

Public Feedback on Connect for Health Colorado (April 25 - May 12)

Response #1

1. Describe your interaction with Connect for Health Colorado

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==> I am an insurance broker, health care navigator, or other person who helps people purchase health insurance through connect for Health.

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2. How satisfied are you with your experience with Connect for Health Colorado?

=====

neutral/no opinion

They are very nice, but many are not well informed on rules and regulations of Health Insurance.

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3. How satisfied are you with Connect for Health Colorado's website and the ability to search for health plans?

=====

highly dissatisfied

It's extremely hard to navigate and find things on this website....

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4. How satisfied are you with Connect for Health Colorado's call center and overall customer service?

=====

neutral/no opinion

I have had experience on both sides. More on the bad side of things. Things don't get resolved quickly.

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5. How satisfied are you with your experience interacting with health care navigators, insurance brokers, and/or other organizations who helped you to purchase insurance through Connect for Health Colorado?

=====

neutral/no opinion

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6. How satisfied are you with the quality and affordability of health plans available through Connect for Health Colorado?

=====

highly dissatisfied

Unless you are getting Medicaid, or you don't make any money and qualify for some sort of subsidy, the rates are terrible for the average person.

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7. How satisfied are you with the process for determining Medicaid eligibility in order to apply for premium assistance?

=====

highly dissatisfied

It's terrible and long.

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8. After selecting a health plan through Connect for Health Colorado, how satisfied are you with your ability to complete your purchase and enroll in the health plan?

=====

somewhat dissatisfied

Unless someone is helping the client, they get confused and it's a hard process even for those of us that know how to navigate around the system.

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9. Please list any other comments or concerns you have about your experience with Connect for Health Colorado.

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The people are very nice, but some are not educated on Health Insurance and give wrong advice.

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Response #2

1. Describe your interaction with Connect for Health Colorado

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==> I purchased Health Insurance.
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2. How satisfied are you with your experience with Connect for Health Colorado?

=====
somewhat dissatisfied
Could not pay for my insurance with credit card via Connect when signing up for new policy. Called Connect and the person told me to wait 24 hours. I did and did not receive an acceptance for payment. Called Connect again. Person told me when signing up for a new policy, I must send in a check with the policy number he gave me.. He gave me the address for Kaiser. I sent the check in. Two days before the payment deadline, Kaiser sent a notice saying I needed to pay. The check I had sent in to the address Connect gave to me was not correct. I scrambled and paid the bill. Kaiser sent me a letter stating they had received a check but had no idea where to apply it. The Connect number had no meaning to them. What a fiasco!
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3. How satisfied are you with Connect for Health Colorado's website and the ability to search for health plans?

=====
somewhat satisfied
like comparison tool.
=====

4. How satisfied are you with Connect for Health Colorado's call center and overall customer service?

=====
highly dissatisfied
Call center need better, correct info to give customers. See above
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5. How satisfied are you with your experience interacting with health care navigators, insurance brokers, and/or other organizations who helped you to purchase insurance through Connect for Health Colorado?

=====
N/A
=====

6. How satisfied are you with the quality and affordability of health plans available through Connect for Health Colorado?

=====
somewhat satisfied
=====

7. How satisfied are you with the process for determining Medicaid eligibility in order to apply for premium assistance?

=====
N/A
=====

8. After selecting a health plan through Connect for Health Colorado, how satisfied are you with your ability to complete your purchase and enroll in the health plan?

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See above.
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Response #3

1. Describe your interaction with Connect for Health Colorado

=====
==> I purchased Health Insurance.
=====

2. How satisfied are you with your experience with Connect for Health Colorado?

=====
highly dissatisfied
Worst experience I've ever had trying to purchase anything let alone something as important and health insurance. Crappy customer service. Inexperienced help. Long wait times. Any private business would fail.
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3. How satisfied are you with Connect for Health Colorado's website and the ability to search for health plans?

=====
highly dissatisfied
What you see and what you can get are not the same. Complicated and slow process plus nothing is for sure.
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4. How satisfied are you with Connect for Health Colorado's call center and overall customer service?

=====
highly dissatisfied
Completely dissatisfied. Inexperienced help when you finally get somebody.
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5. How satisfied are you with your experience interacting with health care navigators, insurance brokers, and/or other organizations who helped you to purchase insurance through Connect for Health Colorado?

=====
somewhat satisfied
We finally got an insurance broker as we got nowhere through the website.
=====

6. How satisfied are you with the quality and affordability of health plans available through Connect for Health Colorado?

=====
somewhat dissatisfied
=====

7. How satisfied are you with the process for determining Medicaid eligibility in order to apply for premium assistance?

=====
neutral/no opinion
=====

8. After selecting a health plan through Connect for Health Colorado, how satisfied are you with your ability to complete your purchase and enroll in the health plan?

=====
highly dissatisfied
It's May of 2015. We've paid the premium per Kasiers monthly statements every month since Jan 2015. The checks have been cashed every month. WE STILL don't know if we have insurance. My wife went for her prescription last month and it was turned down because the insurance was valid. We spend 1 to 1 1/2 hours every month trying to get this issue resolved.

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9. Please list any other comments or concerns you have about your experience with Connect for Health Colorado.

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I still don't know if my family has health insurance after paying 6 months worth of premiums

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