

Assister Authorization Full Terms

SITE ID

By entering the Assister Organization Site ID, I authorize Connect for Health Colorado, Colorado Connect, the Assister Organization and their certified Assistors to access, receive and transmit personally identifiable and protected health information as necessary to provide comprehensive assistance with my application and enrollment, and to facilitate my and my household's eligibility determination or enrollment, as applicable, for health coverage and financial assistance. By entering the Assister Organization Site ID, I acknowledge:

- I have been informed of the function and responsibility of Assistors and have been provided with conflict-of-interest disclosures.
- I understand that I can revoke this authorization at any time.
- I understand Certified Assistors accept no responsibility for my decisions or actions, and I agree to hold harmless Connect for Health Colorado, Colorado Connect, Connect for Health Colorado Assistance Sites, Connect for Health Colorado Certified Application Counselor Designated Organizations, and the Certified Assistors for any liability arising out of services provided within the program guidelines.

Function and Responsibility of Assistors

ASSISTER SERVICES ARE PROVIDED ACCORDING TO THE GUIDELINES OF CONNECT FOT HEALTH COLORADO AND COLORADO CONNECT:

- The Connect for Health Colorado Assistance Network is a customer resource to provide information about health coverage programs, including, but not limited to: the Marketplace, Colorado Connect, Health First Colorado (Colorado's Medicaid Program), and Child Health Plan *Plus* (CHP+) and to assist applicants.
- Services provided by Certified Assistors are not legal or tax advice.
- Certified Assister services provide impartial information to assist applicants in making informed decisions about available programs.
- Certified Assistors do not represent, sell, recommend, solicit on behalf of or endorse any specific insurance product, agency, or company, nor may they be actively affiliated with an insurance company as a health insurance or stop loss agent or broker.
- Certified Assistors are required to provide unbiased assistance and will disclose any potential conflicts of interest.



CERTIFIED ASSISTERS WILL SEEK ONLY THE INFORMATION NECESSARY TO PROVIDE COMPREHENSIVE ASSISTANCE:

- The information and assistance provided by a Certified Assister is based upon the accuracy and completeness of the information provided.
- Certified Assistors cannot add or change application or enrollment information and cannot act or make decisions on behalf of customers.
- Certified Assistors will use customer information only for the purposes of assisting with an application or enrollment and will not share the household's personal information with external agents and organizations except for those necessary for accurate eligibility determinations.
- Certified Assistors will assist customers and their household, if applicable, with applications for eligibility determinations for insurance affordability programs and enrollment into a Qualified Health Plan, or will refer, if necessary, to an alternative affordability program for additional assistance.
- The decision to apply for or enroll in a specific health insurance plan is entirely at the customer's discretion and is not required by nor subject to representations or communications made by a Certified Assister.
- Certified Assistors may keep contact information about customers and may access information about the status of a customer's application or enrollment.
- Customers can revoke this authorization at any time.

ORGANIZATION AND ASSISTER CONFLICTS OF INTEREST:

Assistors will disclose to customers Conflicts of Interest by the Organization and any of the Assistors working for the Organization. Conflicts of interest include:

- Any lines of insurance business sold by the Assister Organization or any of the Assistors working within the Organization
- Any existing or anticipated financial, business, or contractual relationships with one or more health insurance issuers or issuers of stop loss insurance, or subsidiaries of health insurance issuers or issuers of stop loss insurance.
- Any other potential Conflicts of Interest