



Topline

Kaiser Family Foundation

Survey of Health Insurance Marketplace Assister Programs

July 2014

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?

	Total
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%

4 Which of the following options best describes the type of Assister Program you supervise or manage?		Total
	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%

5 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		Total
	Base - Total Respondents.....	843
	Yes.....	7%
	No	68%
	Don't know/no answer	25%

6 Which of the following options most closely describes the organization or entity that operates your Assister program?		Total
	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%	

7 Is the geographic service area served by your Assister Program state-wide, or is it focused on a geographic area within a state?		Total
	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?

	Total
Base - Total Respondents.....	843
Our Assister Program is independent and does not contract or subcontract with other Assister Programs	72%
.....	
Assister Program Coalition (Net)	20%
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?

	Total
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?

	Total
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

	Total
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

	Total
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

	Total
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?

	Total
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

	Total
Base - Provided Assistance In-Person	843
Top 2 Box (Net)	93%
Almost always (+4)	75%
Much of the time (+3)	18%
Sometimes (+2)	6%
Almost never (+1)	1%
Bottom 2 Box (Net)	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

	Total
Base - Provided Assistance In-Person	843
Top 2 Box (Net)	26%
Almost always (+4)	8%
Much of the time (+3)	18%
Sometimes (+2)	41%
Almost never (+1)	32%
Bottom 2 Box (Net)	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.

	Total
Base - Provided Assistance In-Person	843
Top 2 Box (Net)	20%
Almost always (+4)	5%
Much of the time (+3)	15%
Sometimes (+2)	46%
Almost never (+1)	33%
Bottom 2 Box (Net)	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?

	Total
Base - Provided Assistance In-Person	843
Mostly Walk-In (Net)	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%
Mostly By Appointment (Net)	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?

	Total
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?

	Total
Base - Not Sure How Many Individuals Helped IN-PERSON	102
Up to 100	33%
101 to 500	31%
501 to 1,000	16%
Over 1,000 (Net)	15%
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?

	Total
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?

	Total
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?

	Total
Base - Not Sure How Many Individuals Helped VIA TELEPHONE	175
Up to 100	35%
101 to 500	26%
501 to 1,000	14%
Over 1,000 (Net)	13%
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%

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

	Total
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%

13/14 During the open enrollment period that just ended, approximately how many individuals did your Assister Program help with eligibility and enrollment? (FR)

	Total
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%

13/13a/14/14a During the open enrollment period that just ended, approximately how many individuals did your Assister Program help with eligibility and enrollment? (FR + RANGE)

	Total
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%

15 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?

	Total
Base - Total Respondents.....	843
Top 2 Box (Net)	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%
Bottom 2 Box (Net)	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?

	Total
Base - Total Respondents.....	843
Top 2 Box (Net)	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%
Bottom 2 Box (Net)	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?

	Total
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?

	Total
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)

	Total
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

	Total
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%

19c 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		Total
	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%

19d 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		Total
	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%

20 Of the people your Assister Program helped who were eligible for premium tax credits, roughly how many were also eligible for cost-sharing reductions?		Total
	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%

21 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?		Total
	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%

22 When your Assister Program provided in-person eligibility and enrollment assistance, what was the average amount of time spent assisting the client?		Total
	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?

	Total
Base - Total Respondents.....	843
Single Encounter (Net)	43%
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%
Multiple Encounters (Net)	26%

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")

	Total
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%

24a 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		Total
	Base - Total Respondents.....	843
	All/Most (Net)	41%
	All or nearly all.....	12%
	Most	29%
	Some, but less than half.....	44%
	Few or none	12%
	Don't know/no answer	3%

24b 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		Total
	Base - Total Respondents.....	843
	All/Most (Net)	65%
	All or nearly all.....	30%
	Most	34%
	Some, but less than half.....	29%
	Few or none	4%
	Don't know/no answer	2%

24c 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		Total
	Base - Total Respondents.....	843
	All/Most (Net)	49%
	All or nearly all.....	19%
	Most	31%
	Some, but less than half.....	38%
	Few or none	6%
	Don't know/no answer	7%

24d 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		Total
	Base - Total Respondents.....	843
	All/Most (Net)	87%
	All or nearly all.....	48%
	Most	39%
	Some, but less than half.....	9%
	Few or none	3%
	Don't know/no answer	1%

24e 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		Total
	Base - Total Respondents.....	843
	All/Most (Net)	18%
	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

	Total
Base - Total Respondents.....	843
All/Most (Net).....	5%
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

	Total
Base - Total Respondents.....	843
All/Most (Net).....	10%
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

	Total
Base - Total Respondents.....	843
All/Most (Net).....	7%
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

	Total
Base - Total Respondents.....	843
All/Most (Net).....	49%
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

	Total
Base - Total Respondents.....	843
All/Most (Net).....	8%
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

	Total
Base - Total Respondents.....	843
All/Most (Net).....	49%
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

	Total
Base - Total Respondents.....	843
All/Most (Net).....	26%
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

	Total
Base - Total Respondents.....	843
All/Most (Net).....	44%
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

	Total
Base - Total Respondents.....	843
All/Most (Net).....	83%
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

	Total
Base - Total Respondents.....	843
All/Most (Net).....	10%
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

	Total
Base - Total Respondents.....	843
All/Most (Net)	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)

	Total
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"?

	Total
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%

28 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")		Total
	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%

28a 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		Total
	Base - Total Respondents.....	843
	Almost Always/Often (Net).....	97%
	Almost always.....	88%
	Often	9%
	Sometimes	2%
Almost never.....	1%	

28b 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		Total
	Base - Total Respondents.....	843
	Almost Always/Often (Net).....	90%
	Almost always.....	58%
	Often	33%
	Sometimes	8%
Almost never.....	2%	

28c 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		Total
	Base - Total Respondents.....	843
	Almost Always/Often (Net).....	77%
	Almost always.....	45%
	Often	32%
	Sometimes	20%
Almost never.....	4%	

28d 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		Total
	Base - Total Respondents.....	843
	Almost Always/Often (Net).....	67%
	Almost always.....	31%
	Often	36%
	Sometimes	28%
Almost never.....	5%	

28e 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		Total
	Base - Total Respondents.....	843
	Almost Always/Often (Net).....	66%
	Almost always.....	28%
	Often	37%
	Sometimes	30%
Almost never.....	4%	

28f 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

	Total
Base - Total Respondents.....	843
Almost Always/Often (Net)	21%
Almost always.....	6%
Often	15%
Sometimes	39%
Almost never	40%

29 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?

	Total
Base - Total Respondents.....	843
Top 2 Box (Net)	41%
Almost always (+4)	13%
Often (+3)	28%
Sometimes (+2)	49%
Almost never (+1)	11%
Bottom 2 Box (Net)	59%
.....	
Mean.....	2.4
Median	2
Std. deviation	0.84
Std. error.....	0.03

30 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

	Total
Base - Total Respondents.....	843
Yes.....	82%
No	8%
Don't know/no answer	10%

31 For post-enrollment questions or problems your Assister Program cannot help with, where do you refer consumers for assistance?

	Total
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%

31a What kinds of post-enrollment questions or problems has your Assister Program seen so far?		Total
	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%

32 Approximately how many full time equivalent assisters work or volunteer for your Assister Program?		Total
	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	

33 Approximately what proportion of assisters in your Assister Program are paid staff, rather than volunteers?		Total
	Base - Total Respondents.....	843
	Mostly Volunteers (Net)	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%
Mostly Paid Staff (Net)	89%	

34 Approximately what is the budget for your Assister Program for the 12-month period starting (on or about) September 2013?		Total
	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	

34a Can you provide a budget range for your Assister Program for the 12-month period starting (on or about) September 2013?		Total
	Base - Not Sure What Budget Is.....	402
	Up to \$50,000	18%
	\$50,001 - \$500,000 (Net)	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	

34/34a Approximately what is the budget for your Assister Program for the 12-month period starting (on or about) September 2013?		Total
	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	

35 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		Total
	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

	Total
Base - Those Responding	571
0%	68%
At Least 1% (Net)	32%
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)

	Total
Base - Those Responding	571
0%	61%
At Least 1% (Net)	39%
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

	Total
Base - Those Responding	571
0%	86%
At Least 1% (Net)	14%
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

	Total
Base - Those Responding	571
0%	87%
At Least 1% (Net)	13%
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

	Total
Base - Those Responding	571
0%	95%
At Least 1% (Net)	5%
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

	Total
Base - Those Responding	571
0%	64%
At Least 1% (Net)	36%
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

	Total
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

	Total
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?

	Total
Base - Total Respondents.....	843
Previous Experience Assisting (Net)	70%
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?

	Total
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

	Total
Base - Used Federal online training for navigators	172
Top 2 Box (Net)	78%
Very effective (+4)	30%
Somewhat effective (+3)	49%
Not very effective (+2).....	15%
Not at all effective (+1).....	2%
Bottom 2 Box (Net)	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

	Total
Base - Federal online training for certified application counselors.....	458
Top 2 Box (Net)	77%
Very effective (+4)	29%
Somewhat effective (+3)	48%
Not very effective (+2).....	16%
Not at all effective (+1).....	2%
Bottom 2 Box (Net)	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

	Total
Base - Federal online training for brokers.....	5
Top 2 Box (Net)	81%
Very effective (+4)	62%
Somewhat effective (+3)	19%
Not very effective (+2).....	<1%
Not at all effective (+1).....	19%
Bottom 2 Box (Net)	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

	Total
Base - State Marketplace training program for assisters	411
Top 2 Box (Net)	74%
Very effective (+4)	24%
Somewhat effective (+3)	50%
Not very effective (+2).....	17%
Not at all effective (+1).....	3%
Bottom 2 Box (Net)	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

	Total
Base - Training required by the state in addition to the federal online training or State Marketplace training.....	248
Top 2 Box (Net)	75%
Very effective (+4)	27%
Somewhat effective (+3)	48%
Not very effective (+2).....	17%
Not at all effective (+1).....	3%
Bottom 2 Box (Net)	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

	Total
Base - Training offered by another Assister Program .	99
Top 2 Box (Net)	88%
Very effective (+4)	41%
Somewhat effective (+3)	47%
Not very effective (+2).....	8%
Not at all effective (+1).....	<1%
Bottom 2 Box (Net)	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

	Total
Base - Training program you designed for your own Assister Program	148
Top 2 Box (Net)	94%
Very effective (+4)	51%
Somewhat effective (+3)	43%
Not very effective (+2).....	<1%
Not at all effective (+1).....	<1%
Bottom 2 Box (Net)	<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

	Total
Base - Training offered by private sector	68
Top 2 Box (Net)	89%
Very effective (+4)	33%
Somewhat effective (+3)	56%
Not very effective (+2).....	6%
Not at all effective (+1).....	<1%
Bottom 2 Box (Net)	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)

	<u>Total</u>
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)

	<u>Total</u>
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?

	Total
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?

	Total
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

	Total
Base - State Marketplace Call Center Available	391
Top 2 Box (Net)	69%
Very helpful (+4)	22%
Somewhat helpful (+3)	46%
Not too helpful (+2)	24%
Not at all helpful (+1)	7%
Bottom 2 Box (Net)	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

	Total
Base - Federal Marketplace Call Center Available	424
Top 2 Box (Net)	69%
Very helpful (+4)	21%
Somewhat helpful (+3)	48%
Not too helpful (+2)	28%
Not at all helpful (+1)	4%
Bottom 2 Box (Net)	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

	Total
Base - Marketplace Help Line Dedicated for Assisters Available	363
Top 2 Box (Net)	77%
Very helpful (+4)	30%
Somewhat helpful (+3)	47%
Not too helpful (+2)	19%
Not at all helpful (+1)	4%
Bottom 2 Box (Net)	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

	Total
Base - Marketplace Newsletter for Assisters Available	429
Top 2 Box (Net)	88%
Very helpful (+4)	29%
Somewhat helpful (+3)	59%
Not too helpful (+2)	11%
Not at all helpful (+1).....	1%
Bottom 2 Box (Net)	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

	Total
Base - Regular Calls With Marketplace Staff Available	316
Top 2 Box (Net)	82%
Very helpful (+4)	37%
Somewhat helpful (+3)	45%
Not too helpful (+2)	15%
Not at all helpful (+1).....	3%
Bottom 2 Box (Net)	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

	Total
Base - Ad Hoc Calls With Marketplace Staff Available	156
Top 2 Box (Net)	82%
Very helpful (+4)	37%
Somewhat helpful (+3)	46%
Not too helpful (+2)	15%
Not at all helpful (+1).....	3%
Bottom 2 Box (Net)	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

	Total
Base - Periodic Networking Meetings with Other Assisters, Organized by the Marketplace Available ...	259
Top 2 Box (Net)	84%
Very helpful (+4)	41%
Somewhat helpful (+3)	43%
Not too helpful (+2)	12%
Not at all helpful (+1)	4%
Bottom 2 Box (Net)	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

	Total
Base - Marketplace webinars for Assisters Available ..	553
Top 2 Box (Net)	87%
Very helpful (+4)	29%
Somewhat helpful (+3)	57%
Not too helpful (+2)	11%
Not at all helpful (+1)	2%
Bottom 2 Box (Net)	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

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

39A_j How helpful was that resource? - Other Resource

	Total
Base - Other Resource Available	63
Top 2 Box (Net)	76%
Very helpful (+4)	50%
Somewhat helpful (+3)	26%
Not too helpful (+2)	5%
Not at all helpful (+1)	19%
Bottom 2 Box (Net)	24%
.....	
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)

	Total
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)

	Total
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?

	Total
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

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

40A_b How helpful was that resource? - State Insurance Department

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

40A_c How helpful was that resource? - State
Primary Care Association

	Total
Base - Used State Primary Care Association	127
Top 2 Box (Net)	94%
Very helpful (+4)	73%
Somewhat helpful (+3)	21%
Not too helpful (+2)	5%
Not at all helpful (+1)	<1%
Bottom 2 Box (Net)	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)

	Total
Base - Used Federal Health Resources and Services Administration (HRSA)	131
Top 2 Box (Net)	93%
Very helpful (+4)	41%
Somewhat helpful (+3)	52%
Not too helpful (+2)	6%
Not at all helpful (+1)	1%
Bottom 2 Box (Net)	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

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

40A_f How helpful was that resource? -
Brokers/Agents

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

40A_g How helpful was that resource? - Tax
Preparation Organizations

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

40A_h How helpful was that resource? - Other
Assister Programs

	Total
Base - Used Other Assister Programs.....	228
Top 2 Box (Net)	93%
Very helpful (+4)	52%
Somewhat helpful (+3)	41%
Not too helpful (+2)	6%
Not at all helpful (+1).....	<1%
Bottom 2 Box (Net)	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

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

40A_j How helpful was that resource? - Other
 Resources

	Total
Base - Used Other Resources	97
Top 2 Box (Net)	93%
Very helpful (+4)	77%
Somewhat helpful (+3)	16%
Not too helpful (+2)	6%
Not at all helpful (+1)	<1%
Bottom 2 Box (Net)	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)

	Total
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)

	Total
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?

	Total
Base - Total Respondents.....	843
Numerous Times (Net)	46%
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?

	Total
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

	Total
Base - Coordinated With Other Assister Programs	726
Top 2 Box (Net)	80%
Very important (+4)	50%
Somewhat important (+3)	30%
Not very important (+2)	10%
Not at all important (+1).....	5%
Bottom 2 Box (Net)	16%
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

	Total
Base - Coordinated With Other Assister Programs	726
Top 2 Box (Net)	70%
Very important (+4)	38%
Somewhat important (+3)	32%
Not very important (+2)	16%
Not at all important (+1)	9%
Bottom 2 Box (Net)	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

	Total
Base - Coordinated With Other Assister Programs	726
Top 2 Box (Net)	52%
Very important (+4)	29%
Somewhat important (+3)	23%
Not very important (+2)	22%
Not at all important (+1)	22%
Bottom 2 Box (Net)	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

	Total
Base - Coordinated With Other Assister Programs	726
Top 2 Box (Net)	48%
Very important (+4)	25%
Somewhat important (+3)	22%
Not very important (+2)	20%
Not at all important (+1)	24%
Bottom 2 Box (Net)	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

	Total
Base - Coordinated With Other Assister Programs	726
Top 2 Box (Net)	47%
Very important (+4)	25%
Somewhat important (+3)	22%
Not very important (+2)	20%
Not at all important (+1)	25%
Bottom 2 Box (Net)	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

	Total
Base - Coordinated With Other Assister Programs	726
Top 2 Box (Net)	81%
Very important (+4)	50%
Somewhat important (+3)	31%
Not very important (+2)	8%
Not at all important (+1)	8%
Bottom 2 Box (Net)	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)

	Total
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)

	Total
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?

	Total
Base - Total Respondents.....	843
Training (Net).....	40%
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%
Call Center (Net)	39%
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%
Assister Resources (Net).....	18%
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%
Website/IT (Net)	16%
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%
Coordinating Assistors (Net).....	14%
Regular calls to share info/troubleshoot	10%
Formal structure/networking	3%
Coordinate outreach events.....	1%
Feedback from assistors sought	1%
Other Marketplace Actions/Policies (Net)	6%
Marketplace staff responsiveness	5%
Extend open enrollment.....	<1%
Conduct appeals expeditiously.....	<1%
Outreach by Marketplace (Net).....	5%
Marketplace sponsor outreach	4%
Refer clients to assistors.....	<1%
Medicaid and Marketplace staff at events	<1%
Outreach incentives	<1%
Coordination with Medicaid (Net).....	2%
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?

	Total
Base - Total Respondents.....	843
Call Center (Net)	48%
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%
Website/IT (Net)	42%
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%
Training (Net).....	27%
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%
Assister Resources (Net).....	12%
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%
Policy Fixes (Net).....	8%
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%
Coordination with Medicaid/State Agencies (Net) ...	7%
Better coordination with Medicaid	4%
Online Medicaid application.....	2%
Expand eligibility	<1%
Medicaid denial resolution.....	<1%
Outreach by Marketplace (Net).....	6%
Sponsor more outreach at open enrollment...	6%
More outreach after open enrollment	<1%
Coordination of Assisters (Net)	5%
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?

	Total
Base - Total Respondents.....	843
Model Work Practices (Net)	50%
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%
Outreach Strategies (Net).....	33%
Community partners for outreach.....	26%
Community partners for expertise	6%
In-reach	3%
Timing and approach.....	<1%
Coordinate with other Assister Programs.....	12%
Counseling Skills (Net).....	11%
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?

	Total
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?

	Total
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?

	Total
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)?

	Total
Base - Total Respondents.....	843
Top 2 Box (Net)	84%
Very likely (+4).....	76%
Somewhat likely (+3)	8%
Somewhat unlikely (+2)	2%
Very unlikely (+1).....	3%
Bottom 2 Box (Net)	5%
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?

	Total
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?

	Total
Base - Total Respondents.....	843
Yes.....	80%
No	20%



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