

Marketplace Assister Technical Support



Marketplace Assister Microlearning

July 2021

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Agenda

- What is microlearning?
- Why should I complete microlearning?
- How do I access microlearning?



What is Marketplace Assister Microlearning?

- New interactive, simulation-driven modules
- Designed as an **optional** supplemental education resource for assisters
- Intended for assisters in Federally-facilitated Marketplaces (FFMs), including FFMs where the state performs plan management functions and State-based Marketplaces using the federal platform
- Periodically updated as relevant regulations, guidance, and policies are released

Why Should I Complete Microlearning?

- Hands-on practice navigating the online Marketplace application at HealthCare.gov
- Practice applying effective consumer assistance through real world scenarios
- Reinforce concepts from select technical assistance topics
- Receive in-depth explanations of application pain points



Tips for Completing Microlearning

Supported browsers:

- For the best experience, use the latest version of Mozilla Firefox, Google Chrome, or Microsoft Edge.

When viewing on computer or laptop:

- Microlearning will appear in its original size on a computer monitor or laptop.

Mobile capabilities:

- Microlearning is available on mobile devices and tablets. It will resize to fit the screen.

How to Access Microlearning



Demonstration

Thank You for Joining Us!

- To watch a recorded webinar and learn more about the upcoming Marketplace Assister Microlearning, visit the Marketplace Assister Microlearning page at Marketplace.cms.gov/technical-assistance-resources/marketplace-assister-microlearning.
- If you have any additional questions from today's presentation, please submit them to CACQuestions@cms.hhs.gov.