How to Become a Certified Counselor

5 Steps to Become a Certified Counselor

**Affiliate**

Individuals interested in applying to become a Counselor must affiliate with a Certified Entity. If not already affiliated, follow the steps below to start the process:

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

**Complete Profile and Application**

Counselor Applicant logs into the Certification Portal at: https://coveredca.force.com/Certification/s/login/ and accesses the Counselor Application, as follows:

1. On the Welcome page, click on “My Profile”.

**Pass Background Clearance**

Counselor Applicants must pass background clearance by completing the following steps:

1. Complete and submit the Criminal Records Disclosure on their Certification Profile.
2. Upload the completed and signed Live Scan Form within the Certification Portal.
3. Review and sign acknowledging receipt of the Privacy Notice documents.
4. Print two (2) copies of the pre-populated Live Scan Forms to be provided to the Live Scan facility.
5. Contact the Live Scan facility to schedule a fingerprinting appointment. For a list of locations, download or access the service locations using the following link: http://capitallivescan.com/covered-ca.

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

Certified Entity Responsibility

- Ensure Counselor Applicants are directed to a Covered California approved Live Scan provider for fingerprinting and criminal record check.

For more information regarding the Certification process, contact the Certification Support 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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**Complete Training**

Upon Covered California’s approval of the Counselor Application:

- The counselor applicant is enrolled in the Training.
- Receives an email with login ID and Password information from Covered California’s Learning Management System (LMS).
- Logs into LMS at [https://learning.coveredca.com](https://learning.coveredca.com) to access and complete the online Certification Training.

Counselor applicants **MUST**:

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

**Register in CoveredCA.com**

After Counselor Applicant meets all Registration requirements, he/she will:

- Receive an email with a personal Delegation Code to register as a Certified Counselor in the CoveredCA.com system.
- Upload a photo for their official Covered California badge.
- Will receive the badge to enroll consumers as a Certified Counselor.
- Counselor can now begin to enroll consumers as a Certified Counselor.

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