

MLMS Assister Training Feedback

Training Content	N/A (1)	Strongly Disagree (2)	Disagree (3)	Neutral (4)	Agree (5)	Strongly Agree (6)
1. The scope of the material is appropriate to my needs.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
2. The content will help me use HealthCare.gov to assist consumers with the eligibility and enrollment process.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
3. The content has given me sufficient information to perform the following tasks on the job:						
a. Adequately explain health insurance concepts and educate consumers about the different types of plans available to them	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
b. Assist consumers with creating an online Marketplace account	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
c. Use the Plan Compare Tool to help consumers learn about and compare coverage options	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
d. Conduct effective outreach in the communities I serve and build community partnerships	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
e. Help consumers understand SHOP Marketplace policy (e.g., employer and employee eligibility, application requirements, the appeals process)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
4. The content has given me sufficient information to assist consumers with these more complex scenarios:						
a. Assist consumers in multi-tax households	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>

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b. Assist consumers applying for exemptions	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
c. Assist consumers in households with mixed immigration statuses	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
d. Assist small employers understand the Small Business Health Care Tax Credit	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
e. Assist employees understand how to obtain coverage through the SHOP Marketplace	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
5. The content has given me sufficient information to assist consumers with multi-tax households.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
6. The content has given me sufficient information to assist consumers with applying for exemptions.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
7. The content has given me sufficient information to assist consumers within households with mixed immigration statuses.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
8. The content has given me sufficient information to assist consumers with help small employers understand the Small Business Health Care Tax Credit.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
9. The content has given me sufficient information to assist consumers with helping employees understand how to obtain coverage through the SHOP Marketplace.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
10. The content has given me sufficient information to work with the following population: consumers with disabilities.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>

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11. The content has given me sufficient information to work with the following population: immigrants.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
12. The content has given me sufficient information to work with the following populations: consumers with limited English proficiency.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
13. The content has given me sufficient information to work with the following populations: American Indians/Alaskan Natives.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
14. The content has given me sufficient information to work with the following populations: Medicare-eligible consumers.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
15. The content has given me sufficient information to work with the following populations: Medicaid/CHIP-eligible consumers.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
16. The content has given me sufficient information to work with the following populations: Tri-Care eligible consumers.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
17. The content has given me sufficient information to work with the following populations: consumers under age 26.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
Training Structure	1 - 1st	2 - Second	3 - Third	4 - Fourth	5 - Fifth	6 - Sixth
18. Please rank in order of importance the following training features by how useful they are in helping you understand the material during the training: a. Screenshots of HealthCare.gov.	a. <input type="checkbox"/> b. <input type="checkbox"/> c. <input type="checkbox"/> d. <input type="checkbox"/>	a. <input type="checkbox"/> b. <input type="checkbox"/> c. <input type="checkbox"/> d. <input type="checkbox"/>	a. <input type="checkbox"/> b. <input type="checkbox"/> c. <input type="checkbox"/> d. <input type="checkbox"/>	a. <input type="checkbox"/> b. <input type="checkbox"/> c. <input type="checkbox"/> d. <input type="checkbox"/>	n/a	n/a

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<ul style="list-style-type: none"> b. Detailed scenarios/narratives of enrollment situations. c. The ability to print and read materials during the training. d. Hands-on, interactive exercises or content. 						
<p>19. Please rank in order of importance the following training features by how useful they are in helping you understand the material after the training:</p> <ul style="list-style-type: none"> a. Real-time help with complex consumer scenarios b. Specific examples of how to assist consumers with complex scenarios and/or Continuing education webinars c. Fact sheets, FAQs, and other printed materials d. Standard operating procedures e. Examples of best practices from other assisters f. More in-depth assister certification training 	<ul style="list-style-type: none"> a. <input type="checkbox"/> b. <input type="checkbox"/> c. <input type="checkbox"/> d. <input type="checkbox"/> e. <input type="checkbox"/> f. <input type="checkbox"/> 	<ul style="list-style-type: none"> a. <input type="checkbox"/> b. <input type="checkbox"/> c. <input type="checkbox"/> d. <input type="checkbox"/> e. <input type="checkbox"/> f. <input type="checkbox"/> 	<ul style="list-style-type: none"> a. <input type="checkbox"/> b. <input type="checkbox"/> c. <input type="checkbox"/> d. <input type="checkbox"/> e. <input type="checkbox"/> f. <input type="checkbox"/> 	<ul style="list-style-type: none"> a. <input type="checkbox"/> b. <input type="checkbox"/> c. <input type="checkbox"/> d. <input type="checkbox"/> e. <input type="checkbox"/> f. <input type="checkbox"/> 	<ul style="list-style-type: none"> a. <input type="checkbox"/> b. <input type="checkbox"/> c. <input type="checkbox"/> d. <input type="checkbox"/> e. <input type="checkbox"/> f. <input type="checkbox"/> 	<ul style="list-style-type: none"> a. <input type="checkbox"/> b. <input type="checkbox"/> c. <input type="checkbox"/> d. <input type="checkbox"/> e. <input type="checkbox"/> f. <input type="checkbox"/>
Tell Us What You Think?						
<p>Please use the space below to answer the following question:</p> <p>What other information would you have liked to see included in the training?"</p>						
<p>Type response here:</p>						