

### 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:	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
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:	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>

a. Assist consumers in multi-tax households						
---	--	--	--	--	--	--

<b>Training Content</b>	<b>N/A (1)</b>	<b>Strongly Disagree (2)</b>	<b>Disagree (3)</b>	<b>Neutral (4)</b>	<b>Agree (5)</b>	<b>Strongly Agree (6)</b>
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"/>
---	----------------------------	----------------------------	----------------------------	----------------------------	----------------------------	----------------------------

<b>Training Content</b>	<b>N/A (1)</b>	<b>Strongly Disagree (2)</b>	<b>Disagree (3)</b>	<b>Neutral (4)</b>	<b>Agree (5)</b>	<b>Strongly Agree (6)</b>
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"/>
<b>Training Structure</b>	<b>1 - 1st</b>	<b>2 - Second</b>	<b>3 - Third</b>	<b>4 - Fourth</b>	<b>5 - Fifth</b>	<b>6 - Sixth</b>

<p>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:</p> <p>a. Screenshots of HealthCare.gov.</p>	<p>a. <input type="checkbox"/></p> <p>b. <input type="checkbox"/></p> <p>c. <input type="checkbox"/></p> <p>d. <input type="checkbox"/></p>	<p>a. <input type="checkbox"/></p> <p>b. <input type="checkbox"/></p> <p>c. <input type="checkbox"/></p> <p>d. <input type="checkbox"/></p>	<p>a. <input type="checkbox"/></p> <p>b. <input type="checkbox"/></p> <p>c. <input type="checkbox"/></p> <p>d. <input type="checkbox"/></p>	<p>a. <input type="checkbox"/></p> <p>b. <input type="checkbox"/></p> <p>c. <input type="checkbox"/></p> <p>d. <input type="checkbox"/></p>	<p>n/a</p>	<p>n/a</p>
<p><b>Training Content</b></p>	<p><b>N/A</b> <b>(1)</b></p>	<p><b>Strongly Disagree</b> <b>(2)</b></p>	<p><b>Disagree</b> <b>(3)</b></p>	<p><b>Neutral</b> <b>(4)</b></p>	<p><b>Agree</b> <b>(5)</b></p>	<p><b>Strongly Agree</b> <b>(6)</b></p>
<p>b. Detailed scenarios/narratives of enrollment situations.</p> <p>c. The ability to print and read materials during the training.</p> <p>d. Hands-on, interactive exercises or content.</p>						
<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> <p>a. Real-time help with complex consumer scenarios</p> <p>b. Specific examples of how to assist consumers with complex scenarios and/or Continuing education webinars</p> <p>c. Fact sheets, FAQs, and other printed materials</p> <p>d. Standard operating procedures</p> <p>e. Examples of best practices from other assisters</p> <p>f. More in-depth assister certification training</p>	<p>a. <input type="checkbox"/></p> <p>b. <input type="checkbox"/></p> <p>c. <input type="checkbox"/></p> <p>d. <input type="checkbox"/></p> <p>e. <input type="checkbox"/></p> <p>f. <input type="checkbox"/></p>	<p>a. <input type="checkbox"/></p> <p>b. <input type="checkbox"/></p> <p>c. <input type="checkbox"/></p> <p>d. <input type="checkbox"/></p> <p>e. <input type="checkbox"/></p> <p>f. <input type="checkbox"/></p>	<p>a. <input type="checkbox"/></p> <p>b. <input type="checkbox"/></p> <p>c. <input type="checkbox"/></p> <p>d. <input type="checkbox"/></p> <p>e. <input type="checkbox"/></p> <p>f. <input type="checkbox"/></p>	<p>a. <input type="checkbox"/></p> <p>b. <input type="checkbox"/></p> <p>c. <input type="checkbox"/></p> <p>d. <input type="checkbox"/></p> <p>e. <input type="checkbox"/></p> <p>f. <input type="checkbox"/></p>	<p>a. <input type="checkbox"/></p> <p>b. <input type="checkbox"/></p> <p>c. <input type="checkbox"/></p> <p>d. <input type="checkbox"/></p> <p>e. <input type="checkbox"/></p> <p>f. <input type="checkbox"/></p>	<p>a. <input type="checkbox"/></p> <p>b. <input type="checkbox"/></p> <p>c. <input type="checkbox"/></p> <p>d. <input type="checkbox"/></p> <p>e. <input type="checkbox"/></p> <p>f. <input type="checkbox"/></p>
<p><b>Tell Us What You Think?</b></p>						

Please use the space below to answer the following question:

**What other information would you have liked to see included in the training?"**

Type response here: