




# **Find Local Help Upkeep Tool for Assisters**

## **Frequently Asked Questions (FAQs)**

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## Find Local Help Upkeep Tool FAQ Overview

The Find Local Help (FLH) Consumer Tool at <https://localhelp.healthcare.gov/>, allows consumers seeking health coverage in the Federally-facilitated Marketplace (FFM) to find assisters in their community that will provide application enrollment assistance, by zip code. Assisters are Navigator Grantees, certified application counselor designated organizations (CDOs) and other non-Navigator assistance personnel (also referred to as Enrollment Assistance Personnel (EAP)) certified by the FFM to provide impartial Marketplace, Medicaid, and the Children's Health Insurance Program (CHIP) enrollment assistance.

Assisters manage their organization's assistance locations using the FLH Upkeep Tool at <https://ccrms-mats.force.com/flhupkeep>.

**Note:** Agents & Brokers cannot use the FLH Upkeep Tool to request an update or removal of their listing. If you are an Agent or Broker and need to update or delete your listing in the FLH directory, contact the Agent & Brokers Help Desk for instructions: [FFMProducer-AssisterHelpDesk@cms.hhs.gov](mailto:FFMProducer-AssisterHelpDesk@cms.hhs.gov).

For the complete, detailed FLH Upkeep Tool User Guide go to the resources at the top of each page of the FLH Upkeep Tool or: <https://marketplace.cms.gov/technical-assistance-resources/training-materials/training>.

This document provides answers to frequently asked questions (FAQs) about how to access and manage locations using the FLH Upkeep Tool.

## Accessing the FLH Upkeep Tool

### ***What is the FLH Upkeep Tool?***

The FLH Upkeep Tool allows leadership contacts for Navigator Grantees and CDOs to access and manage their organization's consumer assistance locations that display on the FLH Consumer Tool. Assister organization leadership contacts use the FLH Upkeep Tool to add/edit organization acronyms, list/unlist organizations, and add/edit/delete/list/unlist locations on the Find Local Help Consumer Tool at <https://localhelp.healthcare.gov/>.

### ***How do I access the FLH Upkeep Tool?***

Only the leadership contacts on file with the Centers for Medicare and Medicaid Services (CMS) for your organization can access the FLH Upkeep Tool and modify FLH listings on the Consumer Tool. You can access the FLH Upkeep Tool at <https://ccrms-mats.force.com/flhupkeep>. On the Welcome page, complete all the required information: first name, last name, email address and Assister ID: CDOs enter your 8-digit CDO ID; Navigator Grantees enter your 8-digit. If you don't know your Assister ID, contact [FindLocalHelp\\_FFMAssister@cms.hhs.gov](mailto:FindLocalHelp_FFMAssister@cms.hhs.gov) for assistance.

### ***What is the FLH Consumer Tool and how do I access it?***

You can access the FLH Consumer Tool at <https://localhelp.healthcare.gov/>. It is a website that allows consumers seeking health coverage in the FFM to find Assisters in their community that will provide enrollment assistance, by zip code. Assisters are Navigator Grantees, CDOs and other non-Navigator

assistance personnel certified by the FFM to provide impartial Marketplace, Medicaid, and Children's Health Insurance Program (CHIP) enrollment assistance.

***Can we still submit location updates using the 'Request Corrections' link on the organization's Details page of the Consumer Tool?***

Yes. The Request Corrections link on the FLH Consumer Tool will direct you to the FLH Upkeep Tool for you to submit your request.

***Who can submit a request using the FLH Upkeep Tool?***

Only the leadership contacts on file with the Centers for Medicare and Medicaid Services (CMS) for your organization can access the FLH Upkeep Tool and modify FLH listings on the Consumer Tool. If any of the information entered on does not match exactly what is on file for you, as one of the organization's designated leadership contacts, you will receive a Contact Not Found alert message. You will need to refresh your browser and enter your correct information.

***How do I become a leadership contact to manage FLH listings for my organization?***

If you are a CDO, your organization assigns leadership contacts. For guidance on how to add/update your CDOs contacts, review the CDO Contact Change Job Aid at <https://marketplace.cms.gov/technical-assistance-resources/cdo-contact-changes-job-aid.pdf>.

If you are a Navigator, you need to contact your Project Officer for any leadership contact additions/updates.

***When I attempt to login, it says Contact Not Found, what should I do?***

Only the leadership contacts on file with CMS for your organization can access the FLH Upkeep Tool and modify FLH listings on the Consumer Tool. If any of the information entered does not match exactly what is on file for your as one of the organization's designated leadership contacts, you will receive a Contact Not Found alert message. You will need to refresh your browser and enter your correct information. If you receive this message and you are one of your organization's leadership contacts, be sure you are entering your information exactly as it is on file. If you are and you are receiving this message, email us at [FindLocalHelp\\_FFMAssister@cms.hhs.gov](mailto:FindLocalHelp_FFMAssister@cms.hhs.gov) for assistance.

***What should I do if I experience technical issues with the FLH Upkeep Tool?***

If you encounter technical issues when accessing or using the FLH Upkeep Tool:

- Email us at [FindLocalHelp\\_FFMAssister@cms.hhs.gov](mailto:FindLocalHelp_FFMAssister@cms.hhs.gov)
- List the steps you were taking before you got the error message
- Attach a screenshot of the technical issue

## **Managing Locations in the FLH Upkeep Tool**

***How do I add locations using the FLH Upkeep Tool?***

Go to the FLH Upkeep Tool at <https://ccrms-mats.force.com/flhupkeep>. Above the My Find Local Help (FLH) Locations table on the FLH Listing(s) page, select Add Location. Enter your location name,

address information, and select an option for Display Settings. Enter your contact information, select any specialized services and languages you offer, your hours of operation, and any special instructions in the indicated fields. Select Submit if adding one location, select Submit & Add if adding multiple locations.

You can add multiple locations with the same location name with different location addresses. If the Location Name already exists in FLH for your organization or you submitted a previous request for this location name, you will receive a **Warning** message when you submit the request with the following options to continue: **Change Location Name** or **Continue with Duplicate Name**.

You cannot add locations with the same location address. If the location address already exists in FLH for your organization or you submitted a previous request for this location address, you will receive an **Error** message when you submit the request. The system takes you back to the Add/Edit Location page.

### ***How do I edit locations using the FLH Upkeep Tool?***

To edit a location, go to the FLH Upkeep Tool at <https://ccrms-mats.force.com/flhupkeep>. In the My Find Local Help (FLH) Locations table on the FLH Listing(s) page, select the pencil icon next to the location you want to edit. Review the information and edit as needed. Select Submit and the system returns you to the FLH Listing(s) page and the Status column for that location shows Change Requested.

### ***How do I delete locations using the FLH Upkeep Tool?***

You can permanently delete a location that is in an Unlisted Status on the My Find Local Help (FLH) Locations table. Deleting the location will remove it from the My Find Local (FLH) Locations table and on the FLH Consumer Tool.

To delete a location, go to the FLH Upkeep Tool at <https://ccrms-mats.force.com/flhupkeep>. In the My Find Local Help (FLH) Locations table on the FLH Listing(s) page, select the trash can icon. Confirm your deletion in the pop-up message. The location will no longer be visible or accessible to you in the My Find Local Help (FLH) Locations table of the FLH Upkeep Tool.

### ***What does the List/Unlist Location(s) option do?***

The Listing or Unlisting of your location(s) is a new FLH Upkeep Tool feature.

Listing your location(s) makes the location visible for your listed organization on the FLH Consumer Tool and appears in a Listed Status in the My Find Local Help (FLH) Locations table.

Unlisting your location(s) for a location in an Unlisted Status in the My Find Local Help (FLH) Locations table removes it from view on the FLH Consumer Tool. The removed location remains visible and accessible in the My Find Local Help (FLH) Locations table of the FLH Upkeep Tool for you to list again in the future if needed, such as for a seasonal location.

### ***I submitted a location update using the FLH Upkeep Tool, now what?***

Increased communication is a new FLH Upkeep Tool request feature. Once you submit your request, you are kept informed of the status via automated emails and receive emails from [FindLocalHelp\\_FFMAssister@cms.hhs.gov](mailto:FindLocalHelp_FFMAssister@cms.hhs.gov) as needed throughout the process.

You will receive an auto-response acknowledgement email upon submission of your update request.

If your request was to add or edit a location, the request goes through an approval process. The length of time for your update to display on the FLH Consumer Tool depends on the complexity of your request and if additional email correspondence is necessary, for example, additional information needed to complete your request. Once approved, you receive an approval notification email, and the update displays on the FLH Consumer Tool.

If your request was to unlist or delete a location, the request does not go through the approval process and the update is immediate on the FLH Consumer Tool. To view the update on the FLH Upkeep Tool, you need to logout and log back in to check the status.

***Why will the FLH Upkeep Tool not allow me to add a location?***

If your organization is in an Unlisted status or a Change Request is pending, for example a pending acronym update, you cannot add a new location. The system locks the Add Location button, and you receive an alert banner message.

***Why is my submitted and approved location request not showing up on the Consumer Tool?***

For your location to show up on the Consumer Tool, the address submitted needs to be a legitimate address and verifiable on the USPS site: <https://tools.usps.com/zip-code-lookup.htm>.

***Why have I been getting emails from [FindLocalHelp\\_FFMAssister@cms.hhs.gov](mailto:FindLocalHelp_FFMAssister@cms.hhs.gov)?***

Increased communication is a new FLH Upkeep Tool request feature. Once you submit your request, you will be kept informed of the status via automated emails and may receive emails from [FindLocalHelp\\_FFMAssister@cms.hhs.gov](mailto:FindLocalHelp_FFMAssister@cms.hhs.gov) as needed throughout the process if, for example, additional information is needed to process your request.

***I submitted a location update, and CMS requested correction/clarification for the update, what do I do now?***

Increased communication is a new FLH Upkeep Tool request feature. To provide the information CMS is requesting, follow the instructions in the email request you receive from [FindLocalHelp\\_FFMAssister@cms.hhs.gov](mailto:FindLocalHelp_FFMAssister@cms.hhs.gov).

***My organization serves as both a Navigator Grantee and a CDO, how should we manage our locations in the FLH Upkeep Tool?***

The assigned CDO contacts manage their CDO locations, and the assigned Navigator Grantee contacts manage their Navigator locations. Assister IDs entered on the Welcome page of the FLH Upkeep Tool determine if the request is to manage a CDO location or a Navigator location.

***Our organization's data transferred from the old FLH Upkeep Tool isn't displaying correctly, what should we do?***

If you are experiencing any issues with your organization's data that was transferred from the old FLH Upkeep Tool to the display in the new FLH Upkeep Tool, contact us at

[FindLocalHelp\\_FFMAssister@cms.hhs.gov](mailto:FindLocalHelp_FFMAssister@cms.hhs.gov). Be sure to include in your email your Assister ID and any necessary screen shots to explain your issue.

***Can I request to add more than one location during a session?***

Yes. On the Add Location page, if you have multiple locations to add, you can select **Submit & Add**. The system submits your request, and you remain on the Add Location page with all fields on the page reset to add your next location.

Once you have added all your locations, select **Submit**. The system submits your request, returns you to the FLH Listing(s) page, and your requests are viewable in the My Find Local Help (FLH) Locations table.

***Can I withdraw a location request after submitting the request?***

Yes. Once you submit the request, you can recall the request by using the recall icon in the My Find Local Help (FLH) Locations table of the FLH Listing(s) page while it is in a “requested” status. Once it is out of a “requested” status, you would have to submit another request to make a change to your location.

***Can I attach additional documentation for my request?***

No. When adding or editing a location, you can use the Special Instructions text box in the Contact Information & Operating Hours section to include any additional information if necessary.

***What happens when I select the Back button on any page of the FLH Upkeep Tool?***

Once you select **Back**, the information is not submitted, and the system returns you to the previous page.

***What happens if I select the Logout button prior to submitting my request?***

You must complete your request in one sitting. If you select **Logout** prior to submitting your request, the form is abandoned without completing submission and the system returns you to the Welcome page.

## **Managing Organization Listing in the FLH Upkeep Tool**

***What does the List/Unlist Organization option do?***

The Listing or Unlisting of your organization is a new FLH Upkeep Tool feature.

Listing your organization enables a user to find your organization using the search feature on the FLH Consumer Tool.

Unlisting your organization removes your organization and any associated locations from the search feature on the FLH Consumer Tool.

***My organization doesn't have an acronym, what should we put here?***

The Acronym field is an optional field.



***On the FLH Listing(s) page, I can only update the Acronym field in the organization table. How can I update the other fields in the organization table?***

For CDOs, you can update the other information in the organization table, except for Years of Service, by using the Organizational Maintenance (OMWF) at: <https://mats.secure.force.com/CDOMaintenance/>. For Navigator Grantee organizations, you can update the other information in the organization table by contacting your Project Officer.

## **Resources**

***What resources are available to help me complete the FLH Upkeep Tool?***

The FLH Upkeep Tool User Guide, FLH Upkeep Tool Job Aid for Assisters, and this FLH for Assisters FAQ document are at the top of each page of the FLH Upkeep Tool and found at: <https://marketplace.cms.gov/technical-assistance-resources/training-materials/training>.

The *FLH Upkeep Tool User Guide* provides:

- Detailed instructions for navigating the FLH Upkeep Tool
- Detailed descriptions of the required fields
- Screen shots for all the steps associated with completion of the FLH Upkeep Tool

The *FLH Upkeep Tool Job Aid for Assisters* provides:

- A quick start guide of all FLH Upkeep Tool tasks
- No screen shots

***Where can I get a status of my request submission?***

Once you submit your request and are back on the FLH Listing(s) page, you can select **View Submission Confirmation** to view, print, or save your session submissions.

***Can I send Find Local Help requests directly to the Find Local Help email address?***

No. You must use the FLH Upkeep Tool to submit requests: <https://ccrms-mats.force.com/flhupkeep>.

