

ASSISTANCE NETWORK ASSISTER CERTIFICATION PROGRAM

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 and Colorado Connect, our subsidiary organization. This program consists of online classes and 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 (Full Curriculum)

New Assisters are individuals who are new to our Marketplace or Colorado Connect (have not completed our certification training for the most recent two [2] plan years). New Assisters will be required to complete the full curriculum.

Returning Assisters (Reduced Curriculum)

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 complete a reduced curriculum.

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

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

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



REQUIREMENTS FOR CERTIFICATION

You are required to complete the following training coursework:

1. You must work or volunteer for an organization that is a contracted Assistance Site or CAC Designated Organization
2. Completion of a background check with an Assistance Site or CAC Designated Organization
3. Completion of the Connect for Health Colorado online certification coursework
4. Attestation of Required Documents

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



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.

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.



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 Assister 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 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.

Once you have completed your certification, you will need to contact your Program Manager for additional learning opportunities.



If you have any questions about this program, please don't hesitate to contact us at TrainingSupport@c4hco.com.