

Certification Program Overview

2023-24 New or Returning Issuer Dedicated Sales Team



OBJECTIVE

An Issuer Dedicated Sales Team (IDST) is comprised of the primary Broker and Associated Sales Agents who are certified Brokers employed by one of our partnering insurance companies offering plans on the Marketplace. The IDST certification program provides the minimum body of knowledge required for individuals working with a health insurance company to operate on the Connect for Health Colorado Marketplace. The IDST Certification program consists of online courses and a required agreement. The required agreement must be signed electronically and does not need to be printed and submitted.

REQUIREMENTS FOR CERTIFICATION

Insurance companies that offer health and/or medical plans on the Marketplace have dedicated sales teams that can help customers complete their application for eligibility and submit their enrollment. In order to help customers through this process agents who are part of the dedicated sales teams need to complete this program.

The following are required for certification:



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



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



Completion of the Connect for Health Colorado online certification coursework

IDST CERTIFICATION OPTIONS - NEW AND RETURNING BROKERS

Full Coursework with Continuing Education (CE) credits for Colorado-resident IDST

New IDST are new to our Marketplace or Brokers who completed the previous certification training between October 16, 2022 and July 31, 2023. New Brokers will be required to complete the online courses and pass the quizzes associated with those online courses.

Test-Out Option without CE credits (Returning IDST Only)

Returning IDST are recertifying and completed the previous Connect for Health Colorado certification training between September 1, 2022 and October 15, 2022 (recertification period)



Returning IDST who **DO NOT** complete the recertification training by the deadline (Sep. 1st through Oct. 15th) will be required to complete the full coursework.

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

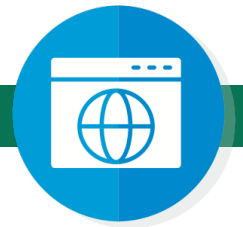
Complete all assigned online courses/quizzes in **C4U**



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 IDST 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**. 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 the Issuer Operations Team at IssuerOperations@c4hco.com.

1. Select the **“Launch”** button next to the document
 - The document will open in a new browser window where you can view and download the document for your records
 - You can relaunch the document at any time even after electronically signing it
2. Return to the C4U and 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

Training Details

Training Type: Required E-Signature
Provider: Connect for Health Colorado
Version: 1.0
Training Hours: 0 Hours 0 Minutes
Description:
Status: Pending Completion Signature
Training Purpose:
Due Date: None

Assignment and Version History

Electronic Signature

I have read, understood, and agree to all of the terms and conditions of this document. This confirmation constitutes an electronic signature.

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REQUIRED TRAINING

CE hours offered to Colorado-resident Brokers are subject to change annually and is offered to all New and Returning Colorado-resident Brokers.



All eligible Returning IDST (IDST who completed the previous certification training between September 1, 2022 and October 15, 2022) will be assigned the Returning IDST curriculum. If you prefer to take the New IDST curriculum instead, please email TrainingSupport@c4hco.com with this request.



The **New IDST Certification training** is about **19** training hours and the **Returning IDST Certification training** is about **15** training hours



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

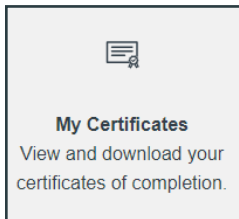
NEXT STEPS



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



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