

Timeline for Certified Insurance Agent (CIA) Process

CIA will create an account through www.coveredca.com

CIA added to [Learning Management System \(LMS\)](#)

Agent will receive *DocuSign email from agents@covered.ca.gov

Agent certification process is complete

Within 2-3 business days after creating a CIA account

Within 3-5 business days after creating a CIA account

Within 7-10 business days after passing exam

Within 7-10 business days after completing DocuSign

CIA License status is verified with [CDI](#)
Agent status changed to 'Eligible'
(CIA not yet certified)

Agent logs into LMS and completes Covered California Insurance Agent Certification Courses and Agent Certification Exam**
****Must score 80% or greater**

Final certification review
CIA status will be set to 'Certified' and agent profile is now public on Covered California website

***DocuSign Email includes:**

[Payment Portal Link](#), Agreement, Voter Registration Affidavit, Exhibit "A", Errors & Omissions Declaration Page, Standard Form 203, 213 & 215.

For certification inquiries please contact Agents@covered.ca.gov