

2023 Operations Timeline





ConnectforHealthCO.com

2024 Initiatives

- **Create Knowledge Base Content**
 - Articles to help with policies, procedures, and Q&A
- **Chat Phase 2**
 - Implement real time reporting
- **Potential Texting Capabilities**
 - Ability to communicate with customers via text
- **Enhance Reporting**
 - Further enhance dashboard reporting for more visibility
- **Document Verifications**
 - Verification of documents to determine APTC eligibility
- **OE Preparation**
 - Staffing, Phone and Application Training, Class Timing