

Looking to Connect with More Clients?

Heads up: [Help On Demand](#) training is now LIVE!

In case you haven't heard, Help On Demand is a consumer assistance and referral system that connects consumers seeking Marketplace assistance with registered agents and brokers in their area.

In order to participate in Help On Demand, agents and brokers must:

- Complete Marketplace registration and training on <http://portal.cms.gov>.
- Ensure that you have an active state license and health line of authority for the state(s) where you plan to sell coverage.
- Confirm that your National Producer Number (NPN) is listed on the [Agent and Broker FFM Registration Completion List on Data.HealthCare.gov](#).

Once you register in the Marketplace for plan year 2019, you will be ready to breeze through training for Help On Demand!

Simply complete these four steps:

1. Complete the required, self-paced Help On Demand training by clicking [here](#).
2. Certify your completion by filling out the last slide of the training with your a. Name, b. Email address - be sure to use the same email address you used to set up your Marketplace Learning Management System (MLMS) profile, and c. National Producer Number (NPN).
3. After you complete training, you'll receive an email from BigWave Systems to activate your Help On Demand account.
4. Complete your Help On Demand profile, and start receiving referrals!

Even if you don't currently have the availability to assist new clients, but will at a later time, you can still register to participate in Help On Demand. You're able to set your availability or sign on whenever you're available to help consumers – 24 hours a day, 7 days a week. [This resource](#) details how to change your availability status.

If you completed Help On Demand training for plan year 2018, CMS recommends taking the Help On Demand plan year 2019 training as a

refresher. CMS has new featured enhancements in the training this plan year as a result of your great feedback! It is not, however, mandatory that you complete Help On Demand plan year 2019 training to be an active participant, you only need to complete Marketplace registration and training.

Please note that if you took Help On Demand training during plan year 2018, you will not get an email invitation to set up a new profile following plan year 2019 training completion from BigWave Systems– your account you created last year is still active! Simply enter your username and password after completing Marketplace registration and training to continue helping consumers!

Once you have completed the steps to ensure your [Marketplace registration and training for plan year 2019](#) is finished, **[complete Help On Demand training for plan year 2019!](#)**

To have your questions about Help On Demand answered, contact the Agent/Broker Email Help Desk at FFMProducer-AssisterHelpDesk@cms.hhs.gov.



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