

Certification Program Overview

Assister (New and Returning)



OBJECTIVE

Assisters, including both Health Coverage Guides (HCGs) and Certified Application Counselors (CACs), are individuals who work for a government or community-based organization who can offer health coverage education and enrollment support to those in their communities. By improving health outcomes locally, our Assisters are able to reach and educate systemically marginalized communities that may be underinsured or experiencing a lack of coverage. The Assister Certification Program provides the minimum body of knowledge required for Assisters to operate on the Connect for Health Colorado Marketplace. This program consists of online classes and three required agreements. You will be able to print the required documents, but they must be signed electronically for certification.

AM I A “NEW ASSISTER” OR A “RETURNING ASSISTER?”

New Assisters

New Assisters are individuals who are new to our Marketplace (have not completed our certification training for the most recent two [2] plan years).

Returning Assisters with Test-Out Option

Returning Assisters are individuals who completed the Connect for Health Colorado certification training for the previous two (2) plan years and will have the option to “test out” of some of the coursework. [Learn more.](#)



Individuals who **DO NOT** complete the recertification training by the deadline (Sept. 1 through Oct. 15) will be required to complete the “**New Assister**” coursework. If you miss the deadline, you will not be permitted to complete the “**Returning Assister**” coursework. **Assisters are not permitted to help customers until Certification has been completed.**

REQUIREMENTS FOR CERTIFICATION

The following are required for certification:



You must work or volunteer for an organization that is a contracted Assistance Site or CAC Designated Organization



Completion of a background check with an Assistance Site or CAC Designated Organization



Completion of the Connect for Health Colorado online certification coursework



Attestation of Required Documents



Recertification is required at least annually. Decertification may occur if you violate any of the terms and conditions as explained in our Conflict of Interest and Conduct Policy.

HOW TO GET CERTIFIED IN 4 STEPS



1

Create or log in to your [C4U](#) account



2

Complete all assigned online courses/quizzes in [C4U](#)



3

Electronically sign the required agreement in [C4U](#)



4

Access and download [certificate of completion](#)

HOW TO LOG INTO THE C4U



1. Go to <https://c4hco.csod.com/>

2. Login with your credentials if you are a returning user or if new, select the [Assister Registration Form](#)

- Be sure to pay attention to the “Assister Role” field and select the correct role

- You will also need to select your organization from the “Organization” field

3. Next, you will define a security question before being logged into the C4U



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

REQUIRED ONLINE CLASSES



All New Assisters are required to take these courses in the following order. Courses with an asterisk (*) are courses Returning Assisters can either test out of or complete.

Returning Assister Test Out-Option

- Returning Assisters who choose to test out of a course must pass the quiz with a **90%** and will have **two (2)** opportunities to pass
- If you do not pass the quiz for that course, you will be required to complete the online class to move forward
- If you do pass the quiz with a 90% or more with the two opportunities permitted, you will not be required to complete the online course but can still access the course at any time for reference



The test-out option will **automatically** populate to your **C4U** account for all Returning Assisters. If you would like to complete the full coursework instead, contact TrainingSupport@c4hco.com. As mention above, Returning Assisters are individuals who completed the Connect for Health Colorado certification training for the previous two (2) plan years.

MARKETPLACE FOUNDATIONS

This section comprises of fourteen (14) online courses and five (5) quizzes. It will provide you with an overview of: the Affordable Care Act (ACA); the roles and responsibilities of an Assister; Connect for Health Colorado; health insurance industry basics; Qualified Health Plans (QHP); and plan distinction. At the end of this section, you should be able to: describe the ACA and Connect for Health Colorado; define what an Assister is and their responsibilities; identify different health insurance terms; describe the components of a QHP; and differentiate different health benefits and options. **Estimated time to complete this section: 165 minutes**

HEALTH COVERAGE FOUNDATIONS

This section comprises of ten (10) online courses and four (4) quizzes. It will provide you with an overview of: who is eligible for different health coverage options; how income requirements differ for particular health coverage options; and the eligibility requirements for different health coverage options. At the end of this section, you should be able to: differentiate specific household compositions for each health coverage options; differentiate income types that are considered for each health coverage options; and identify the eligibility requirements for Marketplace customers. **Estimated time to complete this section: 100 minutes**

DEMONSTRATION ON SYSTEM APPLICATIONS

This section comprises of twenty (20) online courses and two (2) quizzes. It will provide you with an overview of: the Program Eligibility Application Kit (PEAK) system and the Marketplace Eligibility System with Connect for Health Colorado. At the end of this section, you should be able differentiate and navigate the two systems when assisting customers with their health coverage applications. **Estimated time to complete this course: 185 minutes**

POST-APPLICATION PROCESS

This section comprises of seven (7) online courses and four (4) quizzes. It will provide you with an overview of: when a customer will be required to provide verification documents; what to do if customers are transitioning from one health coverage type to another or how to terminate their coverage; impacts for customers who are or are not eligible for an auto-renewal; and what to do if a customer would like to file an appeal. At the end of this section, you should be able to: describe the verification process; explain the impacts of transitioning or terminating from health coverage; differentiate the renewal options offered by Connect for Health Colorado; and describe the Connect for Health Colorado appeals process. **Estimated time to complete this course: 95 minutes**

TAX IMPLICATIONS

This section comprises of three (3) online courses and two (2) quizzes. It will provide you with an overview of the tax forms related to the Marketplace and tax reconciliation. At the end of this section, you should be able to: describe and differentiate the Tax Forms 1095 and the Form 8962; describe the tax reconciliation process; and explain the tax reconciliation impacts to customers. **Estimated time to complete this course: 35 minutes**

SECURITY AND BEHAVIOR FOUNDATIONS

This section comprises of six (6) online courses and five (5) quizzes. It will provide you with an overview of: how to prevent and report fraud; how to provide culturally and linguistically appropriate service to different diversity groups; security risks and how to protect customer information of those risks; how to protect customer information; and of the Americans with Disabilities Act (ADA). At the end of this section, you should be able to: be familiar with fraud in the Marketplace, explain what it means to be culturally and linguistically competent; differentiate the diversity groups and laws; identify best practices on how to prevent security risks; identify how to protect customer information; and describe the ADA. **Estimated time to complete this course: 165 minutes**



REQUIRED DOCUMENTS

- Assistance Network Conflict of Interest and Conduct Policy (Read Only)
- Assistance Network HCG and CAC Conflict of Interest Attestation and Disclosure Form
- Privacy and Security Statement
- Background Check Attestation

The documents requiring your **electronic signature** will be in the **C4U**. You will have the option to view and save the documents for your records. Please submit a copy of these documents with your electronic signature to your agency's designated C4HCO Program Manager to be kept on file. If you have any questions regarding the terms and conditions of these documents, please contact the Assistance Network at AssistanceNetwork@c4hco.com.

1. Select the **“Launch”** button next to the document
 - The document will open in a new browser window where you can view and download the document for your records
 - You can relaunch the document at any time even after electronically signing it
2. Return to the C4U and select the **“Mark Complete”** button, which replaced the **“Launch”** button from before
3. Select the **“Sign”** button, which replaced the **“Mark Complete”** button
4. Scroll to the bottom and select the **“Sign”** button found next to your electronic signature

Connect for Health Colorado E-Signature Policy (Test)

Training Details

Training Type: Required E-Signature
Provider: Connect for Health Colorado
Version: 1.0
Training Hours: 0 Hours 0 Minutes
Description:
Status: Pending Completion Signature
Training Purpose:
Due Date: None

Assignment and Version History

Electronic Signature

I have read, understood, and agree to all of the terms and conditions of this document. This confirmation constitutes an electronic signature.

Signature: Wesley

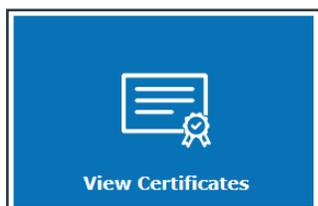
NEXT STEPS



Once you have completed your certification, you will need to download your certificate of completion from [C4U](#).

How to download your certificate:

1. Select the “View Certificates” icon on the Welcome page



2. Select the “View Certificate” button next to the completed curricula to download the certificate

Once you have completed your certification, you will need to contact your Program Manager for additional learning opportunities and to review the below checklist.

ASSISTER CONTINUING EDUCATION CHECKLIST

This checklist includes the resources certified Assisters should use to maintain their expertise. Please confirm with your Program Manager how to engage with the following resources. If you are a one-person shop, please reach out to AssistanceNetwork@c4hco.com with any questions.

- Program Updates calls
- Alerts from Assistance Network
- Ad hoc webinars from Assistance Network Team or other Connect for Health Colorado Teams
- Fall training opportunity, currently called CoverCO Conference
- Resources in [C4U](#) and Box
- Specialized Team training opportunities (i.e., application walkthrough, plan distinction, event coordination/preparation, etc.)