

Course Descriptions:

2023-24 Broker Staff/ Administrative Staff Certification Training

CONNECT for HEALTH
COLORADO®



About this Program:

This program provides basic information for those who assist a Broker or agency (but are not licensed). This curriculum includes an overview of the Marketplace, Colorado Connect, Broker Portal management and our required compliance training.

Training Hours: 7 hours

The Affordable Care Act (ACA)

This online course will: Describe the ACA; Explain the protections of the ACA; and differentiate the Insurance Affordability Programs offered by the ACA. **Estimated time: 25 min**

Connect for Health Colorado

This online course will: Describe the governing structure of Connect for Health Colorado; Identify the components that make up the Connect for Health Colorado ecosystem; and differentiate the entities that make up the customer service channels at Connect for Health Colorado. **Estimated time: 25 min**

Colorado Connect & OmniSalud Overview

This online course will: Define what Colorado Connect is; Summarize the services that Colorado Connect provides; Explain the OmniSalud program and how it assists undocumented Coloradans; and differentiate the mission, objectives and services between Connect for Health Colorado and Colorado Connect. **Estimated time: 25 min**

Overview of Health Insurance Industry

This online course will: Describe what health insurance is and what it does; Identify common terms in health insurance; and describe the difference between Preferred Provider Organization (PPO) plan, Exclusive Provider Organization (EPO) plan and Health Maintenance Organization (HMO) plan. **Estimated time: 20 min**

Introduction to the Broker Portal

This online course will: Identify the annual Broker certification requirements; Differentiate the Broker Portal account types; and navigate to the Broker Portal from the Connect for Health Colorado website. **Estimated time: 15 min**

Certified Broker Account Creation and Profile Completion in the Broker Portal

This online course will create a new Broker Portal account or login to your Broker Portal account. **Estimated time: 15 min**

Managing Authorized Users and Account Creation for Administrative Staff in the Broker Portal

This online course will: Differentiate Administrative Staff Broker Portal accounts and Certified Broker Portal accounts; Navigate the Authorize User screen in the Broker Portal; and assist an Authorize User on how to create an Administrative Staff Broker Portal account. **Estimated time: 10 min**

Managing Associated Brokers in the Broker Portal

This online course will navigate the Associated Broker screens in the Broker Portal. **Estimated time: 10 min**

Managing Client Lists in the Broker Portal

This online course will navigate the Client Information screens in the Broker Portal and describe the book of business details. **Estimated time: 10 min**

Marketplace Fraud

This online course will: Become familiar with examples of fraud; Determine best practices to prevent fraud in the Marketplace and how to report fraud if it occurs; and identify who helps fight fraud. **Estimated time: 15 min**

Overview of Culturally and Linguistically Appropriate Services

This online course will: Define Culture and how it can determine our customer's understanding of health information; Explain what it means to be culturally and linguistically competent; Describe why customers of various cultural backgrounds may not be able to attain their highest health level; and summarize support required to ensure effective communications in a preferred language.

Estimated time: 10 min

Diversity Groups and Laws

This online course will: List the groups that would fall under the description of Culturally and Linguistically diverse; Explain how the Civil Rights Act protects all people from discrimination; Describe how the Defense of Marriage Action (DOMA) impacts the premium tax credit and same-sex spouses; and define what providing equal service means to health coverage. **Estimated time: 10 min**

The Americans with Disabilities Act (ADA)

This online course will: Define what the ADA is and recognize how the Act defines disability; Identify the legal requirements for supporting people with disabilities in your role with Connect for Health Colorado; Describe the ACA impacts Americans with disabilities and Connect for Health Colorado's policy on auxiliary requests; Provide helpful tips for interactions and working with people who have disabilities; and describe effective communication techniques. **Estimated time: 20 min**

Security Awareness (Part 1-8)

This online course will: Review the importance of security; Explain the effects of security on customers; Describe what a "Human Firewall" is and why it is important; Explain how the Security and Privacy program meets requirements to protect customer data; Share signs of a potential Insider Threat; Review access controls; Explain password guidelines; Describe the various types of Malware; Review the importance of using care on social media; Defining Personally Identifiable Information and Protected Health Information; Define social engineering; Explain phishing attacks; Share how to avoid scams; Describe the importance of email security; Define the role of encryption; Explain how to identify suspicious emails; Review PII in emails and instant messaging; Describe the frequency of system back ups; Explain the appropriate security measures with data disposal and encryption; Review shredding requirements based on specific IRS Publications; Explain the steps taken to protect mobile devices; Describe the storage for mobile devices; Review the importance of using a Virtual Private Network (VPN) to ensure security; Explain how a security breach occurs; and share the steps taken to report security incidents. **Estimated time: 110 min**

Personally Identifiable Information and Protected Health Information (PII/PHI) (Part 7)

This online course will: Describe legal requirements and how to protect customers' PII and PHI; Define PII; Share examples of PII; Describe the Privacy Laws; Explain the compliance requirements under the Health and Human Services Regulations; Share how to protect the flow of data under the Fair Information Practice Principles; Explain the consequences of disclosing customer information; Define non-compliance violations and penalties; Share best practices for protecting customer's information; Review what is included in PHI; Describe the rules of De-identification; Explain various forms of PHI; Describe an overview of HIPAA; Review the specifics of Protected Health Information; Explain the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule; Clarify who must comply with the HIPAA Rules and the liability for non-compliance; Describe the role of the Office of Civil Rights (OCR); Explain the role of state and local compliance; Define the enforcement of HIPAA; Explain what is and is not considered a breach; Share how Colorado Laws view data breaches; Describe a security incident and reporting requirements; and share Security Practices. **Estimated time: 100 min**