How to Become a Medi-Cal Managed Care Plan Enroller (MMCPE)

COVERED CALIFORNIA

Steps to Become a Medi-Cal Managed Care Plan Enroller

STEP 1

Affiliate with a Managed Medi-Cal Care Plan Entity

Individuals interested in applying to become a Medi-Cal Managed Care Plan Enroller (MMCPE) must affiliate with a Managed Medi-Cal Care Plan Entity. If not already affiliated, follow the steps below:

- Search for a prospective Certified MMCP Entity in your area at: https://apply.coveredca.com/hix/entity/locateassister/searchentities.
- Contact the prospective Certified MMCP Entity to discuss affiliation with the Entity's Primary or Authorized Contact.
- Upon mutual agreement to affiliate, the Entity's Primary Contact will add the MMCPE Applicant to their roster.
- The MMCPE Applicant is required to register in Covered California's Certification Portal:
  - The MMCPE applicant will receive an email with credentials and instructions to access the Certification Portal to complete their Enroller profile and application.
- This registration concludes the MMCPE Applicant's affiliation with the MMCP Entity.

STEP 2

Complete Profile and Application

MMCPE Applicant logs into the Certification Portal to access the MMCPE Application at: https://coveredca.force.com/Certification/s/login/

- On the Welcome page, click on "My Profile".
- Complete the MMCPE Application. Follow instructions on Pages 2-4 of the "Certification Portal Counselor User Overview" Job Aid available at: http://www.coveredca.com/community-enrollment-partners/job-aids.

STEP 3

Pass Background Clearance

MMCPEs MUST pass a Background Check for Covered California by completing the following steps:

- Complete and submit the Criminal Record disclosure within the Certification Portal during the application process.
- Download the Live Scan form and review and sign acknowledging receipt of the Privacy Notice documents.
  a. Print TWO copies of the completed Live Scan Form and upload one signed copy in the Certification Portal.
  b. Contact a Live Scan facility and schedule an appointment to submit fingerprint scans. For a list of locations, download or access the service locations using the following link: http://capitallivescan.com/covered-ca.

For more information, contact the Certification Services Support Unit via email at: CommunityPartnerCertSupport@covered.ca.gov
For more information regarding Training or the Learning Management System (LMS), contact the Training Help Desk via email at: CCULearning@covered.ca.gov

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Pass Background Clearance - Continued

STEP 3

Certified Managed Medi-Cal Care Plan Entity Responsibility:

- Ensure Enroller Applicants are directed to a Covered California Approved Live Scan provider for fingerprinting and criminal record check.
- **Medi-Cal Managed Care Plan Entities (MMCPs) are responsible for paying the fingerprinting scan to the Live Scan vendor. Covered California <u>DOES NOT</u> pay for MMCPEs applicants' fingerprinting costs.**

Note: For the purposes of this program, Covered CA Live Scan form is the only acceptable form.

Complete Training

STEP 4

Upon Covered California's approval of the MMCPE Application:

1. The MMCPE Applicant is enrolled into the Training.
2. Receives an email with login ID and Password information from Covered California's Learning Management System (LMS).
3. Log into LMS at https://learning.coveredca.com to access and complete the online Certification Training.

MMCPE Applicant **MUST:**
- ➢ Complete all Courses within **30 days of the date enrolled into the Certification Training and**
- ➢ Pass the Certification Training exam with **a score of 80% or better.**

Register in CoveredCA.com

STEP 5

After MMCPE Applicant meets all registration requirements, the applicant:

- Receives an email with a personal Delegation Code to register as a Certified MMCPE in the CoveredCA.com system.
- Uploads a photo for their official Covered California badge.
- Must display the badge photo provided by Covered California when assisting consumers.
- May begin to enroll consumers.

For more information, contact the Certification Services Team via email at:
CommunityPartnerCertSupport@covered.ca.gov
For more information regarding Training or the Learning Management System (LMS), contact the Training Help Desk via email at: CCULearning@covered.ca.gov