



In April 2014, CMS conducted a review of the FFM agent/broker account information that was entered on the Medicare Learning Network (MLN).

We are writing to notify you that as of April 2014, the National Producer Number (NPN) associated with your account on MLN is either blank, or else does not conform to the standards established by the National Insurance Producer Registry. The NPN registered with the FFM must:

1. Be numeric only; alphabetic and special characters are not permissible
2. Be 10 digits or less
3. Not begin with a zero

Please update your NPN on record with the FFMs by logging in to your MLN account at <https://marketplace.medicarelearningnetworklms.com>. To edit your NPN please:

- Navigate to the “My Account” page from the upper right corner after logging in (this will appear under your name)
- Select “Edit” in the “User Information” section
- Update your NPN and click “Save”

If you have already completed Part 2 of registration using your previous NPN, you do not need to take any further action.

If you have not completed Part 2 of the registration process, we recommend you do so after updating your NPN. Detailed instructions for completing Part 2 of the registration process begins on page 32 of the following presentation: <http://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/agent-broker-registration-webinar.pdf>.

If you have any questions about this request that you update your NPN on record with the FFM, please email us at: FFMProducer-AssisterHelpDesk@cms.hhs.gov.