



# Access Health Connecticut

CAC Virtual Training 2023

# Thanks for joining us today!

Please remain muted until we begin our  
session in just 5 minutes!



# Agenda

- Meet the team
- Call Center Updates
- Plan Management
- Noverant LMS
- Policy Changes
- Outreach & Marketing Updates
- Resources
- Q & A

# CAC Support Team

## Introduction

# Debra Eastman

- Enrollment Manager
  - Manages the Broker & CAC Support Team
  - Manages Call Center Relationship





# Broker & CAC Support Supervisors

**Team Supervisor**



**Glorivee Garcia**

**Team Lead**



**Barton Graham**

# Support Representatives



**Darwin Jurado**



**Stephany Manzueta**



**Alexandra Rivera**

# Call Center Updates





# Call Center Statistics

- 338,000 calls were handled in Q1-Q2 2022.
- 92% of consumers were satisfied with the service they received in the Call Center
- 95% of CCR's continue to work from home
- In-office location in Bristol, CT
- Transitioned to new company TTEC in Aug 2022



# Strategic Step Up through TTEC

## Customer Experience as a Service (CXaaS)

TTEC's end-to-end Customer Experience as a Service (CXaaS) platform combines the technology, talent, and services to build effortless experiences for customers and employees alike. Get the agile tools to transform your total experience—one stage at a time.

[EXPLORE THE POWER OF CXAAS →](#)

## Contact Center Operations

Onshore, offshore, nearshore, or at home with virtual software, we equip clients with the facilities, people, processes, and modern omnichannel technologies that build value across every interaction on all channels. For almost four decades, we've been helping our clients manage their front office and back office systems with a combination of human and automated solutions. Whether you need help operating business as usual or managing a seasonal surge, we combine the latest technology with proven approaches to keep things running.

**35+ Years**  
Contact center  
Outsourcing  
experience

**42**  
Languages  
supported

**+70**  
Client  
NPS



# Open Enrollment Preparedness

- Currently recruiting, hiring, and training new agents for OE10.
- Increase from 120 agents to 300 in OE
- 5 waves of intakes from July to October
- 4 weeks of classroom training, 2 weeks of nesting
- Annual recertification of CCR's and Supervisors
- Extended Call Center Hours for OE10:
  - **Monday -Friday hours will be 8AM-7 PM,**
  - **Select Saturdays**
  - **12/15 8AM-Midnight**
  - **1/15 9AM-Midnight**



# Individual & Small Group Markets: Plan Year 2023

Plan Management  
September 2022



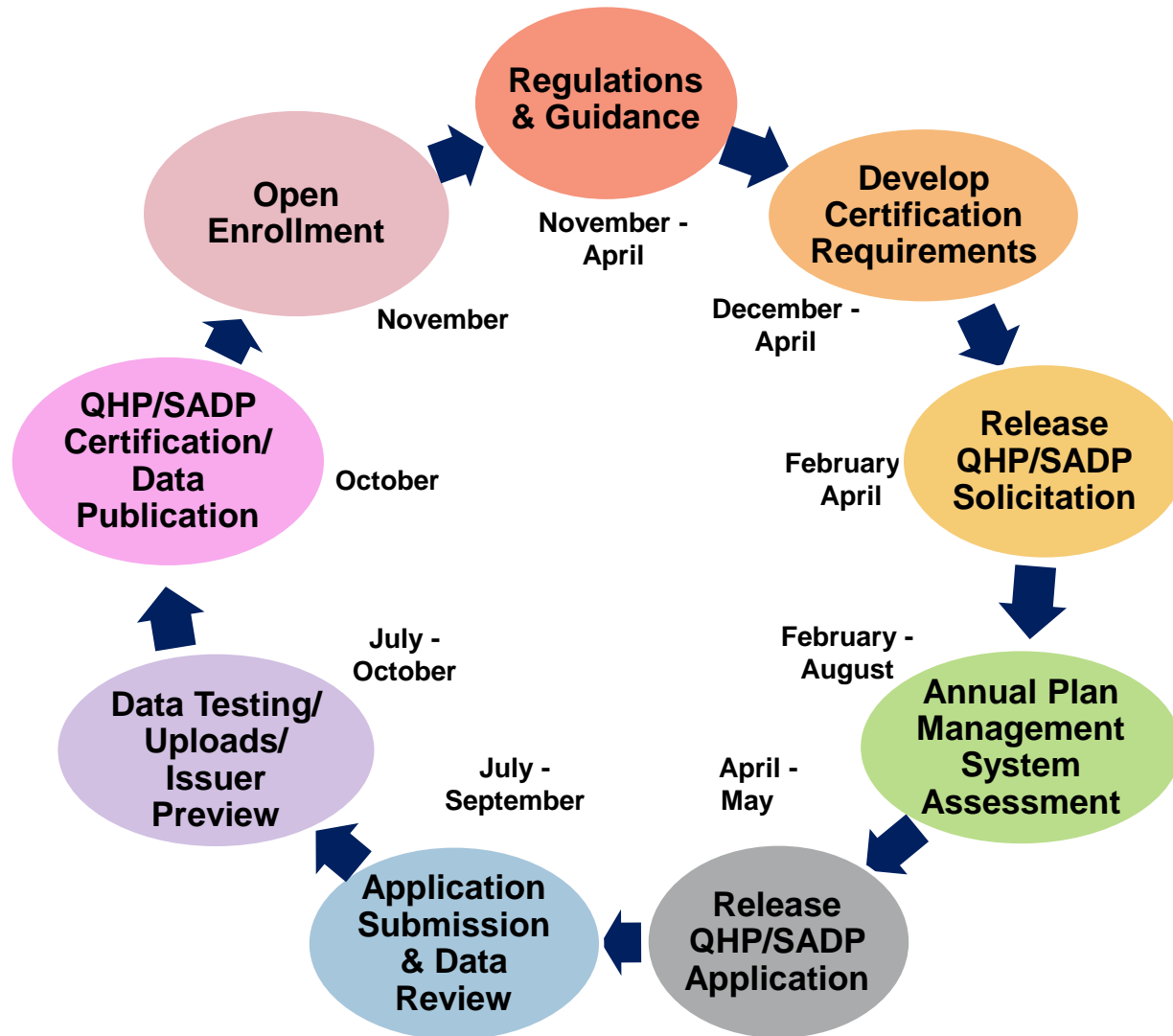
# Access Health CT (AHCT)

Connecticut's Health Insurance Exchange aka "On Exchange"

- **Through AHCT, individuals, families and businesses can shop, compare and enroll in QHP (medical) and SADP (dental) plans from brand name insurance companies**
- **This is the only place where individuals can receive financial assistance to offset monthly premiums (premium tax credits) and/or cost sharing reductions (reduced copays/coinsurance amounts) through Federal and State funded programs**

# Plan Management

## Certification Life Cycle



Each plan year, this cycle begins with the release of regulations and guidance, including the Actuarial Value Calculator (AVC) tool used to develop standardized plans, and ends once Open Enrollment commences

# Types of Plans Offered

Standard vs. Non-Standard Plans – What is the difference?

## Standardized Plans

- AHCT sets cost sharing amounts using the benefits from the benchmark plan
- For the Individual market only, carriers must agree to offer AHCT's standardized plans (applies to medical and dental)
- Plans are the same across all carriers & includes “standard” in the plan marketing name
- Difference in price may be driven by network composition, drug formularies, book of business utilization (carrier claim data/experience)

## Non-Standardized Plans

- No set list of benefit cost sharing amounts
- Must follow all State, Federal and AHCT requirements
- Carriers are encouraged to offer additional non-standardized plans in all markets, up to the AHCT set maximums
- Plans can offer in-network benefits only, tiered or narrow networks

# Types of Plans Offered

## Qualified Health Plans (QHPs) – Medical Products Offered

### QHP Plans (Medical)

**Health Maintenance Organization (HMO):** You are required to utilize doctors within the specified network and must select a primary care physician (PCP). Referrals are required to see a specialist. Only covers emergency services when out-of-network.

**Point of Service (POS):** You are required to utilize doctors within the specified network and will be required to select a primary care physician (PCP). Referrals are required to see a specialist. Out-of-network doctors are covered at a higher copay or coinsurance amount.

**Exclusive Provider Organization (EPO):** You are required to utilize doctors within the specified network but generally networks are more expansive than an HMO network. They may or may not require referrals from a primary care physician. Only covers emergency services when out-of-network.

**Preferred Provider Organization (PPO):** This plan offers in and out-of-network coverage. Out-of-network doctors are covered at a higher copay or coinsurance amount. It allows you to see specialists and out-of-network doctors without a referral.

### Carriers offering QHPs

- **Individual Market**
  - Anthem – HMO & PPO
  - CBI - POS
  - CICI – POS & EPO
- **Small Group Market**
  - Anthem - PPO
  - CBI - POS

# Types of Plans Offered

## Stand-Alone Dental Plans (SADPs) – Dental Products Offered

### SADP (Dental)

**Preferred Provider Organization (PPO):** This plan offers in and out-of-network coverage. Out-of-network doctors are covered at a higher copay or coinsurance amount.

### Carriers offering SADP

- **Individual Market**
  - Anthem
  - CICI
- **Small Group Market**
  - Anthem
  - CICI



# 2023 Plan Offerings

## QHP - Carrier Summary

### Individual Market

Plan Count	Anthem	CBI	CICI
Total 2022 Plans	10	11	6
New Plans	2	0	0
Discontinued Plans	1	3	0
Total 2023 Plans	11	8	6
Renewal Activity	* 1 plan crosswalked	3 discontinued plans NOT crosswalked	All plans renewed

\*Anthem Gold HMO BlueCare Prime with Added Dental and Vision Benefits (HIOS 86545CT1230026) Crosswalked to new plan Gold HMO BlueCare Prime with Added Dental and Vision Benefits (HIOS 86545CT1230027)

### Small Group Market

Plan Count	Anthem	CBI
Total 2022 Plans	5	6
New Plans	0	0
Discontinued Plans	0	1
Total 2023 Plans	5	5
Renewal Activity	All plans renewed	All plans renewed

# 2023 Plan Offerings

## SADP - Carrier Summary

### Individual Market

Plan Count	Anthem	CICI
Total 2022 Plans	4	0
New Plans	0	2
Discontinued Plans	0	0
Total 2023 Plans	4	2
Renewal Activity	All plans renewed	New plan offering

### Small Group Market

Plan Count	Anthem	CICI
Total 2022 Plans	2	0
New Plans	0	2
Discontinued Plans	0	0
Total 2023 Plans	2	2
Renewal Activity	All plans renewed	New plan offering

**\*\*\*NEW 2023\*\*\***

CICI is now offering 2 dental plans in the individual and small group markets!

# 2023 Plans Offered thru AHCT

## Individual Market QHPs

Individual Market	'On-Exchange' Permitted Number of Plans per Carrier		'On-Exchange' Submitted Plans			
	Standardized (Required)	Non-Standard (Optional)	Anthem	CBI	CICI	Total
Catastrophic	N/A	1	1	1		2
Bronze	2	3	5	3	2	10
Silver	1	0	1	1	1	3
Gold	1	3	4	3	2	9
Platinum	N/A	2			1	1
<b>Total</b>	<b>4</b>	<b>Up to 9</b>	<b>11</b>	<b>8</b>	<b>6</b>	<b>25</b>

	Avg. Amt. Consumer Pays *	Avg. Amt Carrier Pays
<b>Bronze</b>	40%	60%
<b>Silver</b>	30%	70%
<b>Gold</b>	20%	80%
<b>Platinum</b>	10%	90%

\*Actuarial Values for a plan is the average amount a consumer might pay during the year. A consumer could pay more or less depending on plan selection and which types of services are utilized throughout the year.

Catastrophic plans:

- Generally available only to those who are under 30 years of age at the time of enrollment
- Enrollees do not qualify for Premium Tax Credits

# 2023 Plans Offered thru AHCT

## QHP Small Group Market

Small Group Market	'On-Exchange' Permitted Number of Plans per Carrier		'On-Exchange' Submitted Plans		
	Required*	Optional	Anthem	CBI	Total
Bronze	2	2	2	2	4
Silver	2	4	2	2	4
Gold	1	5	1	1	2
Platinum	N/A	4			0
<b>Total</b>	<b>5</b>	<b>Up to 15</b>	<b>5</b>	<b>5</b>	<b>10</b>

\*Plans that are required

- Must include coverage for out-of-network
- Must include pediatric dental Essential Health Benefits
- Must not require a "gatekeeper"

# Training & Noverant

(Learning Management System)



# Training Topics

- LMS Certification
- Completed SEP certification in July/August?
  - Need to recertify this fall for Open Enrollment
- Annual Income Verification Update
- Dental Standalone Enrollment
  - Brief review today
  - List of plan names
  - Dental training will be part of the certification
  - Carrier contacts

# LMS Certification

**Annual Broker & CAC Certification will be available online for Open Enrollment 2023. Open Enrollment begins November 1.**

# LMS Certification

## Steps towards Certification

1. Between September 15 and 19, CAC agreements will be available in the Noverant Learning Management System (LMS).
2. You may receive a “Welcome” email from the AHCT Noverant LMS, which will allow you to access the LMS. The email would be from [ahct@noverant.com](mailto:ahct@noverant.com).
3. Use the link in the email and log into the LMS using your username and password.
4. Read and sign your CAC agreement electronically, using your username and password. Once you have signed your agreement and it has been approved, your certification training will be made available.
5. You will then receive a second email from [ahct@noverant.com](mailto:ahct@noverant.com) to access your online training. You will generally receive the second email from the LMS within a few business days.
6. You can begin your online training the week of September 19. We encourage you to complete your certificate before the start of open enrollment on November 1. The last day to access AHCT certification is November 10, 2022.
7. You must pass the assessment with 80% or better to certify with AHCT. You will have up to 2 attempts.

# LMS Certification



If you have questions specific to the annual certification online trainings, please email the Learning Center at [LearningCenter.AHCT@ct.gov](mailto:LearningCenter.AHCT@ct.gov).

# Recent Change to Annual Income VCL Threshold



An individual's eligibility to enroll in coverage and receive subsidies is based on the self-attested information in their application. If the Federal Data Services Hub (FDSH) cannot confirm the consumer's attestations, the consumer will receive a notice requesting additional documents. If the consumer does not verify their attestation or their documentation fails, they could lose their subsidy or coverage.

- A pass/fail test is performed by comparing the income documentation to the consumer's annual income attestation in the HIX application.
  - If the documentation calculates to be within a 50% annual income threshold, the verification checklist item (VCL) will pass.
  - Please note that if the consumer's annual income attestation *is greater* than what the federal and state electronic sources return, they will not be required to verify their annual income.
  - *The annual income verification discrepancy threshold is now 50%. It was set at 20% previously.*
- This only applies to annual income verifications. The monthly income threshold is still set at 20%.

# 2023 Dental Highlights

*Consumers will be able to enroll in dental coverage through the Access Health CT application for Open Enrollment 2023.*

**Dental is being integrated into the HIX system alongside health.**

*Consumers will now have a single shopping experience for purchasing their health and dental plans.*



# More Information about Dental Enrollment

During the last week of October, prior to the start of OE, consumers will be able to window shop and preview health and dental plans in the HIX system.

Consumers can use the HIX Consumer Portal or call the Contact Center for assistance with enrollment.

Those with 2022 dental plans will need to actively enroll for 2023. NOTE: There are no auto-renewals for 2022 dental plans.

Enrollment outside of OE requires a SEP and the QLE will require verification documents.

Many of the notices have been updated and contain dental information.

The separate AHCT (Softheon) Dental Platform will sunset February 2023. CCRs and Brokers will no longer have access to the separate dental plan site as of January 2023 to access 2022 plans.



# Eligibility and Enrollment Options



- ✓ Consumers have a choice of QHP and Dental, QHP only, or Dental only.
- ✓ As with qualified health plans (QHPs), consumers would select a single dental plan for the family or household.
- ✓ Remember, there are no subsidies offered for dental plans (i.e., no APTC or CSR for dental plans). There are no metal plans for dental.
- ✓ During the enrollment steps, you will be able to skip either the Health insurance shopping screens OR skip the Dental insurance shopping screens.



# Already have Dental Benefits?

- If a consumer is enrolled in **HUSKY**, *dental plans are not available*. Dental benefits are already a part of HUSKY Health programs.
- All QHPs offered through the exchange include **pediatric dental** which covers routine, basic, major dental benefits and orthodontic benefits for children to age 26.
- **A few of the QHPs** offer limited dental benefits.
- **Covered CT** has dental benefits.



There will be an Alert on the Dental shopping screens, alerting consumers that they or someone in their family may already have dental benefits. The Dental shopping screens will not appear for HUSKY clients.

# QHPs with Dental Benefits

The list below identifies the 2023 health plans with "limited" dental coverage for adults. Limited equates to coverage for routine services only. Basic, Major and Orthopedic services are NOT covered for adults under these plans.

## **Anthem**

86545CT1230025	Bronze HMO BlueCare Prime with Added Dental and Vision Benefits
86545CT1230027	Gold HMO BlueCare Prime with Added Dental and Vision Benefits
86545CT1330020	Gold PPO Pathway with Added Dental and Vision Benefits

## **ConnectiCare Benefit Inc. (CBI)**

76962CT0010026	Choice Gold Alternative POS with Dental
76962CT0010027	Choice Bronze Alternative POS with Dental
76962CT0010002	Choice Catastrophic POS with Dental

## **ConnectiCare Insurance Company Inc. (CICI)**

NONE

# Stand-alone Dental Plans

The following are the dental plans for 2023:

## Anthem 2023 Individual Dental Plans

- Anthem Dental Family Value
- Anthem Dental Family
- Anthem Dental Family Enhanced
- Anthem Dental Family Preventative

## CICI 2023 Individual Dental Plans

- ConnectiCare Standard Dental Plan
- ConnectiCare Basic Dental Plan

# Carrier Information

Health and Dental Exchange Policies		
Anthem	Call: 1- 855-738-6644	Visit: Anthem.com
ConnectiCare Benefits, Inc. & ConnectiCare Insurance Company, Inc.	Call: 1-800-723-2986 for help renewing or shopping for a plan  Call: 1-800-251-7722 for member services	Visit: ConnectiCare.com  Also, in person at a ConnectiCare center. For locations and hours go to VisitConnectiCare.com

# Noverant Refresher & Updates

- Welcome email
- Sign on process
- Updating the Profile
- Electronic agreement
- Refreshed module content
- Certification Assessment (test) requires 80% or higher to pass
- Deadline to complete: **11/10/22**

# Access Health CT

## 2023 Certification Instructions

How to use the Learning Management System to:

1. Review Agreement and Sign-off
2. Complete eLearning and Assessment



# Agenda

- ✓ Log In
- ✓ Update Your User Profile
- ✓ Your Home Page
- ✓ How to Sign the Agreement
- ✓ How to Complete Your Training
- ✓ How to Obtain Your Assessment Grade
- ✓ Your Transcript
- ✓ Log Off
- ✓ Possible IT Issues





# LMS Login

1. To Log into the LMS enter:
  - **Username** (which is your email address)
  - **Password** (from the email you received)
  - Click **Login**
2. Use the **Forgot Password?** link to receive a new password, if:
  - You forgot your password,
  - Your password has expired, or
  - You never received a temporary password.

AHCT Learning Center  
Noverant Online - Enterprise

access health CT

Username:

Password:

[Forgot Password?](#)

Login

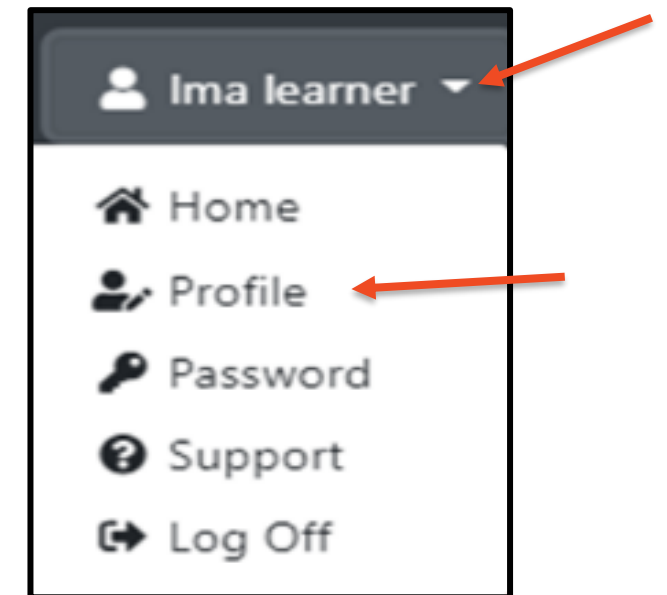
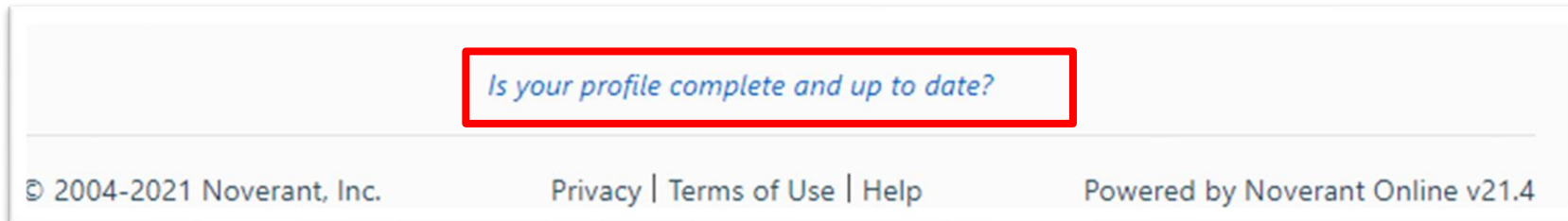
© 2018-2020 Noverant, Inc. [Privacy](#) | [Terms of Use](#) | [Help](#) Powered by Noverant Online v20.7

**Note:** Click the link to review the [Privacy and Terms of Use Policies](#). If you run into an issue or need assistance with logging into the system, click [Help](#).

# How to Access Your User Profile

There are two ways to access your **Profile**.

- There is a link at the bottom of the LMS home page or
- At the top right-hand corner there is a drop down below your name.

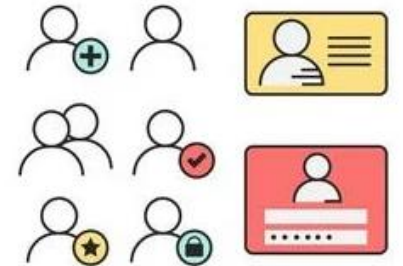


# How to Update Your User Profile

Make sure your User Profile is current and updated.

**CACs** must make sure the **Company/Agency** is correct and list a **Manager or Supervisor**, if applicable and complete **all** of the following fields to receive certification training:

- Company/Agency
- Address
- Phone #
- CAC certification # (if applicable)



Note: for new CAC's who do not have a cert #, please reach out to

[AHCT.CACRegistration@ct.gov](mailto:AHCT.CACRegistration@ct.gov)

# How to Update Your User Profile (cont)

User Profile for Ima learner

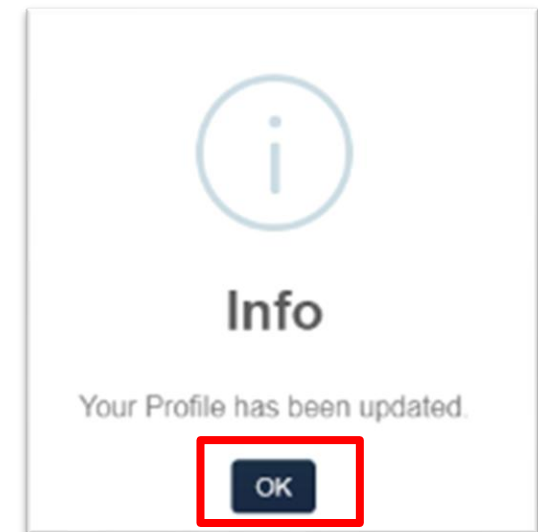
Company/Agency	<input type="text" value="Access Health CT"/>	State/Province	<input type="text" value="CT"/>
Business email *	<input type="text" value="imalearner@"/>	Zip/Postal Code	<input type="text" value="06103"/>
Work Phone	<input type="text"/>	Country	<input type="text" value="United States"/>
Connecticare Appointment (Y/N)	<input type="text"/>	Dental (Y/N)	<input type="text"/>
Broker License No.	<input type="text"/>	Manager or Supervisor	<input type="text"/>
License Expire Date	<input type="text"/>	Individual Business (Y/N)	<input type="text"/>
Symantec ID	<input type="text"/>	Anthem Appointment (Y/N)	<input type="text"/>
Business Address	<input type="text" value="280 Trumbull Street, 15th floor"/>	Small Business (Y/N)	<input type="text"/>
City	<input type="text" value="Hartford"/>		

Profile Photo

Image File

No file selected

1. Verify that all the information is current. Your email address must be your current business or work email address.
2. Once your Profile is updated, click the **Submit** button.
3. Then confirm by clicking the **OK** button.
4. You will be automatically brought back to the home page.



# Accessing Your Home Page

You can access your **Home** page from anywhere in the LMS by clicking the tab on the left-hand side of your screen.

The screenshot shows the AHCT Learning Center home page. At the top left, a dark navigation bar contains a 'Home' tab with a house icon, which is highlighted with a red box and an arrow pointing to the text 'Training status'. The main content area features the 'access health CT' logo at the top center. Below the logo is a horizontal orange bar with four buttons: 'AHCT', 'BROKER', 'COMMUNITY PARTNERS', and 'SMALL BIZ'. An arrow points from the text 'Links to additional information. The AHCT button will bring you to the AHCT website.' to the 'AHCT' button. Below this bar, the page says 'Welcome to AHCT Learning Center'. There are three green summary cards: 'Total Completions' (36), 'Completions (Past 30 Days)' (1), and 'Expirations (Next 90 Days)' (0). To the right of these are two teal buttons: 'My Calendar' and 'My Records'. Below the summary cards is a section for 'Required Training - 0 Items' with a message: 'You have no incomplete assignments!'. To the right is an 'Announcements - 0' section with a message: 'No Current Announcements' and an 'All Announcements' button. At the bottom, there is a footer with copyright information, privacy/terms links, and the text 'Powered by Noverant Online v21.4'.

Training status

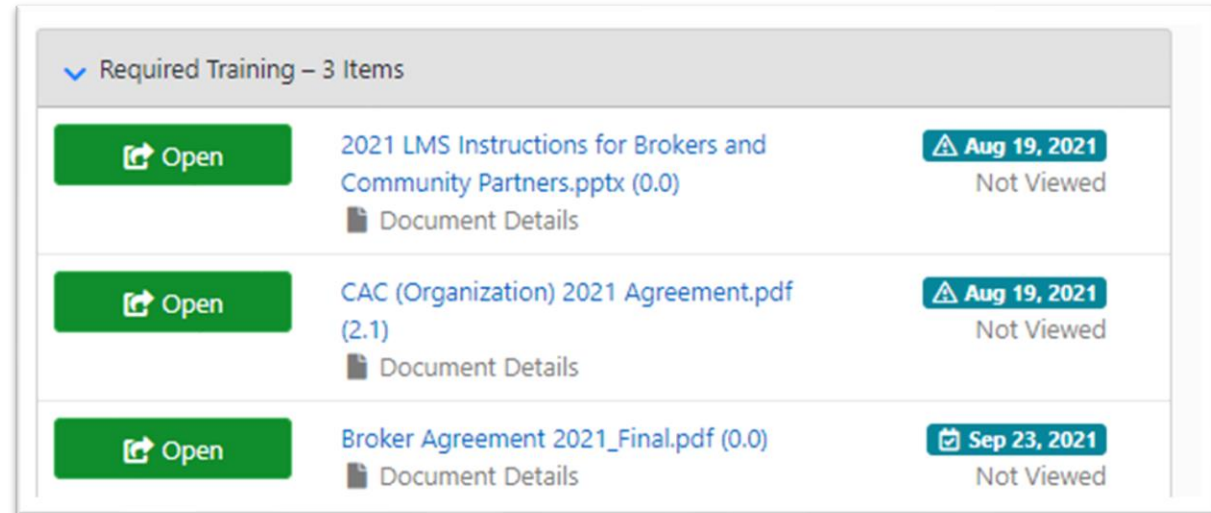
Links to additional information. The AHCT button will bring you to the AHCT website.

Required Training

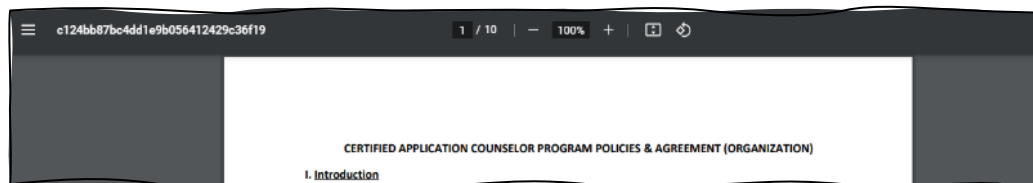
# How to Sign the Agreement

To complete your **Agreement**:

1. Click **Open** next to the **2023 Agreement**.
2. The **2023 Agreement** will open in a new window or get downloaded to the lower left corner of your computer.
3. Read and close the agreement. You will be brought to the **Electronic Signature Required** page. Type in your Username (email address) and Password. Click **Submit**.



Depending on your role, you will see the document specific to your role.



A screenshot of an 'Electronic Signature Required' form. It includes a yellow warning box with text, 'Username' and 'Password' input fields, and a 'Submit' button.

Electronic Signature Required

By entering your username and password, you agree to be bound by the terms and conditions set forth in the CAC (Individual) 2021 Agreement.pdf.

Username: imalearner

Password: .....

Submit

# How to Complete Your Training

Back at the home page, you will see the required training that has been assigned to you.

Your training will be a cluster of items called a curriculum, that can include:

- Documents
- E-Learnings
- Assessments
- Short videos

Begin with the item that has the **earliest due date**.

Required Training – 6 Items		
<a href="#">Details</a>	1095 Certification Assessment 2021 for CCRs <small>Assessment Details</small>	<b>Aug 14, 2021</b> Not Started
<a href="#">Details</a>	AHCT CRT & 1095 Certification Curriculum 2021 <small>Curriculum Details</small>	<b>Aug 25, 2021</b> Not Started
<a href="#">Details</a>	CAC and Navigator Curriculum 2021 <small>Curriculum Details</small>	<b>Aug 25, 2021</b> Not Started
<a href="#">Open</a>	2021 LMS Instructions for CCRs and AHCT staff.pptx (0.0) <small>Document Details</small>	<b>Sep 5, 2021</b> Not Viewed



# How to Complete Your Training, continued

1. Click the **Details** button to bring you to the Curriculum Details page.

Curriculum Details

**Name** New Broker Curriculum 2021

**Description** Curriculum aimed at independent brokers who are new to AHCT.

**More Information**

**Status** Not Started

**Total Credits** 0.0

Sub-Assignments

Type	Name	Status	Due Date
E-Learning	<a href="#">A1 Introduction to the Affordable Care Act 2021</a>	Not Started	Sep 26, 2021
E-Learning	<a href="#">A2 Call Center 2021</a>	Not Started	Sep 26, 2021
E-Learning	<a href="#">C Introduction to Eligibility 2021</a>	Not Started	Sep 26, 2021
E-Learning	<a href="#">D Introduction to Modified Adjusted Gross Income 2021</a>	Not Started	Sep 26, 2021
E-Learning	<a href="#">E Citizenship and Immigration 2021</a>	Not Started	Sep 26, 2021

Required Training – 6 Items

**Details** 1095 Certification Assessment 2021 for CCRs **Aug 14, 2021**  
Not Started  
Assessment Details

**Details** AHCT CRT & 1095 Certification Curriculum 2021 **Aug 25, 2021**  
Not Started  
Curriculum Details

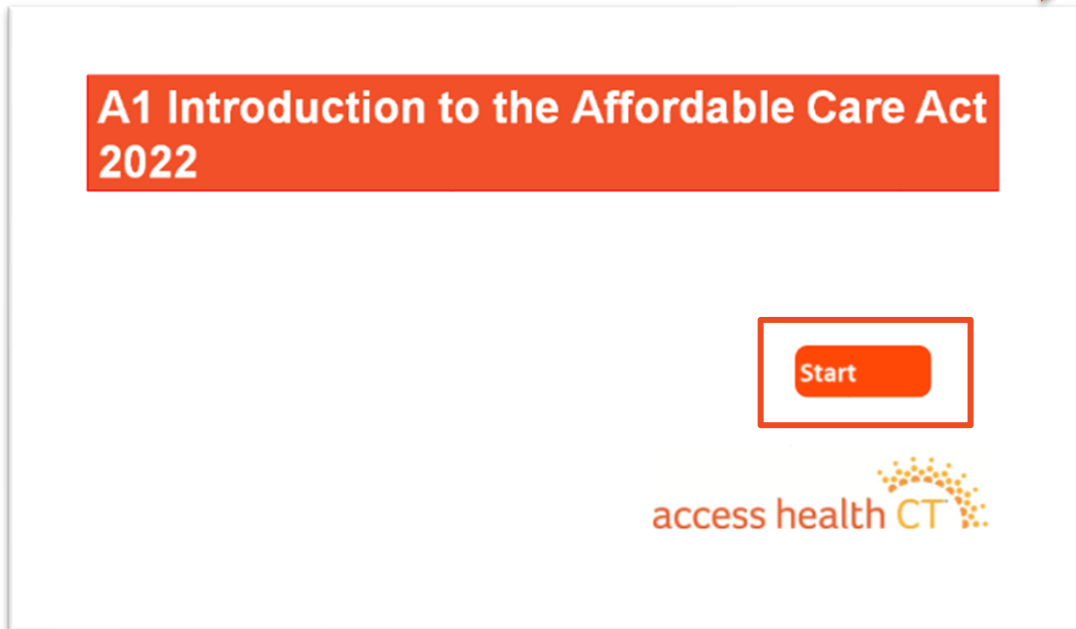
**Details** CAC and Navigator Curriculum 2021 **Aug 25, 2021**  
Not Started  
Curriculum Details

**Open** 2021 LMS Instructions for CCRs and AHCT staff.pptx (0.0) **Sep 5, 2021**  
Not Viewed  
Document Details

3. Scroll down to the **Sub-Assignments** listing.
4. Your training items will be listed in the order that they should be completed.
5. Click on the [blue link](#) for the first E-Learning item.

# How to Complete Your Training, continued

6. On the **E-Learning Details** page, click **Open** to launch the module.
7. Click **Start** to begin the training module.
8. You will find Navigating instructions on the second page of every module.



**Note:** If you have any difficulty and need assistance, please send an email to the AHCT Training Department at: [learningcenter.ahct@ct.gov](mailto:learningcenter.ahct@ct.gov).

# LMS Tips and Reminders



- **Do not select the X on the browser window at any point during the Training!**
- To exit properly, click on **Click Here to Exit/Save and Close**, in the upper right-hand corner of the module screen.
- If you need to exit the module early, the LMS will remember where you left off. When you return to the module, you will continue from the point you had left.
- Knowledge Checks are only practice questions, your answers are not recorded.
- **Return to Home to continue and follow previous instructions.** Make sure to complete all the sub-assignments located under each curriculum heading.
- Open the sub-assignments (modules) that have the status of **Not Started**.
  - **Prerequisite Not Met** indicates that another module needs to be completed.
  - **Complete** means it is done!

Sub-Assignments				Actions
Type	Name	Status	Due Date	
E-Learning	R2 Voter Registration 2021	Not Started	Sep 12, 2021	
E-Learning	S Introduction to Medicare 2021	Not Started	Sep 12, 2021	
E-Learning	B Introduction to Health Insurance 2021	In Progress	Sep 12, 2021	
E-Learning	A1 Introduction to the Affordable Care Act 2021	Complete		
E-Learning	A2 Call Center 2021	Complete		
E-Learning	C Introduction to Eligibility 2021	Complete		

# If you should see this message...

You might see this warning message if your browser is blocking pop-ups from this site.

- ✓ Check to see if the module opened in a new window. If so, continue training in new window.
- ✓ Check that your browser is not blocking pop-ups from this site. If so, change settings to allow pop-ups.
- ✓ You may need refresh the page to open the module.

AHCT Staff  
AHCT Learning Center

access health CT

Your training module has opened in a separate window. If the window or tab did not open, please check that your browser is not blocking pop-ups from this site. After allowing pop-ups, you may need refresh this page to open the module.

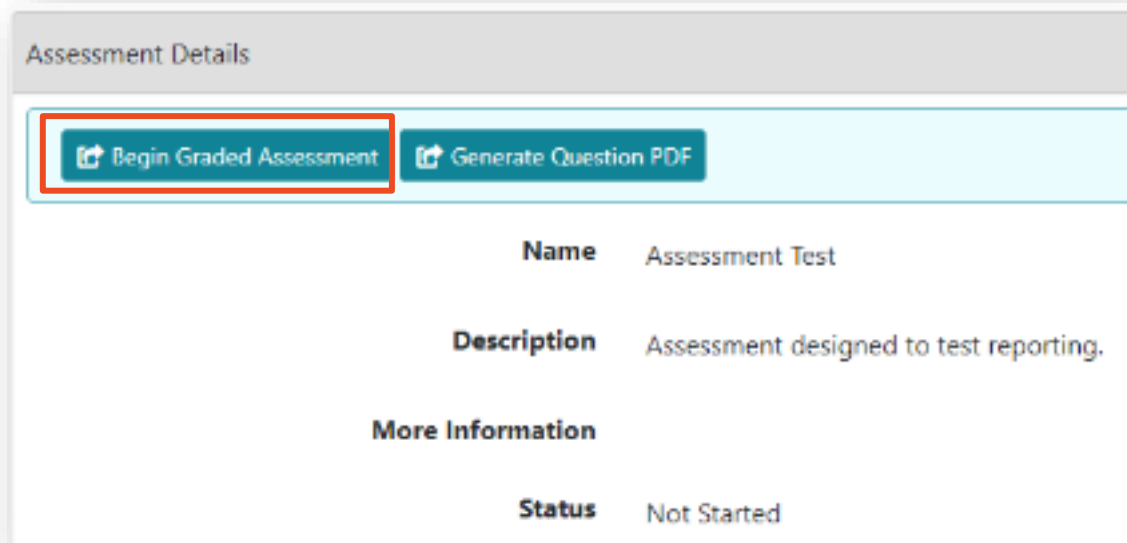
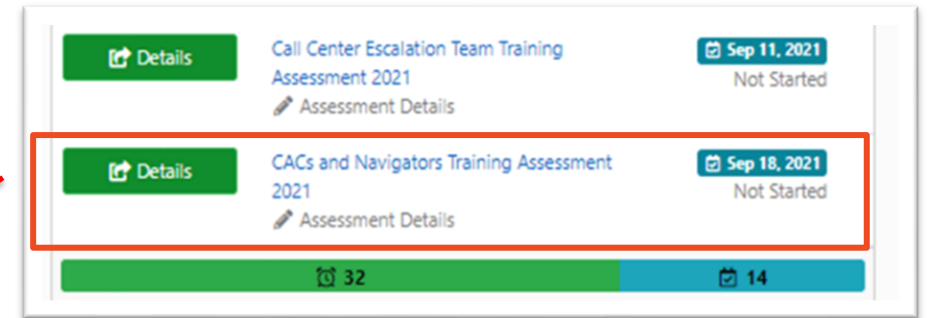
Do **NOT** navigate away from this page, otherwise your training progress may be lost!

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# How to Complete Your Assessment

You can begin your **Assessment** after you have completed all the training modules.

1. Click **Details** to go into the assessment.
2. From the Assessment Details page, select **Begin Graded Assessment**.



Do not click the button, Generate Question PDF!

# How to Complete Your Assessment

3. Read each question slowly.
4. Answer each question accurately.
5. Click **Save and Continue** to go to the next question.
6. Click **Save and Exit** when:
  - You need to stop and continue at a different time, or
  - You have answered all the questions and are finished.

AHCT Staff  
AHCT Learning Center

access health CT

Question 7 of 20

Pool: default  
The consumer will receive a 1095 A even if they had a QHP through AHCT for only one month.

Answers (2 Choices)

a) True

b) False

First Unanswered Previous Save and Continue Save and Exit

Questions

Complete Incomplete

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20

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# Why did I receive a prerequisite message?

You did not complete all the Required Training and you cannot start the Assessment. Some training items have prerequisites attached and must be completed prior to moving on to the next item. You cannot start the Assessment without completing the Prerequisites. You have not completed the curriculum if you have not completed all the modules.

1. Go back to the Home Page to restart start the curriculum.
2. Click Details to take you to the Curriculum Details and Sub-Assignment Page.
3. Look for the incomplete E-Learning modules that show a status of Not Started or In Progress.
4. Complete those modules.
5. Make sure each E-Learning module reads Complete.

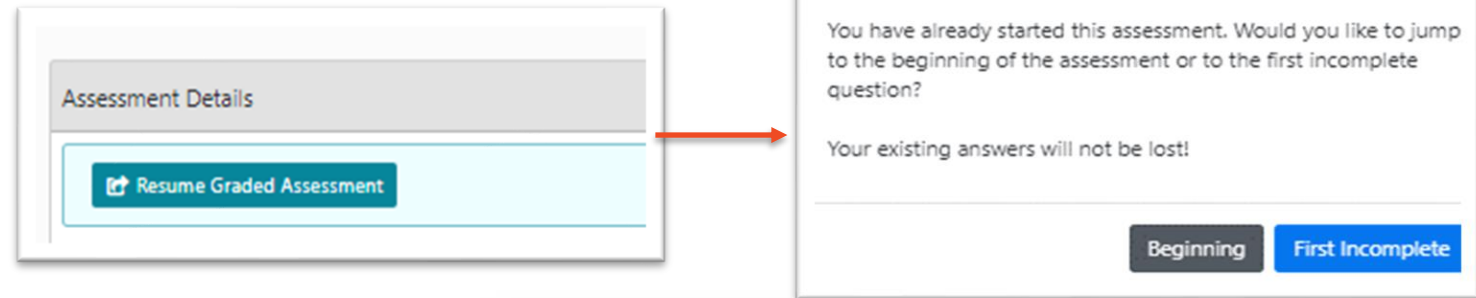
The screenshot shows the AHCT Learning Center interface. At the top right is the 'access health CT' logo. Below the header, a pink message box states: 'You have not completed the following prerequisites for this assessment: R1 Voter Registration for the Call Center 2021, C Introduction to Eligibility 2021, U1 EDI File 2021, U3 Grace Periods Cancellations and Effective Dates 2021, U5 AAIR Training 2021, D Introduction to Modified Adjusted Gross Income 2021, U2 WP Advanced Training Admin Tool Part 1 2021. You can Begin Graded Assessment only after completing the prerequisites.' Below this, a card for 'AHCT CRT & 1095 Certification Curriculum 2021' is shown with a 'Details' button and a status of 'In Progress' with a due date of 'Aug 25, 2021'. A red arrow points from the prerequisite message to this card. Below the card, a 'Sub-Assignments' table is displayed with an 'Actions' button. The table lists various E-Learning modules with their status and due dates.

Type	Name	Status	Due Date
E-Learning	R2 Voter Registration 2021	Not Started	Sep 12, 2021
E-Learning	S Introduction to Medicare 2021	Not Started	Sep 12, 2021
E-Learning	B Introduction to Health Insurance 2021	In Progress	Sep 12, 2021
E-Learning	A1 Introduction to the Affordable Care Act 2021	Complete	
E-Learning	A2 Call Center 2021	Complete	
E-Learning	C Introduction to Eligibility 2021	Complete	



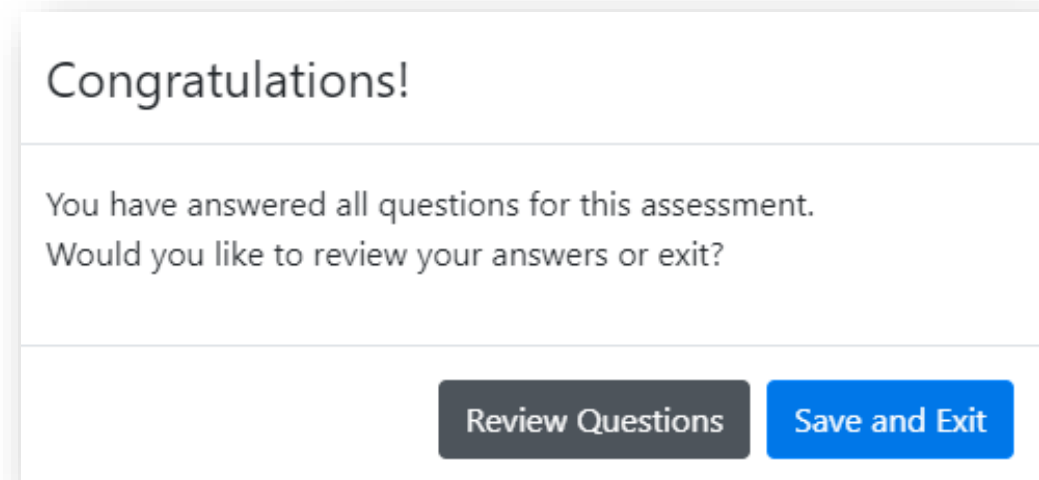
# Resume Assessment or Review Questions

If you return to the assessment to finish, click **Resume Graded Assessment** and choose where to restart. It could be back to the **Beginning** or the **First Incomplete**.



When you have answered all the questions you can **Save and Exit** or **Review Questions**. If you want to review your answers you must do so before you click Save and Exit.

Click **Save and Exit** if you have completed all the questions in your assessment! Now let's get your grade.



# How to Obtain Your Assessment Grade

1. Select **Grade** to see your overall score. In this example, the learner got an 100%.
2. Select **Review** to see the answers you provided during the assessment. You will only be able to do this step IF you passed or completed all your attempts and received the final grade.

Assessment Details

[Review](#) [Change Grade](#)

Assessment Details

[Resume Graded Assessment](#) [Generate Question PDF](#) [Grade](#)

More Information

Status	Complete
Grade	100.0
Passing Score	80.0

1. What does Fred do? [1.0 / 1.0 point]

<input type="radio"/> a) Eat	<input type="radio"/> b) Sleep
<input type="radio"/> c) Play	<input checked="" type="radio"/> d) All of the above

Blue - Answered correctly.

3. What is Fred's birthday? [0.0 / 1.0 point]

<input type="radio"/> a) December 1	<input checked="" type="radio"/> b) December 2
<input type="radio"/> c) December 3	<input type="radio"/> d) December 7

Red - Answered incorrectly.

# Accessing Your Transcript

Click on the **My Records** button on the Home page, to view your **Transcript**. Your **Transcript** shows the status of all the required training.

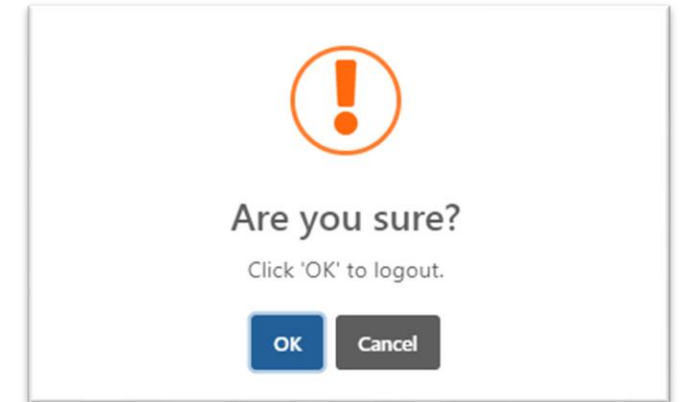
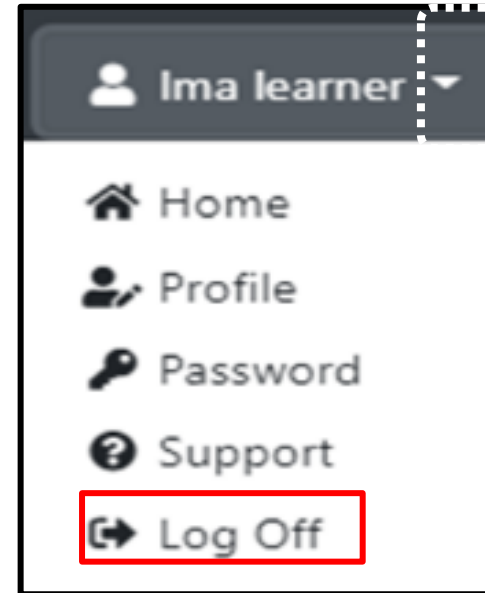
The screenshot shows the 'access health CT' logo at the top. Below it are navigation buttons for 'AHCT', 'ENROLL', 'COMMUNITY PARTNERS', and 'SMALL BIZ'. A 'Welcome to AHCT Learning Center' message is followed by a search bar. Three green boxes display statistics: '57 Total Completions', '1 Completions (Past 30 Days)', and '0 Expirations (Past 90 Days)'. A teal 'My Calendar' button is above a red-bordered 'My Records' button. Below these are sections for 'Required training - 0 items' (with a message 'You have no incomplete assignments!') and 'Announcements - 0' (with 'No Current Announcements').

Type	Name	Revision	Status	Due Date	Completion Date	
Assessment	1095 Durational Certification Assessment		Complete	Jan 10, 2020	Jan 6, 2020 2:19 PM EST	
Assessment	Call Center Test Only for Certification 2020		Complete	Aug 31, 2019	Feb 5, 2020 6:59 PM EST	
Assessment	Call Center Test Only for Certification 2021		Complete	Jul 11, 2020	Jul 9, 2020 12:26 PM EDT	
Assessment	Call Center Test Only for Certification 2021		Complete	Aug 7, 2020	Aug 3, 2020 9:54 AM EDT	
Assessment	Dental Knowledge Check		Complete	Apr 10, 2020	Apr 6, 2020 2:00 PM EDT	
Assessment	Dental Knowledge Check		Complete	Apr 16, 2020	Mar 31, 2020 2:26 PM EDT	
Assessment	Interim CAC Training Assessment		Complete	Sep 5, 2019	Jul 22, 2019 11:43 AM EDT	

# LMS Log Off

To Log Off the LMS:

1. Click on the dropdown button or on your Username located at the top right-hand corner of the screen.
2. Scroll down and select **Log Off**.
3. Click **OK**, when the system asks, “Are You Sure?”



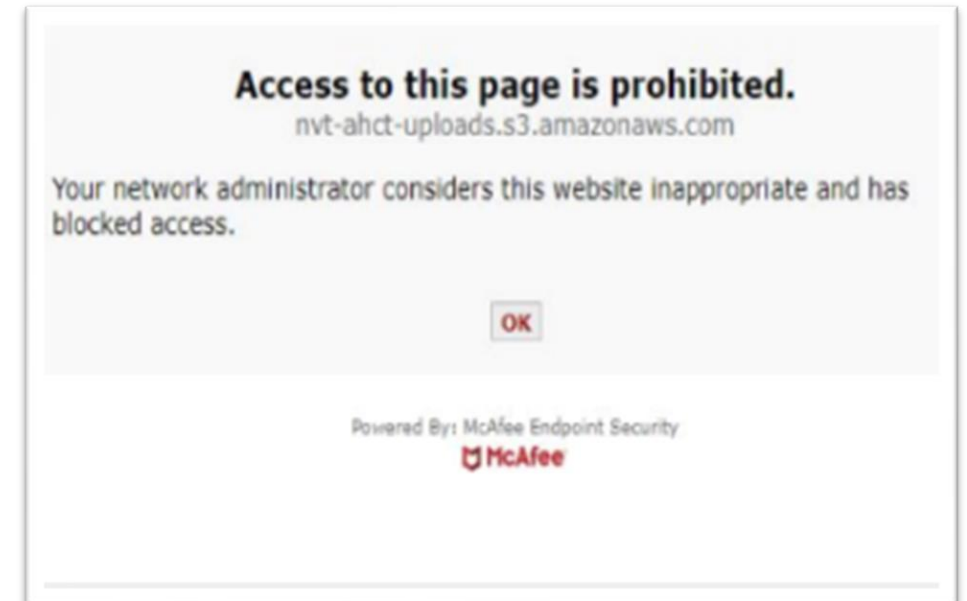
# Watch Out for Several LMS Issues

- **Issues with Document Downloads**
- **Unsupported Browser – Internet Explorer**
- **Course Completion Issue – Gray Screen**

# Issues with Document Downloads

If you get the McAfee error message (example shown on the right), follow the instructions below for how to fix this issue.

1. First, try using a different browser (e.g. If you use Chrome, try Firefox, or Safari)
2. If that doesn't work, you need to open an incognito/private window in the browser you are using.
3. To get the private window, follow these keystrokes:
  - ❖ **Google Chrome:** Hit [ctrl] + [shift] + [n] on your keyboard to open a "New Incognito Window".
  - ❖ **Internet Explorer:** Hit [ctrl] + [shift] + [p] on your keyboard to open "New InPrivate Window".
  - ❖ **Mozilla Firefox:** Hit [ctrl] + [shift] + [p] on your keyboard to open a "New Private Window".
  - ❖ **Safari:** Hit [command] + [shift] + [n] + or [option] + [shift] + [n] on your keyboard to open "New Incognito Window"



# Unsupported Browser: Internet Explorer

*Beginning August 17, 2021, Microsoft 365 apps and services will no longer support Internet Explorer 11 (IE11).*

- You might see a warning message if you are using an unsupported browser reminding you that IE11 support is ending.
- To navigate the training successfully, we recommend you stop using IE11 on your desktop and laptops and transition to:
  - ✓ Chrome
  - ✓ Edge
  - ✓ Firefox
- Check with Microsoft if you have any questions.

# Course Completion Issue – Gray Screen

There have been some difficulties with some elearning modules not closing properly at the end of the program.

You may find this warning message on the second to last page.

If so, then click on “OK” and then click on “Next Page” to go to the last page.

The screenshot shows a web application interface. At the top, there is a red header bar with the text "Voter Registration 2023" on the left and "Click Here to Exit /Save and Close" on the right. Below the header, there is a white area with the "access health CT" logo on the left and a "Summary" tab. A dark gray warning message box is overlaid on the page, containing the text: "An embedded page at ahctcdn.noverant.com says LMSSetValue Error: cmi.success\_status to [completed] Data Model Element Type Mismatch". Below the warning message is a blue "OK" button. Below the warning message, there is a paragraph of text: "Always remember to ask consumers if they are interested in registering to vote at the end of the Access Health CT HIX application, enter their response, and assist as necessary." At the bottom of the page, there is a red footer bar with "Home" on the left, "<Back | Page 12 of 13 | Next>" in the center, and the "access health CT" logo on the right. To the right of the warning message, there is a graphic of a lightbulb with the word "SUMMARY" in red and other words like "BRIEF", "INFORMATION", "FACTS", and "COMPACT" inside it.



# Course Completion Issue – Gray Screen continued

Voter Registration 2023

[Click Here to Exit /Save and Close](#)

On the last page, click on

“Click Here to Exit/Save and Close”

access health CT

## Conclusion

Thank you for completing this e-learning training!

Click the **Click Here to Exit/Save and Close** (upper right corner of the screen) to submit your results and close this window.



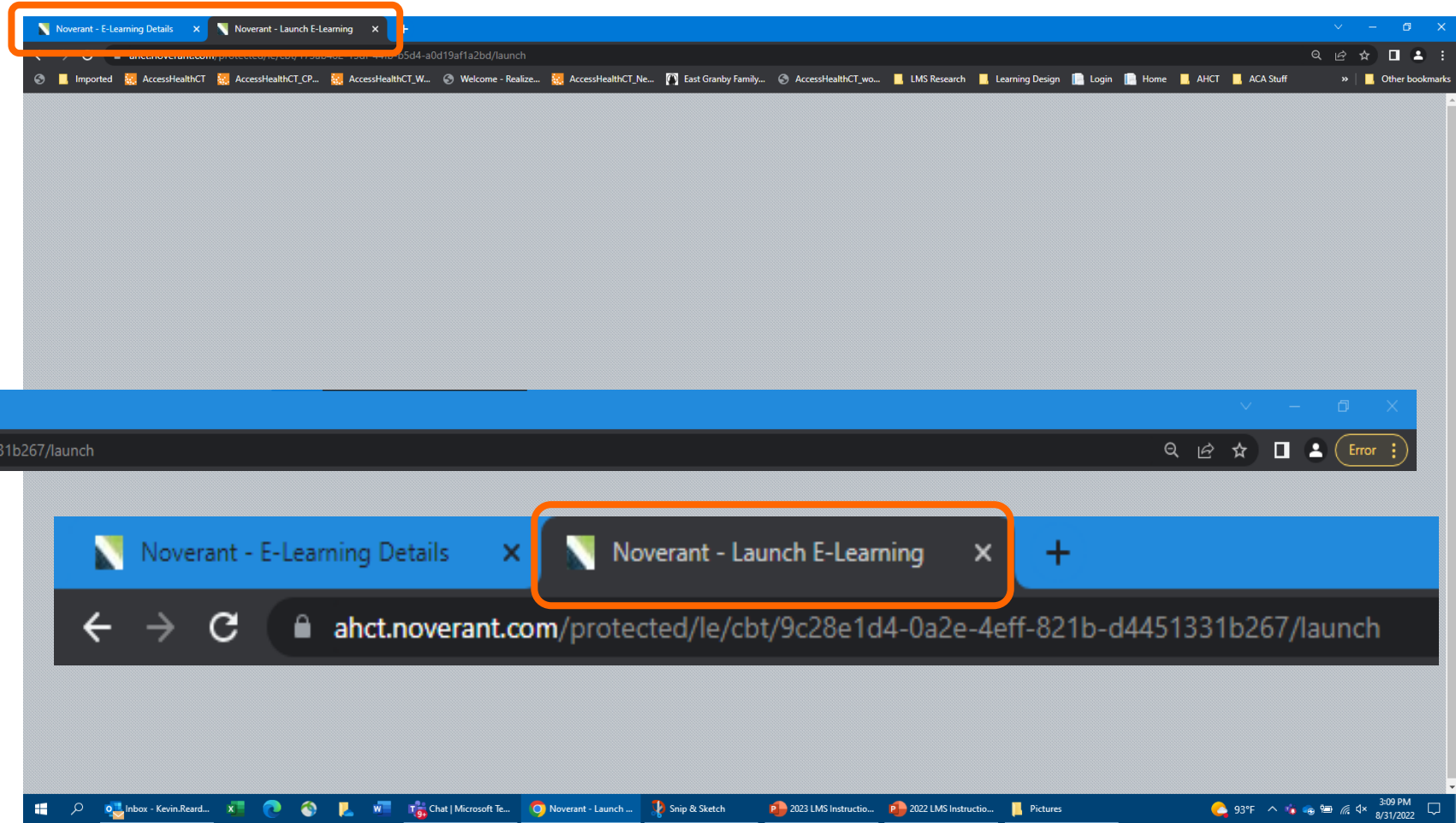
[Home](#)

[<Back](#) | Page 13 of 13

access health CT

# Course Completion Issue – Gray Screen continued

You may be taken to a blank screen that looks like this after clicking on “Click Here to Exit/Save and Close”.

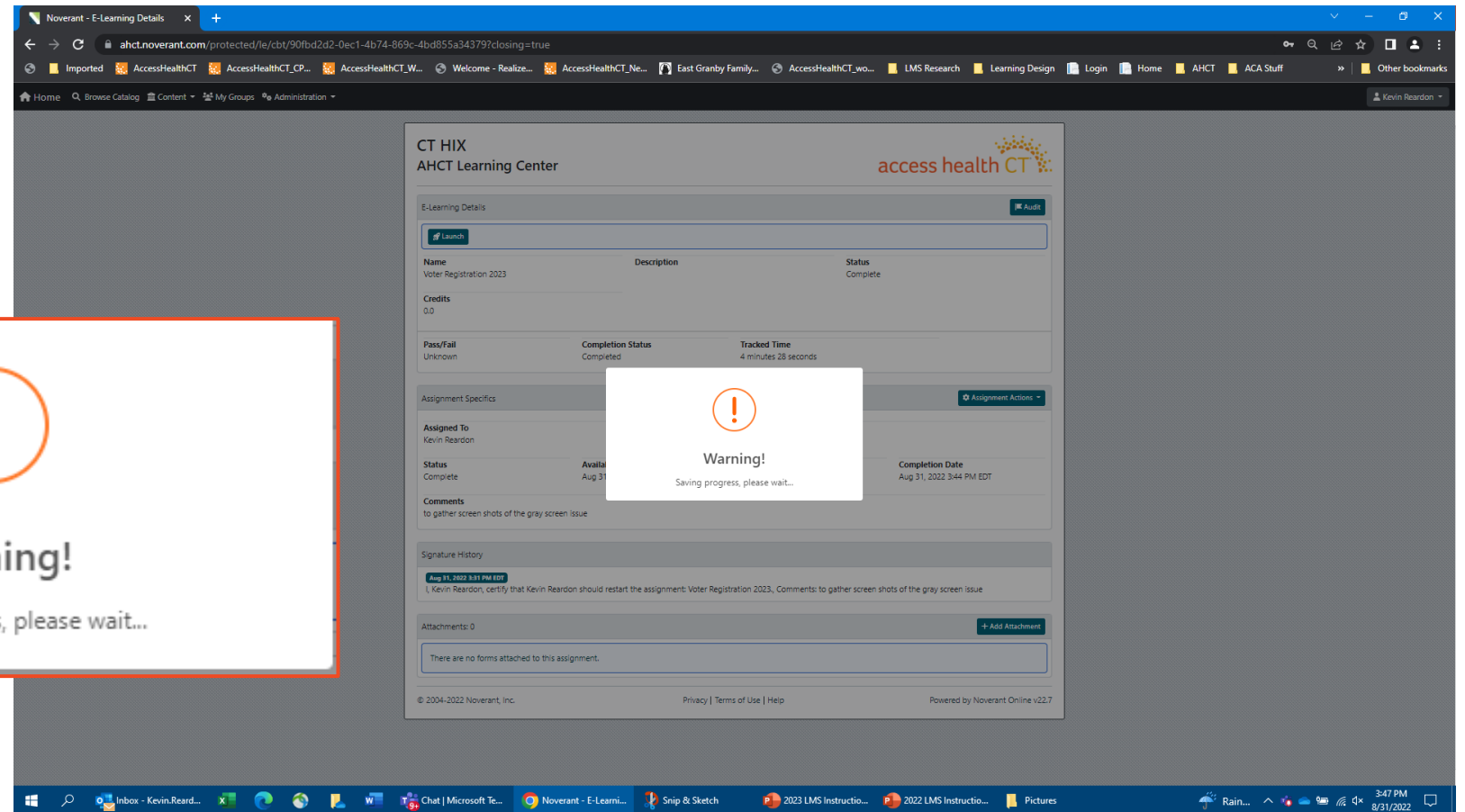
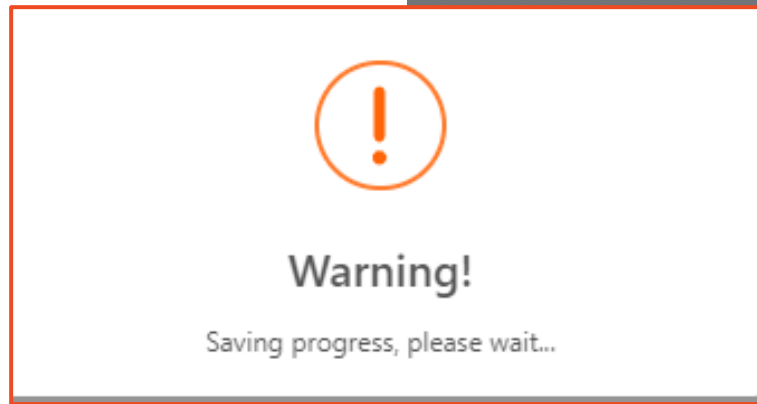


Your next step is to close the browser tab containing the gray screen by clicking on the “X”. (Close the tab named Noverant – Launch E-Learning X)

# Course Completion Issue – Gray Screen continued

The gray screen will close, and you'll next see the E-Learning Details page.

The page will be updating the status of your progress, so don't close it.

A screenshot of a web browser displaying the "E-Learning Details" page for "CT HIX AHCT Learning Center". The page shows a table with columns for Name, Description, Status, Credits, Pass/Fail, Completion Status, and Tracked Time. A "Warning!" dialog box is overlaid on the page, indicating "Saving progress, please wait...". The page also includes sections for "Assignment Specifics", "Signature History", and "Attachments". The browser's address bar shows the URL "ahct.noverant.com/protected/le/cbt/90fd2d2-0ec1-4b74-869c-4bd855a34379?closing=true". The Windows taskbar at the bottom shows the time as 3:47 PM on 8/31/2022.

# Course Completion Issue – Gray Screen continued

After updating your progress, the LMS returns you to the E-Learning Details page for the module you just completed.

Make note of the change in the Status to “Complete”.

Click on the “Home” button (in the top left corner of the screen) to return to your account home page.

CT HIX  
AHCT Learning Center

access health CT

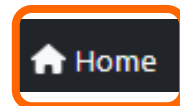
E-Learning Details Audit

Launch

Name	Description	Status
Voter Registration 2023		Complete

Credits  
0.0

Pass/Fail	Completion Status	Tracked Time
Unknown	Completed	4 minutes 28 seconds



**You have completed the LMS Instructions!  
Good Luck With Your Certification Training!**



# Our Values

## Authenticity

Act with sincerity, credibility,  
& self-awareness

- Be genuine and kind, empathetic and ethical
- Engage in constructive and actionable dialogue
- Contribute to creating a positive, fun, and friendly environment
- Be yourself; balance work, family, community, and self

## Integrity

Commit to doing the right  
thing with genuine intention

- Create an environment of open and honest communication
- Act in the best interest of employees and customers
- Deliver on commitments

## Excellence

Aim high & challenge  
the status quo

- Create opportunities to learn and grow
- Be knowledgeable and well informed
- Be innovative and resourceful
- Be open to new ideas; seek new perspectives
- Transform mistakes into learning experiences
- Exceed expectations

## Ownership

Take responsibility & initiative

- Embrace your superpower to create unique solutions
- Seek out knowledge and develop skills
- Be accountable for behaviors and actions
- Focus until you finish



## One Team

Collaborate to succeed

- Trust each other
- Respect and listen to others
- Foster team spirit
- Celebrate success and each other

## Passion

Dedication to creating  
opportunities for  
greater health & well-being

- Commit to benefiting the lives of others
- Embrace challenges to overcome obstacles
- Demonstrate loyalty to our mission and vision



# Policy Refreshers

# Medicare Populations

- **The highest percentage of AHCT's QHP enrollment is made up of adults age 55-64**
- **Things to note about QHP enrollment and Medicare coverage:**
  1. AHCT will not automatically terminate QHP when someone becomes eligible for Medicare
  2. Once Medicare eligible, no longer eligible for APTCs
  3. Exchange qualified health plans are not Medicare supplements. Medicare eligible clients may be better served by Medicare supplement plans.



# COBRA Reminders

- Employees who are losing coverage through their employer are usually offered COBRA coverage
- Access Health CT is an option for these employees (SEP)
- AHCT Training Dept. offers presentations to organizations as an option to learn more about what's offered through AHCT

## **Important notes for those considering COBRA**

- Know the deadlines and when to enroll
- Understand the full cost of COBRA before enrolling (without employer contributions)
- Consider options on Exchange before taking COBRA

# The Inflation Reduction Act

- The Inflation Reduction Act (formerly known as The American Rescue Plan Act of 2021) (ARP) signed into law on March 11 by President Biden, will make health insurance coverage more affordable and accessible for many residents by virtually eliminating or vastly reducing monthly payments (premiums) for many people with low and moderate incomes who enroll through Access Health CT; and providing new financial help for people with somewhat higher incomes who can face high premiums.
- Financial help available through Access Health CT will be significantly greater for people at virtually every income level. Many people who buy their health insurance through Access Health CT will become eligible to receive increased financial help (known as premium tax credits) to reduce their portion of monthly premiums or may be eligible to receive financial help for the first time.

## What to know about Premium Tax Credits & Eligibility

### To qualify the consumer:

- **Must enroll in coverage through Access Health CT**
- **Cannot be eligible for other affordable healthcare coverage through your employer or a government program, such as HUSKY Health (Medicaid/CHIP)**
- **Must be a resident of Connecticut and not in prison**

## Individuals or families are eligible for financial help, or Premium Tax Credits\* (PTC), based on:

- **Annual Income: Household's total expected income for the year**
- **Household size: Total number of people in the household that file taxes together**

# The Inflation Reduction Act(cont.)

- The average savings per household will be \$116.05 per month, or \$1,392.57 per year
- Households with annual income over \$51,040 or 400% of the Federal Poverty Level (FPL) will be newly eligible for financial help through Access Health CT and will see an average monthly savings of over \$500 per month or \$6,200 per year.
- Taxpayers that are eligible for or that collected Unemployment Insurance (UI) benefits at any time in 2021, will be automatically considered to have an annual income at 133% of the Federal Poverty Level (\$12,880) and will be eligible for a nearly \$0 premium benchmark silver plan with comprehensive cost sharing subsidies this year.

# The Covered Connecticut Program

- Beginning July 1, 2021 and again revised July 1, 2022, Some Connecticut residents that meet specific eligibility requirements are paying \$0 for their health insurance coverage, thanks to the new Covered Connecticut Program created by the State of Connecticut. The Covered Connecticut Program provides health insurance coverage, dental coverage and Non-Emergency Medical Transportation (NEMT) administered by the Connecticut Department of Social Services.
- For eligible Connecticut residents enrolled in the Covered Connecticut Program, the State of Connecticut pays the customer's portion of the monthly payment (premium) directly to their insurance company (Anthem, ConnectiCare Benefits, Inc. and ConnectiCare Insurance Company, Inc.) and also pays for the cost-sharing amounts (deductibles, co-pays, co-insurance and maximum out-of-pocket costs) that customers would typically have to pay with a health insurance plan.

## Eligibility Requirements:

1. Have a household annual income that is up to or equal to 175% of the Federal Poverty Level (FPL)
2. Be eligible for APTCs and Cost Sharing Reductions
3. Use 100% of their APTCs and CSRs along with the expanded American Rescue Plan financial assistance
4. Be enrolled in a Silver Level Plan

*\*If household income makes consumers eligible for HUSKY Health/Medicaid, they will not be able to enroll in the Covered Connecticut Program.*

# Medicaid Extension

Currently, HHS has extended the Public Health Emergency (PHE) period through the end of the calendar year, to December 31, 2022. Based on the extension, eligible individuals will have their Medicaid/CHIP coverage extended through December 31, 2022 in HIX and ImpaCT.

However, it is possible that the PHE period may be ended anytime prior to December 31, 2022, which would also end Medicaid/CHIP coverage for individuals prior to December 31, 2022.

## Exceptions to the Medicaid Extension to Dec 31:

- voluntary termination
- relocation outside of CT
- ineligible immigration status after completing a SAVE verification
- age-out of HUSKY B
- death

Updates on the HUSKY ext. can be found at: <https://portal.ct.gov/HUSKY/Special-information-and-resources-for-HUSKY-Health-members-about-coronavirus>

# Outreach Updates for 2023

# 2 Decades in 2 Years







## Why health disparities matter

- Our motivation
- Research findings
- Personal experiences
- Our future impact

## What we've accomplished

- Health Equity and Outreach Department
- Broker Academy

## Taking the next steps

- Health Equity Advisory Committee
- Collaborating with you



# Results of our research

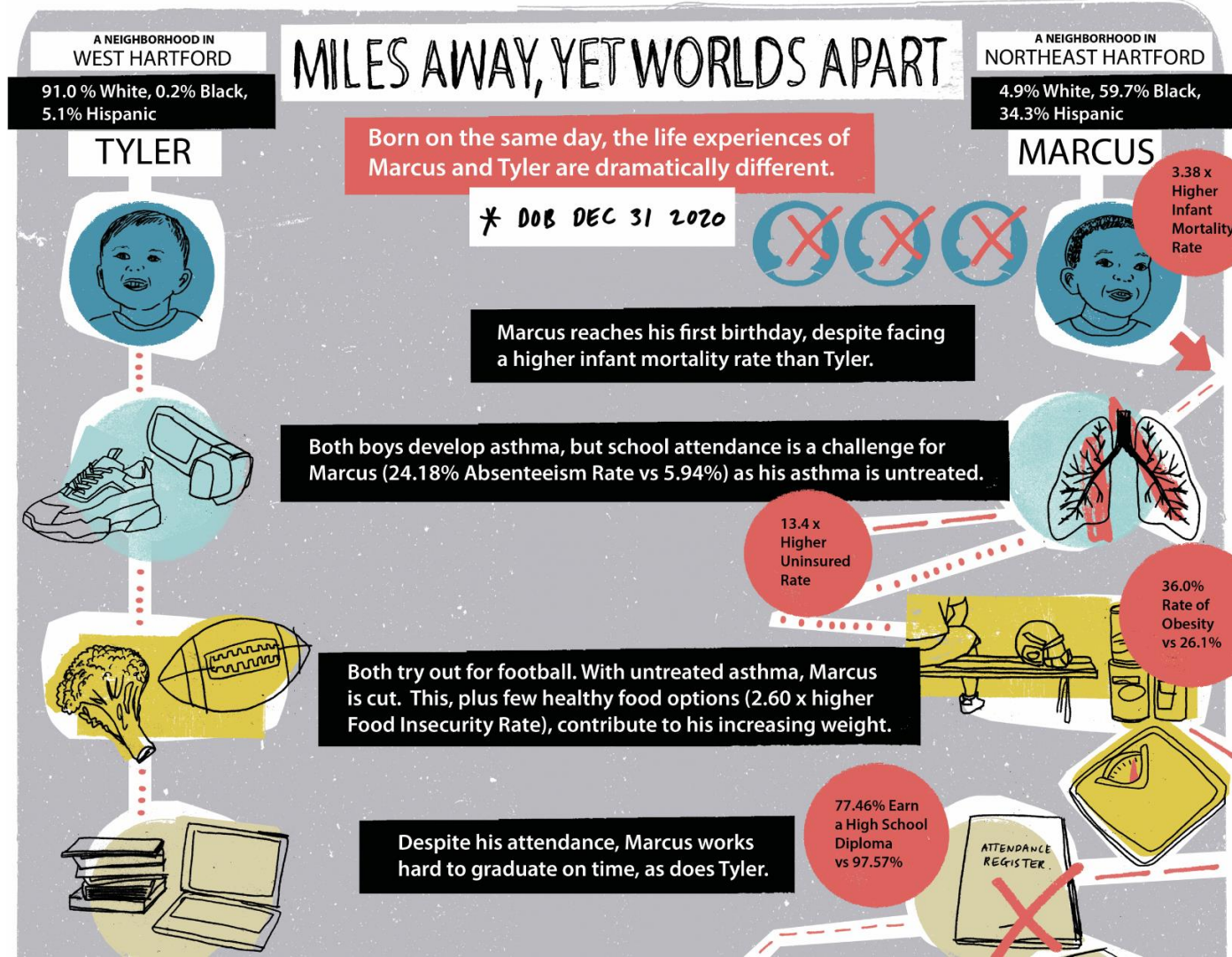


**CT ranks  
among  
the highest  
in health  
and wealth**

**CT has significant  
health disparities  
in low-income  
communities**

- ✘ Especially true for communities of color
- ✘ Includes 20-year life-expectancy gap between White and Black males living miles apart

# Putting names and faces to our findings



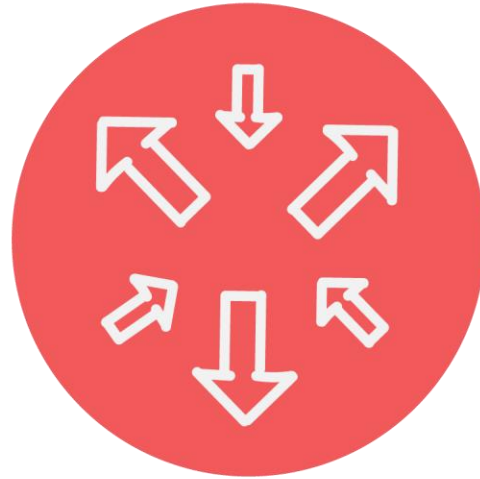
What we've accomplished



# Strengthened the department's ability to engage



**Launched  
webpage**



**Transitioned  
outreach internally**



**Hired additional  
team members**



**Integrated  
new CRM**



# Launched the Broker Academy

Innovative program  
**that trains  
and certifies**

**15**

new health  
insurance  
brokers per  
cohort

**Established  
a pathway**  
for new, licensed  
insurance brokers  
to enter the  
profession

**Builds  
the skillset**  
of those who  
live & work in  
**traditionally  
underserved  
communities**

Creates  
**a diverse  
insurance  
broker**  
community

**Addresses income disparities**  
by introducing insurance brokerage  
**as a model of residual income**

**Provides  
access to  
brokers in  
communities  
that have few,  
if any, brokers**

Helps AHCT to  
**build trust by  
meeting members**  
where they are



Taking the next steps

# Partnerships With Purpose, Especially With You

AHCT's mission is in alignment with the empowering work of the community partners.

**Together, we have an opportunity to meaningfully connect with Connecticut's residents—especially our most socially vulnerable populations—**

to improve their health through the care they access and receive.

# OE10 Enrollment Locations

## Enrollment Locations:

- **Ferguson Library**

1 Public Library Plaza

Stamford

Monday – Friday 10:00am-6:00pm

- **Raymond Library**

840 Main Street

East Hartford

Monday - Friday 9:00am-5:00pm

## Navigator Sites

- Community Renewal Team (CRT) – Hartford
- Community Health Center Association of CT (CHCACT)  
Danbury, Willimantic, Norwich, New London
- Greater Bridgeport Area Prevention Program (GBAPP)  
Bridgeport
- New Opportunities, Inc (NOI) Waterbury

## Enrollment Fairs Statewide

- 14 OE Fairs M - TH 5:00 - 8:00
- 7 Sa & S 10:00 - 1:00



## Enrollment Fairs

- **Open Enrollment**

- We are working on identifying top cities based on uninsured rate, African American pop, Latino pop, how well cities performed the past's years, and geographic spread. This list assumes the following things:
  - We would have ELs in Stamford & East Hartford
  - We will have 4Navigator sites
  - We will prioritize top performing sites while ensuring representation in each county.

# Questions?



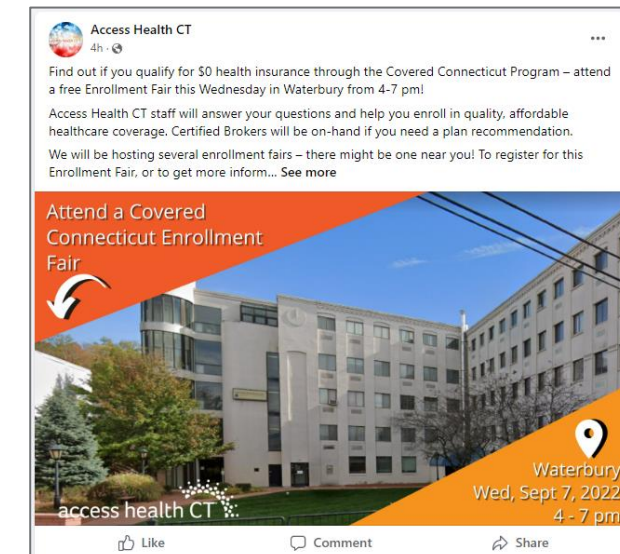
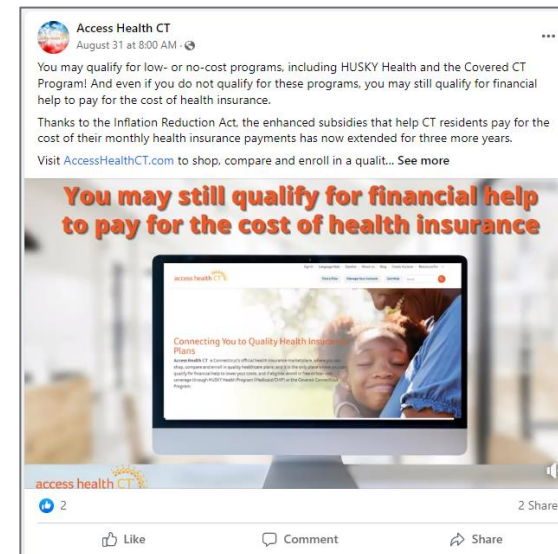
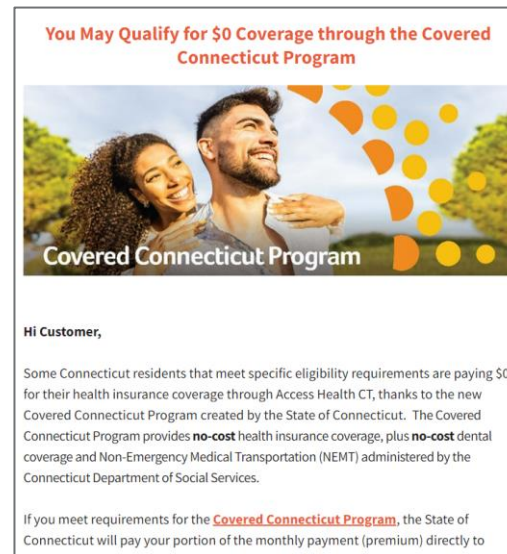
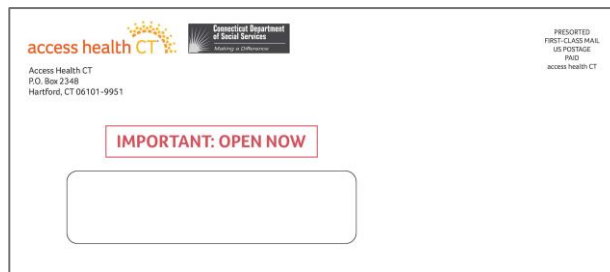
# Marketing Updates

Preparing for 2023 Open Enrollment



# Promoting Enrollment Year-Round

- Special Enrollment Period for Residents with Lower Income
- Covered Connecticut Program
- Qualifying Life Events
- **Key tactics:** direct mail, emails, one pagers, press releases, social media, toolkit updates



# Open Enrollment 2023

- **Open Enrollment is November 1, 2022 – January 15, 2023**
- **Targeted, customized communications to renewing customers**
  - Encourage shopping & comparing
  - Reference their “Broker of Record” when possible
  - Connect customers with a Broker or CAC for help
  - Additional messaging for 2022 Dental customers
- **Broad, statewide efforts to engage CT residents**

# Reaching Customers & Residents During the Open Enrollment Period

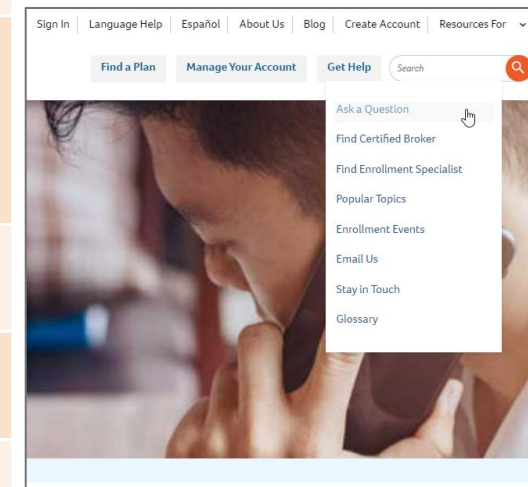
- **Direct Mail**
- **Emails**
- **Texts**
- **Social Media (organic & paid)**
- **Blog Posts**
- **Press Releases / Media**
- **Paid Advertisements (TV, radio, outdoor, etc.)**

# Targets for Open Enrollment 2023

- **Retention:**
  - Retain current customers with health and/or dental plans
  - Engage & retain Certified Brokers, CACs and Community Partners
- **Acquisition:**
  - Former customers
  - Uninsured / under-insured CT residents
  - Leads (captured in digital, email, social, outreach)
  - Incomplete applications
  - Newly eligible (e.g. 26-year olds)

# Key Broker & CAC Resources

Broker Page	<a href="https://AccessHealthCT.com/brokers">AccessHealthCT.com/brokers</a>
Community Page	<a href="https://AccessHealthCT.com/community">AccessHealthCT.com/community</a> and click <b>2022 CAC Updates</b>
Knowledge Base	<a href="https://AccessHealthCT.com">AccessHealthCT.com</a> and click <b>Ask a Question</b> under Get Help <b>-OR-</b> Type a question in the search bar at <a href="https://AccessHealthCT.com">AccessHealthCT.com</a>
Toolkit	<a href="https://AccessHealthCT.com/toolkit">AccessHealthCT.com/toolkit</a>
Blog	<a href="https://AccessHealthCT.com/blog">AccessHealthCT.com/blog</a>
Email Newsletters	*Ask the Broker / CAC Support Team*





# From Our Toolkit

- The toolkit is your one-stop shop for marketing content
- We keep our toolkit updated with the latest enrollment opportunities, messaging, talking points, one pagers and more
- Visit [AccessHealthCT.com/toolkit](https://AccessHealthCT.com/toolkit) or find it on our homepage at [AccessHealthCT.com](https://AccessHealthCT.com) under *Resources For > Toolkit*

# From Our Toolkit, cont'd



## Covered Connecticut Program

Some Connecticut residents who meet specific eligibility requirements are paying \$0 for their health insurance coverage through Access Health CT, thanks to the Covered Connecticut Program created by the State of Connecticut and administered by the Department of Social Services. The Covered Connecticut Program now includes dental benefits and non-emergency medical transportation.

If you qualify, the State of Connecticut will pay your portion of the monthly payment (premium) directly to your insurance company (Anthem or ConnectiCare) and will also pay for the cost-sharing amounts that you would typically have to pay with a health insurance plan, such as deductibles, co-pays, co-insurance, and maximum out-of-pocket costs.

**Who qualifies for the Covered Connecticut Program?**  
You must be a Connecticut resident and you must meet all program eligibility requirements in order to pay \$0 for your health insurance plan. You must:

- ✓ Have a household income up to and including 175% of the Federal Poverty Level (FPL) and not qualify for Medicaid because of income (see FPL chart below)
- ✓ Be eligible for financial help, including Advance Premium Tax Credits (APTCs) and Cost-Sharing Reductions (CSRs) and use 100% of the financial help available to you
- ✓ Be enrolled in a Silver-Level Plan

**Federal Poverty Level (FPL) chart:**

Household Size	1	2	3	4	5	6	7	8
175% FPL	\$22,540	\$30,485	\$38,430	\$46,375	\$54,320	\$62,265	\$70,210	\$78,155

**How can you find out if you are eligible and enroll?**  
Complete an application at [AccessHealthCT.com](https://AccessHealthCT.com). If you're already enrolled in the Covered Connecticut Program, Access Health CT will automatically update your account beginning July 2022. If you're not already enrolled in the Covered Connecticut Program, Access Health CT will review your application to see if you qualify for the Covered Connecticut Program and automatically enroll any eligible customers by July 2022. Make sure Access Health CT has your most up-to-date household income and contact information. For free help enrolling or to find out if you are eligible for the program, call the call center at 1-855-805-4325. If you are deaf or hearing impaired, you may use the TTY at 1-855-789-2428 or contact us with a relay operator. The call center is available Monday through Friday, from 8 a.m. to 4 p.m.

**access health CT**  
Connecting you to quality health insurance plans.



## New Special Enrollment Period for Residents with Lower Income

Access Health CT is committed to increasing access to affordable health insurance coverage. This New Special Enrollment Period for Residents with Lower Income will provide access to no-cost or very low-cost health insurance made possible by the American Rescue Plan Act (ARPA).

**Who is eligible for the New Special Enrollment Period for Residents with Lower Income?**

- ✓ New or returning customers who are not currently enrolled in a health insurance plan through Access Health CT
- ✓ Connecticut residents who are eligible for Advance Premium Tax Credits (APTCs) and have a household income at or below 150% of the Federal Poverty Level (FPL)

**Important notes about availability:**

- ✓ Offered only through Access Health CT as Connecticut's official health insurance exchange
- ✓ The American Rescue Plan Act (ARPA) makes health insurance coverage more affordable and accessible for many Connecticut residents by greatly reducing monthly payments (premiums) for many people who enroll through Access Health CT
- ✓ This Special Enrollment Period is open through Plan Year 2022, unless the enhanced subsidies are extended beyond 2022 through federal legislation
- ✓ Coverage will start on the first of the month following enrollment

**Here is a chart that can help you understand if you meet the income requirements:**

Household Size	1	2	3	4	5	6	7	8
150% FPL	\$19,320	\$26,130	\$32,940	\$39,750	\$46,560	\$53,370	\$60,180	\$66,990

**How can you find out if you are eligible and enroll?**  
Call the Access Health CT call center: 1-855-805-4325. Operators are available Monday – Friday, from 8 a.m. – 4 p.m. If you are deaf or hearing impaired, you may use the TTY at 1-855-789-2428, or contact us with a relay operator.

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## Update your contact information

Get the latest news on your HUSKY/Medicaid coverage

Connecticut Department of Social Services  
access health CT  
HUSKY HEALTH

See other resources at [AccessHealthCT.com/toolkit](https://AccessHealthCT.com/toolkit)

# Questions? Ideas?

- **How can we help you to serve our customers?**
- **What information are you lacking?**
- **Do you have ideas for an event or partnership?**

**Share your input with the Broker/CAC Support team!**

# Follow and Share @AccessHealthCT



# Resources

# Call Center Hours

## Hours of Operation for Open Enrollment

- Mon–Friday: 8am-7pm
- Select Saturdays: 9am-3pm
- 12/15/22 8am-Midnight
- 1/15/23 9am-Midnight

**1-855-805-4325**

# How to reach us

## Email Inboxes:

- IRD inbox: [IRD.Outreach@ct.gov](mailto:IRD.Outreach@ct.gov)
- CAC Registration: [AHCT.CACRegistration@ct.gov](mailto:AHCT.CACRegistration@ct.gov)

## Community Partner Webpage:

<https://www.accesshealthct.com/community/>





# Staffing Changes

**Please be sure to reach out to the CAC Registration inbox to notify us of any staffing changes within your organizations to keep our records up to date.**

**[AHCT.CACRegistration@ct.gov](mailto:AHCT.CACRegistration@ct.gov)**

# Q & A Segment





**Thank you for  
joining!**