

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



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## 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.”

The screenshot shows the top navigation bar with the logo and links for 'Apply for Coverage', 'Find a Plan', 'My Account', 'Learn More', and 'Get Assistance'. Below the navigation bar is a blue header with 'CovidOne', a shopping cart icon with '0', a notification bell icon with '0', a refresh icon, and a 'Sign Out' link. The main content area is titled 'Tell us about life changes' and includes a sub-header 'Select any Life Change Event you or someone in your household has experienced within the past 60 days. The loss of other health insurance can be reported up to 60 days before you lose the other insurance.' Below this is a link 'Help me understand this page'. A list of checkboxes follows, with a red arrow pointing to the first one: 'Will lose or lost health insurance and/or have no other coverage during the COVID-19 outbreak'. Other options include 'Birth/Adoption/Foster Care/Court Order', 'Marriage', 'Divorce', 'Death', 'Change of primary residence', 'Change of income or job', 'Enrollment in future or existing health insurance', and 'Gained eligible immigration status'.

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.

The screenshot shows the top navigation bar with 'CONNECT for HEALTH COLORADO' logo, 'Apply for Coverage', 'Find a Plan', 'My Account', 'Learn More', and 'Get Assistance'. Below the navigation bar, the main content area is titled 'Report a life change'. It includes a sub-header 'Help me understand this page' with a red arrow pointing to it, and a list of five radio button options: 'Will lose or lost health insurance and/or have no other coverage during the COVID-19 outbreak', 'Birth/Adoption/Foster Care/Court order', 'Got married/divorced', 'Gain of eligible immigration status', and 'Gain of American Indian/Alaska Native status'.



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](mailto: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.