



**Topline**

***Kaiser Family Foundation***

***Survey of Health Insurance Marketplace Assister Programs***

**July 2014**

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## METHODOLOGY

The Kaiser Family Foundation (KFF) Survey of Health Insurance Marketplace Assister Programs was designed and analyzed by KFF researchers and administered by Davis Research.

The survey was conducted through an online questionnaire from April 24 through May 12, 2014 among Assister Programs nationwide. State- and federal-Marketplaces were asked to provide contact information for all of their Assister Programs. All organizations received an initial email inviting the director of the Assister Program to participate and included a link to the survey. In the event the person receiving the survey was not the appropriate person to complete it, they were asked to provide the contact name and email for someone else with their organization or at an affiliated organization. The survey included Navigators, Certified Application Counselors (CAC), Federally Qualified Health Centers (FQHC), In-Person Assisters (IPAs), and Federal Enrollment Assistance Programs (FEAP). To compile the contact information for these Assister Programs, we asked officials from the Federal Marketplace, each of the State-based Marketplaces, and states with a Consumer Assistance Partnership Marketplace to provide names and email contact information for all of their Assister Programs. In addition, we requested contact information for the FQHCs from the Health Resources and Services Administration (HRSA).

Although we attempted to include the universe of Assister Programs in the survey, there were some challenges associated with compiling a comprehensive set of Programs. Some Program contacts we collected from the Federal Marketplace did not include email address information, so we were unable to invite these Programs to participate in the study. As a result, our study may have slightly undercounted the number of Assister Programs in the Federally Facilitated Marketplace. It is also important to note that one-in-five respondents (including 28% of IPAs and 42% of Navigators) reported that they operate as part of a coalition of Assister Programs that subcontract with each other. Though respondents were invited to answer survey questions on behalf of their entire Program, most of these coalition respondents told us they provided information only about their member Program within the coalition. As a result, we may have underrepresented IPAs and Navigators for some states in our sample.

In analyzing the results, we grouped the Assister Programs by type using the categorization provided to us by the federal Marketplace or by the states for Assister Programs in state-based Marketplaces or Partnership Marketplaces, with the exception of FQHCs. We created a separate category for FQHCs and identified them using the contact list provided by HRSA. All FQHCs, regardless of any other categorization they may have had, were placed in the FQHC category. Because IPAs and Navigators performed similar functions in state-based Marketplaces and were funded with state resources, we further grouped IPAs and Navigators in these states into a single IPA category. In Consumer Assistance Partnership Marketplaces, where IPAs were funded with state grants and Navigators funded through federal grants, we kept the Navigator and IPA categories distinct.

A total of 4,445 programs were invited by email to participate in the study, and 843 programs responded and were included (for a response rate of 19%). Some program types were more likely to respond than others, so the data was weighted to reflect the distribution of programs in the initial sample by program type and Marketplace type (state-based, partnership, or federally facilitated). Weighted and unweighted proportions of the final sample by program type are shown in the table below.

	Unweighted % of total	Weighted % of total
FFM CAC	22%	33%
FFM FQHC	18%	14%
FFM Navigator/FEAP	6%	3%
FPM CAC	2%	4%
FPM FQHC	2%	2%
FPM Navigator/IPA/FEAP	4%	2%
SBM CAC	8%	8%
SBM FQHC	12%	10%
SBM Navigator/IPA	26%	24%

The number of Assister staff nationwide was estimated by analyzing self-reported figures given by survey respondents. Survey participants were asked to provide the number of full-time equivalent Assistants in their Program by selecting from a range of staff sizes on the questionnaire. For respondents who selected a range response, the midpoint of the range was used. When respondents selected the range, “less than five” a response of 1 was estimated. When respondents selected the range “more than 75” a response of 76 was estimated. For respondents who did not provide a response, staff size was imputed based on the Assister Program type.

The number of consumers helped nationwide was likewise estimated by analyzing self-reported figures given by survey respondents. For respondents who provided a numeric value for the number of people their Program helped, either in person or by phone, those responses were used. For respondents who gave an answer by selecting a range, the midpoint of the range was used. For respondents who did not provide a response, the number of consumers helped was imputed based on the Assister Program type.

All statistical tests of significance account for the effect of weighting. The sample size and margin of sampling error (MOSE) for the total sample and key subgroups are shown in the table below.

Group	N (unweighted)	M.O.S.E.
Total	843	±4 percentage points
CAC	274	±6 percentage points
FQHC	265	±6 percentage points
Navigator, IPA, and FEAP	304	±6 percentage points

**1 In what state does your Assister Program conduct assistance?**

	<b>Total</b>
Base - Total Respondents.....	843
California.....	12%
Minnesota.....	6%
Connecticut.....	6%
Michigan.....	5%
Texas.....	4%
Wisconsin.....	4%
Pennsylvania.....	4%
Illinois.....	4%
Ohio.....	3%
Florida.....	3%
Colorado.....	3%
Missouri.....	3%
Oregon.....	3%
New York.....	2%
Iowa.....	2%
Georgia.....	2%
North Carolina.....	2%
New Jersey.....	2%
Arkansas.....	2%
Washington.....	2%
Vermont.....	2%
Louisiana.....	2%
Montana.....	2%
Maine.....	1%
New Hampshire.....	1%
Kentucky.....	1%
Virginia.....	1%
Utah.....	1%
Indiana.....	1%
Arizona.....	1%
Hawaii.....	1%
West Virginia.....	1%
Massachusetts.....	1%
Kansas.....	1%
Tennessee.....	<1%
Nebraska.....	<1%
District of Columbia.....	<1%
Oklahoma.....	<1%
North Dakota.....	<1%
Idaho.....	<1%
Maryland.....	<1%
New Mexico.....	<1%
Rhode Island.....	<1%
Mississippi.....	<1%
South Dakota.....	<1%
Alabama.....	<1%
South Carolina.....	<1%
Alaska.....	<1%
Delaware.....	<1%
Nevada.....	<1%
Wyoming.....	<1%

<b>4</b> Which of the following options best describes the type of Assister Program you supervise or manage?		<b>Total</b>
	Base - Total Respondents.....	843
	Certified Application Counselor, non-FQHC (no direct funding from federal or state Marketplaces).....	37%
	Federally Qualified Health Center (with funding from HRSA to conduct ACA enrollment assistance) .....	23%
	In-Person Assister (with funding from state Marketplace).....	20%
	Navigator (with funding from federal or state Marketplace).....	16%
	Federal Enrollment Assister Program (with contract	<1%
	Other.....	4%

<b>5</b> Between 2010 and 2012, did your Assister Program or any of its subcontractors receive grants under the Federal Consumer Assistance Program (established under Section 1002 of the		<b>Total</b>
	Base - Total Respondents.....	843
	Yes.....	7%
	No .....	68%
	Don't know/no answer .....	25%

<b>6</b> Which of the following options most closely describes the organization or entity that operates your Assister program?		<b>Total</b>
	Base - Total Respondents.....	843
	Non-profit community service organization .....	38%
	Federally Qualified Health Center .....	28%
	Hospital or other health care provider organization ..	15%
	State, county, or local government agency .....	8%
	For-profit business .....	3%
	Faith-based organization .....	<1%
	Primary Care Association .....	<1%
	Legal aid organization .....	<1%
	College or university .....	<1%
	Health insurance eligibility screening organization ....	<1%
Chamber of commerce/trade association .....	<1%	
Other.....	5%	

<b>7</b> Is the geographic service area served by your Assister Program state-wide, or is it focused on a geographic area within a state?		<b>Total</b>
	Base - Total Respondents.....	843
	Statewide .....	13%
	Focused on a specific geographic area within the state .....	85%
	Other.....	2%

**7a** Is your Assister Program part of a coalition that subcontracts to other Assister Programs and, if so, are you answering this survey for the full coalition or just for your Program within the larger coalition?

	<b>Total</b>
Base - Total Respondents.....	843
Our Assister Program is independent and does not contract or subcontract with other Assister Programs .....	72%
.....	
<b>Assister Program Coalition (Net) .....</b>	<b>20%</b>
Our Assister Program is a coalition of multiple Assister Programs, I am answering on behalf of one of the member Assister Programs .....	14%
Our Assister Program is a coalition of multiple Assister Programs, I am answering for the lead program and all of its subcontractors .....	6%
Don't know/no answer .....	8%

**7b** How many Assister Programs are part of this coalition?

	<b>Total</b>
Base - Assister Program Coalition .....	166
Less than 5 .....	24%
5 - 9 .....	13%
10 - 14 .....	9%
15 - 19 .....	3%
20 - 24 .....	2%
25 - 29 .....	<1%
30 - 49 .....	1%
50 - 99 .....	<1%
100 or more .....	<1%
Don't know/no answer .....	46%
.....	
Mean.....	11.1
Median.....	6
Std. deviation .....	29.6
Std. error.....	2.9

**8** What activities did your Assister Program engage in during the open enrollment period that just ended?

	<b>Total</b>
Base - Total Respondents.....	843
Assist individuals with eligibility, application for premium tax credits and cost sharing subsidies .....	91%
Assist individuals with eligibility, application for Medicaid/Children’s Health Insurance Program .....	88%
Assist individuals with comparing and selecting private health insurance plan (QHP) options .....	83%
Outreach and public education to individuals and families.....	82%
Assist individuals with post-enrollment questions and problems (e.g., denied claims) .....	77%
Assist individuals with appeals of eligibility determinations .....	59%
Assist individuals applying for exemptions from the individual responsibility requirement .....	50%
Help other Assister Program staff resolve questions or problems for their clients .....	49%
Assist individuals applying for other public benefits and services (e.g. nutrition assistance, family services, employment training, etc.).....	47%
Outreach and public education to small businesses ...	31%
Assist employees of small businesses with enrolling in health coverage .....	28%
Assist small businesses with application for health coverage and subsidies .....	12%
Assist small businesses with comparing and selecting health coverage options .....	10%
Other .....	6%

**9a** Of these activities, please rank the top three activities your Assister Program spent the most time on during the open enrollment period that just ended. - Ranked FIRST

	<b>Total</b>
Base - Total Respondents.....	843
Assist individuals with eligibility, application for premium tax credits and cost sharing subsidies .....	33%
Assist individuals with eligibility, application for Medicaid/Children’s Health Insurance Program .....	32%
Outreach and public education to individuals and families.....	20%
Assist individuals with comparing and selecting private health insurance plan (QHP) options.....	10%
Assist individuals applying for other public benefits and services (e.g. nutrition assistance, family services, employment training, etc.).....	1%
Assist individuals with post-enrollment questions and problems (e.g., denied claims) .....	1%
Assist individuals with appeals of eligibility determinations .....	<1%
Outreach and public education to small businesses ...	<1%
Help other Assister Program staff resolve questions or problems for their clients .....	<1%
Assist small businesses with application for health coverage and subsidies .....	<1%
Assist individuals applying for exemptions from the individual responsibility requirement .....	<1%
Other.....	<1%



**9a/b** Of these activities, please rank the top three activities your Assister Program spent the most time on during the open enrollment period that just ended. - Ranked FIRST or SECOND

	<b>Total</b>
Base - Total Respondents.....	843
Assist individuals with eligibility, application for premium tax credits and cost sharing subsidies .....	60%
Assist individuals with eligibility, application for Medicaid/Children’s Health Insurance Program .....	52%
Assist individuals with comparing and selecting private health insurance plan (QHP) options.....	34%
Outreach and public education to individuals and families.....	34%
Assist individuals with post-enrollment questions and problems (e.g., denied claims) .....	6%
Assist individuals applying for other public benefits and services (e.g. nutrition assistance, family services, employment training, etc.).....	4%
Outreach and public education to small businesses ...	2%
Assist individuals with appeals of eligibility determinations .....	2%
Help other Assister Program staff resolve questions or problems for their clients .....	2%
Assist individuals applying for exemptions from the individual responsibility requirement .....	1%
Assist small businesses with application for health coverage and subsidies .....	<1%
Other.....	<1%

**9a/b/c** Of these activities, please rank the top three activities your Assister Program spent the most time on during the open enrollment period that just ended. - Ranked FIRST or SECOND or THIRD

	<b>Total</b>
Base - Total Respondents.....	843
Assist individuals with eligibility, application for premium tax credits and cost sharing subsidies .....	74%
Assist individuals with eligibility, application for Medicaid/Children’s Health Insurance Program .....	65%
Assist individuals with comparing and selecting private health insurance plan (QHP) options.....	54%
Outreach and public education to individuals and families.....	52%
Assist individuals with post-enrollment questions and problems (e.g., denied claims) .....	19%
Assist individuals applying for other public benefits and services (e.g. nutrition assistance, family services, employment training, etc.).....	9%
Assist individuals with appeals of eligibility determinations .....	6%
Help other Assister Program staff resolve questions or problems for their clients .....	5%
Assist individuals applying for exemptions from the individual responsibility requirement .....	5%
Outreach and public education to small businesses ...	3%
Assist small businesses with application for health coverage and subsidies .....	1%
Other .....	<1%

**10** Did your Assister Program provide eligibility and enrollment assistance in-person, over the phone, or both?

	<b>Total</b>
Base - Total Respondents.....	843
In-person.....	15%
By phone .....	<1%
Both .....	85%

**11a** When your Assister Program provided in-person eligibility and enrollment assistance, how often was assistance provided ... - In the Assister Program offices or facilities during regularly scheduled hours

	<b>Total</b>
Base - Provided Assistance In-Person .....	843
<b>Top 2 Box (Net)</b> .....	93%
Almost always (+4) .....	75%
Much of the time (+3) .....	18%
Sometimes (+2) .....	6%
Almost never (+1) .....	1%
<b>Bottom 2 Box (Net)</b> .....	7%
.....	
Mean.....	3.7
Median.....	4
Std. deviation .....	0.65
Std. error.....	0.02

**11b** When your Assister Program provided in-person eligibility and enrollment assistance, how often was assistance provided ... - At other, off-site locations (e.g. - public libraries) during regularly scheduled hours

	<b>Total</b>
Base - Provided Assistance In-Person .....	843
<b>Top 2 Box (Net)</b> .....	26%
Almost always (+4) .....	8%
Much of the time (+3) .....	18%
Sometimes (+2) .....	41%
Almost never (+1) .....	32%
<b>Bottom 2 Box (Net)</b> .....	74%
.....	
Mean.....	2.0
Median.....	2
Std. deviation .....	0.92
Std. error.....	0.03

**11c** When your Assister Program provided in-person eligibility and enrollment assistance, how often was assistance provided ... - At community enrollment events (including mobile enrollment vans) scheduled on specific dates.

	<b>Total</b>
Base - Provided Assistance In-Person .....	843
<b>Top 2 Box (Net)</b> .....	20%
Almost always (+4) .....	5%
Much of the time (+3) .....	15%
Sometimes (+2) .....	46%
Almost never (+1) .....	33%
<b>Bottom 2 Box (Net)</b> .....	80%
.....	
Mean.....	1.9
Median.....	2
Std. deviation .....	0.82
Std. error.....	0.03

**12** When your Assister Program provided in-person eligibility and enrollment assistance, how often was assistance available by appointment compared to on a walk-in basis?

	<b>Total</b>
Base - Provided Assistance In-Person .....	843
<b>Mostly Walk-In (Net)</b> .....	17%
All or almost all by walk-in .....	5%
Most by walk-in but some by appointment ....	12%
About equal numbers of appointments and walk-ins.	17%
Most by appointment but some walk-in .....	50%
All or almost all by appointment .....	17%
<b>Mostly By Appointment (Net)</b> .....	66%

**13** During the open enrollment period that just ended, approximately how many individuals did your Assister Program help with eligibility and enrollment IN-PERSON?

	<b>Total</b>
Base - Provided Assistance In-Person .....	843
Up to 100 .....	22%
101 - 500 .....	27%
501 - 1,000 .....	12%
1,001 - 2,500 .....	13%
2,501 - 5,000 .....	7%
More than 5,000 .....	7%
Don't know/no answer .....	12%

**13a** Can you estimate a range of the number of individuals you Assister Program helped IN-PERSON during the open enrollment period that just ended?

	<b>Total</b>
Base - Not Sure How Many Individuals Helped IN-PERSON .....	102
Up to 100 .....	33%
101 to 500 .....	31%
501 to 1,000 .....	16%
<b>Over 1,000 (Net) .....</b>	<b>15%</b>
1,001 to 2,000 .....	<1%
More than 2,000 (no further information .....	<1%
1,001 to 2,500 .....	9%
2,501 to 5,000 .....	3%
More than 5,000.....	3%
Don't know/not sure.....	3%
No Answer .....	2%

**13/13a** During the open enrollment period that just ended, approximately how many individuals did your Assister Program help with eligibility and enrollment IN-PERSON?

	<b>Total</b>
Base - Provided Assistance In-Person .....	843
Up to 100 .....	26%
101 to 500 .....	31%
501 to 1,000 .....	14%
Over 1,000 .....	29%
Don't know/no answer .....	<1%

**14** During the open enrollment period that just ended, approximately how many individuals did your Assister Program help with eligibility and enrollment VIA TELEPHONE?

	<b>Total</b>
Base - Provided Assistance Via Telephone.....	715
Up to 100 .....	41%
101 - 500 .....	21%
501 - 1,000 .....	5%
1,001 - 2,500 .....	4%
2,501 - 5,000 .....	3%
More than 5,000 .....	2%
Don't know/no answer .....	24%

**14a** Can you estimate a range of the number of individuals you Assister Program helped VIA TELEPHONE during the open enrollment period that just ended?

	<b>Total</b>
Base - Not Sure How Many Individuals Helped VIA TELEPHONE .....	175
Up to 100 .....	35%
101 to 500 .....	26%
501 to 1,000 .....	14%
<b>Over 1,000 (Net) .....</b>	<b>13%</b>
1,001 to 2,000 .....	<1%
More than 2,000 (no further information .....	<1%
1,001 to 2,500 .....	7%
2,501 to 5,000 .....	2%
More than 5,000.....	3%
Don't know/not sure.....	11%

<b>14/14a</b> During the open enrollment period that just ended, approximately how many individuals did your Assister Program help with eligibility and enrollment VIA TELEPHONE?		<b>Total</b>
	Base - Provided Assistance Via Telephone.....	715
	Up to 100 .....	49%
	101 to 500.....	27%
	501 to 1,000.....	9%
	Over 1,000 .....	12%
	Don't know/no answer .....	3%

<b>13/14</b> During the open enrollment period that just ended, approximately how many individuals did your Assister Program help with eligibility and enrollment? (FR)		<b>Total</b>
	Base - Total Respondents.....	843
	Up to 100 .....	18%
	101 - 500 .....	26%
	501 - 1,000 .....	12%
	1,001 - 2,500 .....	15%
	2,501 - 5,000 .....	9%
	More than 5,000 .....	9%
Don't know/no answer .....	11%	

<b>13/13a/14/14a</b> During the open enrollment period that just ended, approximately how many individuals did your Assister Program help with eligibility and enrollment? (FR + RANGE)		<b>Total</b>
	Base - Total Respondents.....	843
	Up to 100 .....	20%
	101 - 500 .....	29%
	501 - 1,000 .....	14%
	1,001 - 2,500 .....	17%
	2,501 - 5,000 .....	10%
	More than 5,000 .....	10%
	Don't know/no answer .....	<1%

<b>15</b> In general, thinking about the entire open enrollment period that just ended, how would you describe the consumer demand for assistance in applying for coverage relative to the capacity of your Assister Program to provide it?		<b>Total</b>
	Base - Total Respondents.....	843
	<b>Top 2 Box (Net)</b> .....	63%
	We had capacity to help everyone who asked for it and could have helped more .....	32%
	Our capacity to help was about equal to the demand for help .....	31%
	We had capacity to help most people who asked for it, but had to turn some away .....	25%
	Demand for help far outpaced our capacity to provide it.....	12%
	<b>Bottom 2 Box (Net)</b> .....	37%

**16** With respect to the last two weeks in March, how would you describe the consumer demand for assistance in applying for coverage relative to the capacity of your Assister Program to provide it?

	<b>Total</b>
Base - Total Respondents.....	843
<b>Top 2 Box (Net)</b> .....	51%
We had capacity to help everyone who asked for it and could have helped more.....	19%
Our capacity to help was about equal to the demand for help .....	32%
We had capacity to help most people who asked for it, but had to turn some away .....	25%
Demand for help far outpaced our capacity to provide it.....	24%
<b>Bottom 2 Box (Net)</b> .....	49%

**17** Of the people your Assister Program helped with eligibility and enrollment in health coverage, roughly how many were uninsured at the time they sought assistance?

	<b>Total</b>
Base - Total Respondents.....	843
Few or none .....	2%
Some, but less than half.....	7%
Most.....	43%
All or nearly all .....	46%
Don't know/no answer .....	2%

**18** Of the people your Assister Program helped with eligibility and enrollment in health coverage, roughly how many received an eligibility determination?

	<b>Total</b>
Base - Total Respondents.....	843
Few or none .....	1%
Some, but less than half.....	9%
Most.....	51%
All or nearly all .....	34%
Don't know/no answer .....	4%

**19a** Of the people your Assister Program helped who received an eligibility determination, roughly how many received the following determinations ... - Eligible for Medicaid or Children's Health Insurance Program (CHIP)

	<b>Total</b>
Base - Total Respondents.....	843
Few or none .....	16%
Some, but less than half.....	33%
Most.....	38%
All or nearly all .....	6%
Don't know/no answer .....	6%

**19b** Of the people your Assister Program helped who received an eligibility determination, roughly how many received the following determinations ... - Not Eligible to participate in Medicaid and income too low to qualify for premium tax credit (sometimes

	<b>Total</b>
Base - Total Respondents.....	843
Few or none .....	41%
Some, but less than half.....	36%
Most.....	12%
All or nearly all .....	1%
Don't know/no answer .....	10%

<b>19c</b> Of the people your Assister Program helped who received an eligibility determination, roughly how many received the following determinations ... - Eligible to buy Marketplace plan (QHP) but income too high to qualify for premium tax credit		<b>Total</b>
	Base - Total Respondents.....	843
	Few or none .....	65%
	Some, but less than half.....	26%
	Most.....	3%
	All or nearly all .....	<1%
	Don't know/no answer .....	5%

<b>19d</b> Of the people your Assister Program helped who received an eligibility determination, roughly how many received the following determinations ... - Eligible to buy Marketplace plan (QHP) and eligible for premium tax credit		<b>Total</b>
	Base - Total Respondents.....	843
	Few or none .....	10%
	Some, but less than half.....	40%
	Most.....	38%
	All or nearly all .....	8%
	Don't know/no answer .....	5%

<b>20</b> Of the people your Assister Program helped who were eligible for premium tax credits, roughly how many were also eligible for cost-sharing reductions?		<b>Total</b>
	Base - Total Respondents.....	843
	Few or none .....	14%
	Some, but less than half.....	30%
	Most.....	37%
	All or nearly all .....	5%
	Don't know/no answer .....	14%

<b>21</b> Of the people your Assister Program helped who were eligible to purchase a Marketplace plan (QHP), for roughly how many did your program know whether the person picked a plan?		<b>Total</b>
	Base - Total Respondents.....	843
	Few or none .....	10%
	Some, but less than half.....	20%
	Most.....	44%
	All or nearly all .....	17%
	Don't know/no answer .....	10%

<b>22</b> When your Assister Program provided in-person eligibility and enrollment assistance, what was the average amount of time spent assisting the client?		<b>Total</b>
	Base - Total Respondents.....	843
	Less than one hour.....	13%
	One hour up to two hours .....	64%
	Two hours up to three hours .....	18%
	Three hours up to four hours.....	3%
	Four hours or longer .....	2%
	.....	
	Mean.....	1.7
	Median.....	2
	Std. deviation .....	0.83
	Std. error.....	0.03

**23** Of the people your Assister Program helped with eligibility and enrollment in health coverage, roughly how many required only one meeting or encounter with an assister to complete the process compared to those who had to come back for multiple sessions?

	<b>Total</b>
Base - Total Respondents.....	843
<b>Single Encounter (Net) .....</b>	<b>43%</b>
All or nearly all helped in only a single encounter .....	9%
Most helped in only a single encounter .....	34%
About half were helped with a single encounter, half required multiple encounters .....	31%
Most required multiple encounters .....	20%
All or nearly all required multiple encounters .....	6%
<b>Multiple Encounters (Net) .....</b>	<b>26%</b>

**24** Thinking about all the clients who sought help from your Assister Program, roughly how many sought assistance for the following reasons ... - Summary Table: Top 2 Box Summary (responded "All or Nearly All" and "Most")

	<b>Total</b>
Base - Total Respondents.....	843
They lacked internet service .....	41%
They experienced technical difficulties with online application .....	65%
They had continued problems after calling Marketplace call center or after trying to apply by phone.....	49%
They had limited understanding of ACA requirements and benefits .....	87%
They needed translation services .....	18%
They needed help because of a disability .....	5%
They had difficulty verifying immigration or citizenship status .....	10%
They had difficulty proving identity in ways unrelated to citizenship.....	7%
They had questions related to their eligibility for Medicaid or CHIP .....	49%
They had questions related to their eligibility for other employer-sponsored coverage, including COBRA.....	8%
They had questions about how to report their household income .....	49%
They had questions related to their tax filing status ..	26%
They had questions about who to include in applicant's household .....	44%
They needed help understanding health insurance or evaluating health plan choices.....	83%
They needed help applying for an exemption from the individual responsibility requirement.....	10%
They lacked confidence to apply on their own .....	80%



<b>24a</b> Thinking about all the clients who sought help from your Assister Program, roughly how many sought assistance for the following reasons ... - They lacked internet service		<b>Total</b>
	Base - Total Respondents.....	843
	<b>All/Most (Net).....</b>	<b>41%</b>
	All or nearly all.....	12%
	Most .....	29%
	Some, but less than half.....	44%
	Few or none .....	12%
	Don't know/no answer .....	3%

<b>24b</b> Thinking about all the clients who sought help from your Assister Program, roughly how many sought assistance for the following reasons ... - They experienced technical difficulties with online application		<b>Total</b>
	Base - Total Respondents.....	843
	<b>All/Most (Net).....</b>	<b>65%</b>
	All or nearly all.....	30%
	Most .....	34%
	Some, but less than half.....	29%
	Few or none .....	4%
	Don't know/no answer .....	2%

<b>24c</b> Thinking about all the clients who sought help from your Assister Program, roughly how many sought assistance for the following reasons ... - They had continued problems after calling Marketplace call center or after trying to apply by phone		<b>Total</b>
	Base - Total Respondents.....	843
	<b>All/Most (Net).....</b>	<b>49%</b>
	All or nearly all.....	19%
	Most .....	31%
	Some, but less than half.....	38%
	Few or none .....	6%
	Don't know/no answer .....	7%

<b>24d</b> Thinking about all the clients who sought help from your Assister Program, roughly how many sought assistance for the following reasons ... - They had limited understanding of ACA requirements and benefits		<b>Total</b>
	Base - Total Respondents.....	843
	<b>All/Most (Net).....</b>	<b>87%</b>
	All or nearly all.....	48%
	Most .....	39%
	Some, but less than half.....	9%
	Few or none .....	3%
	Don't know/no answer .....	1%

<b>24e</b> Thinking about all the clients who sought help from your Assister Program, roughly how many sought assistance for the following reasons ... - They needed translation services		<b>Total</b>
	Base - Total Respondents.....	843
	<b>All/Most (Net).....</b>	<b>18%</b>
	All or nearly all.....	7%
	Most .....	11%
	Some, but less than half.....	28%
	Few or none .....	53%
	Don't know/no answer .....	2%

**24f** Thinking about all the clients who sought help from your Assister Program, roughly how many sought assistance for the following reasons ... - They needed help because of a disability

	<b>Total</b>
Base - Total Respondents.....	843
<b>All/Most (Net).....</b>	<b>5%</b>
All or nearly all.....	2%
Most .....	3%
Some, but less than half.....	27%
Few or none .....	64%
Don't know/no answer .....	4%

**24g** Thinking about all the clients who sought help from your Assister Program, roughly how many sought assistance for the following reasons ... - They had difficulty verifying immigration or citizenship status

	<b>Total</b>
Base - Total Respondents.....	843
<b>All/Most (Net).....</b>	<b>10%</b>
All or nearly all.....	3%
Most .....	6%
Some, but less than half.....	32%
Few or none .....	56%
Don't know/no answer .....	2%

**24h** Thinking about all the clients who sought help from your Assister Program, roughly how many sought assistance for the following reasons ... - They had difficulty proving identity in ways unrelated to citizenship

	<b>Total</b>
Base - Total Respondents.....	843
<b>All/Most (Net).....</b>	<b>7%</b>
All or nearly all.....	2%
Most .....	5%
Some, but less than half.....	30%
Few or none .....	60%
Don't know/no answer .....	3%

**24i** Thinking about all the clients who sought help from your Assister Program, roughly how many sought assistance for the following reasons ... - They had questions related to their eligibility for Medicaid or CHIP

	<b>Total</b>
Base - Total Respondents.....	843
<b>All/Most (Net).....</b>	<b>49%</b>
All or nearly all.....	14%
Most .....	35%
Some, but less than half.....	35%
Few or none .....	14%
Don't know/no answer .....	2%

**24j** Thinking about all the clients who sought help from your Assister Program, roughly how many sought assistance for the following reasons ... - They had questions related to their eligibility for other employer-sponsored coverage, including COBRA

	<b>Total</b>
Base - Total Respondents.....	843
<b>All/Most (Net).....</b>	<b>8%</b>
All or nearly all.....	2%
Most .....	7%
Some, but less than half.....	34%
Few or none .....	54%
Don't know/no answer .....	4%

**24k** Thinking about all the clients who sought help from your Assister Program, roughly how many sought assistance for the following reasons ... - They had questions about how to report their household income

	<b>Total</b>
Base - Total Respondents.....	843
<b>All/Most (Net).....</b>	<b>49%</b>
All or nearly all.....	17%
Most .....	32%
Some, but less than half.....	35%
Few or none .....	14%
Don't know/no answer .....	2%

**24l** Thinking about all the clients who sought help from your Assister Program, roughly how many sought assistance for the following reasons ... - They had questions related to their tax filing status

	<b>Total</b>
Base - Total Respondents.....	843
<b>All/Most (Net).....</b>	<b>26%</b>
All or nearly all.....	7%
Most .....	19%
Some, but less than half.....	35%
Few or none .....	36%
Don't know/no answer .....	4%

**24m** Thinking about all the clients who sought help from your Assister Program, roughly how many sought assistance for the following reasons ... - They had questions about who to include in applicant's household

	<b>Total</b>
Base - Total Respondents.....	843
<b>All/Most (Net).....</b>	<b>44%</b>
All or nearly all.....	14%
Most .....	30%
Some, but less than half.....	36%
Few or none .....	17%
Don't know/no answer .....	2%

**24n** Thinking about all the clients who sought help from your Assister Program, roughly how many sought assistance for the following reasons ... - They needed help understanding health insurance or evaluating health plan choices

	<b>Total</b>
Base - Total Respondents.....	843
<b>All/Most (Net).....</b>	<b>83%</b>
All or nearly all.....	48%
Most .....	35%
Some, but less than half.....	14%
Few or none .....	2%
Don't know/no answer .....	1%

**24o** Thinking about all the clients who sought help from your Assister Program, roughly how many sought assistance for the following reasons ... - They needed help applying for an exemption from the individual responsibility requirement

	<b>Total</b>
Base - Total Respondents.....	843
<b>All/Most (Net).....</b>	<b>10%</b>
All or nearly all.....	4%
Most .....	6%
Some, but less than half.....	21%
Few or none .....	61%
Don't know/no answer .....	8%

**24p** Thinking about all the clients who sought help from your Assister Program, roughly how many sought assistance for the following reasons ... - They lacked confidence to apply on their own

	<b>Total</b>
Base - Total Respondents.....	843
<b>All/Most (Net)</b> .....	80%
All or nearly all.....	44%
Most .....	36%
Some, but less than half.....	12%
Few or none .....	2%
Don't know/no answer .....	6%

**26** Of the reasons listed below why people may have sought help from an Assister Program, which were the most difficult for your Assister Program to help with? (Select up to 3)

	<b>Total</b>
Base - Total Respondents.....	843
They experienced technical difficulties with online application .....	55%
They needed help understanding health insurance or evaluating health plan choices.....	37%
They had limited understanding of ACA requirements and benefits .....	27%
They had difficulty verifying immigration or citizenship status .....	22%
They had difficulty proving identity in ways unrelated to citizenship.....	19%
They had questions related to their eligibility for other employer-sponsored coverage, including COBRA.....	17%
They had questions related to their eligibility for Medicaid or CHIP .....	17%
They lacked internet service .....	16%
They had questions related to their tax filing status ..	14%
They needed translation services .....	13%
They had questions about how to report their household income .....	13%
They had questions about who to include in applicant's household .....	8%
They needed help applying for an exemption from the individual responsibility requirement.....	7%
They needed help because of a disability .....	3%
They had continued problems after calling Marketplace call center or after trying to apply by phone.....	<1%
They lacked confidence to apply on their own .....	<1%

**27** Among the clients of your Assister Program who considered or purchased QHPs, about how many needed help understanding basic insurance terms and concepts, such as "deductible" or "in-network service"?

	<b>Total</b>
Base - Total Respondents.....	843
Few or none .....	5%
Some, but less than half.....	19%
Most.....	41%
All or nearly all .....	33%
Don't know/no answer .....	2%

<b>28</b> Among the clients of your Assister Program who considered or purchased QHPs, how often were the following factors important considerations for the client ... - Summary Table: Top 2 Box Summary (responded "Almost Always" and "Often")		<b>Total</b>
	Base - Total Respondents.....	843
	Monthly premium.....	97%
	Annual deductible.....	90%
	Annual out-of-pocket limit on all cost sharing.....	77%
	Provider network included their	67%
	Specific covered benefits, including covered	66%
	Brand familiarity or loyalty .....	21%

<b>28a</b> Among the clients of your Assister Program who considered or purchased QHPs, how often were the following factors important considerations for the client ... - Monthly premium		<b>Total</b>
	Base - Total Respondents.....	843
	<b>Almost Always/Often (Net)</b> .....	97%
	Almost always.....	88%
	Often .....	9%
	Sometimes .....	2%
	Almost never.....	1%

<b>28b</b> Among the clients of your Assister Program who considered or purchased QHPs, how often were the following factors important considerations for the client ... - Annual Deductible		<b>Total</b>
	Base - Total Respondents.....	843
	<b>Almost Always/Often (Net)</b> .....	90%
	Almost always.....	58%
	Often .....	33%
	Sometimes .....	8%
	Almost never.....	2%

<b>28c</b> Among the clients of your Assister Program who considered or purchased QHPs, how often were the following factors important considerations for the client ... - Annual Out-Of-Pocket Limit on All Cost Sharing		<b>Total</b>
	Base - Total Respondents.....	843
	<b>Almost Always/Often (Net)</b> .....	77%
	Almost always.....	45%
	Often .....	32%
	Sometimes .....	20%
	Almost never.....	4%

<b>28d</b> Among the clients of your Assister Program who considered or purchased QHPs, how often were the following factors important considerations for the client ... - Provider Network Included Their Doctor/Hospital/Clinic		<b>Total</b>
	Base - Total Respondents.....	843
	<b>Almost Always/Often (Net)</b> .....	67%
	Almost always.....	31%
	Often .....	36%
	Sometimes .....	28%
	Almost never.....	5%

<b>28e</b> Among the clients of your Assister Program who considered or purchased QHPs, how often were the following factors important considerations for the client ... - Specific Covered Benefits, including Covered Prescription Medications		<b>Total</b>
	Base - Total Respondents.....	843
	<b>Almost Always/Often (Net)</b> .....	66%
	Almost always.....	28%
	Often .....	37%
	Sometimes .....	30%
	Almost never.....	4%

<b>28f</b> Among the clients of your Assister Program who considered or purchased QHPs, how often were the following factors important considerations for the client ... - Brand Familiarity or Loyalty		<b>Total</b>
	Base - Total Respondents.....	843
	<b>Almost Always/Often (Net)</b> .....	21%
	Almost always.....	6%
	Often .....	15%
	Sometimes .....	39%
	Almost never .....	40%

<b>29</b> Among the clients of your Assister Program who considered or purchased QHPs, how often did people have health plan questions that weren't easily answered by online plan information posted on the Marketplace site?		<b>Total</b>
	Base - Total Respondents.....	843
	<b>Top 2 Box (Net)</b> .....	41%
	Almost always (+4) .....	13%
	Often (+3) .....	28%
	Sometimes (+2) .....	49%
	Almost never (+1) .....	11%
	<b>Bottom 2 Box (Net)</b> .....	59%
	Mean.....	2.4
	Median .....	2
Std. deviation .....	0.84	
Std. error.....	0.03	

<b>30</b> If clients recontact your Assister Program with post enrollment questions or problems (for example, plan denied a claim, doctor not in plan network, late or missed premium		<b>Total</b>
	Base - Total Respondents.....	843
	Yes.....	82%
	No .....	8%
	Don't know/no answer .....	10%

<b>31</b> For post-enrollment questions or problems your Assister Program cannot help with, where do you refer consumers for assistance?		<b>Total</b>
	Base - Total Respondents.....	843
	Marketplace Call Center .....	81%
	Back to their health plan.....	60%
	Centers for Medicare and Medicaid Services (CMS) ...	26%
	State Insurance Department.....	18%
	State Consumer Assistance Program/Ombudsman Program .....	16%
	Another Assister Program in the state.....	14%
	Other.....	16%
	Not sure .....	2%
	Not applicable.....	1%

<b>31a</b> What kinds of post-enrollment questions or problems has your Assister Program seen so far?		<b>Total</b>
	Base - Those Responding .....	806
	Didn't receive insurance card .....	54%
	Medicaid or Children's Health Insurance Program (CHIP) eligibility determination problems.....	52%
	Didn't receive premium invoice from insurance company .....	49%
	Help understanding how to use health insurance .....	44%
	Consumer feels they picked wrong plan and wants to change.....	37%
	Provider not in network.....	37%
	Unable to afford deductible, other cost sharing for covered services .....	35%
	Special enrollment need triggered by life event change.....	31%
	Missed/late premium payment .....	24%
	Claim denied or otherwise paid inappropriately .....	21%
	Prescription drug not covered .....	20%
	Coverage was terminated .....	16%
	Other health care benefit or service not covered .....	15%
	Mid-year change in subsidy eligibility .....	7%
	Other.....	9%
	We haven't seen any post-enrollment problems or questions so far.....	10%

<b>32</b> Approximately how many full time equivalent assisters work or volunteer for your Assister Program?		<b>Total</b>
	Base - Total Respondents.....	843
	5 or fewer .....	71%
	6-10.....	16%
	11-20.....	7%
	21-50.....	3%
	51-75.....	<1%
	More than 75 .....	<1%
	Don't know/no answer .....	<1%
	.....	
	Mean.....	6.5
	Median.....	3
	Std. deviation .....	10.80
Std. error.....	0.37	

<b>33</b> Approximately what proportion of assisters in your Assister Program are paid staff, rather than volunteers?		<b>Total</b>
	Base - Total Respondents.....	843
	<b>Mostly Volunteers (Net)</b> .....	11%
	Few or no paid staff, nearly all volunteer .....	9%
	Most are volunteers, less than half are paid staff .....	2%
	.....	
	Most are paid staff, less than half volunteer...	9%
	Nearly all paid staff, few or no volunteers .....	80%
<b>Mostly Paid Staff (Net)</b> .....	89%	

<b>34</b> Approximately what is the budget for your Assister Program for the 12-month period starting (on or about) September 2013?		<b>Total</b>
	Base - Total Respondents.....	843
	Up to \$50,000 .....	22%
	\$50,001 - \$500,000 .....	26%
	More than \$500,000, up to \$1,000,000 .....	4%
	More than \$1 million, up to \$2,000,000 .....	<1%
	More than \$2,000,000 .....	<1%
	Don't know/No Answer .....	48%
	.....	
	Mean (x \$1,000).....	240.9
Median (x \$1,000).....	129	

<b>34a</b> Can you provide a budget range for your Assister Program for the 12-month period starting (on or about) September 2013?		<b>Total</b>
	Base - Not Sure What Budget Is.....	402
	Up to \$50,000 .....	18%
	<b>\$50,001 - \$500,000 (Net)</b> .....	20%
	More than \$50,000, up to \$500,000 .....	<1%
	More than \$50,000, up to \$200,000 .....	15%
	More than \$200,000, up to \$500,000 .....	4%
	More than \$500,000, up to \$1,000,000 .....	1%
	More than \$1 million, up to \$2,000,000 .....	<1%
	More than \$2,000,000 .....	<1%
	Not sure .....	61%
	.....	
	Mean (x \$1,000).....	192.2
Median (x \$1,000).....	93	

<b>34/34a</b> Approximately what is the budget for your Assister Program for the 12-month period starting (on or about) September 2013?		<b>Total</b>
	Base - Total Respondents.....	843
	Up to \$50,000 .....	30%
	\$50,001 - \$500,000 .....	36%
	More than \$500,000, up to \$1,000,000 .....	4%
	More than \$1 million, up to \$2,000,000 .....	1%
	More than \$2,000,000 .....	<1%
	Don't know/No Answer .....	29%
	.....	
	Mean (x \$1,000).....	228.1
Median (x \$1,000).....	119	

<b>35</b> For that one-year time period, please describe sources of financial support for your Assister Program and, if multiple funding sources, roughly what share of the total budget each funding source represents? - Summary Table: Mean Score Summary		<b>Total</b>
	Base - Those Responding .....	571
	Grants/other payments from other federal agencies (eg, HRSA) .....	31.2
	Grants/other payments from Marketplace .....	25.4
	Funds re-programmed from sponsoring organization's own resources .....	24.5
	Grants/other payments from other state agencies .....	9.8
	Grants/other payments from private foundations .....	6.6
	Grants/other payments from other outside private sector sources .....	2.5



**35a** For that one-year time period, please describe sources of financial support for your Assister Program and, if multiple funding sources, roughly what share of the total budget each funding source represents? - Grants/other payments from Marketplace

	<b>Total</b>
Base - Those Responding .....	571
0% .....	68%
<b>At Least 1% (Net) .....</b>	<b>32%</b>
1 - 10% .....	2%
11 - 20% .....	2%
21 - 30% .....	<1%
31 - 40% .....	<1%
41 - 50% .....	2%
51 - 60% .....	<1%
61 - 70% .....	<1%
71 - 80% .....	2%
81 - 90% .....	2%
91 - 99% .....	1%
100% .....	18%
.....	
Mean .....	25.4
Median .....	<1%
Std. deviation .....	42.91
Std. error .....	1.78

**35b** For that one-year time period, please describe sources of financial support for your Assister Program and, if multiple funding sources, roughly what share of the total budget each funding source represents? - Grants/other payments from other federal agencies (eg, HRSA)

	<b>Total</b>
Base - Those Responding .....	571
0% .....	61%
<b>At Least 1% (Net) .....</b>	<b>39%</b>
1 - 10% .....	1%
11 - 20% .....	1%
21 - 30% .....	2%
31 - 40% .....	1%
41 - 50% .....	3%
51 - 60% .....	2%
61 - 70% .....	1%
71 - 80% .....	2%
81 - 90% .....	2%
91 - 99% .....	1%
100% .....	22%
.....	
Mean .....	31.2
Median .....	<1%
Std. deviation .....	43.79
Std. error .....	1.81

**35c** For that one-year time period, please describe sources of financial support for your Assister Program and, if multiple funding sources, roughly what share of the total budget each funding source represents? - Grants/other payments from other state agencies

	<b>Total</b>
Base - Those Responding .....	571
0% .....	86%
<b>At Least 1% (Net) .....</b>	<b>14%</b>
1 - 10% .....	2%
11 - 20% .....	<1%
21 - 30% .....	1%
31 - 40% .....	<1%
41 - 50% .....	2%
51 - 60% .....	<1%
61 - 70% .....	<1%
71 - 80% .....	<1%
81 - 90% .....	<1%
91 - 99% .....	<1%
100% .....	7%
.....	
Mean .....	9.8
Median .....	<1%
Std. deviation .....	29.03
Std. error .....	1.20

**35d** For that one-year time period, please describe sources of financial support for your Assister Program and, if multiple funding sources, roughly what share of the total budget each funding source represents? - Grants/other payments from private foundations

	<b>Total</b>
Base - Those Responding .....	571
0% .....	87%
<b>At Least 1% (Net) .....</b>	<b>13%</b>
1 - 10% .....	3%
11 - 20% .....	<1%
21 - 30% .....	1%
31 - 40% .....	<1%
41 - 50% .....	2%
51 - 60% .....	<1%
61 - 70% .....	<1%
71 - 80% .....	<1%
81 - 90% .....	<1%
91 - 99% .....	<1%
100% .....	4%
.....	
Mean .....	6.6
Median .....	<1%
Std. deviation .....	19.76
Std. error .....	0.82

**35e** For that one-year time period, please describe sources of financial support for your Assister Program and, if multiple funding sources, roughly what share of the total budget each funding source represents? - Grants/other payments from other outside private sector sources

	<b>Total</b>
Base - Those Responding .....	571
0% .....	95%
<b>At Least 1% (Net) .....</b>	<b>5%</b>
1 - 10% .....	2%
11 - 20% .....	<1%
21 - 30% .....	<1%
31 - 40% .....	<1%
41 - 50% .....	<1%
51 - 60% .....	<1%
61 - 70% .....	<1%
71 - 80% .....	<1%
81 - 90% .....	<1%
91 - 99% .....	<1%
100% .....	2%
.....	
Mean .....	2.5
Median .....	<1%
Std. deviation .....	11.55
Std. error .....	0.48

**35f** For that one-year time period, please describe sources of financial support for your Assister Program and, if multiple funding sources, roughly what share of the total budget each funding source represents? - Funds re-programmed from sponsoring organization's own resources

	<b>Total</b>
Base - Those Responding .....	571
0% .....	64%
<b>At Least 1% (Net) .....</b>	<b>36%</b>
1 - 10% .....	5%
11 - 20% .....	2%
21 - 30% .....	2%
31 - 40% .....	<1%
41 - 50% .....	4%
51 - 60% .....	<1%
61 - 70% .....	<1%
71 - 80% .....	2%
81 - 90% .....	<1%
91 - 99% .....	<1%
100% .....	19%
.....	
Mean .....	24.5
Median .....	<1%
Std. deviation .....	35.98
Std. error .....	1.49

**35A** For that one-year time period, can you rank in order the top two sources of financial support for your Assister Program? - Ranked First

	<b>Total</b>
Base - Not Sure About Sources of Financial Sources/Share of Budget .....	272
Funds re-programmed from sponsoring organization's own resources .....	32%
Grants/other payments from other federal agencies (eg, HRSA) .....	30%
Grants/other payments from Marketplace .....	16%
Grants/other payments from other state agencies .....	9%
Grants/other payments from private foundations .....	7%
Grants/other payments from other outside private sector sources .....	6%

**35A** For that one-year time period, can you rank in order the top two sources of financial support for your Assister Program? - Ranked First OR Second

	<b>Total</b>
Base - Not Sure About Sources of Financial Sources/Share of Budget .....	272
Funds re-programmed from sponsoring organization's own resources .....	49%
Grants/other payments from other federal agencies (eg, HRSA) .....	46%
Grants/other payments from other state agencies .....	36%
Grants/other payments from Marketplace .....	29%
Grants/other payments from other outside private sector sources .....	23%
Grants/other payments from private foundations .....	17%

**36** Before the open enrollment period that just ended, did your organization have experience providing assistance to consumers in any of the following areas?

	<b>Total</b>
Base - Total Respondents.....	843
<b>Previous Experience Assisting (Net) .....</b>	<b>70%</b>
Eligibility and enrollment in Medicaid, Children's Health Insurance Program (CHIP), Medicare, other public health coverage programs .....	67%
No, Open Enrollment was the first time our organization engaged in enrollment assistance related to health coverage or tax subsidies .....	30%
Assistance with post-enrollment health coverage problems (such as appealing denied claims) .....	27%
Eligibility and enrollment in private health insurance coverage .....	16%
Assistance in tax preparation, filing for tax credits.....	9%

**37** What training did staff and volunteers in your Assister Program undergo before beginning assistance work?

	<b>Total</b>
Base - Total Respondents.....	843
Federal online training for certified application counselors.....	54%
State Marketplace training program for assisters.....	49%
Training required by the state in addition to the federal online training or State Marketplace training	29%
Federal online training for navigators.....	20%
Training program you designed for your own Assister Program .....	18%
Training offered by another Assister Program .....	12%
Training offered by private sector organizations.....	8%
Federal online training for brokers .....	<1%

**37A\_a** How effective was this training in preparing staff and volunteers of your Assister Program? - Federal online training for navigators

	<b>Total</b>
Base - Used Federal online training for navigators .....	172
<b>Top 2 Box (Net)</b> .....	78%
Very effective (+4) .....	30%
Somewhat effective (+3) .....	49%
Not very effective (+2).....	15%
Not at all effective (+1).....	2%
<b>Bottom 2 Box (Net)</b> .....	17%
Don't know/no answer .....	5%
.....	
Mean.....	3.1
Median.....	3
Std. deviation .....	0.73
Std. error.....	0.06

**37A\_b** How effective was this training in preparing staff and volunteers of your Assister Program? - Federal online training for certified application counselors

	<b>Total</b>
Base - Federal online training for certified application counselors.....	458
<b>Top 2 Box (Net)</b> .....	77%
Very effective (+4) .....	29%
Somewhat effective (+3) .....	48%
Not very effective (+2).....	16%
Not at all effective (+1).....	2%
<b>Bottom 2 Box (Net)</b> .....	19%
Don't know/no answer .....	4%
.....	
Mean.....	3.1
Median.....	3
Std. deviation .....	0.76
Std. error.....	0.04

**37A\_c** How effective was this training in preparing staff and volunteers of your Assister Program? - Federal online training for brokers

	<b>Total</b>
Base - Federal online training for brokers.....	5
<b>Top 2 Box (Net)</b> .....	81%
Very effective (+4) .....	62%
Somewhat effective (+3) .....	19%
Not very effective (+2).....	<1%
Not at all effective (+1).....	19%
<b>Bottom 2 Box (Net)</b> .....	19%
.....	
Mean.....	3.2
Median.....	4
Std. deviation .....	1.15
Std. error.....	0.53

**37A\_d** How effective was this training in preparing staff and volunteers of your Assister Program? - State Marketplace training program for assisters

	<b>Total</b>
Base - State Marketplace training program for assisters .....	411
<b>Top 2 Box (Net)</b> .....	74%
Very effective (+4) .....	24%
Somewhat effective (+3) .....	50%
Not very effective (+2).....	17%
Not at all effective (+1).....	3%
<b>Bottom 2 Box (Net)</b> .....	21%
Don't know/no answer .....	5%
.....	
Mean.....	3.0
Median.....	3
Std. deviation .....	0.76
Std. error.....	0.04

**37A\_e** How effective was this training in preparing staff and volunteers of your Assister Program? - Training required by the state in addition to the federal online training or State Marketplace training

	<b>Total</b>
Base - Training required by the state in addition to the federal online training or State Marketplace training.....	248
<b>Top 2 Box (Net)</b> .....	75%
Very effective (+4) .....	27%
Somewhat effective (+3) .....	48%
Not very effective (+2).....	17%
Not at all effective (+1).....	3%
<b>Bottom 2 Box (Net)</b> .....	19%
Don't know/no answer .....	5%
.....	
Mean.....	3.1
Median.....	3
Std. deviation .....	0.76
Std. error.....	0.05

**37A\_f** How effective was this training in preparing staff and volunteers of your Assister Program? - Training offered by another Assister Program

	<b>Total</b>
Base - Training offered by another Assister Program .	99
<b>Top 2 Box (Net)</b> .....	88%
Very effective (+4) .....	41%
Somewhat effective (+3) .....	47%
Not very effective (+2).....	8%
Not at all effective (+1).....	<1%
<b>Bottom 2 Box (Net)</b> .....	9%
Don't know/no answer .....	3%
.....	
Mean.....	3.3
Median.....	3
Std. deviation .....	0.66
Std. error.....	0.07

**37A\_g** How effective was this training in preparing staff and volunteers of your Assister Program? - Training program you designed for your own Assister Program

	<b>Total</b>
Base - Training program you designed for your own Assister Program .....	148
<b>Top 2 Box (Net)</b> .....	94%
Very effective (+4) .....	51%
Somewhat effective (+3) .....	43%
Not very effective (+2).....	<1%
Not at all effective (+1).....	<1%
<b>Bottom 2 Box (Net)</b> .....	<1%
Don't know/no answer .....	5%
.....	
Mean.....	3.5
Median.....	4
Std. deviation .....	0.52
Std. error.....	0.04

**37A\_h** How effective was this training in preparing staff and volunteers of your Assister Program? - Training offered by private sector organizations

	<b>Total</b>
Base - Training offered by private sector	68
<b>Top 2 Box (Net)</b> .....	89%
Very effective (+4) .....	33%
Somewhat effective (+3) .....	56%
Not very effective (+2).....	6%
Not at all effective (+1).....	<1%
<b>Bottom 2 Box (Net)</b> .....	6%
Don't know/no answer .....	5%
.....	
Mean.....	3.3
Median.....	3
Std. deviation .....	0.58
Std. error.....	0.07

**37A** How effective was this training in preparing staff and volunteers of your Assister Program?  
 - Summary Table: Top Box Response (Very Effective)

	<b>Total</b>
Base - Used Training To Prepare .....	843
Federal online training for brokers .....	62%
Training program you designed for your own Assister Program .....	51%
Training offered by another Assister Program .....	41%
Training offered by private sector organizations .....	33%
Federal online training for navigators.....	30%
Federal online training for certified application counselors.....	29%
Training required by the state in addition to the federal online training or State Marketplace training	27%
State Marketplace training program for assisters.....	24%

**37A** How effective was this training in preparing staff and volunteers of your Assister Program?  
 - Summary Table: Top 2 Box Response (Very/Somewhat Effective)

	<b>Total</b>
Base - Used Training To Prepare .....	843
Training program you designed for your own Assister Program .....	94%
Training offered by private sector organizations .....	89%
Training offered by another Assister Program .....	88%
Federal online training for brokers .....	81%
Federal online training for navigators.....	78%
Federal online training for certified application counselors.....	77%
Training required by the state in addition to the federal online training or State Marketplace training	75%
State Marketplace training program for assisters.....	74%



**38** Are there any specific topics or issues that posed challenges for your Assister Program and for which you would like to receive additional training?

	<b>Total</b>
Base - Total Respondents.....	843
Assisting people with post-enrollment questions about their health plan .....	41%
Tax filing issues .....	41%
Immigration-related eligibility .....	39%
Qualified health plan features and how to distinguish Appeals .....	39%
Medicaid and Children's Health Insurance Program	36%
Medicare-related issues.....	35%
Low health insurance literacy .....	34%
Exemptions .....	34%
Eligibility for premium tax credits and cost sharing reductions .....	33%
Special enrollment periods .....	27%
Using the on-line application system .....	26%
Availability of employer sponsored coverage .....	25%
Assisting people who need translation services .....	12%
Providing culturally competent assistance .....	11%
Using the paper application .....	11%
Accessibility for people with disabilities .....	8%
There are no additional topics or issues for which we would like additional training .....	8%
Privacy and security .....	6%
Other.....	7%

**39** During the Open Enrollment period that just ended, what technical support resources did the Marketplace make available to your Assister Program?

	<b>Total</b>
Base - Total Respondents.....	843
Marketplace webinars for Assisters.....	66%
Online information resources, tips, for Assisters maintained by the Marketplace.....	57%
Marketplace newsletter for Assisters .....	51%
Federal Marketplace call center .....	50%
State Marketplace call center .....	46%
Marketplace help line dedicated for Assisters.....	43%
Regular calls with Marketplace staff (including State Marketplace staff, Federal Marketplace project officers or regional office staff).....	37%
Periodic networking meetings with other Assisters, organized by the Marketplace .....	31%
Ad hoc calls with Marketplace staff (including State Marketplace staff, Federal Marketplace project officers or regional office staff).....	19%
Other.....	7%

**39A\_a** How helpful was that resource? - State Marketplace Call Center

	<b>Total</b>
Base - State Marketplace Call Center Available .....	391
<b>Top 2 Box (Net)</b> .....	69%
Very helpful (+4) .....	22%
Somewhat helpful (+3) .....	46%
Not too helpful (+2) .....	24%
Not at all helpful (+1) .....	7%
<b>Bottom 2 Box (Net)</b> .....	31%
.....	
Mean .....	2.8
Median .....	3
Std. deviation .....	0.86
Std. error .....	0.04

**39A\_b** How helpful was that resource? - Federal Marketplace Call Center

	<b>Total</b>
Base - Federal Marketplace Call Center Available .....	424
<b>Top 2 Box (Net)</b> .....	69%
Very helpful (+4) .....	21%
Somewhat helpful (+3) .....	48%
Not too helpful (+2) .....	28%
Not at all helpful (+1) .....	4%
<b>Bottom 2 Box (Net)</b> .....	31%
.....	
Mean .....	2.9
Median .....	3
Std. deviation .....	0.78
Std. error .....	0.04

**39A\_c** How helpful was that resource? - Marketplace Help Line Dedicated for Assisters

	<b>Total</b>
Base - Marketplace Help Line Dedicated for Assisters Available .....	363
<b>Top 2 Box (Net)</b> .....	77%
Very helpful (+4) .....	30%
Somewhat helpful (+3) .....	47%
Not too helpful (+2) .....	19%
Not at all helpful (+1) .....	4%
<b>Bottom 2 Box (Net)</b> .....	23%
.....	
Mean .....	3.0
Median .....	3
Std. deviation .....	0.81
Std. error .....	0.04

**39A\_d** How helpful was that resource? -  
Marketplace Newsletter for Assisters

	<b><u>Total</u></b>
Base - Marketplace Newsletter for Assisters Available	429
<b>Top 2 Box (Net)</b> .....	88%
Very helpful (+4) .....	29%
Somewhat helpful (+3) .....	59%
Not too helpful (+2) .....	11%
Not at all helpful (+1).....	1%
<b>Bottom 2 Box (Net)</b> .....	12%
.....	
Mean.....	3.2
Median.....	3
Std. deviation .....	0.66
Std. error.....	0.03

**39A\_e** How helpful was that resource? -  
Regular Calls With Marketplace Staff

	<b><u>Total</u></b>
Base - Regular Calls With Marketplace Staff Available	316
<b>Top 2 Box (Net)</b> .....	82%
Very helpful (+4) .....	37%
Somewhat helpful (+3) .....	45%
Not too helpful (+2) .....	15%
Not at all helpful (+1).....	3%
<b>Bottom 2 Box (Net)</b> .....	18%
.....	
Mean.....	3.2
Median.....	3
Std. deviation .....	0.78
Std. error.....	0.04

**39A\_f** How helpful was that resource? - Ad Hoc  
Calls With Marketplace Staff

	<b><u>Total</u></b>
Base - Ad Hoc Calls With Marketplace Staff Available	156
<b>Top 2 Box (Net)</b> .....	82%
Very helpful (+4) .....	37%
Somewhat helpful (+3) .....	46%
Not too helpful (+2) .....	15%
Not at all helpful (+1).....	3%
<b>Bottom 2 Box (Net)</b> .....	18%
.....	
Mean.....	3.2
Median.....	3
Std. deviation .....	0.78
Std. error.....	0.06

**39A\_g** How helpful was that resource? -  
 Periodic Networking Meetings with Other  
 Assisters, Organized by the Marketplace

	<b>Total</b>
Base - Periodic Networking Meetings with Other Assisters, Organized by the Marketplace Available ...	259
<b>Top 2 Box (Net)</b> .....	84%
Very helpful (+4) .....	41%
Somewhat helpful (+3) .....	43%
Not too helpful (+2) .....	12%
Not at all helpful (+1) .....	4%
<b>Bottom 2 Box (Net)</b> .....	16%
.....	
Mean .....	3.2
Median .....	3
Std. deviation .....	0.80
Std. error .....	0.05

**39A\_h** How helpful was that resource? -  
 Marketplace webinars for Assisters

	<b>Total</b>
Base - Marketplace webinars for Assisters Available ..	553
<b>Top 2 Box (Net)</b> .....	87%
Very helpful (+4) .....	29%
Somewhat helpful (+3) .....	57%
Not too helpful (+2) .....	11%
Not at all helpful (+1) .....	2%
<b>Bottom 2 Box (Net)</b> .....	13%
.....	
Mean .....	3.1
Median .....	3
Std. deviation .....	0.69
Std. error .....	0.03

**39A\_i** How helpful was that resource? - Online  
 Information Resources, Tips, for Assisters  
 Maintained by the Marketplace

	<b>Total</b>
Base - Online Information Resources, Tips, for Assisters Maintained by the Marketplace Available ...	484
<b>Top 2 Box (Net)</b> .....	90%
Very helpful (+4) .....	35%
Somewhat helpful (+3) .....	54%
Not too helpful (+2) .....	10%
Not at all helpful (+1) .....	<1%
<b>Bottom 2 Box (Net)</b> .....	10%
.....	
Mean .....	3.2
Median .....	3
Std. deviation .....	0.65
Std. error .....	0.03

**39A\_j** How helpful was that resource? - Other Resource

	<b>Total</b>
Base - Other Resource Available .....	63
<b>Top 2 Box (Net)</b> .....	<b>76%</b>
Very helpful (+4) .....	50%
Somewhat helpful (+3) .....	26%
Not too helpful (+2) .....	5%
Not at all helpful (+1) .....	19%
<b>Bottom 2 Box (Net)</b> .....	<b>24%</b>
.....	
Mean .....	3.1
Median .....	3
Std. deviation .....	1.15
Std. error .....	0.14

**39A** How helpful was that resource? - Summary Table: Top Box Response (Very Helpful)

	<b>Total</b>
Base - Resource Was Available .....	843
Periodic networking meetings with other Assisters, organized by the Marketplace .....	41%
Regular calls with Marketplace staff (including State Marketplace staff, Federal Marketplace project officers or regional office staff).....	37%
Ad hoc calls with Marketplace staff (including State Marketplace staff, Federal Marketplace project officers or regional office staff).....	37%
Online information resources, tips, for Assisters maintained by the Marketplace .....	35%
Marketplace help line dedicated for Assisters .....	30%
Marketplace webinars for Assisters .....	29%
Marketplace newsletter for Assisters .....	29%
Marketplace call center .....	22%
Federal Marketplace call center .....	21%
Other .....	50%

**39A** How helpful was that resource? - Summary Table: Top 2 Box Response (Very Helpful/Somewhat Helpful)

	<b>Total</b>
Base - Resource Was Available .....	843
Online information resources, tips, for Assisters maintained by the Marketplace .....	90%
Marketplace newsletter for Assisters .....	88%
Marketplace webinars for Assisters .....	87%
Periodic networking meetings with other Assisters, organized by the Marketplace .....	84%
Ad hoc calls with Marketplace staff (including State Marketplace staff, Federal Marketplace project officers or regional office staff).....	82%
Regular calls with Marketplace staff (including State Marketplace staff, Federal Marketplace project officers or regional office staff).....	82%
Marketplace help line dedicated for Assisters .....	77%
Marketplace call center .....	69%
Federal Marketplace call center .....	69%
Other .....	76%

**40** In addition to technical support resources provided by the Marketplace, where else did your Assister Program seek technical support?

	<b>Total</b>
Base - Total Respondents.....	843
State Medicaid agency.....	36%
Other Assister Programs .....	27%
Health insurer customer service call centers .....	18%
Federal Health Resources and Services Administration (HRSA) .....	16%
State primary care association.....	15%
Brokers/agents.....	13%
State insurance department .....	11%
Technical support resources offered by other private organizations .....	9%
Tax preparation organizations .....	6%
Other.....	11%
Did not seek additional technical support .....	27%

**40A\_a** How helpful was that resource? - State Medicaid Agency

	<b>Total</b>
Base - Used State Medicaid Agency .....	305
<b>Top 2 Box (Net) .....</b>	<b>73%</b>
Very helpful (+4) .....	29%
Somewhat helpful (+3) .....	44%
Not too helpful (+2) .....	22%
Not at all helpful (+1).....	5%
<b>Bottom 2 Box (Net) .....</b>	<b>27%</b>
Mean.....	3.0
Median.....	3
Std. deviation .....	0.85
Std. error.....	0.05

**40A\_b** How helpful was that resource? - State Insurance Department

	<b>Total</b>
Base - Used State Insurance Department .....	90
<b>Top 2 Box (Net) .....</b>	<b>90%</b>
Very helpful (+4) .....	32%
Somewhat helpful (+3) .....	57%
Not too helpful (+2) .....	8%
Not at all helpful (+1).....	2%
<b>Bottom 2 Box (Net) .....</b>	<b>10%</b>
Mean.....	3.2
Median.....	3
Std. deviation .....	0.67
Std. error.....	0.07

**40A\_c** How helpful was that resource? - State  
Primary Care Association

	<b>Total</b>
Base - Used State Primary Care Association .....	127
<b>Top 2 Box (Net)</b> .....	94%
Very helpful (+4) .....	73%
Somewhat helpful (+3) .....	21%
Not too helpful (+2) .....	5%
Not at all helpful (+1) .....	<1%
<b>Bottom 2 Box (Net)</b> .....	6%
.....	
Mean .....	3.7
Median .....	4
Std. deviation .....	0.61
Std. error .....	0.05

**40A\_d** How helpful was that resource? -  
Federal Health Resources and Services  
Administration (HRSA)

	<b>Total</b>
Base - Used Federal Health Resources and Services Administration (HRSA) .....	131
<b>Top 2 Box (Net)</b> .....	93%
Very helpful (+4) .....	41%
Somewhat helpful (+3) .....	52%
Not too helpful (+2) .....	6%
Not at all helpful (+1) .....	1%
<b>Bottom 2 Box (Net)</b> .....	7%
.....	
Mean .....	3.3
Median .....	3
Std. deviation .....	0.64
Std. error .....	0.06

**40A\_e** How helpful was that resource? - Health  
Insurer Customer Service Call Centers

	<b>Total</b>
Base - Used Health Insurer Customer Service Call Centers .....	148
<b>Top 2 Box (Net)</b> .....	79%
Very helpful (+4) .....	21%
Somewhat helpful (+3) .....	58%
Not too helpful (+2) .....	20%
Not at all helpful (+1) .....	2%
<b>Bottom 2 Box (Net)</b> .....	21%
.....	
Mean .....	3.0
Median .....	3
Std. deviation .....	0.68
Std. error .....	0.06

**40A\_f** How helpful was that resource? -  
Brokers/Agents

	<b>Total</b>
Base - Used Brokers/Agents.....	107
<b>Top 2 Box (Net)</b> .....	92%
Very helpful (+4) .....	40%
Somewhat helpful (+3) .....	51%
Not too helpful (+2) .....	8%
Not at all helpful (+1).....	<1%
<b>Bottom 2 Box (Net)</b> .....	8%
.....	
Mean.....	3.3
Median.....	3
Std. deviation .....	0.62
Std. error.....	0.06

**40A\_g** How helpful was that resource? - Tax  
Preparation Organizations

	<b>Total</b>
Base - Used Tax Preparation Organizations .....	50
<b>Top 2 Box (Net)</b> .....	81%
Very helpful (+4) .....	40%
Somewhat helpful (+3) .....	41%
Not too helpful (+2) .....	14%
Not at all helpful (+1).....	5%
<b>Bottom 2 Box (Net)</b> .....	19%
.....	
Mean.....	3.2
Median.....	3
Std. deviation .....	0.84
Std. error.....	0.12

**40A\_h** How helpful was that resource? - Other  
Assister Programs

	<b>Total</b>
Base - Used Other Assister Programs.....	228
<b>Top 2 Box (Net)</b> .....	93%
Very helpful (+4) .....	52%
Somewhat helpful (+3) .....	41%
Not too helpful (+2) .....	6%
Not at all helpful (+1).....	<1%
<b>Bottom 2 Box (Net)</b> .....	7%
.....	
Mean.....	3.5
Median.....	4
Std. deviation .....	0.63
Std. error.....	0.04



**40A\_i** How helpful was that resource? -  
 Technical Support Resources Offered by Private  
 Organizations

	<b>Total</b>
Base - Used Technical Support Resources Offered by	76
<b>Top 2 Box (Net)</b> .....	92%
Very helpful (+4) .....	38%
Somewhat helpful (+3) .....	55%
Not too helpful (+2) .....	7%
Not at all helpful (+1) .....	1%
<b>Bottom 2 Box (Net)</b> .....	8%
.....	
Mean .....	3.3
Median .....	3
Std. deviation .....	0.64
Std. error .....	0.07

**40A\_j** How helpful was that resource? - Other  
 Resources

	<b>Total</b>
Base - Used Other Resources .....	97
<b>Top 2 Box (Net)</b> .....	93%
Very helpful (+4) .....	77%
Somewhat helpful (+3) .....	16%
Not too helpful (+2) .....	6%
Not at all helpful (+1) .....	<1%
<b>Bottom 2 Box (Net)</b> .....	7%
.....	
Mean .....	3.7
Median .....	4
Std. deviation .....	0.63
Std. error .....	0.06

**40A** How helpful was that resource? -  
 Summary Table: Top Box Response (Very  
 Helpful)

	<b>Total</b>
Base - Have Used Resource .....	843
Other .....	77%
State primary care association .....	73%
Other Assister Programs .....	52%
Federal Health Resources and Services Administration (HRSA) .....	41%
Brokers/agents .....	40%
Tax preparation organizations .....	40%
Technical support resources offered by other private organizations .....	38%
State insurance department .....	32%
State Medicaid agency .....	29%
Health insurer customer service call centers .....	21%

**40A** How helpful was that resource? -  
 Summary Table: Top 2 Box Response (Very  
 Helpful/Somewhat Helpful)

	<b>Total</b>
Base - Have Used Resource.....	843
State primary care association.....	94%
Other Assister Programs .....	93%
Other.....	93%
Federal Health Resources and Services Administration (HRSA) .....	93%
Technical support resources offered by other private organizations .....	92%
Brokers/agents.....	92%
State insurance department .....	90%
Tax preparation organizations .....	81%
Health insurer customer service call centers .....	79%
State Medicaid agency.....	73%

**41** During the open enrollment period that just  
 ended, how often did your Assister Program  
 coordinate with other Assister Programs on the  
 activities you undertook or to share best  
 practices?

	<b>Total</b>
Base - Total Respondents.....	843
<b>Numerous Times (Net) .....</b>	<b>46%</b>
Numerous times on a regularly scheduled basis.....	24%
Numerous times on ad hoc basis.....	22%
A few times .....	40%
Never .....	14%

**42** Was this coordination among Assister  
 Programs facilitated by Marketplace, by the  
 Assister Programs themselves, or by an outside  
 entity?

	<b>Total</b>
Base - Coordinated With Other Assister Programs .....	726
Assister Programs took the initiative to coordinate on their own .....	64%
Another outside entity facilitated coordination of Assister Programs .....	27%
The Marketplace facilitated coordination of Assister Programs.....	18%
Don't know/no answer .....	6%

**43a** How important would you say any  
 coordination with other Assister Programs was  
 to the effectiveness of the activities undertaken  
 by your Assister Program? - Planning Outreach  
 Events and Activities

	<b>Total</b>
Base - Coordinated With Other Assister Programs .....	726
<b>Top 2 Box (Net) .....</b>	<b>80%</b>
Very important (+4).....	50%
Somewhat important (+3) .....	30%
Not very important (+2) .....	10%
Not at all important (+1).....	5%
<b>Bottom 2 Box (Net) .....</b>	<b>16%</b>
Don't know/no answer .....	4%
.....	
Mean.....	3.3
Median.....	4
Std. deviation .....	0.87
Std. error.....	0.03

**43b** How important would you say any coordination with other Assister Programs was to the effectiveness of the activities undertaken by your Assister Program? - Developing Information Materials

	<b>Total</b>
Base - Coordinated With Other Assister Programs .....	726
<b>Top 2 Box (Net)</b> .....	70%
Very important (+4) .....	38%
Somewhat important (+3) .....	32%
Not very important (+2) .....	16%
Not at all important (+1) .....	9%
<b>Bottom 2 Box (Net)</b> .....	25%
Don't know/no answer .....	5%
.....	
Mean .....	3.0
Median .....	3
Std. deviation .....	0.98
Std. error .....	0.04

**43c** How important would you say any coordination with other Assister Programs was to the effectiveness of the activities undertaken by your Assister Program? - Scheduling Appointments for Enrollment Assistance

	<b>Total</b>
Base - Coordinated With Other Assister Programs .....	726
<b>Top 2 Box (Net)</b> .....	52%
Very important (+4) .....	29%
Somewhat important (+3) .....	23%
Not very important (+2) .....	22%
Not at all important (+1) .....	22%
<b>Bottom 2 Box (Net)</b> .....	44%
Don't know/no answer .....	4%
.....	
Mean .....	2.6
Median .....	3
Std. deviation .....	1.13
Std. error .....	0.04

**43d** How important would you say any coordination with other Assister Programs was to the effectiveness of the activities undertaken by your Assister Program? - Assuring that Translation Services Would Be Available When Needed

	<b>Total</b>
Base - Coordinated With Other Assister Programs .....	726
<b>Top 2 Box (Net)</b> .....	48%
Very important (+4) .....	25%
Somewhat important (+3) .....	22%
Not very important (+2) .....	20%
Not at all important (+1) .....	24%
<b>Bottom 2 Box (Net)</b> .....	44%
Don't know/no answer .....	8%
.....	
Mean .....	2.5
Median .....	3
Std. deviation .....	1.15
Std. error .....	0.04

**43e** How important would you say any coordination with other Assister Programs was to the effectiveness of the activities undertaken by your Assister Program? - Assuring That Accessible Services Would Be Available for Persons with Disabilities

	<b>Total</b>
Base - Coordinated With Other Assister Programs .....	726
<b>Top 2 Box (Net)</b> .....	47%
Very important (+4) .....	25%
Somewhat important (+3) .....	22%
Not very important (+2) .....	20%
Not at all important (+1) .....	25%
<b>Bottom 2 Box (Net)</b> .....	44%
Don't know/no answer .....	8%
.....	
Mean.....	2.5
Median.....	3
Std. deviation .....	1.15
Std. error.....	0.04

**43f** How important would you say any coordination with other Assister Programs was to the effectiveness of the activities undertaken by your Assister Program? - Resolving Complex Questions and Problems

	<b>Total</b>
Base - Coordinated With Other Assister Programs .....	726
<b>Top 2 Box (Net)</b> .....	81%
Very important (+4) .....	50%
Somewhat important (+3) .....	31%
Not very important (+2) .....	8%
Not at all important (+1) .....	8%
<b>Bottom 2 Box (Net)</b> .....	16%
Don't know/no answer .....	3%
.....	
Mean.....	3.3
Median.....	4
Std. deviation .....	0.92
Std. error.....	0.03

**43** How important would you say any coordination with other Assister Programs was to the effectiveness of the activities undertaken by your Assister Program? - Summary Table: Top Box Response (Very Important)

	<b>Total</b>
Base - Coordinated With Other Assister Programs .....	726
Resolving complex questions and problems .....	50%
Planning outreach events and activities .....	50%
Developing information materials .....	38%
Scheduling appointments for enrollment assistance..	29%
Assuring that translation services would be available when needed .....	25%
.....	
Assuring that accessible services would be available for persons with disabilities .....	25%

**43** How important would you say any coordination with other Assister Programs was to the effectiveness of the activities undertaken by your Assister Program? - Summary Table: Top 2 Box Response (Very Important/Somewhat Important)

	<b>Total</b>
Base - Coordinated With Other Assister Programs .....	726
Resolving complex questions and problems .....	81%
Planning outreach events and activities .....	80%
Developing information materials .....	70%
Scheduling appointments for enrollment assistance..	52%
Assuring that translation services would be available when needed .....	48%
.....	
Assuring that accessible services would be available for persons with disabilities .....	47%

**44** Briefly describe up to three things the Marketplace did or provided that helped make the work of your Assister Program more effective?

	<b>Total</b>
Base - Total Respondents.....	843
<b>Training (Net).....</b>	<b>40%</b>
Updated training/webinars .....	25%
Initial training .....	9%
Timely updates .....	9%
Technical assistance from third parties .....	3%
In-person training .....	<1%
Training on the online application system .....	<1%
<b>Call Center (Net) .....</b>	<b>39%</b>
Call Center helpful .....	25%
Dedicated line for Assister Programs .....	12%
Phone application alternative .....	3%
Interpreter help provided.....	<1%
System to escalate complex cases.....	<1%
Marketplace staff available in real time .....	<1%
<b>Assister Resources (Net).....</b>	<b>18%</b>
Consumer materials provided .....	10%
Online resources for assisters .....	6%
Funding for assisters.....	2%
Assister manual .....	<1%
QHP info for assisters .....	<1%
Other specialized help arranged.....	<1%
Assister resources (unspecified) .....	<1%
<b>Website/IT (Net) .....</b>	<b>16%</b>
Online application .....	8%
Live chat feature.....	2%
QHP "window shopping" .....	2%
Plan comparison tools .....	1%
Hub for sharing info with assisters .....	<1%
Spanish language site .....	<1%
Assister portal to track client status.....	<1%
Other functionality of website/IT .....	3%
<b>Coordinating Assistors (Net).....</b>	<b>14%</b>
Regular calls to share info/troubleshoot .....	10%
Formal structure/networking .....	3%
Coordinate outreach events.....	1%
Feedback from assisters sought .....	1%
<b>Other Marketplace Actions/Policies (Net) .....</b>	<b>6%</b>
Marketplace staff responsiveness .....	5%
Extend open enrollment.....	<1%
Conduct appeals expeditiously.....	<1%
<b>Outreach by Marketplace (Net).....</b>	<b>5%</b>
Marketplace sponsor outreach .....	4%
Refer clients to assisters.....	<1%
Medicaid and Marketplace staff at events .....	<1%
Outreach incentives .....	<1%
<b>Coordination with Medicaid (Net).....</b>	<b>2%</b>
Good coordination with Medicaid.....	1%
Good coordination with DOI .....	<1%
County health department support .....	<1%
Dedicated staff to resolve Medicaid .....	<1%
Other.....	<1%
Nothing helpful .....	4%
No answer .....	11%

**45** Briefly describe up to three things the Marketplace might start doing or do differently to help make the work of your Assister Program more effective?

	<b>Total</b>
Base - Total Respondents.....	843
<b>Call Center (Net) .....</b>	<b>48%</b>
Train call center staff better .....	25%
Dedicated line for assister program .....	16%
More call center staff .....	12%
Casework approach by call center.....	3%
More bilingual call center staff.....	1%
Simplify phone application process.....	<1%
Escalate calls to call center expert.....	<1%
<b>Website/IT (Net) .....</b>	<b>42%</b>
Fix website glitches.....	22%
Dashboard/portal for Assisters .....	11%
Online tech assistance/chat .....	5%
Simplify ID proofing .....	4%
Don't require consumer email.....	2%
Better QHP comparison tools.....	2%
Improve "Find Local Help" .....	1%
Site in more languages .....	<1%
QHP track enrollment tools.....	<1%
Add "undo" button.....	<1%
More online functionality/exemptions .....	<1%
Search tool for ACA info .....	<1%
Display smoker rates .....	<1%
<b>Training (Net).....</b>	<b>27%</b>
Training more timely following a change/and for 2015 re-certification .....	14%
Specific Training (Subnet).....	7%
Training on QHP features.....	2%
Training on tax-related issues .....	2%
Training on Medicaid .....	2%
Training on SHOP .....	<1%
Training on post enrollment	<1%
Training on Medicare.....	<1%
Training on subsidies .....	<1%
Training on ESI, opt out.....	<1%
Training on rural health .....	<1%
Training on the online application system .....	6%
Training case studies .....	3%
In-person training.....	1%
Update manual.....	<1%
<b>Assister Resources (Net).....</b>	<b>12%</b>
More funds for Assister programs.....	6%
Better printed resources for consumers (Subnet).....	5%
Better printer resources for consumers .....	2%
Printed resources in other languages .....	2%
Post-enrollment problem resources .....	<1%
Health insurance literacy resources.	<1%
Printed application resources .....	<1%
More Assister programs .....	2%

date and consolidate manual/FAQs .....	2%
Marketplace email for technical assistance ....	<1%
QHPs/DOIs have dedicated help line for .....	<1%
<b>Policy Fixes (Net).....</b>	<b>8%</b>
Marketplace responsiveness, improve.....	2%
Conduct appeals of denials.....	1%
Clearer consumer notices.....	1%
Fix immigrant application process.....	1%
Lengthen open enrollment .....	<1%
Paper application consistent with online .....	<1%
Enforce network adequacy.....	<1%
Create plan rating tools for consumers .....	<1%
Streamline data reporting .....	<1%
Increase subsidies.....	<1%
Allow young adults on parent plans .....	<1%
<b>Coordination with Medicaid/State Agencies (Net) ...</b>	<b>7%</b>
Better coordination with Medicaid .....	4%
Online Medicaid application.....	2%
Expand eligibility .....	<1%
Medicaid denial resolution.....	<1%
<b>Outreach by Marketplace (Net).....</b>	<b>6%</b>
Sponsor more outreach at open enrollment...	6%
More outreach after open enrollment .....	<1%
<b>Coordination of Assisters (Net) .....</b>	<b>5%</b>
Coordinate assisters to meet regularly.....	3%
Accept feedback from assisters .....	2%
Coordinate schedule with Assister outreach...	<1%
Other.....	4%
Nothing, keep up the good work .....	<1%
No answer .....	6%

**46** Briefly describe up to three features or practices of your Assister Program that you would recommend as best practices to other Assister Programs?

	<b>Total</b>
Base - Total Respondents.....	843
<b>Model Work Practices (Net) .....</b>	<b>50%</b>
Scheduling strategies.....	20%
Pre-screen clients .....	10%
Professional practices.....	10%
Periodic staff meetings .....	6%
Hiring practices.....	6%
Data strategies .....	5%
Specialized assister program staff .....	4%
Work site and equipment.....	2%
<b>Outreach Strategies (Net).....</b>	<b>33%</b>
Community partners for outreach.....	26%
Community partners for expertise .....	6%
In-reach .....	3%
Timing and approach.....	<1%
Coordinate with other Assister Programs.....	12%
<b>Counseling Skills (Net).....</b>	<b>11%</b>
Access client needs first .....	6%
Allow sufficient time per session.....	4%
Cultural competency .....	<1%
Counseling skills (unspecified).....	<1%
Training .....	10%
Forms/resources for Assisters .....	10%
Casework strategies .....	7%
Develop consumer worksheets and materials .....	<1%
No answer .....	13%

**47** With respect to rules in your state Marketplace governing the collection of clients' personally identifiable information (PII) how would you describe the balance between safeguarding client's privacy and sensitive information and enabling Assister Programs to track client progress and provide follow up assistance?

	<b>Total</b>
Base - Total Respondents.....	843
The balance was about right.....	58%
The balance tipped too much in favor of client privacy and security, limiting Assister Program ability to track client progress and provide follow up assistance.....	40%
The balance tipped too much in favor of Assister Program access to PII, reducing the privacy and security of client information.....	2%

**48** Will your Assister Program continue to provide assistance to consumers between now and the next open enrollment?

	<b>Total</b>
Base - Total Respondents.....	843
Yes.....	84%
No .....	4%
Don't know/no answer .....	12%

**49** About how many paid and volunteer staff do you expect will continue with your Assister Program between now and the next open enrollment?

	<b>Total</b>
Base - Total Respondents.....	843
Almost all will continue.....	52%
Most will continue, some will not.....	19%
Some will continue, most will not.....	9%
Almost none will continue .....	7%
Don't know/no answer .....	14%



**50** How likely is it that your Assister Program will continue as an assister for the next open enrollment (scheduled to begin in November 2014)?

	<b>Total</b>
Base - Total Respondents.....	843
<b>Top 2 Box (Net) .....</b>	<b>84%</b>
Very likely (+4).....	76%
Somewhat likely (+3) .....	8%
Somewhat unlikely (+2) .....	2%
Very unlikely (+1).....	3%
<b>Bottom 2 Box (Net) .....</b>	<b>5%</b>
Don't know/no answer .....	11%
.....	
Mean.....	3.8
Median.....	4
Std. deviation .....	0.66
Std. error.....	0.02

**51** About how many of paid staff and volunteers do you expect will continue with your Assister Program for the next Open Enrollment?

	<b>Total</b>
Base - Very/Somewhat Likely Assister Program Will Continue As Assister to Next Open Enrollment .....	709
Almost all will continue.....	65%
Most will continue, some will not.....	20%
Some will continue, most will not.....	7%
Almost none will continue .....	1%
Don't know/no answer .....	7%

**52** Later this year we will be conducting focused interviews with Assister Program directors and individual Assisters. Would you be willing to be re-contacted for interviews later in the year?

	<b>Total</b>
Base - Total Respondents.....	843
Yes.....	80%
No .....	20%