

## **Supporting Statement – Part B**

### Collections of Information Employing Statistical Methods

1. All individuals serving as Navigators and non-Navigator assistance personnel are required to complete HHS approved training prior to being certified, or recertified, to provide application and enrollment assistance to consumers.<sup>1</sup> The training quality optional user questionnaire will be presented electronically to respondents upon the completion of the required certification and recertification training.<sup>2</sup> We estimate a total of 5,310 potential respondents, 3,210 individuals associated with Navigator grantees and 2,100 associated with non-Navigator assistance personnel programs. Because the quality of the training is of interest and importance to the potential respondents, and the user questionnaire is an opportunity to comment on the quality of the training, we expect a high response rate of 80%, or 4,248 responses. This user questionnaire collection is new and has not been previously conducted.

2. The optional user questionnaire will be presented electronically to potential respondents upon completion of the required certification and recertification training. All potential respondents will be asked to complete the user questionnaire; we are not selecting a particular sample. Because the certification and recertification trainings are an annual requirement, and because the trainings are regularly updated to include new information, as part of the training the optional user questionnaire will be included on an annual basis.

3. Upon launching updated certification and recertification training each year we will provide outreach and education to the potential respondents about the availability of the training, as well as the inclusion of the training quality optional user questionnaire available to provide opinions about the training. Respondents will be encouraged to complete the optional user questionnaire as a mechanism to provide useful information for refining and improving the training in future years, ensuring potential respondents that their responses will be evaluated and used. The certification and recertification trainings are important to ensure Navigators and non-Navigator assistance personnel have the information and expertise needed to provide application and enrollment assistance to consumers. Responses to the optional user questionnaire will be considered accurate and reliable as indicators of whether the training is successfully equipping Navigators and non-Navigator assistance personnel with the necessary information.

4. There are no tests of procedures or methods, the survey is opinion based.

5. The optional user questionnaire on training quality will be electronically collected as part of the updated certification and recertification training provided through a Marketplace Learning Management System. The feedback will be provided to the Center for Consumer Information and

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<sup>1</sup> See 45 CFR 155.215(b)(1).

<sup>2</sup> See Appendix F, “Training Quality Questionnaire,” for screen shots of the optional training quality questionnaire.

Consumer Oversight within the Centers for Medicare and Medicaid Services. The information will be evaluated by numerical counts, averages, or compilation of free form responses. No statistical analysis will be conducted on the user feedback.