



# How to Become a Medi-Cal Managed Care Plan Enroller (MMCPE) Quick Guide

## Overview

This quick guide explains how to become a Medi-Cal Managed Care Plan (MMCP) Enroller.

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## Managed Medi-Cal Care Plan (MMCP) Enroller Eligibility Requirements

Individuals interested in applying to become a Medi-Cal Managed Care Plan (MMCP) Enroller must affiliate with a MMCP Entity. If not already affiliated, follow the steps below:

1. Search for a prospective Certified MMCP Entity in your area at: <https://apply.coveredca.com/hix/entity/locateassister/searchentities>.
2. Contact the prospective Certified MMCP 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 MMCP Enroller applicant to their roster.
4. The MMCP Enroller applicant is required to register in Covered California's Enroller Portal:
  - The MMCP Enroller 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 MMCP Enroller applicant's affiliation with the MMCP Entity.

## Application and Onboarding

MMCP Enroller 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 Enroller applicant needs to re-log into the application, a new Access Code can be requested. Send an email to: [CommunityPartnerCertSupport@covered.ca.gov](mailto:CommunityPartnerCertSupport@covered.ca.gov)

Outreach and Sales Division

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## Background Clearance

MMCP Enrollers must pass a background check for Covered California by completing the following steps:

1. Complete and submit the Criminal Record 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 a 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](https://www.applicantservices.com/CA-Social-Distancing/Live_Scan_Locations).

**Important:** Medi-Cal Managed Care Plan Entities (MMCPs) are responsible for paying the fingerprinting scan to the Live Scan vendor. Covered California **DOES NOT** pay for MMCP Enrollers applicants' fingerprinting costs.

**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](mailto:backgroundchecks@covered.ca.gov) for assistance.

## Training and Exam

Upon Covered California's approval of the MMCP Enroller application:

1. The MMCP Enroller applicant is enrolled in the training and
2. Receives an email with login ID and password information from Covered California's Learning Management System (LMS).
3. Log into LMS at <https://learning.coveredca.com/#/login> to access and complete the online Certification Training.

MMCPE applicant **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](mailto:CCULearning@covered.ca.gov)



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## MMCP Enroller Agreement

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

**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](https://coveredca.com))

After MMCP Enroller applicant meets all registration requirements, they will:

- Receive an email with a personal access code to [register](#) as a Certified MMCP Enroller 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.
- MMCP Enroller can now begin to enroll consumers as a Certified MMCP Enroller.

For more information and further assistance regarding the Certification process, refer to the [Enroller Portal Medi-Cal Managed Care Plan \(MMCP\) Enroller 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](mailto:CCULearning@covered.ca.gov)