2

Confirm Your Premium Payment

When Are Premium Payments Due?
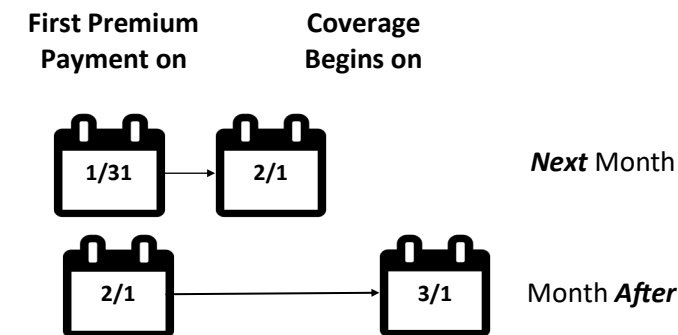
Your enrollment in your health insurance plan will be activated once you make your first premium payment.

Your first premium payment must be paid prior to the last day of the month, the month before you want your coverage to begin.

Ongoing premium payments are always due **the month prior to the month of coverage.**

If you set-up auto-payments, check each month to ensure that payment has occurred.

If you cannot make your payment on time, have a billing issue or question about your premium, call your health insurance company .

First Premium Payment on	Coverage Begins on	
1/31 →	2/1	*Next* Month
2/1 →	3/1	Month *After*

How Do I Know I Am Enrolled?

Call your health insurance company 7-10 days after paying your first month's premium to confirm that payment was received and that your plan is activated.

When you enroll you will receive a confirmation email from Connect for Health Colorado (C4HCO) that includes your health insurance company's contact information. If you enrolled with a Health Coverage Guide then that information also will be on the back of your **Enrollment Information** card.

What Happens If The Payment Is Late?

There is a 30-day grace period for late payments for those with Marketplace plans and not receiving tax credits.

Those receiving tax credits have a 90-day grace period for late premium payments. When repaying within that time limit, all overdue months need to be paid at one time.

After grace periods end, insurance will be cancelled and can be retroactively cancelled to last premium paid.

Boulder County Assistance Site for Health Coverage
healthcoverage@bouldercounty.org / 303-441-1000

BOULDER COUNTY
HOUSING & HUMAN SERVICES
Hope for the future, help when you need it.

CERTIFIED by
CONNECT for HEALTH COLORADO™

Confirm Your Enrollment

What are Verifications?

Verifications are documents that may be requested to confirm information that you included in your application such as proof of citizenship, lawful presence, residence or a bank statement.

Where do I Submit Verifications?

Options include:

1. Connect for Health Colorado Account:
   - Log in to Account Overview
   - Select My Eligibility
   - Use the most recent result (at the top)
   - View verifications needed
   - From the bottom of the Overview page Select My Documents > Upload Verifications
   - Follow prompts
2. Fax to 1-855-346-5175
3. Mail a copy to:

   Connect for Health Colorado
   Verifications
   P.O. Box 35681
   Colorado Springs, CO 80935

*Failure to provide documentation on time (90 days) may result in termination of your financial help and health insurance coverage.
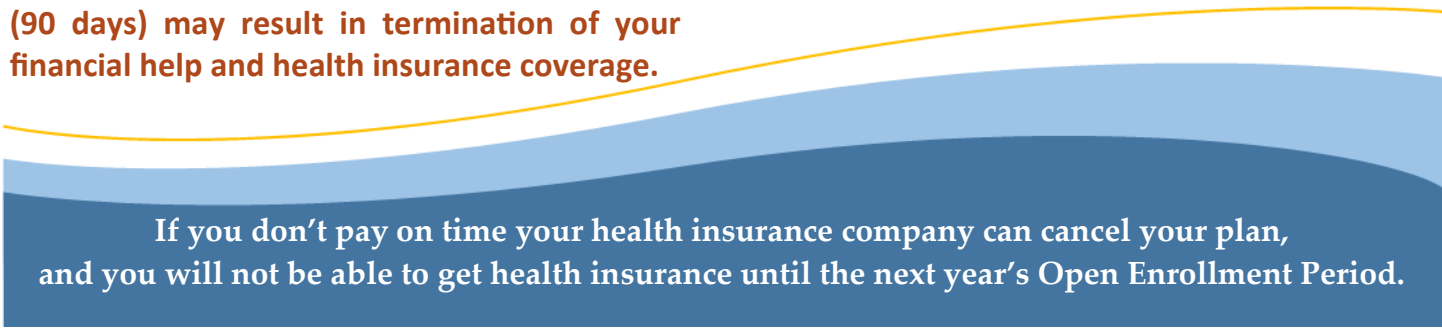
How Do I Know a Verification is Needed?

If you need to verify information provided in your application, Connect for Health Colorado will send you a **Mailed Notice**, requesting documentation of that information. It is important that you read mail from Connect for Health Colorado!

When Are Verifications Needed?

You will have a ***90-day Reasonable Opportunity Period** to provide the requested information to Connect for Health Colorado. It is important that you provide this information by the date indicated on the notice to ensure that you and your family's health and finances are protected.

For a complete list of acceptable verification documents:

◊ http://connectforhealthco.com/acceptable-documents/

◊ For help call Connect for Health Colorado's Service Center / 855-752-6749

If you don't pay on time your health insurance company can cancel your plan, and you will not be able to get health insurance until the next year's Open Enrollment Period.