

ASSISTANCE NETWORK REFERRAL SPECIALIST CERTIFICATION PROGRAM

Referral Specialists work or volunteer for a Referral Partner Organization that is part of the Assistance Network. The Referral Specialist facilitates Health Insurance enrollment referrals while providing education on health care and financial assistance, including Connect for Health Marketplace and premium/cost sharing reductions; Colorado Connect and SilverEnhanced Savings; and Health First Colorado/CHP+. Referral Specialists do not assist with eligibility or enrollment applications but rather refer to Certified Assisters and/or Brokers for support with this process. The certification program consists of online classes and required agreements. Referral specialists will be able to print the required documents, but they must be signed electronically for certification.

REQUIREMENTS FOR CERTIFICATION

You are required to complete the following training coursework:

1. You must work or volunteer for a Referral Partner Organization that is a contracted partner
2. Completion of a background check with a contracted partner
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 Referral Specialist 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.