

Find Local Help (FLH) Upkeep Tool Job Aid for Assisters

Overview

The Find Local Help (FLH) Consumer Tool at [Find Local Help](#), 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 certified by the FFM to provide impartial Marketplace, Medicaid, and Children's Health Insurance Program (CHIP) enrollment assistance.

Assisters can 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.

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 job aid provides a quick start guide for the following tasks:

- ***Accessing the FLH Upkeep Tool***
- ***Listing/Unlisting an Organization***
- ***Adding a Location***
- ***Viewing a Location***
- ***Listing/Unlisting a Location***
- ***Editing/Deleting a Location***
- ***Viewing Submission Confirmation***
- ***Adding/Editing an Organization Acronym***

Welcome Page

Accessing the FLH Upkeep Tool

1. Go to <https://ccrms-mats.force.com/flhupkeep>.
2. On the ***Welcome*** page, complete all the required information:

- First name
 - Last name
 - Email address
 - Assister ID – CDOs enter your 8-digit CDO ID; Navigators enter your 8-digit Nav ID
3. Check the **reCAPTCHA** box.
 4. Select **Submit**.



Note: Only the leadership contacts on file with CMS for your organization can access the FLH Upkeep Tool and modify FLH listings for the Consumer Tool. If any of the information entered does not match exactly what is on file for the organization's designated leadership contacts, you will receive a Contact Not Found alert message.

FLH Listing(s) Page

The FLH Listing(s) page on the FLH Upkeep Tool provides the option to list/unlist your organization from the [Find Local Help](#) Consumer Tool. It also shows the associated FLH locations and the FLH submission confirmations for your session.

From this page you can add/edit your organization acronym, list/unlist your organization, add/edit/delete/list/unlist locations, and view your FLH submission confirmations.

Listing/Unlisting an Organization

1. To list your organization, select **List Organization** in the **Current FLH Status** box on the **FLH Listing(s)** page and confirm your selection in the message received. This enables a user to find your organization using the search feature on the FLH Consumer Tool.
2. To unlist your organization, select **Unlist Organization** in the **Current FLH Status** box on the **FLH Listing(s)** page and confirm your selection in the message received. This removes your organization from the search feature in FLH Consumer Tool .

Adding a Location

If your organization is Unlisted or in a Change Requested status, you cannot add a location. The system disables the Add Location button, and you receive an alert banner message.

To add a location:



1. Select **Add Location** above the **My Find Local Help (FLH) Locations** table on the **FLH Listing(s)** page.
2. Enter the unique **Location Name**.
 - 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 a request was previously submitted for this location name, you will receive a **Warning** message when you submit the request with the following options: **Change Location Name** or **Continue with Duplicate Name**.
3. Enter the address information.
 - You cannot add locations with the same location address. If the location address already exists in FLH for your organization or a request was previously submitted 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.
4. Select an option for **Display Settings**.
5. Enter **Contact Information**.
6. Select **Specialized Services** and **Languages** from the drop-down menus.
7. Enter **Hours of operation** and any **Special Instructions**.
8. Select the appropriate navigation action to continue:
 - **Back** – information is not submitted, and the system returns you to the FLH Listing(s) page.
 - **Submit** – the system submits your request, returns you to the FLH Listing(s) page, and your request is viewable in the My Find Local Help (FLH) Locations table.
 - **Submit & Add** – the system submits your request, and you remain on the Add Location page with all fields on the page reset.
 - **Logout** – you receive a message to confirm your logout.
 - No – the system returns you to the Add Location page
 - Yes – the system returns you to the Welcome page

Viewing a Location

To view a location:

1. In the **My Find Local Help (FLH) Locations** table of the **FLH Listing(s)** page, select the location **Name link**.
2. View the location information.
3. Select the appropriate navigation action to continue.

- **Back** – the system returns you to the FLH Listing(s) page.
- **Logout** – you receive a message to confirm your logout.
 - No – the system returns you to the View Location page
 - Yes – the system returns you to the Welcome page

Listing/Unlisting a Location

You can unlist a location, which will show it in an Unlisted Status in the My Find Local Help (FLH) Locations table and will remove it from view in 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.

To list or unlist a location:

1. On the **FLH Listing(s)** page, be sure the status of the location in the **My Find Local Help (FLH) Locations** table is in either **Listed** or **Unlisted**.
2. Select the **list/unlist icon** in the **My Find Local Help (FLH) Locations** table to make the location visible or not visible in the FLH Consumer Tool.

Editing/Deleting a Location

To edit a location:

1. In the **My Find Local Help (FLH) Locations** table of the **FLH Listing(s)**, select the **pencil icon**.
2. Review the information and edit as needed.
3. Select the appropriate action.
 - **Back** – information entered is not submitted and the system returns you to the FLH Listing(s) page.
 - **Submit** – the system submits your request and returns you to the FLH Listing(s) page.
 - **Logout** – you receive a message to confirm your logout.
 - No – the system returns you to the Edit Location page
 - Yes – the system returns you to the Welcome page

To delete a location:

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 from the FLH Consumer Tool. 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.

1. In the **My Find Local Help (FLH) Locations** table of the **FLH Listing(s)** page, select the **trash can icon**.
2. You receive a message for you to confirm the deletion.

- No – the system returns you to the FLH Listing(s) page.
- Yes – the system submits your request and returns you to the FLH Listing(s) page.



Note: You can re-call a request while it is still in requested status by selecting the re-call icon and the system immediately removes the request.

Viewing Submission Confirmation

To view and save confirmation of the submission(s) for your session:

1. Select **View Submission Confirmation**.
2. Select **Print PDF** to print or save the PDF Confirmation for your records.
3. Select **Logout** to end your session and return to the **FLH Welcome** page.

Email any questions to FindLocalHelp_FFMAssister@cms.hhs.gov. Be sure to include your organization's name and CDO or Navigator ID in the body of your email.

Adding/Editing an Organization Acronym

If your organization has an acronym commonly recognized by consumers for your organization's name, you can add or edit your acronym in the organization table at the top of the FLH Listing(s) page and it will show in the FLH Consumer Tool. For example, if your organization name is Example of South Florida, the recognized acronym may be ESF. This is an optional field.

1. To add or update your organization's acronym, select the **pencil icon** in the table at the top of the **FLH Listing(s)** page.
2. Add or edit the **Acronym** and select the **Save** icon.

