



GETTING READY FOR OE7

COVERCO EVENTS

Connect for Health Colorado



Introductions

- Ezra Watland, Director of Marketing and Communications Strategy
- Angie Speaect, Senior Manager of Broker and Assister Operations
- Assistance Network (AN) Team
 - Jessica Rosenthal, AN Program Manager
 - Tony Rodriguez, AN Program Coordinator
 - Heather Taber, AN Representative
- Broker Team
 - Ann Eisenhart, Broker Account Manager
 - Rebecca Hernandez, Broker Account Manager
 - Linda Gann, Outreach Manager for Western Slope/Tribal Liaison

Today's Agenda

- Welcome and Introductions
- Setting the Stage
- Resources and Supports
- Certification Training
- Wrap-up and Reminders

SETTING THE STAGE

**Open Enrollment Period:
November 1, 2019 - January 15, 2020**

Setting the Stage

CUSTOMER SERVICE

300

customer service
representatives
(full-time and seasonal
during Open Enrollment)

685

licensed, trained and
certified Brokers

339

trained and certified Health
Coverage Guides and Certified
Application Counselors
working at **46** Assistance Sites

170,741 Coloradans are covered
by medical insurance!

Setting the Stage



RESOURCES AND SUPPORTS UPDATE

Western Slope Staff

- Linda Gann – Outreach Manager for Western Slope/Tribal Liaison
- Alicia Plantz – Outreach and Enrollment Specialist – Western Colorado
- Contact information: lgann@c4hco.com & aplantz@c4hco.com

Enrollment Centers – Statewide Resource

- Certified Broker (17) or Assister (4) organizations that contract with Connect for Health Colorado
 - 21 Centers, 23 total locations
- Walk-in help provided, scheduled appointments also available
- Referrals can be made to any Enrollment Center in the state
- Find Enrollment Centers on our website under “WE CAN HELP” (post 9/16)
- Great resource to help with volume

Communicating with Connect for Health Colorado

- Matrix forthcoming
- Customer Service Center:
 - Assister/Broker support
 - **Assister Line: 855-873-6166**
 - **Broker Line: 855-426-2765**
 - For households with Health First Colorado/CHP+ customers, please make the appropriate selection when calling in

Escalations

- Broker Escalations Template
 - What used for
 - What not used for
 - Contact BrokerTeam@c4hco.com for this template
- Assister Escalations Form in Box
 - What used for
 - What not used for
 - Form and process in Box: Health Coverage Guide and Certified Application Counselor Resources > Customer Service Interactions > Community-Based Assistance Programs Escalation Process and Forms

Customer Account Association

- Both Brokers and Assisters can be associated on one account
- Creating list of certified Brokers
 - Broker directory lookup tool on main website under “WE CAN HELP” (post 9/16)
 - Review list for accuracy with current certification
- Reminder on Broker referrals and event engagement

Using Customer Data - Brokers

- Access tool (Book of Business) on Broker homepage used to download reports
 - Available first week in October (after renewals are staged)
 - Info available on report includes:
 - Customer information
 - Customer availability to auto-renew

At Connect for Health Colorado®, we're committed to supporting our Brokers in every way possible by offering you the latest tools and training to help support your customers.

Call our dedicated Broker line, 855-4-CO-BROKERS (855-426-2765), with any questions on using your Marketplace account.

[Access your Broker Marketplace account](#)

Using Customer Data - Assisters

- Enrollment Outcome Reports
 - What info available:
 - Names and contact information of existing customers
 - Who has enrolled in coverage and who may still need outreach
 - Who has paid their first payment to carrier
- Assistance Network Scheduler Analytics
 - What info available:
 - Total appointments
 - Data on mixed eligibility households served

WordPress and Health Insurance Literacy

- Updated WordPress Site post 9/16
 - Be sure to remove old browser bookmarks
 - Marketplace application will NOT be impacted by this project
- Online resources at ConnectforHealthCO.com under FIND ANSWERS
 - More resources under FOR BROKERS and FOR ASSISTERS at bottom of homepage
- Online [Quick Cost & Plan Finder tool](#)
- Printed & other materials at C4HCOStore.com

How do I get printed materials? C4HCOStore.com

How do I get materials for Open Enrollment? Materials are available at our online store at C4HCOStore.com. Simply create an account (if you do not already have one). **Shipping and handling are free.** Your account will be approved within 1 business day.

When can I order materials? You can order materials any time during the year. Updated materials for Open Enrollment will be available at the **end of September.**

What can I order? You can order brochures, financial help charts, Open Enrollment posters and health insurance literacy materials. Most items are available in Spanish. You can also download the electronic version of all items right from the store!

As your partner in getting more Coloradans covered, **we cover all costs from the store to your door.** *Questions? Email Monica at mcaballeros@c4hco.com, or call at 720-496-2574.*

Health Insurance Literacy: Quick Cost & Plan Finder

Bookmark: Planfinder.ConnectforHealthCO.com

The screenshot displays the top navigation bar of the Planfinder website. On the left is the logo for 'CONNECT for HEALTH COLORADO' with a colorful leaf icon. On the right, there is a language toggle for 'En Español', contact information for '855-PLANS-4-YOU' (855-752-6749) and TTY: 855-346-3432, a 'Get Help' link with a question mark icon, and a 'Sign In / Shop' button. Below the navigation bar is a dark green header with the text 'Quick Cost & Plan Finder'. The main content area features a white box with a green border containing the following text:

Welcome

Before you shop for medical health insurance, quickly check if you are eligible for financial help to lower your costs and find a plan that works for someone like you or you and your family - factoring in your healthcare needs, doctors and medications.

With this anonymous tool, you can compare plans based on the estimated total healthcare costs for a year including premiums, medications, copays, coinsurance and other costs not paid by your health insurance company. In addition to premium, these are **ALL** important considerations when buying a health insurance plan.

What you should know:
Your actual costs may vary significantly from the estimate depending on your actual healthcare usage and the type(s) and location(s) of the care you receive. This tool is not intended to be your sole source of information for health insurance decisions. The tool's results are not an endorsement of, and should not be considered support for or against, any specific plan, program or health insurance company.

Health Insurance Literacy: Quick Cost & Plan Finder

- In this tool, you can:
 - See if customers qualify for APTC and get an estimate of how much
 - Get an estimate of total costs for a year, including medications
 - View plans that include preferred doctors and medications
 - Sort plans by premium, deductible and yearly costs

Health Insurance Literacy: Quick Cost & Plan Finder

- **Why use this tool?**

- Educates your customers to think beyond the premium when evaluating health plans, including:
 - How much do they use care?
 - What doctors and medications need to be covered
 - Other costs including deductibles, copayments, etc.
- Save time by having them use the tool prior to an appointment, or use the tool with them to explain the different components of a plan

Assistance Network Scheduler

- Referral tool: [Assistance Network Scheduler](#)

Assistance Network Scheduler cont.

- Training resources in Box
 - Health Coverage Guide and Certified Application Counselor Resources > Assistance Network Scheduler and Outreach Reporting Resources
 - AN Scheduler Webinar
 - Assistance Network Scheduler Guide
 - Scheduler Assistance Outcome Reporting Guidance

CERTIFICATION TRAINING

Certification Training

- New Learning Management System
 - Training available from 9/1/2019
<https://portal.connectforhealthco.com/>
 - Be sure to remove old browser bookmarks
- Password resets
- If any systems or content challenges, email TrainingSupport@c4hco.com and cc either AssistanceNetwork@c4hco.com or BrokerTeam@c4hco.com (as applicable)

Assister Certification Training

- Began 9/1/2019
- Complete by 10/15/2019

Broker Certification Training - REMINDER

- Recertification: 9/1/2019 - 10/15/2019
6 CE Credits
- New Broker Certification: 9/1/2019 - NO DEADLINE
13 CE Credits
- **Critical Reminder:** Please review and update your profile in both the Training Site and Broker Portal. Please update license number, license expiration date, email address and physical address.

WRAP-UP AND REMINDERS

Wrap-up and Reminders

- Reminders
 - Password reset for Broker Portal and customer accounts every 90 days
 - Program Updates Calls during Open Enrollment
 - Brokers: TBD
 - Assistants: Twice a week
 - OE7 dates: Nov. 1 – Jan. 15
 - Certification training:
<https://portal.connectforhealthco.com/>

Wrap-up and Reminders, cont.

- Contacts
 - Broker Team: BrokerTeam@c4hco.com
 - Assistance Network: AssistanceNetwork@c4hco.com