

Comments submitted by
 City : Denver
 County : Denver
 Home Phone :

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?

=====
 highly dissatisfied
 =====

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

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

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

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

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

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

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

=====
 highly dissatisfied
 =====

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 satisfied
 =====

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

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My daughter was born last November and I added her to my policy after she was born. I have a "thank you for enrolling" message listing her name and the plan selected. Only after receiving medical bills totaling \$600+ for a procedure performed in December (that should have been covered by our policy) did we learn that no coverage was ever actually issued for her. I have spent over 10 hours trying to get this issue resolved and the representatives at Connect for Health Colorado have been less than helpful. My last contact with them was on March 25th and they assured me that a case had been opened with the Carrier Research Team and that the case was marked as Priority/Urgent. It has been nearly 7 months and I have not received any updates. This is completely unacceptable and I have found my entire experience with Connect for Health Colorado to be frustrating and unsatisfactory.

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*** End of Mail ***