



Need assistance completing plan year 2017 Federally-facilitated Marketplace (FFM) registration and training? Help has arrived! CMS has released two videos on the [Agents and Brokers Resources webpage](#) that include step-by-step demonstrations of completing plan year 2017 FFM registration and training:

- [**Plan Year 2017 FFM Registration and Training for Agents and Brokers NEW to the FFMs**](#): This video walks through the seven FFM registration steps for agents and brokers who did not participate in the FFMs for plan year 2016.
- [**Plan Year 2017 FFM Registration and Refresher Training for Agents and Brokers RETURNING to the FFMs**](#): This video walks through the streamlined registration process, including Refresher Training for the Individual Marketplace, for agents and brokers returning to the FFMs after completing FFM registration for plan year 2016.

Contact CMS:

- For information about the FFM agent and broker program, contact the Producer and Assister Help Desk via email at FFMProducer-AssisterHelpDesk@cms.hhs.gov or call the Agent and Broker Call Center at 1-855-267-1515 and select option "1."
- Direct questions about a client's Individual Marketplace plan to the Marketplace Call Center at 1-800-318-2596.

Direct questions about Small Business Health Options Program (SHOP) Marketplace coverage to the SHOP Call Center at 1-800-706-7893.