



Covering Kids & Families Meeting

September 25, 2017

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UPDATES

Open Enrollment

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- Extended Open Enrollment Period: Nov. 1 - Dec. 22.
- All plans to start 1/1/18
- Campaign starts October “Level set” then OE campaign kicks off

Carriers

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- 2 Carriers still participating on the exchange.
- ConnectiCare participating on small business for 2018.

Affordable Care Act

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- The Affordable Care Act (known as ObamaCare) is **STILL THE LAW.**
- Tax Penalty (\$695+) for Not Having Coverage

Help and Community

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- Financial Help available ONLY through AHCT.
- Increased (Free) In-person help & community outreach
- Training for CAC’s & Brokers (coming back in ‘18).
- Community Conference, Oc. 12

Customer Experience

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- Mobile site
- Customer Decision Support Tool with Provider Search Tool

OE PREPARATIONS

Training

The curriculum has been completely rewritten and will total over 60 modules. Each audience will be certified after reviewing their specific modules and a test.

Call Center –

With the shorter Open Enrollment, Call Center hours will be extended:

- As of November 1, 2017 – there will be 309 CCR
- As of December 1, 2017 – there will be 360 CCR's

Certified Application Counselors

An initial communication distributed to 195 CACs regarding certification. Training modules started September 18 and must be completed by October 13.

Community Conference

Designed to bring together our statewide community partners and Certified Application Counselors. Over 600 individuals invited so far.

**Thursday, October 12, 2017, at the Radisson Hotel in Cromwell, CT
8:30 AM – 3:00 PM - Optional in-person training for CACs from 3:00 – 5:00 PM.**

OE PREPARATIONS

ENROLLMENT LOCATIONS:

Relocating former enrollment centers to ten communities throughout the state.

Open 5 days a week and some weekends

Training: 5-week course vs. the 2-week course in prior years.

Bridgeport, New Britain, Danbury, New Haven, Waterbury, East
Hartford, Norwich, Hartford, Stamford, Milford

Learn.AccessHealthCT.com/locations

ENROLLMENT FAIRS:

- Saturday, November 4 in Manchester
- Saturday, November 18 in Fairfield
- Saturday, December 2 in New London
- Saturday, December 9 in Hamden
- Saturday, December 16 TBD

Support: Certified Application Counselors

Who to Reach and When:

Primary Contact: Jeanna Walsh

Office: 860-241-8447

Email Jeanna.Walsh@ct.gov

When to contact: Any assistance not customer related, e.g.:
Certification questions, customer service issues, system issues

Enrollment Questions or need Broker Support

Call: 855-805-4325

Password Resets for the Learning Center

Email LearningCenter.AHCT@ct.gov

Thank you!



#AHCT #GetCoveredCT