

Certification Program Overview

2024 -25 New or Returning Broker/Agent



OBJECTIVE

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 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.

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:



Current Colorado Accident and Health license (resident or non-resident)



Errors and Omissions insurance of at least \$1,000,000 per occurrence / \$1,000,000 aggregate (not required for IDST)



An **electronically** signed Colorado Connect Producer's Agreement



Completion of the Connect for Health Colorado online certification coursework

BROKER CERTIFICATION OPTIONS - NEW AND RETURNING BROKERS/AGENTS

New Broker/Agent Certification (Full coursework/ certification training)

New Brokers/Agent are new to our Marketplace or Brokers who completed the previous certification training between October 16, 2023 and July 31, 2024. New Brokers will be required to complete the online courses and pass the quizzes associated with those online courses.

Returning Broker/Agent Certification (Reduced coursework/recertification training)

Returning Brokers/Agent are recertifying and completed the previous Connect for Health Colorado certification training between September 1, 2023 and October 15, 2023 (recertification period). **This is not available for Web Producers.**



Returning Brokers/Agents who **DO NOT** complete their assigned Returning Broker/Agent training by the deadline (Sep. 1st through Oct. 15th) will be required to complete the New Broker/Agent training.

HOW TO GET CERTIFIED IN 4 STEPS



1

Create or log in to
your **C4U**
account



2

Electronically
sign the required
agreement in **C4U**



3

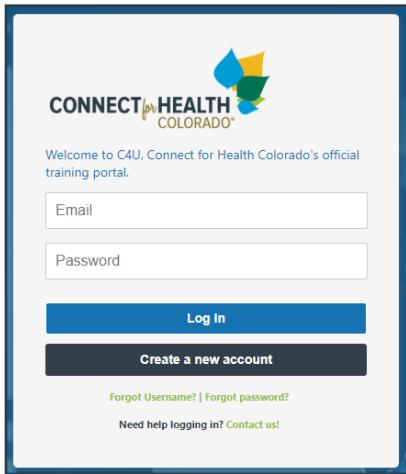
Complete all
assigned online
courses/quizzes in
C4U



4

Access and
download **certificate
of completion**

HOW TO LOG INTO THE C4U OR CREATE A C4U ACCOUNT



1. Go to <https://c4hco.csod.com/>
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 Broker Certification Program and how to complete the program, check the “**Certification Programs**” page

Once you are registered and logged in, the appropriate curriculum can be found on your **Transcript** within 24 hours. 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 DOCUMENT

The Certified Producer Agreement Form is required to be **electronically signed** in **C4U**. You will have the option to view and save the document for your records. If you have any questions regarding the terms and conditions of this form, please contact us.

1. Select the “**Launch**” button next to the document
 - You can relaunch the document at any time even after electronically signing it
2. 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

The screenshot shows the 'Training Details' page. At the top, it displays training information: Type: Required E-Signature, Provider: Connect for Health Colorado, Version: 1.0, Training Hours: 0 Hours 0 Minutes, Description: Pending Completion Signature, Status: Pending Completion Signature, Training Purpose: None, and Due Date: None. Below this is the 'Assignment and Version History' section. The 'Electronic Signature' section contains a text box with the text: 'I have read, understood, and agree to all of the terms and conditions of this document. This confirmation constitutes an electronic signature.' Below the text box is a line with the name 'Snorlax Weasley' and a '(Snorlax Weasley)' placeholder. To the right of the name is a blue 'Sign' button. A red arrow points to the 'Sign' button.

REQUIRED TRAINING

CE hours offered to Colorado-resident Brokers/Agents are subject to change annually and is offered to all New and Returning Colorado-resident Brokers/Agents (not available for Web Producers).



All eligible Returning Brokers/Agents (Brokers/Agents who completed the previous certification training between September 1, 2023 and October 15, 2023 and are not a Web Producer) will be assigned the Returning Broker/Agent curriculum. If you prefer to take the New Broker/Agent curriculum instead, please email TrainingSupport@c4hco.com with this request.



The **New Broker Certification training** is about **17** training hours and the **Returning Broker Certification training** is about **15** training hours



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

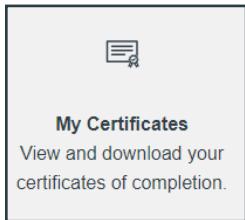
NEXT STEPS



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

How to download your certificate:

1. Select the “[My Certificates](#)” icon on the Welcome page



2. Select the “[View Certificate](#)” button next to the completed curricula to download the certificate

SETTING UP YOUR BROKER PORTAL



IDST only: After completing your certification training, contact IssuerOperations@c4hco.com for your next steps.



New Brokers/Web Producers only: After downloading your certificate, you must contact BrokerTeam@c4hco.com and submit the following as PDFs:

- Copy of your New Broker/Agent Certification Certificate of Completion
- Copy of your current Colorado Accident and Health license



All Returning Brokers/Agentes only: Log into your Broker Marketplace Portal account and update your license information (select “[Edit](#)” in the Account Summary container)



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