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COLORADO
Department of Health Care
Policy & Financing



#ConnectAurora



**ACAN / CONNECT AURORA
PROVIDING HEALTH ENROLLMENT SERVICES
DURING A PUBLIC HEALTH EMERGENCY**



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ACAN / Connect Aurora Providing Health Enrollment Services During a Public Health Emergency

- Virtual enrollment services provided using Zoom (March 2020)
- In-person enrollment services resumed June 2020 (2 days a week)



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Aurora Community Assistance Network (ACAN)

Call: 303-923-6519

Program Website

ACAN Connect Aurora Video and Phone Assistance

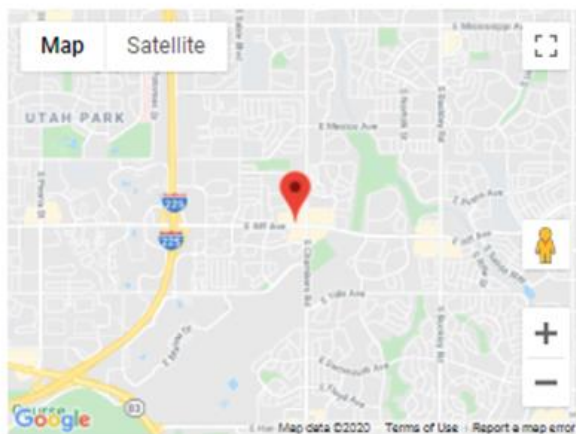
3.99 miles away

Video and Phone Appointments during COVID-19

Call: 303-923-6519 ext.

Notes: In order to protect you and our community, ConnectAurora will be providing assistance on the phone and video for the time being. Call 303-923-6519 to set up a time to assist you.

Appointments available this week



See All Locations

Friday, October 09 2020

9:00 AM

1 hour 10.0 minutes

Enrollment Assistance provided on Zoom

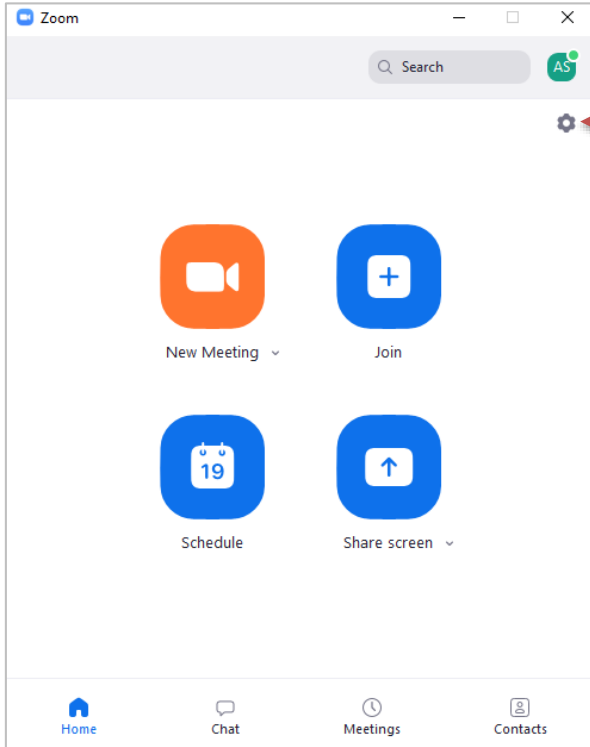
Languages: Amharic, Arabic, English

Book the Appointment



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Using the virtual “waiting room” in Zoom



Select Settings



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Using the virtual “waiting room” in Zoom

Settings

- General
- Video
- Audio
- Share Screen
- Chat
- Background & Filters
- Recording
- Profile
- Statistics
- Feedback
- Keyboard Shortcuts
- Accessibility

Start Zoom when I start Windows

When closed, minimize window to the notification area instead of the task bar

Use dual monitors

Enter full screen automatically when starting or joining a meeting

Automatically copy invite link once the meeting starts

Always show meeting controls ⓘ

Ask me to confirm when I leave a meeting

Show my connected time

Remind me minutes before my upcoming meetings

Stop my video and audio when my display is off or screen saver begins

Integrate Zoom with Outlook ⓘ

Reaction Skin Tone

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[View More Settings](#) ↗

Select View More Settings



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Using the virtual “waiting room” in Zoom

zoom

SOLUTIONS ▾

PLANS & PRICING

CONTACT SALES

SCHEDULE A MEETING

JOIN A MEETING

Hi

Profile

Meetings

Webinars

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Settings

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Meeting

Recording

Telephone

Security

Waiting Room

When participants join a meeting, place them in a waiting room and require the host to admit them individually. Enabling the waiting room automatically disables the setting for allowing participants to join before host.

Waiting Room Options

The options you select here apply to meetings hosted by users who turned 'Waiting Room' on

✓ Everyone will go in the waiting room

[Edit Options](#) [Customize Waiting Room](#)



Select Waiting Room



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Using the virtual “waiting room” in Zoom

Schedule meeting

Schedule Meeting

Topic
Allison Summerton's Zoom Meeting

Start: Mon October 5, 2020 12:45 PM

Duration: 1 hour 0 minute

Recurring meeting Time Zone: Mountain Time (US and Canada)

Meeting ID
 Generate Automatically Personal Meeting ID 731 156 1966

Security
 Passcode **Waiting Room**

Video
Host: On Off Participants: On Off

Audio
 Telephone Computer Audio Telephone and Computer Audio
Dial in from United States [Edit](#)

Calendar
 Outlook Google Calendar Other Calendars

Advanced Options

[Save](#) [Cancel](#)

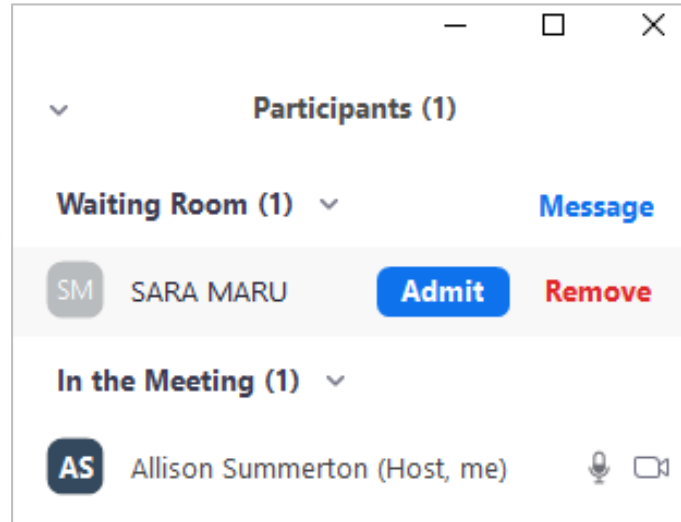
For Security, Zoom now requires the use of a Passcode or a Waiting Room for each meeting.



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Using the virtual “waiting room” in Zoom

When your customer joins the meeting you will be able “admit” them when you are ready.



Beginning the Virtual Appointment

ConnectAurora Virtual Assistance Guide

1. Introduce yourself, develop rapport over virtual divide, make sure consumer is able to talk freely and is in an appropriate place to provide personal information
2. Ask consumer what brings them in today?



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Providing Virtual Assistance

#ConnectAurora



ConnectAurora Virtual Enrollment Assistance Guide

1. Introduce yourself, develop rapport over virtual divide, make sure consumer is able to talk freely and is in an appropriate place to provide personal information
2. Ask consumer what brings them in today?
3. Explain the role of a Health Coverage Guide and get a signed Customer Authorization Form from the customer based on Connect for Health Colorado guidance.
4. Collect necessary information for the Assistance Network reporting form on the Assistance Network Scheduler.
5. Explain Tax Household income and how it influences health insurance program and financial assistance
6. Begin the Enrollment Assistance Process, explain and guide the customer through each step
7. Review plan selection choices
8. Complete application/ help client understand what they are signing
9. If enrollment or application is not complete, identify next steps for customer and how and when to he/she should follow-up for assistance
10. Provide enrollment information. Make sure customer retains important information:



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Allison Summerton

Program Manager, ACAN/ConnectAurora.org

A Connect for Health Colorado Certified Assistance Site
(303) 923-6519

11059 East Bethany Drive , Aurora CO 80014

www.aumhc.org



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