

5 Steps to Become a Certified Counselor

Affiliate

STEP

1

Individuals interested in applying to become a Counselor must affiliate with a Certified Entity, if not already affiliated. To affiliate:

- 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 Counselor 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:

1. On the Certification Portal:
 - Complete and submit the Criminal Record Disclosure on their Certification Profile
 - Download the Live Scan form and
 - Complete the "**Applicant Information**", and
 - Print **TWO** copies of the completed Live Scan Form.
2. Contact an approved Covered California Live Scan facility to schedule an appointment to submit the two **Live Scan form copies** and **fingerprint scans**. To find the nearest approved Live Scan location go to: http://www.capitallivescan.com/covered_ca_home.html

- For more information, 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



STEP 4

Complete Training

Upon Covered California's approval of the Counselor application:

- The counselor applicant is enrolled in Training and
- 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, and**
- Pass the Certification Training exam with **a score of 80% or better.**

STEP

Register in CoveredCA.com

5

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
- Receive the badge, and may
- **Begin to enroll consumers as a Certified Counselor.**

- For more information, 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