Connect for Health Colorado Customer Service Update

System Live 10/1/2013

	JULY	AUGUST	SEPTEMBER	OCTOBER
Health Coverage Guides	Grant Term Begins; Develop Processes and Procedures; Grantee TA Begins	ORR		Health Guides Certified
Carriers	Draft participation agreements released	DOI Production Data Received From SERFF; Carriers Complete All Testing	Participation Agreements Executed; Carrier & C4HCo Prod Systems Connected	
Customer Service Center	STAFFING ONGOING; CALL CENTER CONSTRUCTION (primary and secondary sites)	Call Center Procedures Final; Primary Site/Secondary Site Walkthrough		
Back Office	Phase 1 Procedure Documents Reviewed; Phase 2 Procedure Documents Reviewed	Approve FINAL business process and procedure documents	Final list of Broker/Agent/ HCG to Activate	
Small Business Marketplace		Certification Curriculum Complete; Proposal System Complete	Begin Broker Certification	Brokers Certified
Training	TTT Web Class; TTT Phase 1; HCG Web Based Training	TTT Phase 2; Broker/Agent Web Class; Call Center Training	Assistance Network Classroom Training; Broker/Agent Classroom Training	
Security	IRS Denver Visit; IRS PDC Visit; CMS Visit	Computer Match Agreement; Federal Hub ISA signed		