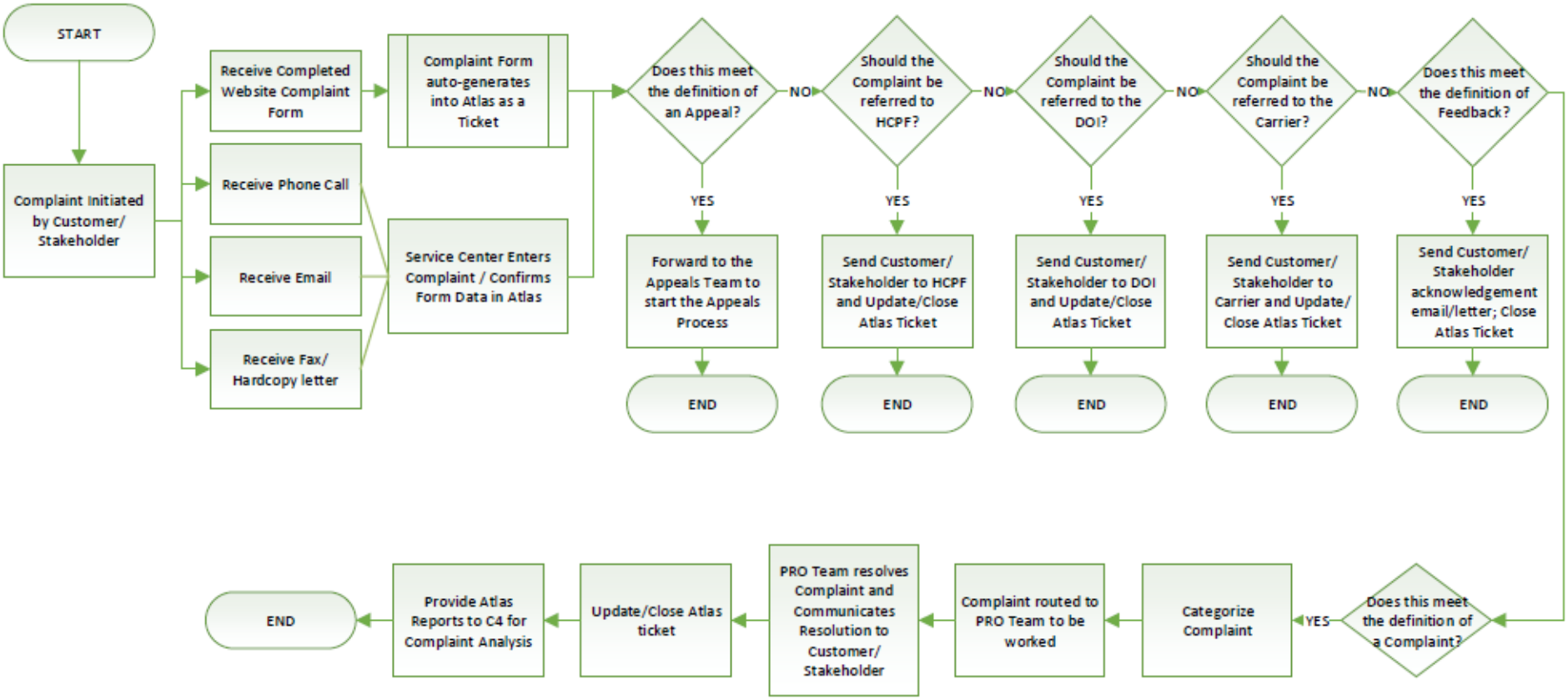
COMPLAINT PROCESS

Overview and Website Walkthrough

Process Flowchart



CONNECT for HEALTH COLORADO®

Website Design

Connect for Health Colo

connectforhealthco.com

En Español

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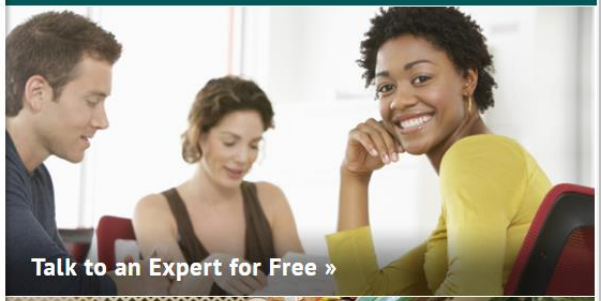
Before You Buy
- Health Insurance 101
- Insurance Costs Explained
- Ask Before You Buy
- Essential Health Benefits
- Types of Plans
- When Can I Buy?
- After You Buy
- Using Health Insurance
- Glossary

Lower Your Costs
- Financial Help Available
- Ways To Save
- Estimate Your Savings
- Small Business Savings

Find the Right Plan
- Ask Before You Buy
- Compare Plans
- Health Insurance Companies
- Vision Options
- Dental Options
- Coloradans Like You

Additional Resources
- FAQs
- Future of Health Coverage
- 2016 Tax Information
- Forms & Reports
- Appeals & Complaints
- Avoid the Penalty



Welcome to Colorado's Health Insurance Marketplace, the only place to apply for financial help to reduce your costs and get access to free, in-person help available statewide.

Can I Afford It?

Yes! Especially if you qualify for financial help. Even if you don't, shopping and comparing plans can save you significantly more than you think. Learn more »

Renew Your plan

Current customers may be eligible to renew automatically. But if cost is a concern, it always pays to shop and compare plans. Make sure to consider all your options. Learn more »

Know Before You Buy

Feel more confident in buying and using your health insurance — check out our new educational resources. Hint: We've included some tips on how to save. Learn More »

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Appeals & Complaints

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Appeals & Complaints

Appeals & Complaints

Connect for Health Colorado offers several ways to address dissatisfaction:

1. **Appeals:** To request review of a decision that Connect for Health Colorado made about your eligibility for a Qualified Health Plan, a Colorado Young Adults Plan, Tax Credits and/or Cost-Sharing Reductions, please visit the Appeals Information page. (For example: you received a letter from Connect for Health Colorado indicating that you were eligible for $100 in Advance Premium Tax Credits per month, or that you were previously eligible for Tax Credits and are no longer eligible, but you feel that this determination is incorrect and would like Connect for Health Colorado to review the decision)
2. **Complaints:** If you are dissatisfied with your experience with Connect for Health Colorado, you can file a complaint (formally expressing your grievance) here.

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RESOURCES FOR OUR PARTNERS
Help Customer Calculate Savings
Upcoming Meetings

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Questions

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Complaints Information

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Complaints Information

Complaints Information

Think we messed up? Tell us about it! Choose one of the three options below to let us know what we can do better:

1. Submit the online form below
2. Print out this form and mail or e-mail it to the address on the form
3. Call our Customer Service Center at 855-PLANS-4-YOU (855-752-6749) and tell the representative that you'd like to file a formal complaint.

Have a complaint about your insurance company, insurance agent or Broker?
Contact the Colorado Division of Insurance, Consumer Complaint Portal.

Have a question about Health First Colorado (Colorado's Medicaid Program) or Child Health Plan Plus?
Contact Colorado Department of Health Care Policy & Financing.

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Website Design - Continued

Account Number (optional)

Name *

First Name | Last Name | Suffix

Phone Number *

Email Address *

Enter Email | Confirm Email

Address *

Street Address

Address Line 2

City | State: Colorado

ZIP Code

Complaint category (please check all that apply) *

- Broker/Insurance Agent
- Community Based Assister
- Customer Service
- Carrier/Insurance Company
- Other

Comments *

SUBMIT

Questions

CONNECT for HEALTH COLORADO®