

### **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:

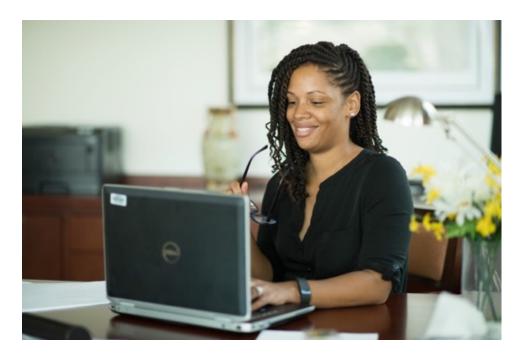
Microlearning will appear in its original size on a computer monitor or laptop.

#### 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 <u>Marketplace.cms.gov/technical-assistance-</u> <u>resources/marketplace-assister-microlearning</u>.
- If you have any additional questions from today's presentation, please submit them to <u>CACQuestions@cms.hhs.gov</u>.

