

# Course Descriptions: 2023-24 Returning Assister Certification Training



## About this Program:

Assisters, including both Health Coverage Guides (HCGs) and Certified Application Counselors (CACs), are individuals who work for a government or community-based organization who can offer health coverage education and enrollment support to those in their communities. By improving health outcomes locally, our Assisters are able to reach and educate systemically marginalized communities that may be underinsured or experiencing a lack of coverage. The Assister Certification Program provides the minimum body of knowledge required for Assisters to operate on the Connect for Health Colorado Marketplace and Colorado Connect, our subsidiary organization. This program consists of online classes and three required agreements. You will be able to print the required documents, but they must be signed electronically for certification.

Returning Assisters are defined as Assisters who completed the previous two (2) year's certification training.

**Training Hours:** 9 hours

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## 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**

## The Role of Assisters

This online course will: Define the role of an Assister; Identify the responsibilities of an Assister; and comprehend the certification requirements for Assisters. **Estimated time: 10 min**

## Conduct Best Practices for Assisters

This online course will: Recognize historically and systematically marginalized communities; Mitigate instances related to conflicts of interest; Define the differences between Brokers and Assisters; Discern the process of obtaining and retaining mandatory customer authorization forms from customers. **Estimated time: 30 min**

## Plan Distinction

This online course will list the things customers should consider when choosing health insurance and differentiate between the types of health insurance and their available benefits. **Estimated time: 25 min**

## Immigrant Eligibility in Colorado

This online course will identify eligibility groups for Health First Colorado /CHP+ and identify eligibility criteria for people with a variety of immigration statuses for receiving the APTC and CSR. **Estimated time: 10 min**

### **Income Factors for Immigrants**

This online course will identify how and when to include sponsor income in an application and identify what to do with the income of individuals who are not lawfully present. **Estimated time: 10 min**

### **Protections for Immigrants**

This online course will identify rules and policies set in place that provide protection for immigrant applicants and their families and explain how discrimination based on race, ethnicity, national origin and language spoken, is prohibited by Title VI. **Estimated time: 10 min**

### **Associating/Removing a Broker or an Assister in the Marketplace Eligibility System**

This online course will navigate the Manage who helps you screen in the Marketplace application and associate and to remove a Broker and/or an Assister to a customer's Marketplace application. **Estimated time: 10 min**

### **Introduction to the Colorado Connect Application**

This online course will: Determine which customers are a good fit for Colorado Connect; Identify the best course of action for mixed-status households; and navigate the Connect for Health Colorado website to begin a Colorado Connect application. **Estimated time: 20 min**

### **Welcome Screen and Manage Who Helps You Screens in Colorado Connect**

This online course will define what features are available in the Colorado Connect Welcome Screen and navigate the Manage Who Helps You Screens in Colorado Connect **Estimated time: 20 min**

### **Completing Your Colorado Connect Application**

This online course will: Determine which customers are a good fit for Colorado Connect; Identify the best course of action for mixed-status households; and navigate the Connect for Health Colorado website to begin a Colorado Connect application; Navigate and complete the Income screens in the Colorado Connect application; Edit your application information and add household members in the Family Overview screens of the Colorado Connect application; and review and electronically sign the Colorado Connect application. **Estimated time: 15 min**

### **Shopping and Enrollment Screens in Colorado Connect**

This online course will navigate the Shopping and Enrollment screens in Colorado Connect. **Estimated time: 15 min**

### **Transitions and Terminations**

This online course will: Identify challenges that can occur when transitioning between different types of coverage and ways to minimize impacts; Describe advance notification and other time requirements for transitioning between or terminating coverage; and differentiate who is responsible for eligibility and other determinations associated with coverage transitions and terminations. **Estimated time: 25 min**

### **Auto-Renewal Process**

This online course will explain the Auto-Renewals and how they work and differentiate all of the options customers have when managing their Auto-Renewal. **Estimated time: 15 min**

### **Suggested Plan Options Process**

This online course will describe how Suggested Plan Options work. **Estimated time: 15 min**

### **Renewal Exclusion Process**

This online course will explain what options customers who do not qualify for auto-renew have and recognize the exclusion categories. **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**

### **Health Equity**

This online course will: Define health equity and culturally responsive care; Explain why equity in the health industry matters; and utilize health equity best practices when assisting customers with Connect for Health Colorado and Colorado Connect. **Estimated time: 20 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**