



Dear Community Partners,

We hope that you and your family are staying safe and healthy during these challenging times. We are experiencing a health crisis, and in addition to social distancing and staying home, we are trying to make sure that residents have access to a health insurance plan. Over the past few weeks, we have seen an influx of Special Enrollments because many Connecticut residents are experiencing big changes in their lives right now. We thank you for your continued support and excellent service to these customers, it is truly appreciated.

This week, the New Special Enrollment Period is scheduled to end on **Friday, April 17**. Residents can enroll by calling 1-855-365-2428 (Monday - Friday, 8 am - 5 pm). As always, if someone has a Qualifying Life Event or they qualify for Medicaid, they can enroll online at AccessHealthCT.com.

Another change is coming on April 17 - Access Health CT is updating the consumer portal to a **responsive design**. This means that more people will be able to access our enrollment website and its full features from most phones and tablets. There are a few other minor changes that will occur as part of this release, please see below for more details and a link to register for a webinar on this topic.

You should also know that our call center hours are being adjusted starting on Monday, April 20. We will be open **Monday - Friday, 8:00 AM to 4:00 PM**.

Finally, one request made to our team in a previous webinar was to provide shareable images for your social media pages. We have included that information below, and thank you in advance for helping us to spread the word!

We appreciate your support.

If you have any other questions, please contact someone on our team.

Outreach Team

Outreach@AccessHealthCT.com

Learn More: [New Special Enrollment Period](#)

Register for [April 21 Webinar](#)

April 17 Responsive Release

On April 17, visitors to [AccessHealthCT.com](https://www.accesshealthct.com) may notice some changes in the look and feel of our website. We are updating our website to a responsive design - **this will result in a more consistent experience for our customers.**

> Will you be able to access the site? For reference, here is a list of the acceptable devices and browsers that will work with our new responsive design:

- Laptop:
 - Chrome (75.0.3770.100)
 - Firefox (67.0.4)
 - IE (11.1805.15063.0CO)
 - Edge (40.15063.674.0)
- MacBook:
 - Safari (13.0.5)
- iPhone:
 - Safari(12.1)
- Android phone:
 - Chrome (75.0.3770.100)

> **Other noteworthy changes that are part of this release:**

- **Updated:** Language around the identity check within the application - now directs users to call Access Health CT to resolve hard stops instead of Experian.
- **Enhanced:** Added further conditions on Certain Tax Filing Statuses.
- **Added:** Worker Portal tax status validation during application submission if individual is marked as 'Married filing taxes together' or 'Married filing taxes separately' and has a Marital status of 'Not Married'. This will prevent QHP with APTC eligibility duplication.

We are hosting a **webinar next Tuesday, April 21 at 11 am** to give you a chance to ask questions. **Please join us!**



[Register for April 21 Webinar](#)

Coping with COVID-19

Coping with COVID-19

According to the CDC (Central for Disease Control Prevention) the outbreak of COVID-19 can be very stressful for people and particularly children.

Taking care of your mental health

Here are some tips that will help to stay mentally healthy:

- **Disconnect from the news** for significant periods of time, including social media. Hearing about the pandemic constantly can be disturbing and can easily change your mood.
- **Take care of your body:**
 - Take deep breaths, stretch, or meditate
 - Try to eat healthy
 - Exercise more often and get enough sleep
- Try to do some other activities that you enjoy.
- **Connect with others** who you care and care about you. Talk with people you trust about your concerns and how you are feeling.

Spotlights

Certified Application Counselor Carmen Camacho

Agency: Fair Haven Community Health Care in **New Haven**

"I have worked at Fair Haven Community Health Care for 14 years in various capacities. For the past 5 years, I've worked as a Medical Insurance Care Coordinator and CAC. As we continue to expand our sites, we service customers in the greater New Haven area, East Haven, Branford, North Haven, Hamden, Meriden and Waterbury. I am very passionate about connecting people to the resources they need and will work hard to advocate on their behalf."



Fun Fact: "I am a loving and supportive mother of two wonderful sons and am finding a new love in my 2-month-old granddaughter. I enjoy cooking and cozying up to a great book."

Certified Broker Jeff Oswald

Agency: JM Harlan Benefit Advisors, LLC in **Rocky Hill**

"I'm a CPA who began my career in Hartford with KPMG and continued building my profession in the private industry. I now manage my own practice, JM Harlan Benefit Advisors, LLC. providing services to the entire state of CT from our corporate office in Rocky Hill with satellite offices in

Greenwich, Danbury, Norwalk, New Haven and West Hartford."



Fun Fact: "I graduated magna cum laude from the UCONN School of Business and played college rugby!"

[Click Here](#) to nominate someone for our next Spotlight!

Follow, Download & Share

Stay informed by following us on social media, and share the images below to help spread the word about the New Special Enrollment Period.



NEW SPECIAL ENROLLMENT PERIOD EXTENDED

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Who's Eligible?
ONLY qualified individuals who are uninsured, lawfully present and not incarcerated.



When can I enroll?
From April 3, 2020 to April 17, 2020



When will my coverage start?
The effective date of coverage for all enrollments during the New Special Enrollment Period will be May 1, 2020.



How can I enroll?
Phone Only: 1-855-365-2428
TTY: 1-855-789-2428
Monday – Friday, 8 am – 5 pm



NEW SPECIAL ENROLLMENT PERIOD EXTENDED

WHO'S ELIGIBLE?
Who's Eligible? ONLY qualified individuals who are uninsured, lawfully present and not incarcerated.

WHEN CAN I ENROLL?
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WHEN WILL MY COVERAGE START?
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access health CT

Learn.AccessHealthCT.com

If you are uninsured, or you know someone who is uninsured, we can help you get a health insurance plan that is right for you and your family.




	NEW SPECIAL ENROLLMENT PERIOD	SPECIAL ENROLLMENT PERIOD (SEP)
WHO'S ELIGIBLE?	ONLY qualified individuals who are uninsured, lawfully present and not incarcerated	Individuals who experience a Qualifying Life Event, like: <ul style="list-style-type: none"> loss of job-based coverage move to CT getting married
WHEN CAN I ENROLL?	From March 19, 2020 to April 2, 2020 Extended: April 3 – 17, 2020	You must start your application with Access Health CT within 60 days of your Qualifying Life Event
HOW CAN I ENROLL?	PHONE ONLY: 1-855-365-2428 TTY: 1-855-789-2428 Monday – Friday, 8 am – 5 pm	<ul style="list-style-type: none"> Online at AccessHealthCT.com In-person (Navigators & Enrollment Specialists) By Phone: 1-855-365-2428; Monday-Friday, 8 am - 5 pm

New Call Center Hours Starting Monday, April 20

Monday - Friday

8:00 AM - 4:00 PM

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Access Health CT is a place where Individuals, Families & Small Businesses can shop, compare and enroll in quality healthcare plans from brand-name insurance companies. And it's the only place where you could qualify for financial help to lower your costs.