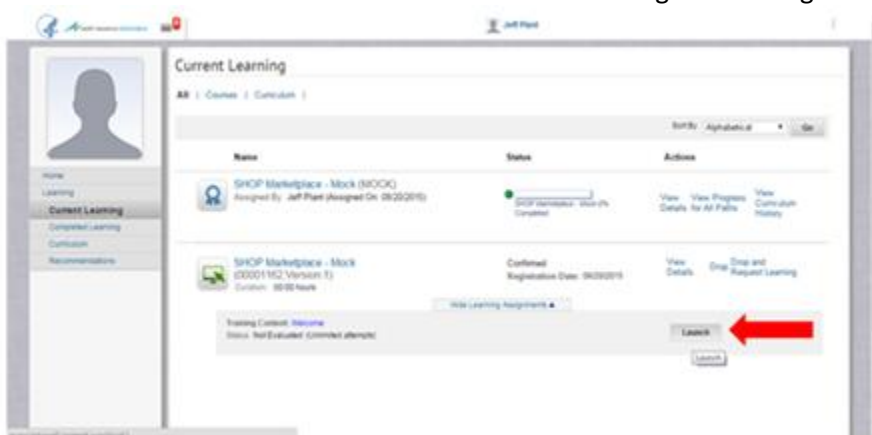
Offering ID: 00001162  
Language: English  
Offered As: Web Based Training  
Suggested [Change Offering](#)

[Complete Enrollment](#) [Cancel](#)

- Click “Go to Current Learning” at the bottom of the page



- Click “Launch” next to each course to start taking the training



*Note: The steps above are for taking the training through CMS. If you choose to take the training through a CMS-approved vendor, the steps may be different.*

*Some courses have prerequisites, so there may not be a “Launch” button next to all the courses*

**\*\*Steps if the training was completed through CMS-approved vendor:**

- Agents and Brokers who completed training through a CMS-approved vendor can complete their MLMS profile information after training is completed.
- With the new CMS-approved vendor training option, the system will allow each agent/broker to select which training option he or she wishes to complete

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- If you chose to take training from one of the CMS-approved vendors, the system will securely direct you to the selected CMS-approved vendor's learning management system, where you can complete the training and associated exams.
- Once you select "Access Training" for your chose CMS-approved vendor, you'll see the pop-up box below.
- Click "OK" to confirm you want to be redirected to the CMS-approved vendor's website

### Plan Year 2016 Agent/Broker Training Options

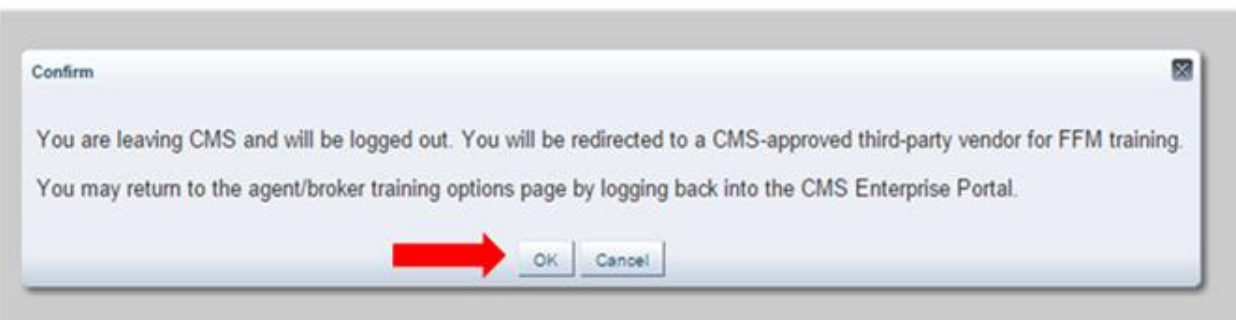
Agents and brokers have new options to complete Individual Marketplace and/or SHOP Marketplace training for the 2016 plan year. These included vendor training may be approved for continuing education units (CEUs). Select "Learn More" next to each vendor's listing to obtain information and contact the vendor for more information, or if you are having difficulty accessing the vendor's site.

CMS continues to offer training at no charge through its Marketplace Learning Management System (MLMS), but no CEUs are available through it.

If you select a vendor to complete training, you are consenting to being securely redirected to that third-party vendor's site. After you complete training, you will receive a completion confirmation code and instructions to access the MLMS (i.e., CMS's system) to complete the agent/broker registration process.



• CMS-approved Vendor # 1	<a href="#">Learn More</a>	<a href="#">Access Training</a>	555-555-1212
• CMS-approved Vendor # 2	<a href="#">Learn More</a>	<a href="#">Access Training</a>	555-555-1213
• CMS-approved Vendor # 3	<a href="#">Learn More</a>	<a href="#">Access Training</a>	555-555-1214
• Marketplace Learning Management System (CMS)	<a href="#">Access Training</a>	<a href="#">MLMSHelpDesk@cms.hhs.gov</a>	



- A completion code will be emailed to you from your chosen CMS-approved vendor 24 hours after you have completed the training curriculum
- Copy and paste the confirmation code(s) in the appropriate code field on your MLMS profile page.

[Portal Help & FAQs](#) [Print](#)

Please fill out the following profile fields with your business/professional contact information. This information is required for CMS to maintain an accurate agent/broker registration completion list. In addition, after you complete agent/broker registration requirements, your professional contact information will be displayed on the "Find Local Help" feature. Find Local Help is a tool accessible on HealthCare.gov to enable consumers and small business employees to identify a local registered agent or broker to assist them with the Federal Marketplace, including the SHOP Marketplace.

**IMPORTANT:** If you completed FFM training on a third-party vendor's site, you will receive a copy and paste your confirmation code(s) via email from the vendor.

Individual Marketplace code	<input type="text"/>	SHOP Marketplace code	<input type="text"/>
-----------------------------	----------------------	-----------------------	----------------------

Please select your preference regarding the display of your contact information on Find Local Help. \*

☐ I would like all my contact information displayed.



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## Step 6 – Agent or Broker Accepts the Agent/Broker Agreement(s)

An agent or Broker must complete his or her profile information and required training and exams before he or she can sign the Agreement(s)

- Click “Yes” to the Agreement at the end of the curriculum to confirm you have reviewed and accept the terms of the Marketplace’s Agreement

**Individual Marketplace General Agreement** Exit

Agent Broker General Agreement for FFM Individual Market 8 of 8

**Accept Agreement**

**Do you accept the terms and conditions of the AGENT BROKER GENERAL AGREEMENT FOR THE FEDERALLY-FACILITATED EXCHANGE INDIVIDUAL MARKET?**

Select "I Agree" to provide your electronic signature.

Select your response and then click **Submit**.

☒ I Agree 

☐ I Do Not Agree

**Submit**



## Step 7 – Confirm Completion on the Agent/Broker Registration Status Page

- After the Agreement(s) are accepted the agent or broker is redirected back to the Agent Broker Registration Status page on the CMS Enterprise Portal.

Screen reader mode Off | Accessibility Settings

**My Access**

- [Request New System Access](#)
- [View and Manage My Access](#)

**Agent Broker Registration Status**

Plan Year 2016

Please click the link below next to items marked **Incomplete** to register as an agent/broker for the 2016 plan year.

FFM - Agents and Brokers Role	Status
1. <a href="#">Complete Identity Proofing</a>	Complete
2. <a href="#">Complete Agent Broker Training:</a>	Complete
• Individual Market	
• SHOP	Complete
3. <a href="#">Print Certificate(s)</a>	

**Registration Complete**

You have successfully completed the registration process and have been granted the FFM Agent/Broker role. You may access training and print your certificate(s) to this page.

- Review your Agent Broker Registration Status page to confirm that you have completed all registration requirements
- At this time, if all steps have been completed, you will be able to print your completion certificate(s)
- Click “Print Certificate(s)” on the Agent Broker Registration page

CMS Portal > EIDM Navigator

**My Access**

- [Request New System Access](#)
- [View and Manage My Access](#)

**Agent Broker Registration Status**

Plan Year 2016

Please click the link below next to items marked **Incomplete** to register as an agent/broker for the 2016 plan year.

FFM - Agents and Brokers Role	Status
1. <a href="#">Complete Identity Proofing</a>	Complete
2. <a href="#">Complete Agent Broker Training:</a>	Complete
• Individual Market	
• SHOP	Complete
3. <a href="#">Print Certificate(s)</a>	

**Registration Complete**

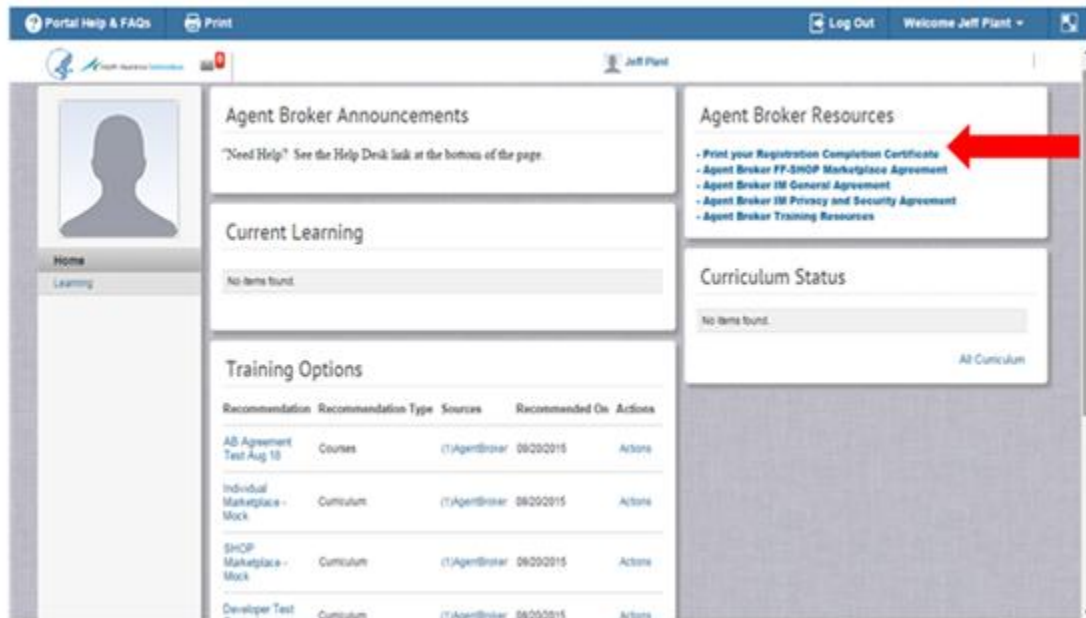
You have successfully completed the registration process and have been granted the FFM Agent/Broker role. You may access training and print your certificate(s) to this page.

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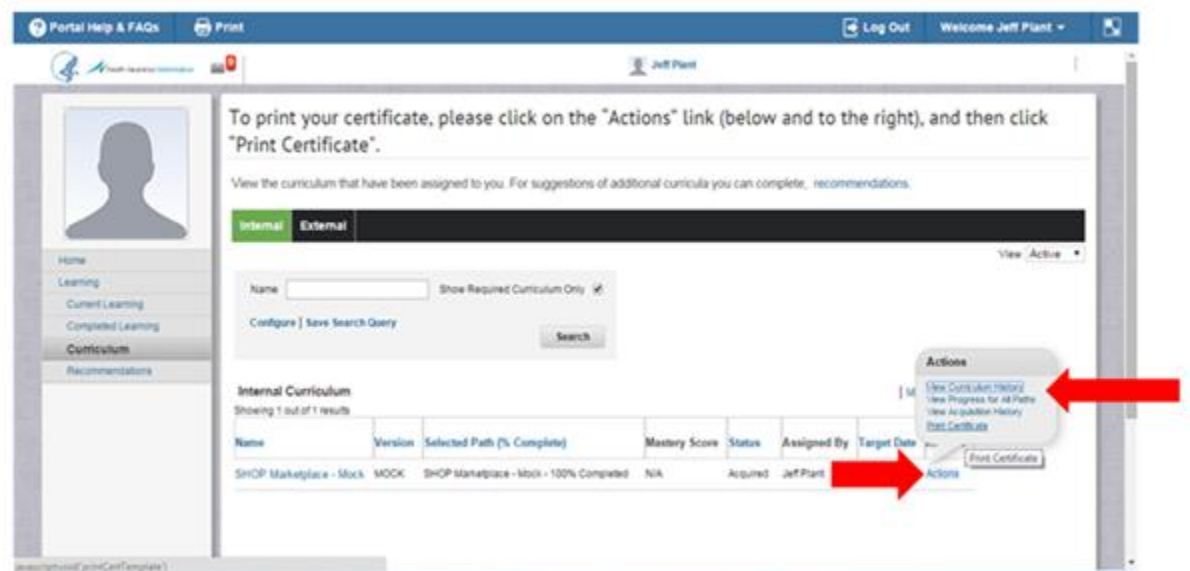




- Click on “Print your Registration Completion Certificate” once redirected to the MLMS



- Scroll over “Actions” and click “Print Certificates”



- A window opens; click “Print” next to the certificate you want to print



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Select Certificate Template

Name	Description	Actions
AB SHOP Certificate	Registration Completion Certificate for Agent/Broker SHOP	Print
AB SHOP Certificate public	Registration Completion Certificate SHOP	Print

Imported From: Registration [148 A...]  
Your session has expired. 30 Day Weather For...  
Log Out Welcome Jeff Plant

Jeff Plant

suggestions of additional curricula you can complete, recommendations.

View Active

Curriculum Only

Search

Modify Table

Name	Version	Selected Path (% Complete)	Mastery Score	Status	Assigned By	Target Date	Actions
SHOP Marketplace - Mock	MOCK	SHOP Marketplace - Mock - 100% Completed	N/A	Acquired	Jeff Plant		Actions

Registration Completion Certificate

Jeff Plant

NPN(s): 1234567890, ,

SHOP Marketplace

Registration status for plan year 2016:  
Complete

Health Insurance Marketplace

Your completion certificate will include:

- Your Name
- Your NPN(s)
- The Marketplace for the certificate
- The Plan year for the certificate

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