

# ACA Agent Resources

## **Where can I complete ACA Certification?**

Federal Exchange States require FFM or Federally Facilitated Marketplace training through CMS.

<https://portal.cms.gov/portal/>

State Exchanges require state specific certification and can be located in the state exchange website.

## **How do I know if my state(s) are federal or state exchanges?**

Current classification of a state's exchange type can be found on the Kaiser Family Foundation website.

[https://www.kff.org/health-reform/state-indicator/state-health-insurance-marketplace-types/?](https://www.kff.org/health-reform/state-indicator/state-health-insurance-marketplace-types/?activeTab=map&currentTimeframe=0&selectedDistributions=marketplace-type&sortModel=%7B%22colId%22:%22Location%22,%22sort%22:%22asc%22%7D)

[activeTab=map&currentTimeframe=0&selectedDistributions=marketplace-type&sortModel=%7B%22colId%22:%22Location%22,%22sort%22:%22asc%22%7D](https://www.kff.org/health-reform/state-indicator/state-health-insurance-marketplace-types/?activeTab=map&currentTimeframe=0&selectedDistributions=marketplace-type&sortModel=%7B%22colId%22:%22Location%22,%22sort%22:%22asc%22%7D)

## **Where can I find the websites for the states using a state exchange platform?**

CMS has listed all the websites for the states using a state based exchange.

<https://www.cms.gov/CCIIO/Resources/Fact-Sheets-and-FAQs/state-marketplaces>

## **Who do I contact for assistance with the CMS website if I experience difficulty?**

CMS's Service Desk will be able to assist with any account difficulty. 1-855-267-1515

## **Where do I sign up for HealthSherpa?**

[https://www.healthsherpa.com/agents/new\\_user?join\\_code=64f6](https://www.healthsherpa.com/agents/new_user?join_code=64f6)

## **Who do I contact for assistance with HealthSherpa if I experience difficulty?**

Reach out to HealthSherpa directly on their agent services line at 1-888-684-1373.

## **Where do I sign up for Help on Demand?**

<https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Help-On-Demand-for-Agents-and-Brokers>

## **How do I calculate subsidies for customers?**

The enrollment process will calculate the subsidy based on the information provided during quoting. You may also use the calculator provided by the Kaiser Family Foundation.

<https://www.kff.org/interactive/subsidy-calculator/>

## **Where can I find information on qualifying SEP's for the ACA market?**

This information is listed on the CMS website.

<https://www.healthcare.gov/glossary/qualifying-life-event/>

