

Supporting Statement – Part B

Collections of Information Employing Statistical Methods

1. All individuals serving as certified application counselors are required to complete HHS approved training prior to being certified, or recertified, to provide application and enrollment assistance to consumers.¹ An optional questionnaire will be presented electronically to respondents upon the completion of the required certification and recertification training to evaluate the quality of the training.² We estimate a total of 30,000 potential respondents. 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 24,000 responses. This questionnaire collection is new and has not been previously conducted.
2. The optional 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 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 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 optional questionnaire available to the respondents to provide opinions about the training. Respondents will be encouraged to complete the optional 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 certified application counselors have the information and expertise needed to provide application and enrollment assistance to consumers. Responses to the optional questionnaire will be considered accurate and reliable as indicators of whether the training is successfully equipping certified application counselors with the necessary information.
4. There are no tests of procedures or methods, the optional questionnaire is opinion based.
5. The optional questionnaire on the quality of the training will be electronically collected as part of the updated certification and recertification training provided through a Marketplace Learning Management System. The respondents' feedback will be provided to the Center for Consumer Information and 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.

¹ See 45 CFR 155.225(d)(1) and (7).

² See Appendix F "Training Quality Questionnaire," for screen shots of the optional training quality questionnaire.