

## MLMS Assister Training Feedback

| Training Content  | N/A<br>(1)                 | Strongly<br>Disagree<br>(2) | Disagree<br>(3)            | Neutral<br>(4)             | Agree<br>(5)               | Strongly<br>Agree<br>(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<br/>(1)</b>         | <b>Strongly Disagree<br/>(2)</b> | <b>Disagree<br/>(3)</b>    | <b>Neutral<br/>(4)</b>     | <b>Agree<br/>(5)</b>       | <b>Strongly Agree<br/>(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<br/>(1)</b>         | <b>Strongly Disagree<br/>(2)</b> | <b>Disagree<br/>(3)</b>    | <b>Neutral<br/>(4)</b>     | <b>Agree<br/>(5)</b>       | <b>Strongly Agree<br/>(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><br/><b>(1)</b></p>  | <p><b>Strongly Disagree</b><br/><b>(2)</b></p>  | <p><b>Disagree</b><br/><b>(3)</b></p>   | <p><b>Neutral</b><br/><b>(4)</b></p>  | <p><b>Agree</b><br/><b>(5)</b></p>  | <p><b>Strongly Agree</b><br/><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: