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. To affiliate:

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:
   - 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.

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".

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

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