



## 5 Steps to Become a Certified Counselor

STEP

1

### Affiliate

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

- Search for a prospective Certified Entity in your area at: <https://apply.coveredca.com/hix/entity/locateassister/searchentities>.
- Contact the prospective Certified 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 counselor applicant to their roster.
- The counselor applicant is required to register in Covered California's Certification Portal:
  - The Counselor Applicant will receive an email with credentials and instructions to access the Certification Portal and to complete their Enroller profile and application.
- This registration concludes the Counselor Applicant's affiliation with the Entity.

STEP

2

### 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:

- On the Welcome page, click on "My Profile".
- Complete the Counselor 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

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

- Complete and submit the Criminal Records Disclosure on their Certification Profile.
- Upload the completed and signed Live Scan Form within the Certification Portal.
- Review and sign acknowledging receipt of the Privacy Notice documents.
- Print two (2) copies of the pre-populated Live Scan Forms to be provided to the Live Scan facility.
- 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](mailto: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](mailto:CCULearning@covered.ca.gov)



## STEP

# 4

## 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> 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.**

## STEP

# 5

## 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.

For more information regarding the Certification process, contact the Certification Support via email at: [CommunityPartnerCertSupport@covered.ca.gov](mailto: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](mailto:CCULearning@covered.ca.gov)