Expiration Date: XX/XXXX

MLMS Assister Training Feedback

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| --- | --- | --- | --- | --- | --- | --- |
| 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 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| 2. The content will help me use HealthCare.gov to assist consumers with the eligibility and enrollment process. | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| 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 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| b. Assist consumers with creating an online Marketplace account | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| c. Use the Plan Compare Tool to help consumers learn about and compare coverage options | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| d. Conduct effective outreach in the communities I serve and build community partnerships | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| e. Help consumers understand SHOP  Marketplace policy (e.g., employer and employee eligibility, application requirements, the appeals process) | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| 4. The content has given me sufficient information to assist consumers with these more complex scenarios:  a. Assist consumers in multi-tax households | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |

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| Training Content | N/A    (1) | Strongly  Disagree  (2) | Disagree    (3) | Neutral    (4) | Agree    (5) | Strongly  Agree  (6) |
| b. Assist consumers applying for exemptions | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| c. Assist consumers in households with mixed immigration statuses | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| d. Assist small employers understand the Small Business Health Care  Tax Credit | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| e. Assist employees understand how to obtain coverage through the SHOP  Marketplace | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| 5. The content has given me sufficient information to assist consumers with multi-tax households. | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| 6. The content has given me sufficient information to assist consumers with applying for exemptions. | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| 7. The content has given me sufficient information to assist consumers within households with mixed immigration statuses. | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| 8. The content has given me sufficient information to assist consumers with help small employers understand the Small Business Health Care Tax Credit. | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| 9. The content has given me sufficient information to assist consumers with helping employees understand how to obtain coverage through the SHOP Marketplace. | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| 10. The content has given me sufficient information to work with the following population: consumers with disabilities. | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |

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| Training Content | N/A    (1) | Strongly  Disagree  (2) | Disagree    (3) | Neutral    (4) | Agree    (5) | Strongly  Agree  (6) |
| 11. The content has given me sufficient information to work with the following population: immigrants. | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| 12. The content has given me sufficient information to work with the following populations: consumers with limited English proficiency. | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| 13. The content has given me sufficient information to work with the following populations: American Indians/Alaskan Natives. | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| 14. The content has given me sufficient information to work with the following populations:  Medicare-eligible consumers. | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| 15. The content has given me sufficient information to work with the following populations: Medicaid/CHIP-eligible consumers. | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| 16. The content has given me sufficient information to work with the following populations:  Tri-Care eligible consumers. | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| 17. The content has given me sufficient information to work with the following populations: consumers under age 26. | 1 ☐ | 2 ☐ | 3 ☐ | 4 ☐ | 5 ☐ | 6 ☐ |
| 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.☐  b.☐  c.☐  d.☐ | a.☐  b.☐  c.☐  d.☐ | a.☐  b.☐  c.☐  d.☐ | a.☐  b.☐  c.☐  d.☐ | n/a | n/a |
| Training Content | N/A    (1) | Strongly  Disagree  (2) | Disagree    (3) | Neutral    (4) | Agree    (5) | Strongly  Agree  (6) |
| 1. Detailed scenarios/narratives of enrollment situations. 2. The ability to print and read materials during the training. 3. Hands-on, interactive exercises or content. |  |  |  |  |  |  |
| 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:   1. Real-time help with complex consumer scenarios 2. Specific examples of how to assist consumers with complex scenarios and/or Continuing education webinars 3. Fact sheets, FAQs, and other printed materials 4. Standard operating procedures 5. Examples of best practices from other assisters 6. More in-depth assister certification training | a.☐  b.☐  c.☐  d.☐  e.☐  f.☐ | a.☐  b.☐  c.☐  d.☐  e.☐  f.☐ | a.☐  b.☐  c.☐  d.☐  e.☐  f.☐ | a.☐  b.☐  c.☐  d.☐  e.☐  f.☐ | a.☐  b.☐  c.☐  d.☐  e.☐  f.☐ | a.☐  b.☐  c.☐  d.☐  e.☐  f.☐ |
| Tell Us What You Think? | | | | | |  |
| 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: | | | | | |  |