

2026 FEDERALLY FACILITATED MARKETPLACE (FFM) AGENT/BROKER CERTIFICATION PRACTICE EXAM (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE**

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. Which practice ensures consumers have a smooth experience in obtaining Marketplace coverage?**
 - A. Verifying their eligibility during the application process
 - B. Limiting their access to information
 - C. Recommending plans they may not qualify for
 - D. Focusing solely on premium costs
- 2. Why is client follow-up an important practice for FFM agents?**
 - A. It helps in ensuring agents gain more referrals
 - B. It assists clients in understanding their coverage and increases customer satisfaction
 - C. It allows agents to upsell additional services
 - D. It is mandatory for compliance purposes
- 3. What is the significance of the "summary of benefits and coverage" (SBC)?**
 - A. It outlines the insurance company's payment history
 - B. It provides essential information about benefits and coverage
 - C. It lists agent commission rates
 - D. It serves as a client complaint resolution form
- 4. How can agents and brokers earn commissions from Marketplace plans?**
 - A. Only by charging clients directly
 - B. By receiving commissions from insurance carriers for enrollments
 - C. Through fixed fees set by the FFM
 - D. By offering discounts to clients
- 5. If an applicant applies for Medicaid during the last open enrollment, who is eligible for the Medicaid/CHIP Denial Special Enrollment Period?**
 - A. Only those who receive immediate approval
 - B. Those determined ineligible after applying
 - C. Those who did not apply at all
 - D. Those who apply during an SEP

- 6. Which action should an agent take to ensure they are compensated for an enrollment?**
- A. Request additional education materials from the Marketplace
 - B. Update the consumer's application with their NPN
 - C. Submit a new enrollment form
 - D. Advise the consumer to select a different broker
- 7. How does Aiping's tobacco use affect his premium?**
- A. Aiping's premium may decrease significantly
 - B. Aiping's premium remains the same
 - C. Aiping's premium may be up to \$450
 - D. Aiping's premium may be exempt from any increase
- 8. Who can assist individuals in understanding health insurance terms and options?**
- A. Friends and family members
 - B. Certified agents and brokers, and trained navigators
 - C. Insurance companies' marketing representatives
 - D. Online insurance comparison websites
- 9. True or False: If a client receives a Medicaid/CHIP PDM notice and no action is taken, they will lose all financial assistance.**
- A. True
 - B. False
 - C. It depends on the state guidelines
 - D. Only if their income changes
- 10. How can agents and brokers verify their clients' eligibility for financial assistance?**
- A. By using the Marketplace's eligibility verification tools available through the platform
 - B. By asking clients directly for their financial information
 - C. Through third-party financial assessment services
 - D. By reviewing clients' previous tax returns

Answers

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1. A
2. B
3. B
4. B
5. B
6. B
7. C
8. B
9. A
10. A

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Explanations

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1. Which practice ensures consumers have a smooth experience in obtaining Marketplace coverage?

- A. Verifying their eligibility during the application process**
- B. Limiting their access to information
- C. Recommending plans they may not qualify for
- D. Focusing solely on premium costs

Verifying eligibility during the application process is crucial to ensuring consumers have a smooth experience in obtaining Marketplace coverage. This practice involves confirming that individuals or families meet the necessary criteria for different types of coverage, including Medicaid, CHIP, or qualified health plans. By accurately assessing and validating eligibility, agents and brokers can guide consumers toward the appropriate plans for which they qualify, streamlining the enrollment process and reducing confusion or dissatisfaction that can arise from inappropriate plan recommendations. In contrast, limiting access to information would hinder consumers' understanding of their options and rights within the Marketplace, creating obstacles rather than facilitating a smooth application process. Recommending plans that consumers may not qualify for can lead to frustration and wasted effort, as individuals may invest time in exploring options that do not suit them. Focusing solely on premium costs neglects other essential factors such as coverage, benefits, and eligibility for subsidies, which are critical to the overall consumer experience. Thus, verifying eligibility is the fundamental practice that enhances the Consumer experience in obtaining Marketplace coverage.

2. Why is client follow-up an important practice for FFM agents?

- A. It helps in ensuring agents gain more referrals
- B. It assists clients in understanding their coverage and increases customer satisfaction**
- C. It allows agents to upsell additional services
- D. It is mandatory for compliance purposes

Client follow-up is a vital practice for FFM agents primarily because it assists clients in fully understanding their coverage and significantly increases customer satisfaction. This ongoing communication ensures that clients are aware of the details of their insurance plans, including benefits, limitations, and how to use their benefits effectively. When agents take the time to follow up, they demonstrate their commitment to their clients, which builds trust and strengthens the client-agent relationship. Higher customer satisfaction is crucial for long-term retention and can lead to positive word-of-mouth referrals. By clarifying any questions or concerns that clients may have post-enrollment, agents help foster a secure and informed client base. This not only improves the client experience but also enhances the reputation of the agent in the marketplace. While gaining referrals, upselling services, and compliance are important aspects of an agent's role, the primary focus of effective follow-up should be on client understanding and satisfaction, as those elements fundamentally impact the agent's success and the overall experience within the marketplace.

3. What is the significance of the "summary of benefits and coverage" (SBC)?

- A. It outlines the insurance company's payment history
- B. It provides essential information about benefits and coverage**
- C. It lists agent commission rates
- D. It serves as a client complaint resolution form

The summary of benefits and coverage (SBC) is a vital document that provides clear and concise information regarding health insurance plans. Its main purpose is to help consumers understand the key aspects of the benefits and coverage offered by a health insurance policy, allowing them to make informed choices when selecting a plan. The SBC typically includes important details such as the range of services covered, cost-sharing responsibilities (such as deductibles and copayments), and limitations or exclusions of coverage. This standardized format enables consumers to compare different plans easily, ensuring they can identify which plan best fits their needs and budget. The other options do not accurately represent the purpose of the SBC. The SBC does not provide historical payment data, nor does it relate to agent commissions or serve as a mechanism for resolving client complaints. Instead, its focus is strictly on summarizing the benefits and coverage in a way that supports consumer understanding and decision-making.

4. How can agents and brokers earn commissions from Marketplace plans?

- A. Only by charging clients directly
- B. By receiving commissions from insurance carriers for enrollments**
- C. Through fixed fees set by the FFM
- D. By offering discounts to clients

Agents and brokers earn commissions from Marketplace plans primarily through receiving commissions from insurance carriers for enrollments. This means that when an agent or broker assists a client in enrolling in a health insurance plan available through the Marketplace, the insurance carrier compensates the agent or broker with a commission based on the enrollment. This system encourages agents and brokers to help consumers navigate their options in the Marketplace and find plans that meet their needs. The commissions are typically calculated as a percentage of the premium paid for the insured individuals who enroll in the plan through the agent or broker. Options involving charging clients directly, fixed fees set by the FFM, or discounting services do not reflect the established compensation structure for agents and brokers working with Marketplace plans. The involvement of insurance carriers in providing commissions is a fundamental aspect of how agents and brokers operate within this framework.

5. If an applicant applies for Medicaid during the last open enrollment, who is eligible for the Medicaid/CHIP Denial Special Enrollment Period?

- A. Only those who receive immediate approval
- B. Those determined ineligible after applying**
- C. Those who did not apply at all
- D. Those who apply during an SEP

The correct answer is that those determined ineligible after applying are eligible for the Medicaid/CHIP Denial Special Enrollment Period. This provision allows individuals who applied for Medicaid but were found ineligible to enroll in a health plan through the Marketplace. The rationale behind this is to ensure that individuals who seek coverage and follow the proper application process are not penalized for the outcomes of that process. When someone applies for Medicaid and is denied, it indicates that they may be eligible for different health insurance options, making them eligible for a Special Enrollment Period where they can then explore and select coverage through the Marketplace. In contrast, individuals who receive immediate approval are already enrolled in Medicaid, which does not necessitate a Special Enrollment Period for additional coverage options. Those who did not apply cannot be granted the Special Enrollment Period since the eligibility hinges upon having previously made an attempt to obtain Medicaid. Lastly, those who apply during an SEP are already within a specific timeframe allowed for enrollment, so they are not part of the group targeted by the Medicaid/CHIP Denial provision.

6. Which action should an agent take to ensure they are compensated for an enrollment?

- A. Request additional education materials from the Marketplace
- B. Update the consumer's application with their NPN**
- C. Submit a new enrollment form
- D. Advise the consumer to select a different broker

An agent should ensure they are compensated for an enrollment by updating the consumer's application with their National Producer Number (NPN). The NPN is a unique identifier assigned to each licensed insurance agent, which allows the Marketplace to accurately track and allocate any commission to the correct agent when a consumer enrolls through them. By including their NPN in the consumer's application, the agent establishes a clear connection between their services and the enrollment process. This step is crucial because it links the enrollment to the agent's credentials, enabling the Marketplace to recognize their role and ensure proper compensation. The other actions do not directly relate to securing compensation for the agent. Requesting additional educational materials may be useful for the agent's knowledge but does not influence enrollment tracking or compensation. Submitting a new enrollment form may not be necessary if enrollment is already in process and does not inherently connect the agent to the consumer's application. Advising the consumer to select a different broker could potentially undermine the agent's current relationship with that consumer and jeopardize compensation entirely. Therefore, updating the application with the NPN is the most appropriate and effective action for ensuring compensation.

7. How does Aiping's tobacco use affect his premium?

- A. Aiping's premium may decrease significantly
- B. Aiping's premium remains the same
- C. Aiping's premium may be up to \$450**
- D. Aiping's premium may be exempt from any increase

When determining how Aiping's tobacco use affects his premium, it's important to recognize that many health insurers utilize tobacco use status as a key factor in calculating premiums. Typically, individuals who use tobacco products can face significantly higher premiums compared to those who do not use tobacco, reflecting the increased health risks and related expenses for insurers. In this particular case, stating that Aiping's premium may be up to \$450 indicates a specific potential increase attributed to his tobacco use. Insurers often apply a surcharge to the premiums of tobacco users, which can vary but is often in the range of a few hundred dollars annually. By choosing this answer, it reflects an understanding that there is a tangible financial consequence of tobacco use on health insurance premiums. This aligns with common practices in health insurance where tobacco use is considered a risk factor, thus impacting the pricing structure of the premium. The other choices suggest either a decrease or no change in premium, which does not accurately depict the common outcomes associated with tobacco usage in health insurance contexts.

8. Who can assist individuals in understanding health insurance terms and options?

- A. Friends and family members
- B. Certified agents and brokers, and trained navigators**
- C. Insurance companies' marketing representatives
- D. Online insurance comparison websites

Individuals seeking assistance in understanding health insurance terms and options benefit most from certified agents and brokers, as well as trained navigators. These professionals are knowledgeable about the complexities of health insurance and are equipped to provide personalized guidance tailored to individual circumstances. Certified agents and brokers have undergone specific training and certification processes, which enable them to help clients navigate the various plans available, explain the nuances of different coverage options, and assist with the enrollment process. Trained navigators, often working with community organizations or government programs, also have the expertise to educate individuals about their health insurance choices. They help consumers comprehend the benefits and limitations of different policies and ensure that individuals can make informed decisions regarding their health care needs. Friends and family members may offer support, but they typically lack the specialized training needed to fully address the intricacies of health insurance. Insurance companies' marketing representatives, while knowledgeable about their own products, may not provide impartial or comprehensive guidance on available options across the market. Online insurance comparison websites can be useful tools for gathering information but may not lead to a thorough understanding without the personalized context that professionals provide. Thus, certified agents, brokers, and trained navigators stand as the most suitable resources for comprehensive and accurate assistance with health insurance matters.

9. True or False: If a client receives a Medicaid/CHIP PDM notice and no action is taken, they will lose all financial assistance.

A. True

B. False

C. It depends on the state guidelines

D. Only if their income changes

The statement is true because if a client receives a Medicaid/CHIP Premium Discount Modifier (PDM) notice and does not take the necessary actions, they risk losing all their financial assistance. This situation often arises in cases where the client needs to verify their eligibility or provide additional documentation related to their Medicaid or CHIP coverage. When clients fail to respond to such notices, it can lead to a termination of their Medicaid or CHIP benefits, which are crucial forms of financial assistance that help reduce costs associated with healthcare coverage. In the realm of the Federally-facilitated Marketplace, maintaining eligibility for financial assistance is contingent upon the timely response to notices and ongoing requirements related to income and household changes. Other options, such as considering state guidelines or changes in income, do not specifically address the direct consequence of inaction in response to a PDM notice, and thus they do not accurately capture the overarching rule that failing to act will indeed result in a loss of financial assistance.

10. How can agents and brokers verify their clients' eligibility for financial assistance?

A. By using the Marketplace's eligibility verification tools available through the platform

B. By asking clients directly for their financial information

C. Through third-party financial assessment services

D. By reviewing clients' previous tax returns

Agents and brokers can verify their clients' eligibility for financial assistance by utilizing the Marketplace's eligibility verification tools available through the platform. These tools are specifically designed to assess various eligibility criteria established by the Affordable Care Act, including income levels, household size, and other relevant factors. By relying on these official tools, agents and brokers ensure that they are accessing the most accurate and up-to-date information necessary to help their clients understand their options for financial assistance. Using the official tools is critical because they are built to integrate the most current policy guidelines and requirements, providing a reliable framework for verification. This process streamlines the eligibility checking and helps agents and brokers advise their clients with confidence about the assistance they may qualify for. While some of the other options, such as asking clients for financial information or reviewing previous tax returns, can play a role in understanding a client's financial situation, they do not directly verify eligibility as defined by the Marketplace. These methods may provide useful background information, but they do not guarantee alignment with the official criteria used to determine eligibility for financial assistance. Additionally, third-party financial assessment services may not have access to the official Marketplace data needed for accurate eligibility verification.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://2026femagent.examzify.com>

We wish you the very best on your exam journey. You've got this!

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