



Help On Demand Training and Registration Guide

What is Help On Demand?

Help On Demand is a real-time consumer assistance referral system that connects consumers seeking assistance with Marketplace-registered, state-licensed agents and brokers in their area who can provide immediate assistance with Marketplace plans and enrollments (to include both Federally-facilitated Marketplaces (FFM) and Marketplaces on the Federal Platform). Only agents and brokers who have completed Marketplace training and registration are eligible to participate in Help On Demand.



Note: This is a third-party service developed and hosted by Help On Demand (formerly known as BigWave Systems). Help On Demand referrals are not provided by the Centers for Medicare & Medicaid Services or the Marketplace and they do not constitute an endorsement by the Department of Health & Human Services or the US Government of the individual agents or brokers.

Participate in Help On Demand: Training

To participate in Help On Demand, agents and brokers must:

- ✓ Complete Marketplace registration and training at <http://portal.cms.gov>.
- ✓ Ensure that they have an active state license and health-related line of authority for the state(s) where they plan to offer assistance with enrollment in Marketplace plans.
- ✓ Confirm that their National Producer Numbers (NPNs) are listed on the [Agent and Broker FFM Registration-Completion List at Data.HealthCare.gov](#).
- ✓ Complete the self-paced Help On Demand training and certify completion by providing their name, email address, and NPN at the end of the training at <http://training-help-on-demand.ardx.us>.

Participate in Help On Demand: Registration

After successfully completing Help On Demand training, agents and brokers will receive a secure link from Help On Demand to activate their accounts, complete their profiles, and begin receiving referrals in real-time.

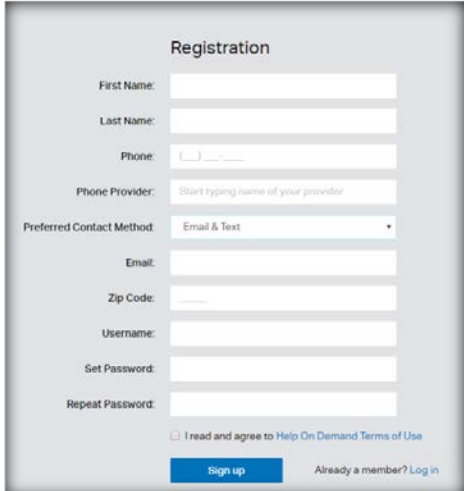
1

You will receive an email invitation from- noreply@helpondemand.com to the email address listed in your Marketplace Learning Management System (MLMS) profile. This email will contain a unique link to activate your Help On Demand account.

- The link expires after 48 hours, so be sure to act fast!
- If you do not receive an email invitation after completing the Help On Demand training, check your spam folder to make sure it was not filtered by your email provider.

2

Once you receive access to Help On Demand, you must complete the registration page shown here. Enter your information, review, and agree to the Help On Demand Terms of Use, and select Sign-Up.



The screenshot shows a registration form titled "Registration" with the following fields: First Name, Last Name, Phone, Phone Provider (with a dropdown menu), Preferred Contact Method (with a dropdown menu set to "Email & Text"), Email, Zip Code, Username, Set Password, and Repeat Password. At the bottom, there is a checkbox for "I read and agree to Help On Demand Terms of Use", a "Sign up" button, and a link for "Already a member? Log in".



3

Setting your Preferred Contact Method is an important step. It determines how you will receive referral notifications from Help On Demand.

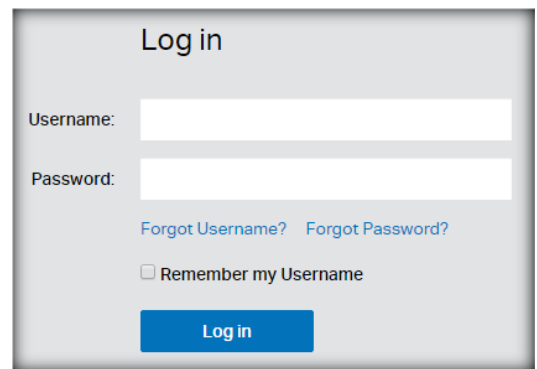
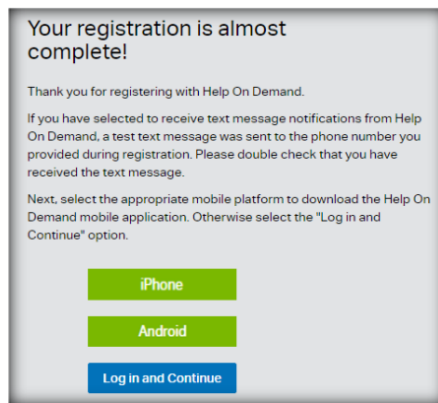
- There are three options: Email & Text, Email & App Notification, and Email Only.
- Due to the fast-paced nature of Help On Demand, **you are strongly encouraged to receive text messages or app notifications in addition to emails.** Receiving notifications via email only can cause delays and lost referrals.
- If you select “Email & App Notification,” be sure to download the Help On Demand app for [iPhone](#) or - [Android](#).

4

Help On Demand will display a notification that your registration is almost complete.

You will also receive an email confirming access to Help On Demand with a link to log into the system:-

www.helpondemand.com.

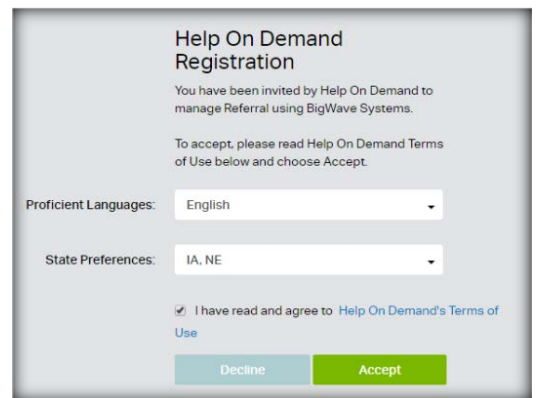


5

Log into the Help On Demand website with the username and password you created during Help On Demand registration.

6

Complete Help On Demand registration by accepting Help On Demand’s Terms of Use.



7

After completing Help On Demand registration and the Terms of Use, be sure to update your profile with your Availability Settings to begin using Help On Demand! For more information, be sure to check out the Help On Demand resource: [Tips for Maximizing your Participation in Help On Demand](#).

To learn more about Help On Demand, how to register, and what you need to know to receive consumer referrals, visit the Help On Demand section of the [Agents and Brokers Resources Webpage](#).