

Steps to Become a Certified MMCP Entity

STEP 1 Affiliate with Department of HealthCare Services (DHCS)

The MMCP Entity must be contracted with DHCS to provide health care services to enrolled Medi-Cal beneficiaries. [Click here](#) to access the MMCP Health Plan Directory webpage to verify if you are enrolled with DHCS.

STEP 2 Application and Counselor Certification

The Entity Primary Contact must access the Certification Portal self-registration page at: <https://coveredca.force.com/Certification/s/login/>

- Complete all required fields of the application
- Create username and password
- Covered California will enroll Primary Contact in Training
- Upload the following required Documents:
 - Current Business License
 - Insurance coverage (1. General Liability and 2. Workers' Compensation)
 - Covered CA must be listed as the certificate holder on the General Liability form
 - Conflict of Interest Prevention Plan (form is in the Certification Portal)
 - Entity W-9
- Submit the application
- Have at least one counselor start and complete the Certification Process to Become Certified

STEP 3 Complete Entity Management Training

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

STEP 4 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

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 5 Receive Approval

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

- If approved, Covered California will email the Entity Agreement for signature
- If denied, an email will be sent to the Entity requesting additional Certification requirements

STEP 6 Entity Agreement

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- The customized Entity Agreement is sent to the Primary and Authorized Contact for signage via DocuSign
- Once the agreement is returned, the agreement is signed by Covered California

Register in CalHEERS (covered.ca.com)

STEP

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

- Receive a phone call from Covered California Certification Services team member to create a 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 now add additional enrollment counselors to their roster and begin to assist consumers in enrolling in affordable health care insurance.

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