

# **Clearance for Evaluation of Stakeholder Training and Program Support CMS-10598/OMB-0938-1331**

## **Supporting Statement Part B Statistical Methods**

The primary purpose of these collections will be for internal review by a contractor to continually improve the services provided to stakeholders. There are no plans to publish or otherwise release this information.

### **1. Universe and Respondent Selection**

CMS procured the services of a contractor, A. Reddix & Associates (ARDX), to help with its training and technical outreach efforts that support Stakeholder Training and Program Support. With the services of the contractor, CMS will provide training and technical assistance primarily through weekly, bi-weekly, monthly, and quarterly Webinars and Computer Based Trainings (CBTs). A web portal (<http://regtap.cms.gov>) was developed to support CMS' training efforts and to provide a centralized location for resource information, training session registration, and technical assistance. The contractor (ARDX) plans to utilize surveys as part of a comprehensive evaluation process and will solicit voluntary feedback from stakeholders regarding individual training sessions and technical assistance provided under this contract. Stakeholders also have an opportunity to provide unsolicited feedback regarding REGTAP through the web portal.

The universe of respondents includes States, issuers, Assistors, self-insured health plans, third-party administrators (TPA) of self-insured health plans, agents and brokers, Providers/Facilities, and other stakeholders participating in the Marketplace and/or programs mandated by the Affordable Care Act (ACA) and the Consolidated Appropriations Act (CAA) of 2021, Title I, "No Surprises Act" and Title II, "Transparency" (NST). Stakeholders include States, issuers, Assistors, self-insured group health plans, third-party administrators (TPA), agents and brokers, Providers/Facilities, and other entities who register for and participate in training programs. The proposed data collections will not employ statistical sampling procedures or use statistical methods to produce population estimates.

### **2. Procedures for Collecting Information**

The Agency expects to use a variety of methodologies for these collections. For example, the Agency or its contractor (ARDX) will use the following instruments and associated methods to conduct these evaluations:

- On-site Post-Training Surveys will be provided to each participant for completion at the end of each day of onsite events (with hardcopy and online survey completion options);
- Webinar Post-Training Participant Surveys will be available online and emailed to participants following those sessions in which they participated (with participants' web browsers directed to the survey for more immediate survey completion);
- Computer Based Training (CBT) Post-Completion Surveys will be available online following completion of CBT;

- An open-ended Web Portal Feedback Form will be available to web portal users 24-hours per day, 7 days per week for unsolicited feedback.
- Personally Identifiable Information (PII) will not be collected as a part of any of these data collections.

### **3. Methods to Maximize Response**

The contractor will use a mixed mode approach to maximize survey response rates. For example, following Webinars, the contractor will solicit feedback from stakeholders through an email request including a link to the Web-based Post-Training Participant Survey. In addition, the contractor will direct participants' web browsers to the survey at the end of the Webinar session, allowing participants the opportunity to provide feedback as soon as each training session ends.

For onsite events, the contractor will provide hardcopy post-training surveys to each participant for completion at the end of each day of the event. In addition, onsite participants will have an opportunity to complete the survey using a web-based application.

Information collected under this generic clearance will not yield generalizable quantitative findings.

### **4. Testing of Procedures**

Pretesting may be conducted with internal staff and/or customers who are familiar with the programs and products. If pretests are conducted with members of the public, and the number of pretest respondents exceeds nine members of the public, the Agency will submit the pretest instruments for review under this generic clearance.

### **5. Contacts for Statistical Aspects and Data Collection**

Each program will obtain information from statisticians in the analysis of customer/partner service surveys, when appropriate. This information will be available from contractors and the Agency will include the names and contact information of persons consulted in the specific information collection requests submitted under this generic clearance.