



Assister Open Enrollment Readiness PY2027



CCIIO
October 2026

Where to find Everything!

New Assister Support Hub! Located at assisters.cms.gov

Your gateway to access:

- Find Local Help (FLH) Upkeep Tool
- Complex Case Web Form
- Microlearning: Complex Case Web Form
- Microlearning: Policy
- Marketplace Learning Management System (MLMS)
- CDO Application
- Microlearning: CDO Application
- Organizational Maintenance Web Form (OMWF)
- Microlearning: OMWF
- Marketplace Assister Community (MAC)

Where to find Everything: Assister Support Hub

 An official website of the United States government [Here's how you know](#) ▼

 **Assister Support Hub**

Assister Support Hub

Welcome to the Assister Support Hub. Here you can access the applications your Assister organization needs to operate in the Federally-facilitated Marketplace. You will also find links to training, a list of Help Desk contacts, and other resources.

All Assisters

**Find Local Help (FLH) Upkeep Tool**

List and unlist your organization on Healthcare.gov FLH search tool or make edits to existing listings (Leadership contacts only)

**Complex Case Web Form**

Submit a Complex Case for investigation

**Microlearning - Complex Case Web Form**

Learn how to use the Complex Case Web Form

**Microlearning - Policy**

Complete optional additional trainings to better understand complex Marketplace policies

**Marketplace Learning Management System (MLMS)**

Complete annual Assister certification training and print your Certificate of Completion.

**Organizational Maintenance Web Form (OMWF)**

Manage your CAC roster, maintain contact information, update CDO Leadership information, and renew your agreement (Leadership contacts only)

**CDO Application**

Apply to the Certified Application Counselor Designated Organization (CDO) Program with the Centers for Medicare & Medicaid Services (CMS)

**Microlearning - CDO Application**

Learn how to use the CDO application

**Marketplace Assister Community (MAC)**

Manage your Navigator roster, reporting, and FLH locations (Submitters, Attesters, and FLH Users Only)

**Additional Resources**

Help Desk

CAC/CDO Support:
CACQuestions@cms.hhs.gov

Navigator Support:
FFMAssisterCommunity@cms.hhs.gov

MLMS Support:
MLMSHelpDesk@cms.hhs.gov

CMS Portal Support:
CMS_FEPS@cms.hhs.gov

Find Local Help Support:
FFMAssisterCommunity@cms.hhs.gov

Training Resources

[Assister Certification Training Resources on REGTAP](#) 

[Assister Certification Training Resources on CMS.gov](#) 

[Map of Marketplaces](#) 

Assister Webinars

Register for the Assister Webinar Series on REGTAP (webinars are typically Wednesdays at 2 PM ET):

[Register](#) [View Past Webinars](#)

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Where to find Everything: CMS.gov

- **Navigator Program Information:**
<https://www.cms.gov/marketplace/in-person-assisters/programs-procedures/in-person-assistance#Navigators>
- **CAC Program Information:**
<https://www.cms.gov/marketplace/in-person-assisters/programs-procedures/certified-application-counselor-program>
- **Assister Education and Training Resources:**
<https://www.cms.gov/marketplace/in-person-assisters/training-webinars/training>

Where to find Everything:

REGTAP Resources

- **REGTAP** you must have a REGTAP account to access
 - **CAC Program Resources:**
<https://regtap.cms.gov/cdoresources.php>
 - **Assister Webinars:**
<https://regtap.cms.gov/assisterwebinarresources.php>
 - **Assister Publications:**
<https://regtap.cms.gov/assisterpublicationresources.php>
 - **Assister Educational Resources:**
<https://regtap.cms.gov/assisterresources.php>
 - **Navigator Leadership Resources:** Only Navigator Leadership can access, contact your Project Officer for details
 - **MAC Resources:** Only Navigator or CDO Leadership can access, contact your Project Officer or cacquestions@cms.hhs.gov for details

New Assister Checklist

We have a New Assister Checklist with helpful information on how to get started as an Assister. This is emailed to each new Assister added to the roster. The checklist is available here:

<https://www.cms.gov/files/document/assister-certification-checklist-and-instructions.pdf>

- ☐ Detailed instructions for each step are hyperlinked in the checklist.
- ☐ The checklist covers topics such as registering for REGTAP and the Marketplace Assister Webinar Series, joining the Assister Listserv, registering for and completing Annual Assister Certification training, and more!

CMS Navigator Grant Program

- On August 27, CMS awarded \$10 million in Navigator cooperative agreement awards to 35 returning organizations who will continue serving as Navigator awardees in states with a FFE. These awards support the work of organizations that offer assistance to consumers navigating, shopping for, and enrolling in health insurance coverage for plan year 2027.
- Effective May 1, 2026, the state of Oklahoma transitioned from a FFE to a State-based Exchange on the Federal Platform (SBE-FP state). As such, CMS will no longer fund Navigator organizations operating in the state of Oklahoma.

CMS Navigator Grant Program

- **There are 27 FFE states for PY 2027—25 of which will have Navigator organizations operating in them.** There are currently no Navigator organizations in the states of Hawaii or Utah due to the grantees in those states voluntarily withdrawing from the program due to funding reductions.
 - **Legal Aid Society of Hawaii** withdrew from the Navigator program, effective September 18, 2025, leaving no Navigator awardees in the state of Hawaii.
 - **R6 Regional Council** withdrew from the Navigator program, effective August 10, 2026, leaving no Navigator awardees in the state of Utah.
- **Navigator Program Information:**
<https://www.cms.gov/marketplace/in-person-assisters/programs-procedures/in-person-assistance#Navigators>

CMS Assister Training

The next few slides show how Assisters can access and complete their required Plan Year 2027 Annual Assister Certification Training through the recently updated CMS Portal.

Plan Year 2027 Training is LIVE!

- ✓ Assisters should access PY27 training at portal.cms.gov.
 - ✓ Please note there are new guidelines to access training this year!
- ✓ Assisters must take training **every year**.
- ✓ Previous year's training certification (PY26) will **expire** on 10/31/26.
- ✓ Returning Assisters should make every effort to complete PY27 training **before** your expiration date.

Training Completion Requirements

All Assisters, whether new or returning, are required to complete the full curriculum for PY2027

Navigators, CACs, SBE-FP Assisters, & Other

- **Required: 7** courses and corresponding exams with an **80%** pass rate
- ***Optional: 4*** optional courses are included in the curriculum

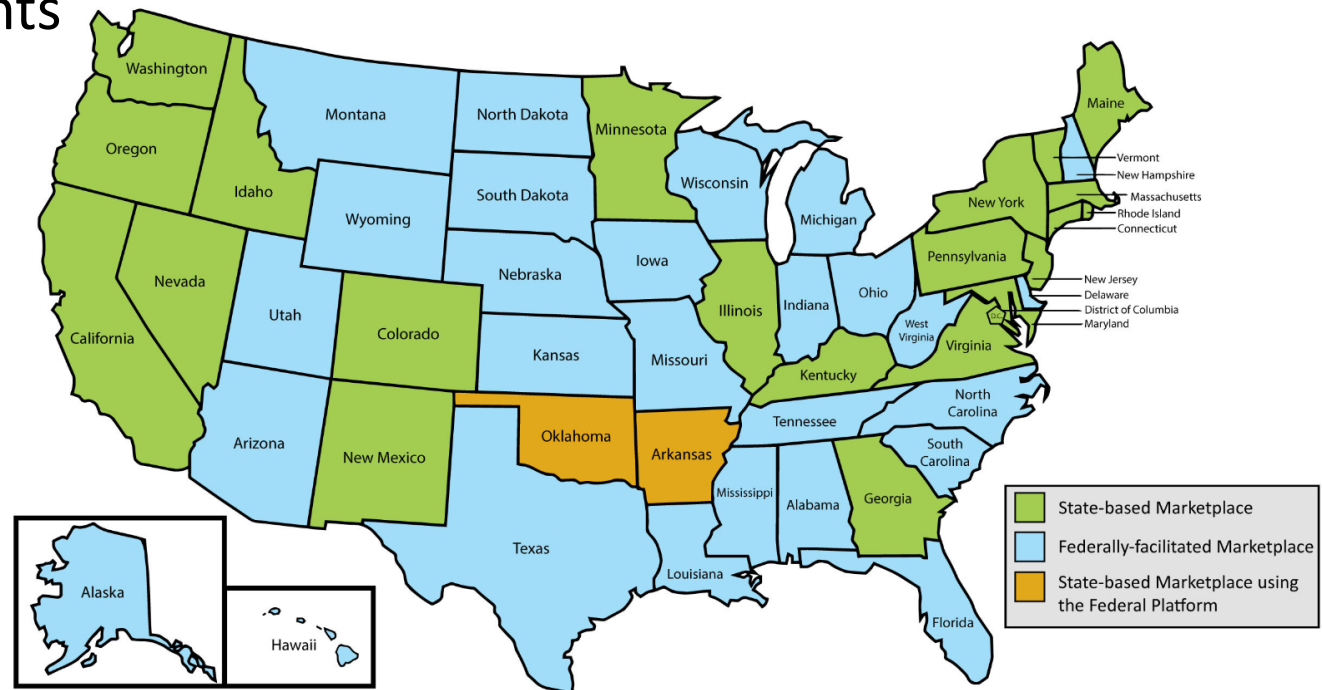
Assisters must fulfill all training and certification requirements prior to the start of Open Enrollment on November 1, 2026

Note: To become certified, you must complete the full course as there is no longer a separate Returning Assister curriculum.

Training Completion Requirements

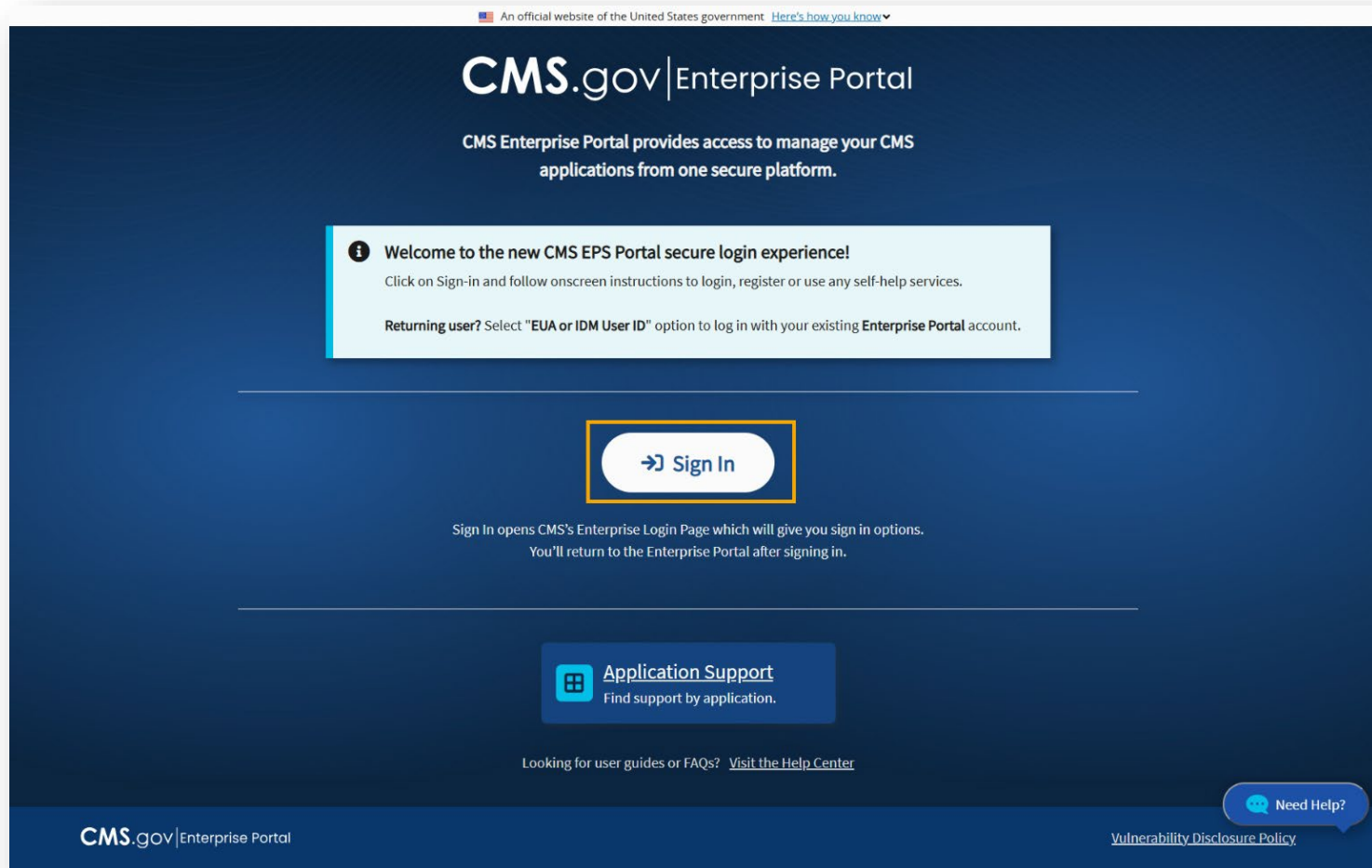
- Some states have imposed *additional* state-specific assister requirements, including additional training requirements
- Assisters should reach out to their state's Department of Insurance (DOI) (or other regulating entity) to familiarize themselves with their state's requirements

PY 27 Map of the Marketplaces



CMS Enterprise Portal Update

New sign in screen!



CMS Enterprise Portal Update

If you already have a CMS Portal account:

- **Log in** with your existing CMS Portal account credentials.
- Refer to the [CMS Portal Guide for Existing Users with IDM Accounts](#) for step-by-step instructions.

If you do not have a CMS Portal account, choose one of these options:

Option 1: Login.gov

Create a [Login.gov](#) account to request MLMS access

Refer to the [CMS Portal Guide for New Users: Login.gov](#) for detailed instructions.

Option 2: ID.me

Create an ID.me account to request MLMS access

Refer to the [CMS Portal Guide for New Users: ID.me](#) for detailed instructions.

CMS Enterprise Portal Update



We've updated our login to give you more choices

You can now sign in using the method that works best for you. This change makes it easier and more secure to access all your CMS applications in one place.

[Learn More](#)



ID.me and Login.gov are now available sign-in options for new and existing users.

Sign in/Create your CMS account

By signing in, you agree to the [terms and conditions](#).



Personal Identity Verification (PIV)

Existing CMS employees and contractors can securely sign in using their federal PIV card.

[Continue](#)



ID.me

For new and existing users that want to create an account or sign in with an existing ID.me wallet.

[Continue](#)



Login.gov

For new and existing users that want to create an account or sign in with existing Login.gov credentials.

[Continue](#)



EUA or IDM User ID

Existing users with active EUA or IDM credentials can sign in using their current account.

[Continue](#)

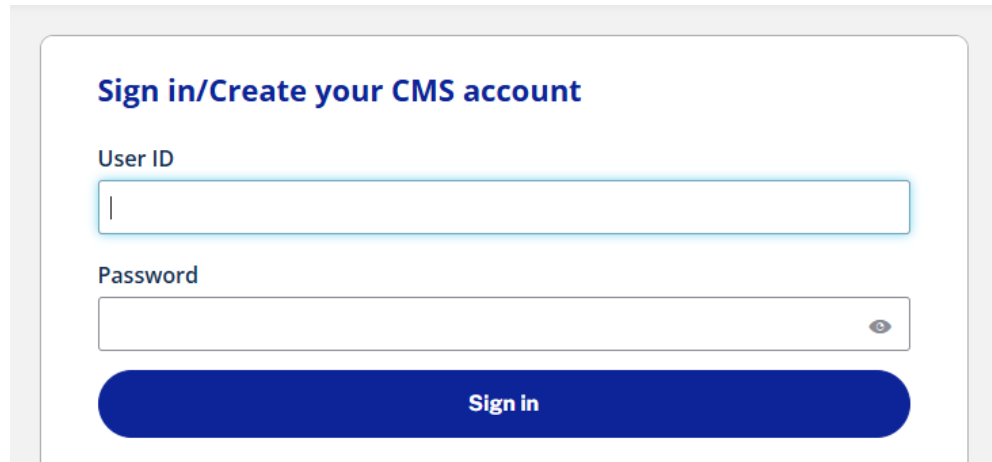
FAQs

How do I know which [sign in option](#) to choose?

Why does this [sign in page](#) look different?

Enter Login Credentials

Existing users: Enter your CMS Portal **User ID** and **Password** to gain access to the portal. Select **Sign In**.

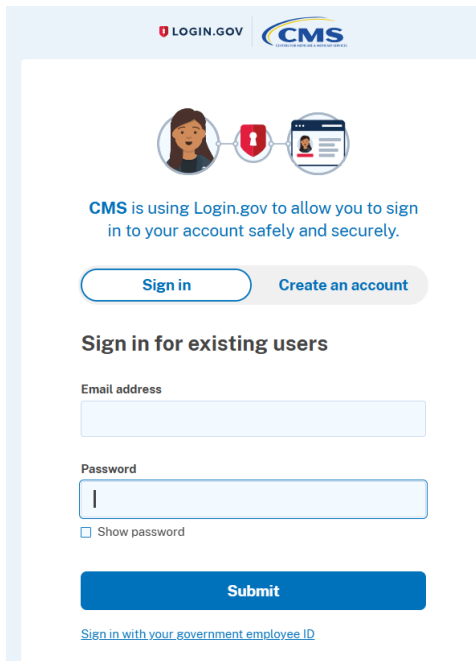
A screenshot of a web form titled "Sign in/Create your CMS account". The form contains two input fields: "User ID" and "Password". The "User ID" field is a simple text box with a vertical cursor. The "Password" field is a text box with a small eye icon on the right side, indicating a toggle for password visibility. Below the input fields is a large, rounded blue button with the text "Sign in" in white.

If you have forgotten or lost your CMS Portal User ID and password, please contact: the CMS Portal Helpdesk at 855-267-1515.

You will be prompted to enter your MFA code to proceed.

Enter Login Credentials

For **Login.gov** or **Id.me** users you will enter your **Email address** and **Password** and then select **SUBMIT**



The image shows the Login.gov interface for CMS. At the top, there are logos for LOGIN.GOV and CMS. Below the logos is an illustration of a person's head, a shield with a red 'i', and a computer screen. The text reads: "CMS is using Login.gov to allow you to sign in to your account safely and securely." There are two buttons: "Sign in" and "Create an account". Below these is the heading "Sign in for existing users". There are two input fields: "Email address" and "Password". Below the password field is a checkbox labeled "Show password". At the bottom is a blue "Submit" button. A link at the very bottom says "Sign in with your government employee ID".

LOGIN.GOV CMS

CMS is using Login.gov to allow you to sign in to your account safely and securely.

Sign in Create an account

Sign in for existing users

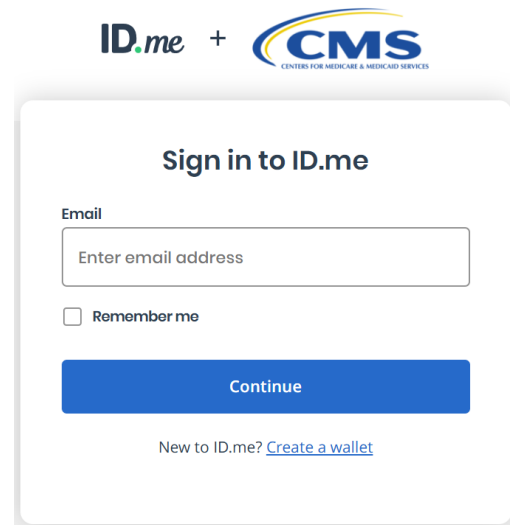
Email address

Password

☐ Show password

Submit

[Sign in with your government employee ID](#)



The image shows the ID.me + CMS sign-in interface. At the top, there are logos for ID.me and CMS. Below the logos is the heading "Sign in to ID.me". There is an "Email" label above a text input field with the placeholder "Enter email address". Below the input field is a checkbox labeled "Remember me". At the bottom is a blue "Continue" button. Below the button is a link that says "New to ID.me? [Create a wallet](#)".

ID.me + CMS

Sign in to ID.me

Email

Enter email address

☐ Remember me

Continue

New to ID.me? [Create a wallet](#)

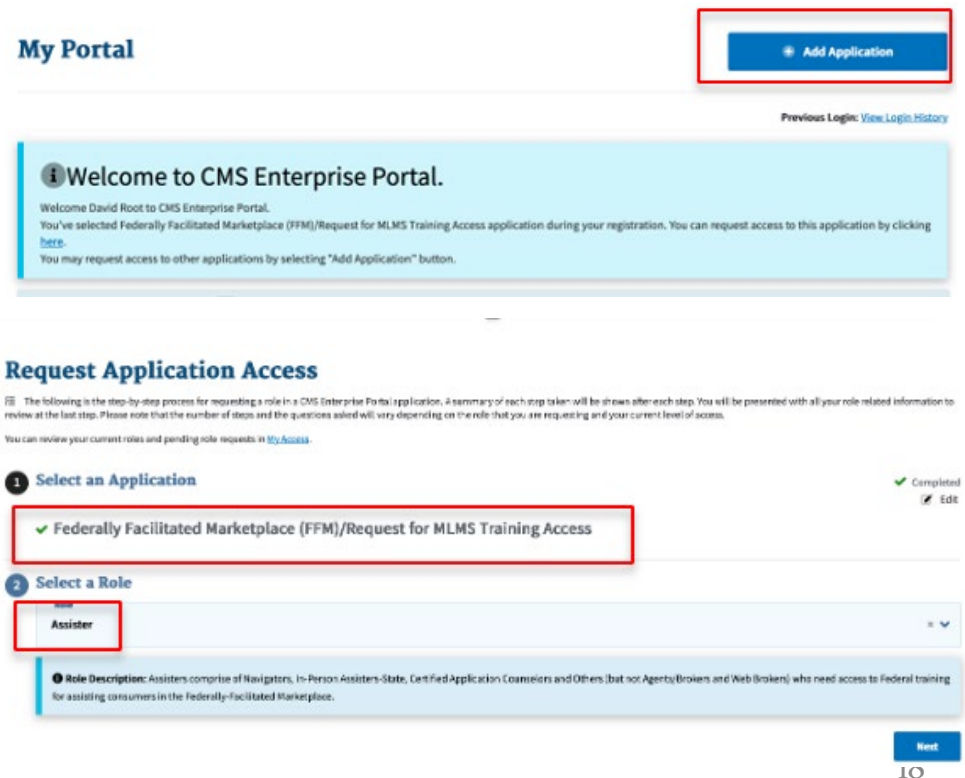
You will be prompted to enter your MFA code to proceed.

Select MLMS Training

After logging in, returning users will select the Marketplace Training - Assister tile and then select MLMS Training



New users will need to request the MLMS tile by selecting "Add Application"



Complete Profile Fields and Use Assigned ID (Navigators/CACs)

rise Portal

My Apps



Tony Stark

Welcome to the Marketplace Learning Management System (MLMS)

IMPORTANT: If you are a Navigator and/or Certified Application Counselor (CAC) in the Federally-facilitated Marketplace, you must:

- Ensure the first name and last name on your CMS portal account exactly match those on your organization's Assister roster(s).
- Ensure you enter the correct Assister ID, as listed on your organization's Assister roster (must first be listed on roster to access training).
- Complete this annual certification training and meet other state requirements to be certified to provide enrollment assistance.

If you serve as **both** a Navigator and a CAC (dual assister) in the FFM, you must:

- Select both Assister types and enter the corresponding Assister IDs.
- **Enroll** in and complete one training type, print your certificate, then enroll in the second training type and print your second certificate (you do not have to complete the second curriculum, just enroll).
- **Do NOT select Other or SBE-FP if you are a Navigator or CAC in the FFM, or you will not receive credit for the training.**

If you are an Assister in a State-Based Exchange using the Federal Platform (SBE-FP), select SBE-FP and enter your Assister ID.

If you need help with Assister ID validation, view [Plan Year 2025 Tips and Troubleshooting - FFM Registration and Assister ID Verification](#).

☒ CAC

Enter CAC ID

TSCDOA0000000

13-digit alphanumeric CDO
Issued CAC ID

☐ Navigator

Enter Navigator ID

13-digit alphanumeric Grantee
issued Navigator ID

☐ SBE-FP

Enter SBE-FP ID

State-Based Exchange using the
Federal Platform (SBE-FP)

☒ Other

SAVE

Complete Profile Fields and Use Assigned ID Cont.

If you serve in **multiple roles** (CAC & NAV), be sure to check **each** assister type and enter the corresponding IDs. You will only need to take the training once, but you must register for both to receive credit for both roles.

When you complete the curriculum the completion date will be transferred **automatically** to your Assister Roster (CACs & Navigators). **Allow 48 hours for this process to be complete.** *If, after 48 hours, your completion date does not appear on your roster, please contact the MLMS helpdesk before taking any additional actions.*

If you are a returning Assister, the field names in red with an asterisk should already contain your ID number. Confirm the information is correct.

CMS Communications

Stay in touch!

Important Emails

CMS communicates necessary programmatic information for our Assisters from these email addresses. Please be sure to watch for emails and add these addresses to your organization's approved sender's lists!

CDO Program: cacquestions@cms.hhs.gov

Navigator Program: ffmassistercommunity@cms.hhs.gov

REGTAP & Assister Listserv

REGTAP webinar access links are sent from no-reply@zoomgov.com. **REGTAP** e-flyers are sent from autoresponder@regtap.cms.gov.

CMS uses the **Assister Listserv** to communicate timely information on assister webinars and important announcements via email from cmslists@subscriptions.cms.hhs.gov.

Assisters are added to this listserv *automatically* when they are added to their Assister rosters with CMS. Staff can join this listserv by visiting the [Subscriber Preferences Page](#)

Conclusion

Any Questions?

Email:



- CACQuestions@cms.hhs.gov (CACs)
- FFMAssisterCommunity@cms.hhs.gov (Navigators)



Call: 844-497-2123

Monday-Friday 9:00 AM-5:00 PM ET