



CMS has posted the slides from our plan year 2017 Federally-facilitated Marketplace (FFM) registration and training webinars for both new and returning agents and brokers in the “Agent and Broker Webinars” section of the [Agents and Brokers Resources webpage](#).

- If you are an agent or broker new to the FFMs for plan year 2017, reference the [“Plan Year 2017 FFM Registration and Training for Agents and Brokers New to the FFMs”](#) slides to walk through the steps for completing plan year 2017 FFM registration.
- If you are an agent or broker who successfully completed registration for the Individual Marketplace during plan year 2016, reference [“Plan Year 2017 FFM Registration and Refresher Training for Agents and Brokers Returning to the FFMs”](#) slides for details on how to complete the condensed Refresher Training for plan year 2017.

To register for one of our remaining webinar sessions for either new or returning agents or brokers, or for more information on the FFM Agents and Brokers Program, please visit the [Agents and Brokers Resources webpage](#).

Contact Us:

- 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 SHOP Marketplace coverage to the SHOP Call Center at 1-800-706-7893.

Centers for Medicare & Medicaid Services (CMS) has sent this update. To contact Centers for Medicare & Medicaid Services (CMS) go to our [contact us](#) page.

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