SITE FACILITATOR GUIDE

Smart Choice & ACA Webinars

The Host Site should have the following List Of Materials ready:

1. Projector and screen
2. Laptop. The webinar meeting room url is https://connect.msu.edu/healthinsurance/ Enter as a “Guest” and type in your site name (for example: ABC Library, Cherry Street Health Clinic, etc.)
3. Computer audio speakers
4. Sign-in sheets
5. Copies of the following for all participants, available from http://aca.msue.msu.edu
   a. Research Recruitment Statement (Informed Consent)
   b. Smart Choice Consumer Workbook (26 pages, 2-sided and stapled)
   c. Three Assessment Surveys: Pre #1, Pre #2, and Post
6. Smart Choice Health Insurance Data Cover Sheet from http://aca.msue.msu.edu
7. Index cards, 3” by 3” sticky notes, or similar size paper
8. Pens/pencils and calculators for participants (many cell phones have a calculator app)
9. Blank paper for note taking

Technical Requirements
If you have never attended an Adobe Connect Pro meeting before, please test your connection in advance by going to this link: https://connect.msu.edu/common/help/en/support/meeting_test.htm. You may need to download a small, harmless plug-in and update your version of Flash Player.

To get a quick overview of Adobe Connect go to: http://www.adobe.com/go/connectpro_overview.

If you have technical problems, call the MSU Distance Learning Services 24-hour helpline: 800-500-1554 or 517-355-2345. Often the solution is closing out of the room and using the link to re-enter.

Facilitators:
Obtain the Registration list from Host Site of those planning to attend. Walk-ins are welcome.

In general, choose the classroom layout provided that permits each person to see and hear the presentation. Upon entry, have a sign-in sheet table and put the pens/pencils there for the participants to grab when they enter. Also place the Research Recruitment Statement on the table for anybody who may want a written version to take with them. Have the rest of the handouts set up for you to pass out at designated times throughout the program.
# Webinar Delivery

**Time Needed:** Approximately 120 minutes

| Before the webinar starts | As people arrive, welcome them to the workshop and have them *sign in* on the Attendance Sheet. Also give each person a pen or pencil to use throughout the presentation for notes and to complete the activities. As they wait to begin, ask them to write down any questions they have on the *index cards*. Collect the questions and type them into the webinar Chat Pod.

At about 2 minutes before you are scheduled to start, announce that you will be starting in two minutes to give those who may be a few minutes late time to get settled but in enough time so that they should get out at the scheduled stop point. During this time, introduce yourself and *explain that this workshop is a pilot test and as such they will be helping the university improve teaching and materials so that other consumers like them can benefit from their experience at the workshop*. State that *this workshop is a multi-state effort to help people better understand health insurance and make a smart choice for themselves and their families*.

| Introduction & Welcome (1 minute) | The webinar Presenter introduces the program.

| Consent and Pre-assessment #1 (5 minutes) | The webinar Presenter will take participants through the IRB consent process. This is necessary because of the research component of the pilot test. You will also have the printed Informed Consent Statement available as a handout as participants arrive.

At this point and before the Presenter teaches any material, hand out and administer the pre-assessment-1 that contains five content questions. It should take participants approximately 1-2 minutes to complete the form. If you believe there are literacy issues, you can read each question out loud and ask participants to follow along with you and answer the questions on paper. Do NOT give the next two instruments to the participants at this point. During this time, others on the webinar will take polls to answer the first assessment questions.

Collect the pre-assessment-1 and set aside.

<p>| Goals, Terms, Q&amp;A (15 minutes) | After the webinar Presenter reviews the goal and objectives with the group and does a matching activity with important terms, you will be prompted to solicit any more questions from the audience on the <em>index cards</em>. Enter those questions in the Chat Pod from your laptop. They will be addressed later in the webinar. |</p>
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<thead>
<tr>
<th>Section</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Why Health Insurance</strong> (15 minutes)</td>
<td>The Presenter will give the PowerPoint presentation and take the participants through the key questions of making a smart choice and the starting background questions. The “why health insurance” section is designed to inform the participants of the benefits to health insurance coverage and get them to buy-in to the importance of having health insurance coverage.</td>
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<td><strong>Pre-Test #2: Choose Health Insurance with Current Knowledge</strong> (2 minutes)</td>
<td>Hand out and administer the pre-assessment-2 that contains seven content questions. It should take participants approximately 1-2 minutes to complete the form. If you believe there are literacy issues, you can read each question out loud and ask participants to follow along with you and answer the questions on paper. Do NOT give the Post Assessment instrument to the participants at this point. During this time, others on the webinar will take polls to answer these seven assessment questions. Collect the pre-assessment-2 and set aside.</td>
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<td><strong>What and How Health Insurance</strong> (15-20 minutes)</td>
<td>During this portion of the workshop, the Presenter will be discussing the “what” of health insurance smart choice making. Distribute copies of the Smart Choice Consumer Workbooks, one per household, downloadable at <a href="http://aca.msue.msu.edu">http://aca.msue.msu.edu</a> or <a href="http://extension.umd.edu/insure">http://extension.umd.edu/insure</a>. If you have calculators, distribute if needed by some participants. Many cell phones have a calculator. If someone does not have a calculator, they can follow along with the Presenter. A case study about Cameron and his family will be described, and the Presenter will lead the group through a health insurance decision exercise. 1. Number of doctor visits and prescriptions 2. Future plans 3. Priorities. Participants will be asked to read five statements. Then they will be asked to rank from 1 to 5 what they feel is the highest and what is the lowest priority for Cameron’s family. Facilitate some discussion with your group. During this time, others on the webinar will take polls to answer the priority questions. 4. Sources of Health Insurance 5. Health Insurance Plan Comparison. Participants may want to use calculators to do the math and write down the answers as they follow along with the Presenter. The “how” is used as the title for slide for this section and includes the two questions: <em>How much will it cost?</em> and <em>How much can I afford?</em> The Presenter will discuss the Monthly Spending Plan and where health care and insurance premiums are entered on the form. Participants will be encouraged follow the same process after the webinar, using the same forms in the Smart Choice Consumer Workbook. If needed, acknowledge that in the real world, they would have more time but for the purposes of today, the goal is to make sure they understand how to use the worksheets and materials when they have to do this later.</td>
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ACA and Marketplace Enrollment Basics (20 minutes)

The webinar Presenter will talk about some benefits and provisions of the Affordable Care Act, Marketplace Enrollment, and Michigan resources.

The Presenter will ask if there are any additional questions about the information received, the exercise, or anything else covered. Enter any questions you receive from your group into the Chat Pod from your computer.

The Presenter will answer any remaining questions or refer participants to resources.

Post-Test (2 minutes)

Hand out and administer the post-assessment (2 pages) that contains the 12 content questions asked in the two pre-assessments plus several demographic questions. It should take participants approximately 2 minutes to complete the form. If you believe there are literacy issues, you can read each question out loud and ask participants to follow along with you and answer the questions on paper. Do NOT give the Pre Assessment instruments to the participants at this point. During this time, others on the webinar will take polls to answer these post assessment questions.

Collect the post-assessment and set aside.

Wrap-Up (10-15 minutes)

The Presenter will finish several slides to wrap-up the webinar.

1) Ask participants if they have any lingering questions that you did not get to or that arose during the workshop.

2) Write those down and email to healthinsurance@anr.msu.edu OR you may also tell them that many of their questions will be answered on Ask An Expert and give them the address.

Thank the participants for coming and for helping you test the workshop and its materials.

The three assessments (Pre No.1, Pre No.2 and Post) can be downloaded from http://aca.msue.msu.edu in the “For Partners” section. During the webinar, complete the top section of the Smart Choice Webinar Data Cover Sheet.

It will only take about one minute for the participants to complete each of the three surveys. Have participants place their completed surveys on the registration table as they leave. Take the surveys to your office, scan and email to longbr@anr.msu.edu or make one copy of each survey to retain in your office until the surveys have arrived safely at the Michigan State University Extension office in Ionia County. Mail the surveys and completed Data Cover Sheet to Brenda Long, Smart Choice Project Manager, MSU Extension – Ionia County, 50 East Sprague Road, Ionia, MI 48846. If you have any questions about this, please email Brenda at longbr@anr.msu.edu. Once you have received confirmation that the surveys have arrived, please shred the instruments as all data are to be stored with the researchers.