

# MLMS Assister Post-Training Survey Questionnaire

1. The easiest way to get help with MLMS and Assister Certification questions/issues:
  - a. Contacting the MLMS Helpdesk
  - b. Using MILA
  - c. Reviewing a FAQ or QRG on marketplace.cms.gov
  - d. Contacting my Navigator Grant Program Office of the CAC Questions Inbox
  - e. Asking a colleague at my organization
2. I use the Marketplace Assister website (marketplace.cms.gov) to get information, updates and resources on Assister annual certification training, helping consumers, and updates regarding the Marketplace and health insurance coverage:
  - a. True
  - b. False
3. I receive CMS Assister and Marketplace updates from the CMS Assister Listserv (AssisterListServ@cms.hhs.gov):
  - a. True
  - b. False
4. I was easily able to complete Assister ID validation by entering my Assister ID on the MLMS to access certification training:
  - a. True
  - b. False
5. I know how and where to enter my Assister ID on the Federally-facilitated Marketplace Application when I assist a consumer
  - a. True
  - b. False
6. My organization posts its information on Find Local Help (localhelp.healthcare.gov) so consumers can contact us to receive enrollment assistance:
  - a. True
  - b. False
7. I find the CMS Assister and Marketplace updates to be a useful resource to me as an Assister:  
Likert Scale
8. Please list additional topics you'd like to see discussed in the annual certification training on the MLMS [Free text]

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