

# WEB PRODUCER

## CERTIFICATION PROGRAM

### OVERVIEW



### OBJECTIVE

Web Producers are Associated Brokers working under one of the organizations that have a contract with Connect for Health Colorado. The Web Producer certification program provides the minimum body of knowledge required for web producers to operate on the Connect for Health Colorado Marketplace. The Web Producer Certification program consists of online classes and a required agreement. The required agreement must be signed electronically and does not need to be printed and submitted.

### REQUIREMENTS FOR CERTIFICATION

Connect for Health Colorado is committed to our partnership with Web Producers who hold an active Accident and Health license (resident or non-resident). We feel clients and potential clients of Connect for Health Colorado should have a licensed Broker/Agent to represent their health insurance needs and to assist them with enrollments.

The following are **required** for certification:



Current Accident and Health license



Errors and Omissions insurance of at least \$1,000,000 per occurrence / \$1,000,000 aggregate



An electronically signed Connect for Health Colorado Producer's Agreement



Completion of our online certification coursework

### HOW TO GET CERTIFIED IN 4 STEPS



1

Create a training account or Log into the C4U



2

Electronically sign the required agreement in the C4U



3

Complete all required online classes in the C4U



4

Receive and download certificate

## HOW TO LOG INTO THE TRAINING PORTAL



[Training Instructions: Getting Started with the C4U, the Learning Management System \[LMS\] - C4U Terminology](#)



Once you are registered and logged in, the Web Producer curriculum will be available under the “Your Training” column. If you do not see your coursework or if you are assigned incorrect coursework, send an email to [TrainingSupport@c4hco.com](mailto:TrainingSupport@c4hco.com) requesting the Web Producer curriculum (during Monday-Friday 9:00 AM-5:00 PM MST). Any registrations off-hours will be processed no later than the beginning of the following business day.

## REQUIRED DOCUMENT



Certified Producer Agreement Form



The Certified Producer Agreement Form will be required to be electronically signed in the C4U. You will have the option to view and save the form for your records. If you have any questions regarding the terms and conditions of this form please contact the Broker Team at [BrokerTeam@c4hco.com](mailto:BrokerTeam@c4hco.com).

## REQUIRED ONLINE CLASSES



### THE AFFORDABLE CARE ACT & CONNECT FOR HEALTH COLORADO

This course will help you: understand the Affordable Care Act (ACA) and its protections, describe the history of the ACA in Colorado, understand the governing structure of Connect for Health Colorado, describe the components that make up the Connect for Health Colorado ecosystem, describe the entities that make up the customer service channels and understand the roles and responsibilities for those entities. **Estimated time to complete this course: 60 minutes**

### INSURANCE INDUSTRY BASICS

This course will help you: describe what health insurance is; what it does; identify common terms in health insurance; describe the difference between a Preferred Provider Organization (PPO) plan, an Exclusive Provider Organization (EPO) plan and a Health Maintenance Organization (HMO) insurance plan; and describe the types of documents that help customers understand health insurance costs. **Estimated time to complete this course: 30 minutes**

## QUALIFIED HEALTH PLANS

This course will help you: identify the criteria for a Qualified Health Plan (QHP), identify the role of the Division of Insurance (DOI) in approving plans for sale, understand certified plans for the Marketplace, understand how issuers meet network adequacy requirements and describe the significance of the state benchmark plan for Essential Health Benefits (EHBs).

**Estimated time to complete this course: 30 minutes**

## PLAN DISTINCTION

This course will help you: understand the factors that customers should consider when choosing health insurance, differentiate between the types of insurance on the Marketplace, identify things customers with prescription drug needs should consider, differentiate between aggregate and embedded family deductibles and identify cost considerations when comparing plans.

**Estimated time to complete this course: 30 minutes**

## DETERMINING HOUSEHOLDS FOR INSURANCE AFFORDABILITY PROGRAMS

This course will help you to understand: the different types of relationships used to determine households for Advanced Premium Tax Credits (APTCs), Health First Colorado (Colorado's Medicaid Program) and Child Health Plan *Plus* (CHP+); tax filing statuses that are ineligible for APTC; how a Health First Colorado or CHP+ household is defined and how a Marketplace household is defined.

**Estimated time to complete this course: 45 minutes**

## MODIFIED ADJUSTED GROSS INCOME (MAGI)

This course will help you: identify the formula for MAGI, describe the types of situations where non-MAGI rules will apply, identify the types of income and adjustments used in calculating MAGI and identify when dependent income will be included in MAGI. **Estimated time to complete this course: 30 minutes**

## MARKETPLACE ELIGIBILITY

This course will help you: to understand the three eligibility criteria for buying QHPs through the Marketplace, recognize the different kinds of Insurance Affordability Programs available, understand the eligibility criteria for APTC and Cost-Sharing Reductions (CSRs) and identify Federal Poverty Level (FPL) criteria for APTC and CSRs. **Estimated time to complete this course: 45 minutes**

## PEAK APPLICATION FOR MIXED ELIGIBILITY HOUSEHOLDS

This course will help you: understand when to use the Program Eligibility and Application Kit (PEAK), enter information about members of the household, enter information about the household's income, enter additional and other health insurance information, review and sign the application and understand what happens after a PEAK application is submitted. **Estimated time to complete this course: 45 minutes**

## CUSTOMER EXPERIENCE IN THE ELIGIBILITY SYSTEM

This course will help you: understand where to start an application, understand pathways to enrollment and describe mixed eligibility households. **Estimated time to complete this course: 30 minutes**

## REMOTE IDENTITY PROOFING (RIDP)

This course will help you: define what RIDP is, understand who is required to complete RIDP, understand the process as a whole and understand what happens when RIDP is unsuccessful. **Estimated time to complete this course: 30 minutes**

## MARKETPLACE ELIGIBILITY SYSTEM WALKTHROUGH

This course will help you: understand and describe the screens in the Marketplace Eligibility System and familiarize yourself with the flow of the application and its features. **Estimated time to complete this course: 60 minutes**

## ENROLLMENT AND PAYMENT WEB SERVICES

This course will help you: understand the enrollment and shopping screens in our application, understand how initial payment details can be submitted to insurance companies, identify the entities involved in payment processing, identify the payment information a Customer Service Representative can access and identify payment option screens used in the Marketplace. **Estimated time to complete this course: 30 minutes**

## CONNECT FOR HEALTH COLORADO NOTICES

This course will help you: identify the differences between notices for mixed eligibility households, initial eligibility determination, eligibility changes, confirming household information and the manual verification reminder notice. **Estimated time to complete this course: 20 minutes**

## VERIFICATIONS (CUSTOMER)

This course will help you: understand why verifications are requested, understand how customers are notified that verifications are due, identify the timeline and process and understand how failing to provide verifications can impact eligibility. **Estimated time to complete this course: 30 minutes**

## IMMIGRANT AND NON-CITIZEN ENROLLMENT

This course will help you: identify eligible groups for Health First Colorado, CHP+ and Marketplace programs, identify non-applicant protections and describe ways to address Colorado health insurance option concerns, understand immigrant eligibility in Colorado, income factors for immigrants and protections for immigrants. **Estimated time to complete this course: 30 minutes**

## TAX FORMS 1095

This course will help you: describe the three types of Form 1095 and help customers enrolled in health insurance coverage through the Marketplace understand how Form 1095 is used to complete Form 8962 when filing taxes. **Estimated time to complete this course: 45 minutes**

## HEALTH COVERAGE AND TAX IMPLICATIONS (MANDATES)

This course will help you: describe the types of coverage that count as Minimum Essential Coverage (MEC), describe how customers apply for exemptions, identify the threshold for repayment limitations and describe the outcomes of reconciliation scenarios. **Estimated time to complete this course: 60 minutes**

## SPECIAL ENROLLMENT PERIODS

This course will help you: define a Special Enrollment Period (SEP), identify the different types of Qualified Life Change Events (QLCEs) that may open an SEP and understand the timeframe for utilizing an SEP. **Estimated time to complete this course: 30 minutes**

## SPECIAL ENROLLMENT PERIOD VERIFICATION

This course will help you: define a SEP verification, identify who is responsible for determination and verification of QLCE and SEPs, describe steps customers should take when responding to SEP verification requests, understand the types of SEPs for which Connect for Health Colorado cannot provide documentation support and understand the process for appealing an SEP. **Estimated time to complete this course: 15 minutes**

## TRANSITIONS AND TERMINATIONS

This course will help you: identify challenges that can occur when transitioning between different types of coverage, describe advance notification and other time requirements for transitioning between or terminating coverage and understand eligibility requirements for MEC. **Estimated time to complete this course: 20 minutes**

## RENEWALS AND REDETERMINATIONS

This course will help you: understand the renewal process, understand who is eligible for auto-renewals, determine options regarding a suggested plan, describe to customers who were excluded from the auto-renewal and suggested plan processes how and when to create a manual renewal. **Estimated time to complete this course: 15 minutes**

## APPEALS

This course will help you understand the Connect for Health Colorado Office of Conflict Resolution and Appeals and where customers can appeal eligibility determinations. **Estimated time to complete this course: 30 minutes**

## MARKETING FRAUD

This course will help you: identify who helps prevent fraud, understand how to take precautions to prevent fraud and how to report identified fraud. **Estimated time to complete this course: 15 minutes**

## SECURITY AWARENESS

This course will help you: understand security awareness and best practices at a high level. **Estimated time to complete this course: 60 minutes**

## PERSONALLY IDENTIFIABLE INFORMATION (PII) AND PROTECTED HEALTH INFORMATION (PHI)

This course will help you: understand how to properly handle PII and PHI to ensure the privacy of our customers and co-workers. **Estimated time to complete this course: 60 minutes**

## THE AMERICANS WITH DISABILITIES ACT

This course will help you: understand what the American with Disabilities Act (ADA) is, identify the legal requirements for supporting people with disabilities, understand how the ACA impacts Americans with disabilities, Connect for Health Colorado's policy on auxiliary requests and understand effective communication techniques. **Estimated time to complete this course: 30 minutes**

## CONNECT FOR HEALTH COLORADO WEBSITE AND SUPPORT TOOLS OVERVIEW

This course provides an overview of Connect for Health Colorado's website and support tools. This is a great opportunity to learn how to use the website with your customers and identify the resources that will help them with the enrollment process. **Estimated time to complete this course: 15 minutes**

### NEXT STEPS (AFTER CERTIFICATION)



Once you have completed your certification, the next step is to complete your Broker Account with Connect for Health Colorado. You may receive an invite from the Broker Agency Manager to complete this step.



[Completing Your Account in the Broker Portal](#) (for invited Associated Brokers and Authorized Users only)



Please note that your Broker Portal is entirely separate from your C4U training portal account.

# Training Instructions: Getting Started with C4U, the Learning Management System



4600 South Ulster Street | Suite 300  
Denver, CO 80237

## ABOUT C4U

C4U is our Learning Management System (LMS) which is used to access the Connect for Health Colorado certification training program. It is designed to give individuals essential knowledge and skills that will enable them to provide assistance to Coloradans enrolling in the Marketplace. Certification is required annually, and training modules are refreshed as needed annually. The annual certification periods are timed with the annual Open Enrollment Period. After becoming certified, learners can return to the training curriculum to refer to at any time. The LMS also has a resource library with additional learning aids.

## REQUIREMENTS TO BECOME CERTIFIED OR MAINTAIN CERTIFICATION

To complete the certification program, all individuals must complete all of the following components:



### Sign Agreements

Depending on your role, there will be some documents that you will need to sign electronically. After carefully reading each agreement, you will need to select the “Sign” button to confirm your signature.



### Online Classes

Online classes consists of a set of essential modules/videos. To complete a module or video, individuals must go through each section and take the quiz at the end with a passing score of 80% or higher. Online classes and quizzes can be taken an unlimited number of times.



### Certificate

Once the above requirements are complete, access is unlocked to an official certificate that can be viewed and saved. This certificate is accessible at any time and required as proof of the certification program.

## BEGIN LEARNING

### Registering for a C4U account

1. Go to the [Broker/Web Producer Registration Form](#) and complete all required fields of the form.
2. Be sure to pay attention to the “Broker Status” field and select the correct status.

* Broker Status	Select ▼
* Colorado License Number	Select New Broker Returning Broker Web Producer

- The assigned certification program will be registered to your account.
3. Next, you will define a security question before being logged into the C4U.

Once your account has been created, you should receive a confirmation email.

### Logging in to your C4U account

1. Go to [c4hco.csod.com](http://c4hco.csod.com) and login with your credentials.
  - Your user name will be your registered email.
  - If you forget your user name or password at any time, select **“Forgot user name or password?”**

trainingsupport@c4hco.com' link. At the bottom, the C4U logo is displayed with the tagline 'Connect for YOU' and the text 'Connect for Health Colorado Training Portal'." data-bbox="510 62 813 283"/>

### Getting Started with the C4U (optional)

To familiarize yourself with the C4U, there are a few options:

1. You can take the online class “Getting Started with the C4U!” which is available under Featured Training.
2. You can sign up for a “C4U Walkthrough” training session in our events calendar.


### Completing the Certification Program

On the Welcome page, you should see your certification curricula under “My Training” in the left column.

- You may access your curricula at any time by selecting “Open curriculum” on the Welcome Page under “My Training” or on the “My Transcript” page found under the “Learning” tab.



#### How to complete an Online Class:

1. To begin your online class training, you will need to go through each section completely. Select the “Launch” button next to the online class training.
  - If the online class does not appear immediately, you may have your pop-up blocker enabled. Select the “here” in the “If the training doesn’t load, click [here](#) to open it” link.
2. There will be a short quiz at the end of each course. **All quizzes must be passed with an 80% or higher.** If you do not receive a passing score, review the course and then select the retake icon .
3. To receive full credit for each course, be sure that the module is “100% complete.” You can view this progress bar underneath the module name in the navigation on the left.
  - If you exit the course and the module was not “100% complete,” the course will remain incomplete.



4. Select the “EXIT COURSE” link at the top right to receive full credit.

# Glossary:

## C4U, Learning Management System Terminology



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### C4U, OUR LEARNING MANAGEMENT SYSTEM/TRAINING PORTAL

C4U is our training portal where all training materials, including training modules, videos, and job aids are available. In April 2020, Connect for Health Colorado acquired Cornerstone as our Learning Management System (LMS) vendor. This document's purpose is to help you familiarize yourself with the new terminology with the new training portal.



#### Curricula

A curricula is a compound of course materials such as online classes, videos, and/or materials.



#### Online Class

Online classes are course modules that can be taken at any time on any device with internet connection.



#### Event

An event may refer to a learning session offered in-person or online.



#### Video

A video is a training type that enables users to watch a video training.



#### Material

Materials are supporting documents that can be downloaded and saved such as job aids or learning guides.



#### Assessment

An assessment is a series of questions reflecting the information in the curricula to be graded.



#### Playlist

Playlists are a list of training materials that individual can choose for a personalized learning path.



#### External Content

External content is any training material outside of the LMS.

**Learning Management System (LMS)** - A platform utilized to deliver training programs and e-learning.

**E-Learning** - Learning materials conducted via electronic media (online).

**C4U** - Connect for Health Colorado's training portal (Connect for YOU).

**Job Aid** - A visual aid that will assist you in understanding certain processes or systems.

**Instructor-Led Training (ILT)** - An in-person training class that is led by an instructor at a certain date, time and location.

**Virtual Instructor-Led Training (VILT)** - A training class that is available online led by an instructor at a certain date and time.

**Module** - An educational web-base-training that focuses on a particular topic.



# Training Instructions: Completing Your Account in the Broker Portal



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## BROKER PORTAL

Individuals may be invited to be associated with a Broker Agency Manager account. These individuals may be Associated Brokers or Authorized Users. This guide will assist you to complete your account information.

*Please note that your Broker Portal account is entirely separate from your training portal account, located on the marketplace website outside the C4U training portal.*

This online portal will allow you to do the following and more once you have been invited by the Broker Agency Manager and completed your account information:

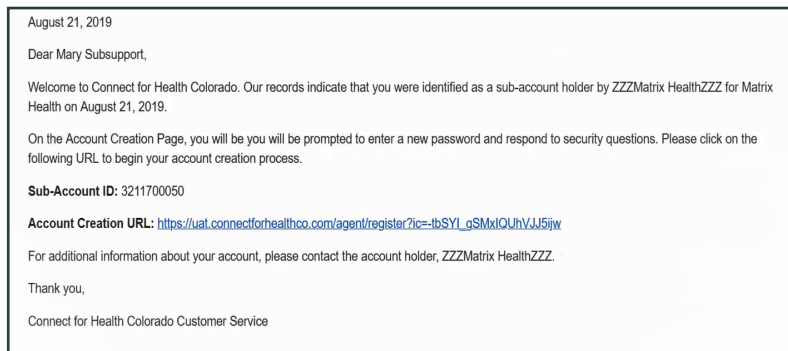


### Manage Clients

Remove or transfer any clients to another Certified Broker or Agency. You will also be able to manage client information as well as view the client's Connect for Health Colorado application.

## TO BEGIN

1. The Broker Agency Manager will invite you to complete your account information. You will receive an email with the instructions on how to go about this. Below is an example of that email.



2. Select the "Account Creation URL" provided in the email to complete the registration form.
3. Once you have logged into your new account, you will select the "**Complete Profile**" button under the "Account Summary" section.
4. Complete each section completely and select "**Continue**" to advance.



If you have questions regarding certification requirements contact the Issuer Team at [IssuerOperations@c4hco.com](mailto:IssuerOperations@c4hco.com) or Broker Team at [BrokerTeam@c4hco.com](mailto:BrokerTeam@c4hco.com).