Brokers/Assisters Job Aid: SEP for Uninsured Coloradans during COVID-19 Outbreak

BROKERS/ASSISTERS PROCESS FOR COVID-19 OUTBREAK

Updates have been made to the Connect for Health Colorado Application to allow customers to open a Special Enrollment Period (SEP) during the Coronavirus (COVID-19) outbreak.

The customer will need to indicate they would like to open a SEP in two places within the application. The instructions below will walk you through how to indicate this information.

BEGIN LEARNING

1) On the first Life Change Event screen:

Select the Life Change Event at the top of the page for “Will lose or lost health insurance and/or have no other coverage during the COVID-19 outbreak.”

If a user does not select this option on this page, they will see a pop up that indicates they must have a Qualified Life Change Event (QLCE) in order to enroll. However, individuals will still have the ability to select the QLCE on the second Life Change Event screen.

Note: The purpose of this page is to let individuals know outside of Open Enrollment that QLCE will be required to shop.
2) On the second Life Change Event screen:

Select the Life Change Event at the top of the page for “Will lose or lost health insurance and/or have no other coverage during the COVID-19 outbreak” and enter the date of their application as the Life Change Event date.

Note: Applicants will receive an April 1, 2020 start date, even if they apply after April 1, 2020. Those who enroll after April 1, 2020 must call the Customer Service Center for assistance obtaining an April 1 start date at (855) Plans-4-You or (855) 752-6749.

If anyone in the household qualifies for Health First Colorado (Colorado’s Medicaid Program) or Child Health Plan Plus (CHP+), they must go to PEAK for Real-Time Eligibility (RTE).

CONGRATS!

You are now able to assist customers regarding the SEP for Uninsured Coloradans during the COVID-19 outbreak.

Contact TrainingSupport@c4hco.com if you have any questions regarding this process. Put the title if this job aid in the subject line and someone from the team will contact you as soon as possible.