

## BROKER/AGENT CERTIFICATION PROGRAM

The Broker/Agent Certification program provides the minimum body of knowledge required for Brokers/Agents to operate on the Connect for Health Colorado Marketplace. This program consists of online classes, reference guides, and a required certified producer agreement that must be completed annually. The required agreement must be signed electronically and does not need to be printed and submitted.

This program is available to all independent or agency Brokers, Web Producers, and Issuer Dedicated Sales Teams (IDST):

- A Broker/Agent is an individual, licensed by the State of Colorado in Accident & Health, who will be authorized to enroll a consumer into a Qualified Health Plan (QHP) through the Marketplace.
- Web Producers are Associated Brokers working under one of the organizations that have a contract with Connect for Health Colorado.
- IDST are certified Brokers employed by one of our partnering insurance companies offering plans on the Marketplace.

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### AM I A “NEW BROKER/AGENT” OR A “RETURNING BROKER/AGENT?”

#### **New Brokers/Agents (Full Curriculum)**

New Brokers/Agent are new to our Marketplace or Brokers who completed the previous certification training between October 16, 2024 and July 31, 2025. New Brokers will be required to complete the online courses and pass the quizzes associated with those online courses.

#### **Returning Brokers/Agents (Reduced Curriculum)**

Returning Brokers/Agent are recertifying and completed the previous Connect for Health Colorado certification training between September 1, 2024 and October 15, 2024 (recertification period). This is not available for Web Producers.

**If you do not complete the recertification training between September 1 and October 15, you will be required to complete the full “New Broker/Agent” training curriculum instead.**

Missing the deadline means you will not be allowed to take the shorter “Returning Broker/Agent” coursework.

Please note: You may not assist customers until your Certification is complete.



## REQUIREMENTS FOR CERTIFICATION

Connect for Health Colorado is committed to our partnership with Certified Brokers/Agents, who hold an active Colorado Accident and Health license. 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:

1. Current Colorado Accident and Health license (resident or non-resident)
2. Errors and Omissions insurance of at least \$1,000,000 per occurrence / \$1,000,000 aggregate (not required for IDST)
3. An electronically signed Colorado Connect Producer’s Agreement
4. Completion of the Connect for Health Colorado online certification coursework

The course description for each training can be found on our [website](#) and in [C4U](#).

## GET STARTED

1. Go to [C4U](#), our official training portal
2. Login with your credentials if you are a returning user or if new, select [Create a new account](#).
  - Follow the instructions found at the top of the form carefully.
  - If you are unsure on your Position/Role, be sure to check [Explanation of Position or Roles document](#).
3. Next, you will define a security question before being logged into the C4U.

**CONNECT for HEALTH COLORADO**

Welcome to C4U, Connect for Health Colorado's official training portal.

Email

Password

**Log In**

**Create a new account**

[Forgot Username?](#) | [Forgot password?](#)

[Need help logging in? Contact us!](#)



If you are new to C4U, please be sure to select the “[New? Start here](#)” button found on the Welcome screen to learn how to navigate our portal.



To learn more about the Broker/Agent Certification Program and how to complete the program, check the “[Certification Programs](#)” page.

Once you’ve registered and logged in, your assigned curriculum will appear in your Transcript within 24 business hours.

If you don’t see the correct coursework, or if something appears incorrect, please email [TrainingSupport@c4hco.com](mailto:TrainingSupport@c4hco.com) during business hours (Monday–Friday, 9:00 AM–5:00 PM MST) to request the appropriate curriculum.

Requests received after business hours will be processed by the start of the next business day.



## NEXT STEPS AFTER COMPLETING THE TRAINING

A Certificate of Completion will be available in C4U under your [Completed Transcript](#) for your records.

- **IDST only:** After completing your certification training, contact [IssuerOperations@c4hco.com](mailto:IssuerOperations@c4hco.com) for your next steps.
- **New Brokers/Web Producers only:** After completing your certification training, contact [BrokerTeam@connectforhealthco.com](mailto:BrokerTeam@connectforhealthco.com) for your next steps.
- **Returning Brokers/Agents only:** Log into your Broker Marketplace Portal account and update your license information (select “Edit” in the Account Summary container).



Recertification is required at least annually. Decertification may occur if you violate any of the terms and conditions as explained in our Producer Agreement or if your Colorado Accident and Health license is expired.



If you have any questions about this program, please don’t hesitate to contact us at [TrainingSupport@c4hco.com](mailto:TrainingSupport@c4hco.com).