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.
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| 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:  |  |