

Guide to Returning Brokers Certification

About this program

The Returning Broker Certification program is available to Colorado agents who are licensed in Accident, Health and Life Insurance, have successfully completed Connect for Health Colorado Initial Broker certification training and were actively **recertified during the prior plan year**. The program is designed to ensure that returning brokers have the essential knowledge and skills necessary to work in the marketplace. Completion of this program will recertify the broker with Connect for Health Colorado for the upcoming Open Enrollment Period only. To begin, you will be assigned a role in the LMS system according to the table below:

If you:	Your role is:
Completed <i>New Broker</i> Certification training in the LMS and recertified online during the prior plan year	Returning Broker
Completed <i>New Broker</i> Certification training in the LMS between 9/1/2017 – 8/31/2018	Returning Broker
Completed New Broker Certification in the LMS in a prior year, but did not recertify during prior plan year	New Broker
Have never <i>completed</i> New Broker Certification in the LMS, regardless of the year	New Broker

Requirements to Recertify

To complete this program, the broker must hold a valid Colorado Accident, Health & Life Insurance license (resident or non-resident), been certified in the prior plan year and complete *all* of the following components:



Coursework

This coursework consists of a set of modules. Complete these modules by clicking and progressing through each. There is a quiz at the end of each module that must be passed with a score of 80% or higher. Quizzes can be taken an unlimited number of times, but all modules must be passed to access the Certified Producer Agreement in the LMS.



Certified Producer Agreement

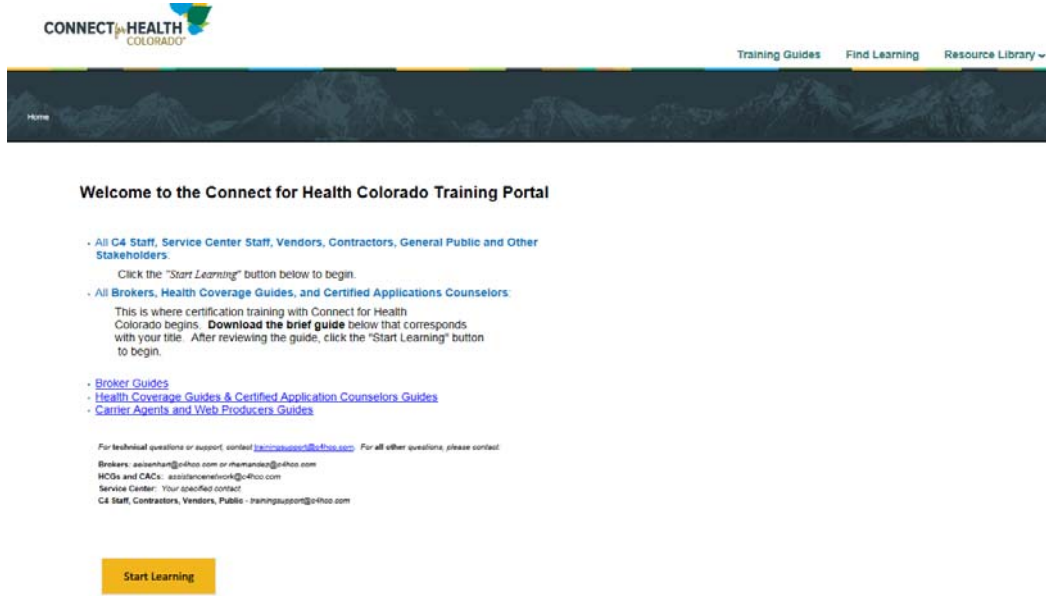
To complete this step, you must review and then sign the Certified Producer Agreement document. Once signed, the certificate icon will be activated on your dashboard.



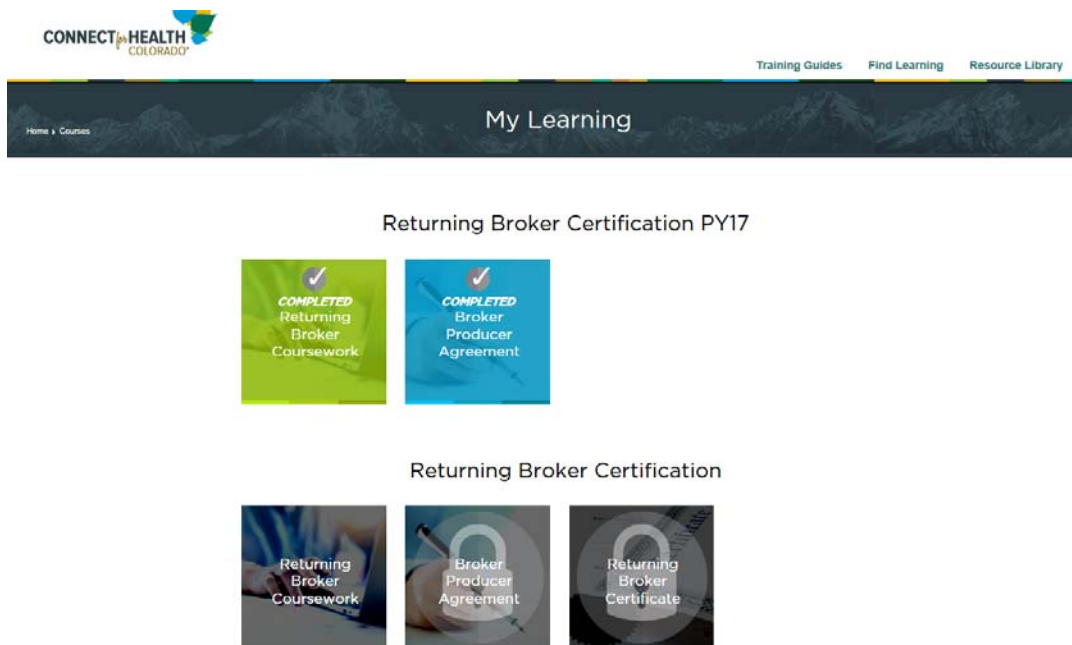
Certificate

Once the above requirements are accomplished, you will gain access to an official certificate that you can download, print, or e-mail to yourself. The certificate will be emailed to the address listed in your LMS profile and is accessible anytime you log back into your LMS profile. Your profile must be up-to-date.

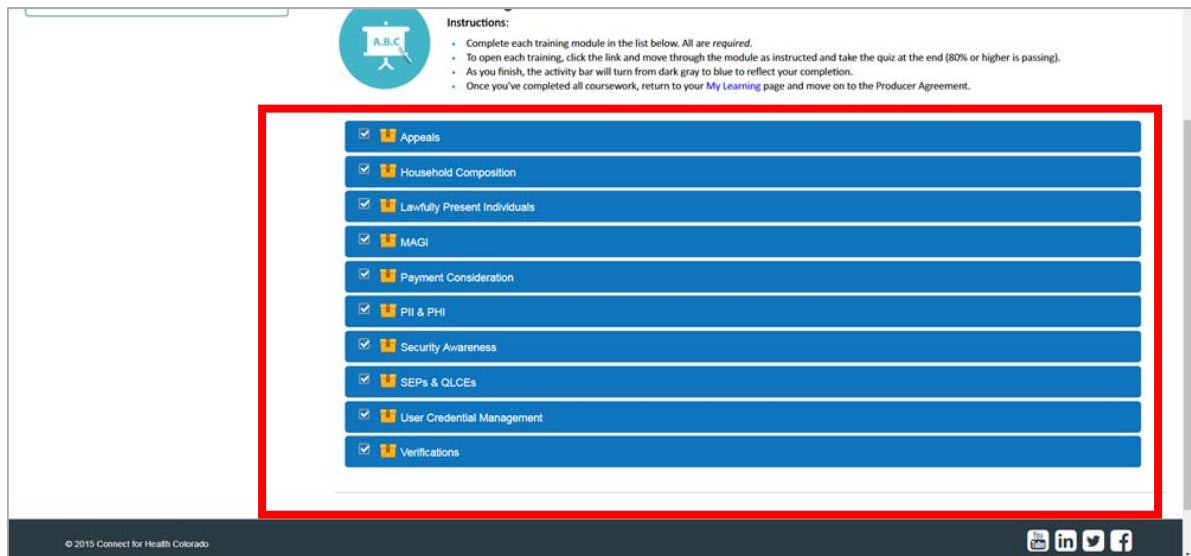
1. To begin, click on the **Start Learning** button in the LMS.



2. Click on the “Returning Broker Coursework” (gray tile) to access the **current 2019 Plan Year** coursework. Note: You may also see your Plan Year 2018 completion.



3. **Read the instructions**, then choose a training module. Modules can be taken in any order, and are gray in color until passed when they turn blue.



There is a quiz at the end of each module with 10 randomized questions. You must receive a score of **80% or higher** to pass the quiz.

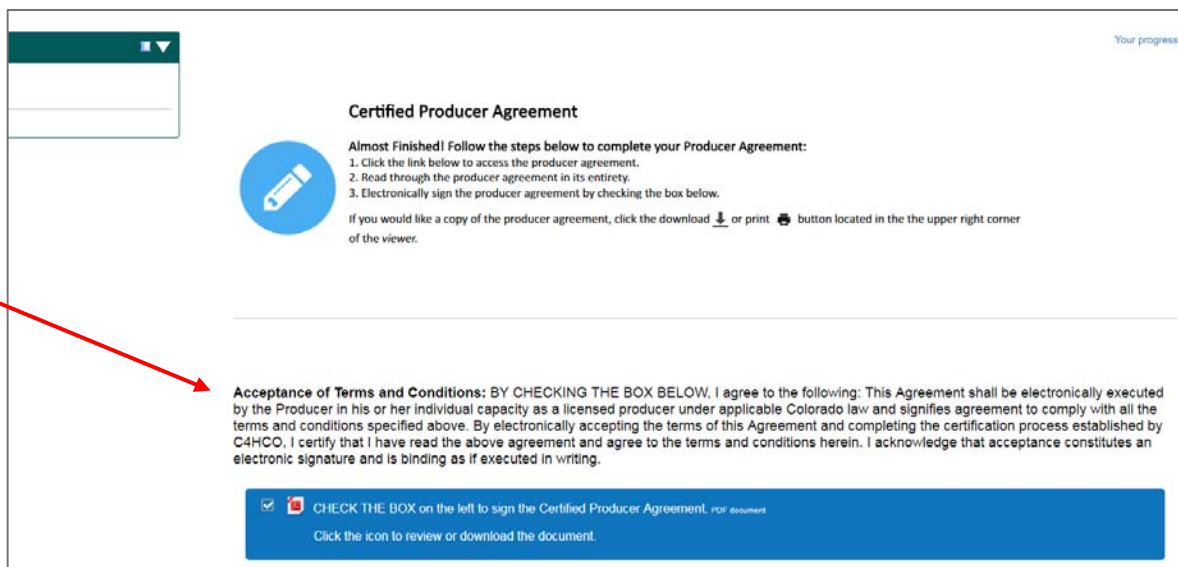
4. You may check grade(s) at any time using the *drop-down menu (upper right-hand corner) > Grades*. After viewing your grade click the back button in the browser window to return to the page where all training modules are listed.



5. Once all coursework is completed, the *Producers Agreement* icon will be activated and ready for your electronic signature. Notice that completed icons have a checkmark with the word “completed”.





6. **Read the instructions** and electronically sign the Agreement.




Certified Producer Agreement

Almost Finished! Follow the steps below to complete your Producer Agreement:

1. Click the link below to access the producer agreement.
2. Read through the producer agreement in its entirety.
3. Electronically sign the producer agreement by checking the box below.

If you would like a copy of the producer agreement, click the download  or print  button located in the upper right corner of the viewer.

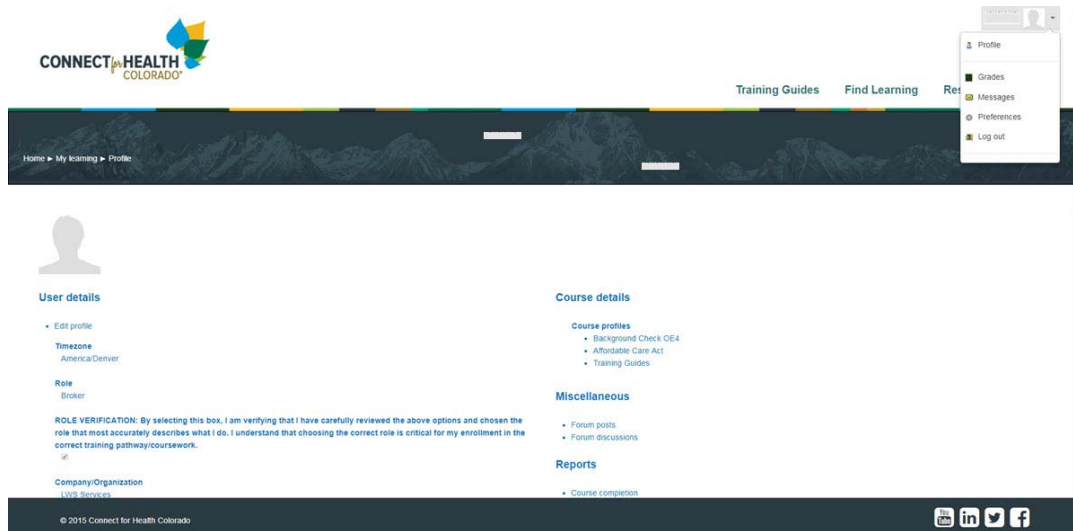
Acceptance of Terms and Conditions: BY CHECKING THE BOX BELOW, I agree to the following: This Agreement shall be electronically executed by the Producer in his or her individual capacity as a licensed producer under applicable Colorado law and signifies agreement to comply with all the terms and conditions specified above. By electronically accepting the terms of this Agreement and completing the certification process established by C4HCO, I certify that I have read the above agreement and agree to the terms and conditions herein. I acknowledge that acceptance constitutes an electronic signature and is binding as if executed in writing.

 CHECK THE BOX on the left to sign the Certified Producer Agreement. PDF document

Click the icon to review or download the document.

After signing the Producer Agreement, you can print out the certificate or have it emailed to you. The certificate will be **emailed to the address listed in your LMS profile.** For this reason, it is important that you update your profile.

7. To **update your profile**. Click on the silhouette icon in the upper right-hand corner of the page. Use the drop-down arrow to choose *Profile* and you will be directed to your “User details” page as shown on the following page.



The screenshot shows a user profile page in the LMS. At the top left is the 'CONNECT for HEALTH COLORADO' logo. The navigation bar includes 'Home', 'My Learning', and 'Profile'. A user menu is open in the top right, showing options for Profile, Grades, Messages, Preferences, and Log out. The main content area is divided into two columns: 'User details' and 'Course details'. The 'User details' section includes 'Edit profile', 'Timezone: America/Denver', 'Role: Broker', a 'ROLE VERIFICATION' statement, and 'Company/Organization: LMS Services'. The 'Course details' section includes 'Course profiles' (Background Check OE4, Affordable Care Act, Training Guides), 'Miscellaneous' (Forum posts, Forum discussions), and 'Reports' (Course completion). The footer contains the copyright notice '© 2015 Connect for Health Colorado' and social media icons for YouTube, LinkedIn, Twitter, and Facebook.

Contact Us:



If you experience any difficulties while in the LMS such as improper page loading, video malfunction etc. contact trainingsupport@c4hco.com . This email is monitored closely and issues will be acknowledged in a timely manner.

If you have questions regarding certification requirements, contact the Broker Team at BrokerTeam@c4hco.com.
