



Certification Checklist.

Account Creation

- [Agency will create an Agency Account](#) through [CoveredCA.com](#).
- Bookmark the URL and create a username, password, and PIN.
- Complete the Agency and Agency Manager profile.
- Agency and Agency Manager status is set to “Pending” at this time.

Certification Training & Process

- Agency Manager will receive an email from Covered California’s Learning Management System (LMS) with login and password information to access the Agency Manager Certification Training.
- Agency Manager status is set to “Eligible” at this time.
- Agency Manger must login to LMS at <https://learning.coveredca.com/#/login> and select the Covered California Agency Manager Certification Training, located under “My Courses” within the "Certification/Recertification" folder. Complete all online courses within the curriculum.
 - Once the online courses are completed, the Agency Manager will select the “Agency Manager Certification Exam”.
 - A passing score of 80% or better is required to move forward in the certification process.

Submission of Payment/Agency Agreement

- The new Agency Manager will receive an email from DocuSign® to pay the Endorsement Fee.
- Once the fee has been processed, the Agency Agreement will be sent via DocuSign®. The Agency Manager must upload their Errors & Omissions (E&O) Certificate, review and sign Exhibits A-F, the Payee Data Form STD 204, Standard Agreement STD 213, and complete the Voter Registration Training.
 - Once the above is completed, the Agency & Agency Manager will become “Certified”.
 - Agency Manager is now permitted to assist Employers and Individual Families.
 - To complete the process, the Agency Manager must login using their new User ID and password. This allows the new Agency Manager to be found by consumers on the “Agent Finder” page on [CoveredCA.com](#).

Note: You must establish and remain properly appointed directly with all the applicable carriers to avoid commission issues while you are Certified with Covered California. Please use the link below for information on how to contact the carriers:

[Covered California Health, Dental, and Vision insurance companies.](#)

You are now ready to enroll consumers in Covered California!