Training Questionnaire

This questionnaire explores how training is developed, shared, tracked, and implemented.

Some questions may have multiple parts, so please be sure to answer each part. Please be thorough and detailed in your responses.

* Indicates required question

1. Email *

    _____

2. Organization Name *

    _____

3. Name and Title *

    _____

Training Plans and Processes

This section asks questions about how you structure business processes and procedures to deliver training to new and seasoned Medical Assistance eligibility staff at your site. Please include your processes that outline how your site coordinates and supports training.

4.   Describe your site's training processes, including onboarding training process for a   *
      new hire who has completed Building Foundations and seasoned staff training (for
      example include County process training, staff orientation, peer mentorship, etc.)

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5.   Do you have a documented training process? If so, please provide a copy.

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6.   What is the process for tracking all training for staff who process medical   *
      assistance?

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Training Delivery & Support Methods

This section focuses on the methods your site uses to deliver, monitor and support training
for Medical Assistance eligibility staff. Please include how and who provides any training to
Medical Assistance eligibility staff at your site. For example, some sites may have a Staff
Development Division (SDD) Certified Trainer while others work with SDD to coordinate
training for Medical Assistance eligibility staff.

7.   What methods, sources and materials do you use to train new hires (workers with   *
     less than 1 year MA eligibility experience)?

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8.   Describe your nested training processes.   *

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9.   What methods, sources and materials do you use to train seasoned MA eligibility   *
     staff (workers with more than 1 year MA eligibility experience)?

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10.   Do you provide any internal or on-site MA eligibility training other than Staff   *
      Development Division (SDD)-approved training? Please describe the process and
      what materials you use.

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11.   Has your site created any medical assistance related desk aids? *

      Mark only one oval.

      ◯ Yes

      ◯ No

12.   Please upload your site created desk aids.

      Files submitted:

13.   How do you ensure MA eligibility staff remain current with new training? *

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Quality & Monitoring

This section includes processes and procedures for monitoring training and identifying
training needs of Medical Assistance eligibility staff at your site. Please include how you
identify, evaluate and coordinate training that supports the training needs of Medical
Assistance eligibility staff.

14.   How do you measure individual staff success in training? *

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15.   What resources are in place for staff who need additional support? *

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16.   Please describe your process to ensure that policy updates, HCPF Memos, HCPF *
      Communications are disseminated to all MA eligibility staff.

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17.   How do you ensure all MA eligibility staff are currently trained on CBMS Builds   *
      and other important MA training?

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18.   How does your site ensure that all required training is completed by deadlines as required?

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19.   How do you identify and evaluate training needs? Please describe your process. *

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Staff Development Division Training

This sections focuses on your site's collaboration with the Staff Development Division (SDD) that supports the training needs of

Medical Assistance eligibility staff at your site. Please describe how you work with SDD to ensure the training needs of Medical Assistance eligibility staff are supported.

20.   What is your process to ensure all MA eligibility staff are registered and maintain   * access to their training profile in COLearn?

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21.   Please describe how you coordinate with the SDD for identified training needs. *

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22.   How do you track completion of required training such as annual civil rights   *
      training?

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Training Resources

This section is about how you coordinate, manage and ensure that Medical Assistance
eligibility staff have the resources needed to make eligibility determinations of Medical
Assistance programs effectively. Please describe how your site ensures that Medical
Assistance eligibility staff have the necessary tools to support their needs.

23.   Please describe how you ensure MA eligibility staff know where to access policy   *
      and operational resources such as HCPF Memos, State Rule, Program Updates,
      Help Desk Tickets, State Communications, etc.

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24.   Please describe how you ensure all MA eligibility staff know where to access and   *
use training resources such as COLearn web-Based Training, CBMS Webinars,
CBMS Data Entry and Online Help.

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25.   Please describe the resources MA eligibility staff have to guide them through   *
understanding and processing applications, changes, verifications, and renewals?
(ex. training, desk guides, etc.)

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