



5 Steps to Become a Certified Entity

STEP

1

Application and Certify Counselor

The Entity authorized representative must access the Certification Portal self-registration page at: <https://coveredca.force.com/Certification/s/login/>, and

- Complete all required fields
- Create username and password
- Upload required Documents:
 - Entity Agreement
 - Proof of:
 - Current License
 - Insurance coverage (General Liability and Workers' Compensation. Ensure Covered CA is listed as a Certificate Holder)
 - Conflict of Interest Prevention Plan
 - W9 of Entity
- Submit the application
- Have at least one counselor complete the [Certification Process to Become Certified](#)

STEP

2

Application Review by Covered California

- Covered California reviews the newly submitted Entity Application for eligibility and completeness (this process can take 7-10 business days)
- Covered California will reach out to the Entity to obtain missing information when necessary

STEP

3

Receive Approval

Covered California will send the Entity an email when the application is approved or denied based on program requirements

- If approved, Covered California will provide additional Certification requirements instructions for the Entity to complete.

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

How to Become a Certified Entity

STEP 4

Complete Entity Management Training

Covered California emails instructions to the Entity Primary Contact to complete the required online Entity Management Training in the Learning Management System (LMS) within 90 days from registration.

STEP 5

Register in CalHEERS (covered.ca.com)

After an Entity application meets all Registration requirements, the following must be completed:

- Receive a phone call from Covered California Certification Services team member to create log-in information.
- Log in to CalHEERS log in page [click here](#)
- With login ID and Password information log into CoveredCA.com and complete Security Questions and update email address and cell phone number for password recovery.
- Complete information regarding Entity for CoveredCA.com account. This information mirrors all information entered in the Entity Certification Portal Account.

Upon completion of all registration requirements, the Certified Entity may complete their enrollment counselor roster and prepare to enroll consumers in affordable health care insurance.

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