

Marketplace Assister Microlearning Demonstration Webinar Transcript



This document is a transcript of the Marketplace Assister Technical Support webinar demonstrating how to access the new Marketplace Assister Microlearning curriculum.

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Marketplace Assister Technical Support

Welcome to the Marketplace Assister Technical Support webinar announcing the exciting new Marketplace Assister Microlearning curriculum.

Agenda

Today we are going to discuss microlearning, including what it is, why assisters should consider completing the curriculum, and how assisters will access it.

What is Marketplace Assister Microlearning?

Marketplace Assister Microlearning is a catalog of new interactive, simulation-driven modules designed as an optional supplemental education resource for assisters. The CMS Center for Consumer Information and Insurance Oversight (CCIIO) maintains this catalog of short and interactive modules for assisters in Federally-facilitated Marketplaces (FFMs), including FFMs where the state performs plan management functions and State-based Marketplaces using the federal platform. CCIIO will periodically update individual Marketplace Assister Microlearning modules as relevant regulations, guidance, and policies are released.

Why Should I Complete Microlearning?

Microlearning will provide you with hands-on practice navigating the online Marketplace application at HealthCare.gov, allow you to practice applying effective consumer assistance through real world scenarios, and reinforce concepts from select technical assistance topics. You will also receive in-depth explanations of several application pain points, such as helping consumers indicate Head of Household status on their application.

Tips for Completing Microlearning

For the best experience with microlearning, use Mozilla Firefox, Google Chrome, or Microsoft Edge. Microlearning will appear in its original size if you are viewing it on a computer or laptop. Microlearning is also available on mobile devices and tablets. The Marketplace Assister Microlearning site will resize to fit your mobile screen.

How to Access Microlearning Demonstration

Now we will walk through how to access the microlearning landing page and how to launch microlearning content.

To access microlearning, you will first go to Marketplace.cms.gov and select the training link. On the “Training for navigators, agents, brokers, and other assisters” page, select the [Marketplace Assister Microlearning](#) link.

The “Marketplace Assister Microlearning” page contains information about microlearning including user guides and a link to this recorded webinar. Once you have reviewed the information, select the [Marketplace Assister Microlearning](#) link to access microlearning.

The “Assister Role Selection Page” provides introductory information about microlearning and instructions for continuing to the microlearning home page. To access microlearning, you must first select your assister type. Second, enter your full name, then enter your organization’s name. Finally, select the primary state in which you will provide enrollment assistance services to consumers. All fields are required to access microlearning. To begin, select your assister type from the drop-down menu. The options are: Navigator, certified application counselor, agent or broker, tribal or Indian Health Service, State-based Marketplace assister or State-based Marketplace using the federal platform assister, or none of the above. Next, enter your full name in the field provided. Then, enter your organization’s name in the field provided. Finally, select the primary state in which you will be providing enrollment assistance services to consumers from the drop-down menu. Now that we have completed all of the required fields, we will select the **Next** button to proceed.

The “Marketplace Assister Microlearning” page will appear. This is also considered the home page for microlearning. There are two buttons on this page: one for navigating the modules and one for the module listing. The available microlearning topics will also be located at the bottom of this page. Each icon is a link to launch the selected topic. To identify how to navigate through the microlearning modules, select the **Navigating the Modules** button. This will open a video that demonstrates how to access and navigate through the modules. To watch the video, select the **Play** button. When finished, select the **Close** button. Back on the “Marketplace Assister Microlearning” page, to determine what modules are available, select the **Module Listing** button. This will open a window that displays the available topics and modules. You will not be able to select the modules to complete from here—it is for informational purposes only. To close the window, select the **Close** button. Back on the “Marketplace Assister Microlearning page, you will select a topic you want to learn more about. To launch the modules associated with that topic, select the topic icon.

From the module launch page, select the **module** icon to launch the content. Or, to return to the “Marketplace Assister Microlearning” page, select the **Home** button. When you select the **module** icon, the module will open in a new browser.

Select the **Start** button to begin. As previously mentioned, there is a video about how to navigate the modules. We will demonstrate some of the navigational features now. There are **Continue** buttons throughout the modules for you to progress from screen to screen. In this example, we will scroll down to the bottom of the screen after reviewing the content and we’ll select the **Continue** button. On the left-hand side of the screen, there is a table of contents for you to track your progress.

Notice when we selected **Continue** on the previous page, the first item is now checked off as being completed. Throughout the modules, you have the ability to interact with the content, answer questions, and complete scenarios. If you do not complete the content on the screen, you will receive a warning message where the **Continue** button should be and you will not be able to proceed until you complete the content. In this example, we need to respond to a question. I will select my response, then select the **Submit** button. The platform will display a pop-up or new page providing feedback on my response. In this instance, my response was correct. To proceed, I will select the **Continue** button. In this next example, I select my response to the question and then select the **Submit** button. In this instance, my response was incorrect. I have the option of selecting a link to review the content; to proceed, I will select the **Continue** button.

The platform will also display a message if you do not complete an interaction correctly. In this next example, I select my response to the question and then select the **Submit** button. The page reminds me that I need to select the two best answer choices. I select the **Back** button to return to the question. I return to the question page, then select my responses to the question, and then select the **Submit** button. The platform will display a page providing feedback on my response. I will select the **Continue** button. I have one more question to complete. I select my response, then select the **Submit** button. I review my feedback and select the **Continue** button. I have the option to replay the scenarios or continue; I will select the **Continue** button.

After completing a module, you will navigate to a confirmation page. You will also have the option to access additional resources about the topic covered in the module. To exit, you will close the browser tab.

Now we are going to demonstrate one more navigational piece regarding scenario instructions. I am going to select the next module to complete the demonstration. I am back on the module launch page and I will select the **Module 2** icon.

Now I am going to select the **Start** button to begin the module. I am going to select one of the links on the left-hand side to access the interactive scenario. If you are using your computer to complete microlearning, you will notice that the directions for scenarios automatically appear on the left-hand side of the screen. If you are using a mobile device to complete microlearning, the directions may not appear automatically. To display the directions, select the **Scenario Directions** icon which is the three horizontal lines in the top left-hand corner of the screen. These directions are critical to completing the scenario as they provide the details on what you need to complete on each screen. To progress through the scenario, select the **Continue** button, review the directions, and complete the scenario to the actions required. You will continue following the directions through the scenario and will proceed to the next section of the module when finished. That completes this demonstration. I will now return to the PowerPoint to finish today's webinar.

Thank You for Joining Us

Thank you for participating in today's webinar. Remember, you can access this recording again and learn more about Marketplace Assister Microlearning by visiting the [Marketplace Assister Microlearning](#) link at Marketplace.cms.gov. If you have any additional questions from today's presentation, please submit them to CACQuestions@cms.hhs.gov. Thank you.