



How to Become a Certified Counselor Quick Guide

Overview

How to become a Certified Counselor with Covered California.

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Counselor Eligibility Requirements

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:

1. Search for a prospective Certified Entity in your area at:
<https://www.coveredca.com/support/agent-finder/certified-enroller/>
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 Enroller Portal:
 - The Counselor applicant will receive two (2) emails with credentials and instructions to access the Enroller Portal and to complete their Enroller profile and application. This includes a unique access code.
5. This registration concludes the Counselor applicant's affiliation with the Entity.

Application and Onboarding

Counselor applicant logs into the Enroller Portal at: <https://apply.coveredca.com/static/lw-web/login> and completes the Counselor application.

- Provide all requested information.
- Upload a badge photo.

Note: If the Counselor applicant needs to re-log into the application, a new access code can be requested. Send an email to: CommunityPartnerCertSupport@covered.ca.gov



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Background Clearance

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

1. Complete and submit the Criminal Records Disclosure on their Certification Application.
2. Live Scan form is sent to counselor via DocuSign. Complete and sign the Live Scan form and submit it. It will automatically be uploaded to the Certification Application.
 - Review the Privacy Notice documents included in the Live Scan form.
3. Print two (2) copies of the pre-populated Live Scan forms to be provided to the Live Scan facility.
4. 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: https://www.applicantservices.com/CA-Social-Distancing/Live_Scan_Locations.

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.

- If there are issues or you have questions about the background check process, reach out to backgroundchecks@covered.ca.gov for assistance.

Training and Exam

Upon Covered California's approval of the Counselor application:

1. The Counselor applicant is enrolled in the training
2. Receives an email with login ID and password information from Covered California's Learning Management System (LMS).
3. Logs into LMS at <https://learning.coveredca.com/#/login> 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**.

For more information regarding training or the Learning Management System (LMS), contact the Training Help Desk via email at: CCULearning@covered.ca.gov

Counselor Agreement

Upon successfully completing Covered California's LMS training and exam, a Counselor Agreement will be emailed to the Counselor via DocuSign and submitted to Covered California for review and approval.



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Note: If there is nothing to disclose state “*I have nothing to disclose*”. Failure to comply will result in the document being declined and a new DocuSign will then need to be completed.

Register in Enroller Portal (coveredca.com)

After Counselor applicant meets all registration requirements, they will:

- Receive an email with a personal access code to [register](#) as a Certified Counselor in the CoveredCA.com system and create a username.
- Receive an e-badge within 10 days and a physical badge within 30 days of being certified and creating a username.
- Must display the badge photo provided by Covered California when assisting consumers.
- Counselor can now begin to enroll consumers as a Certified Counselor.

For more information and further assistance regarding the Certification process, refer to the [Enroller Portal Counselor User Guide](#) for further assistance.

For more information regarding training or the Learning Management System (LMS), contact the Training Help Desk via email at: CCULearning@covered.ca.gov