

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
Center for Consumer Information & Insurance Oversight
200 Independence Avenue SW
Washington, DC 20201



Frequently Asked Question (FAQ) Regarding FFE User ID Submission

Question: In an enrollment transaction that relies on direct enrollment functionality, which FFE User ID should a Web-based entity (WBE) submit during the secure redirect and fetch eligibility service that occurs between the WBE's website and the Federally-facilitated Marketplace (FFM) website?*

Answer: During the secure redirect and fetch eligibility service, WBEs should transmit the FFE User ID of the specific agent or broker who is conducting the enrollment transaction, as an assertion of the identity of the user on behalf of whom the web service call is made. The WBE should not transmit a single FFE User ID for all transactions, as this may result in system errors, including record locks.

**A FFE User ID is the User ID of the user submitting the enrollment to the FFM, and is required when the user type is an agent or broker. See "Federally Facilitated Marketplace (FFM) Direct Enrollment API for Web Brokers/Issuers Technical Specifications Version 2.3," pg. 33, last modified Nov. 20, 2013.*