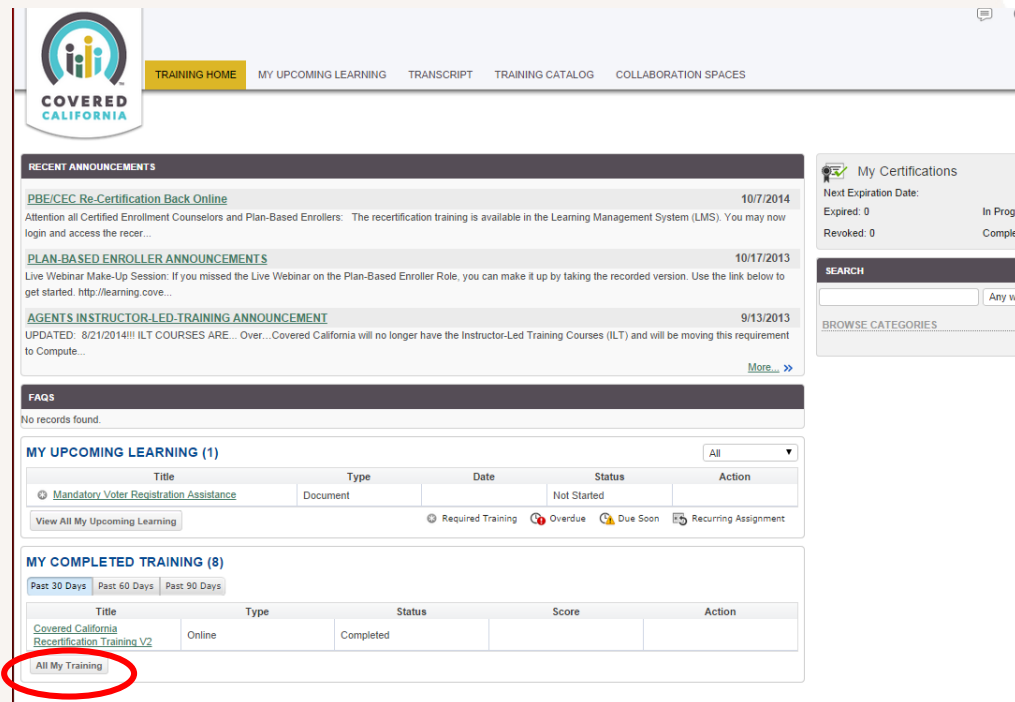
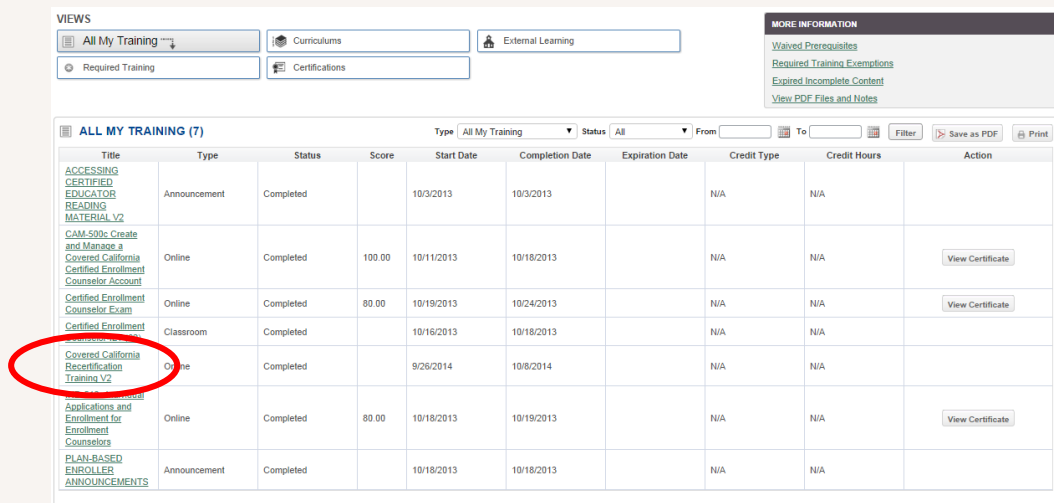


**Certified Enrollment Counselor Training Department**  
**How to Guide: Accessing Recertification Exam**

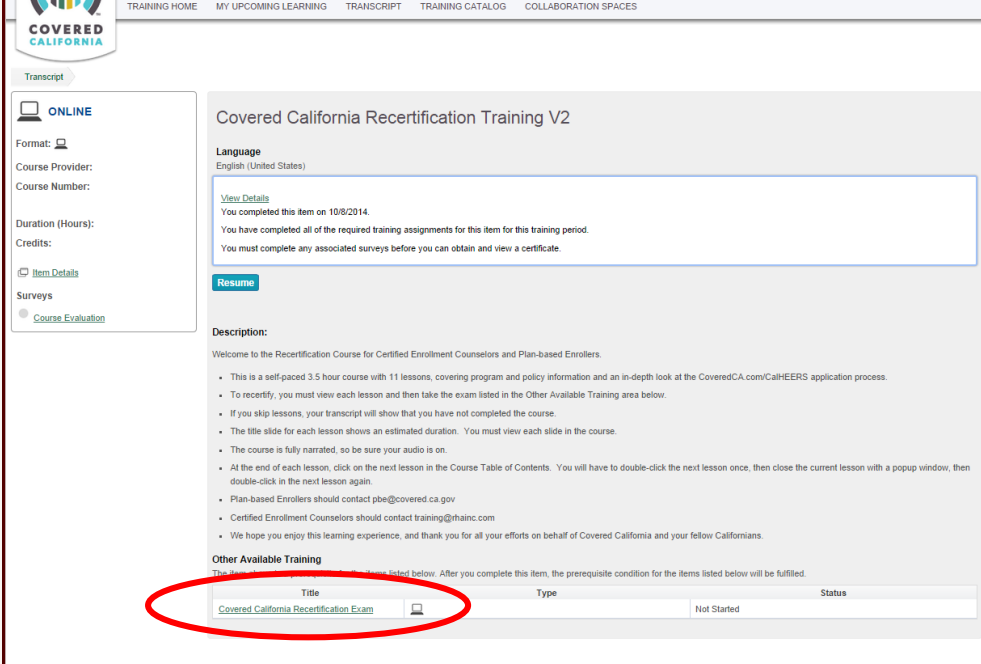
1. In order to access the Recertification Exam, you must first **complete all 11 lessons** of the Covered California Recertification Training V2. The LMS will not let you access the Exam until these lessons show as completed.
2. Log into LMS
3. Click the “All My Training” button listed under the “My Completed Training” section of the LMS homepage. See below:



4. Locate the item “Covered California Recertifications Training V2” and click on the name of the item. See below:



- On the “Covered California Recertification Training V2” page, you will see the “Covered California Recertification Exam” item listed at the bottom of the page. Click on the name of the item. See below:




COVERED CALIFORNIA

TRAINING HOME MY UPCOMING LEARNING TRANSCRIPT TRAINING CATALOG COLLABORATION SPACES

Transcript

ONLINE

Format:  ONLINE

Course Provider:

Course Number:

Duration (Hours):

Credits:

Item Details

Surveys

Course Evaluation

### Covered California Recertification Training V2

Language  
English (United States)

[View Details](#)  
You completed this item on 10/8/2014.  
You have completed all of the required training assignments for this item for this training period.  
You must complete any associated surveys before you can obtain and view a certificate.

Resume


Description:

Welcome to the Recertification Course for Certified Enrollment Counselors and Plan-based Enrollers.

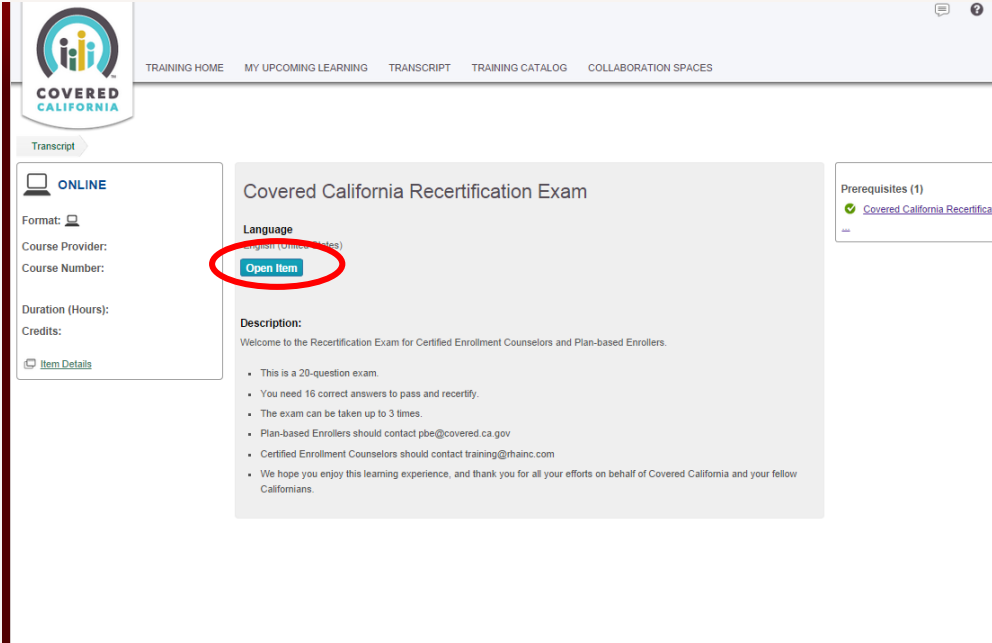
- This is a self-paced 3.5 hour course with 11 lessons, covering program and policy information and an in-depth look at the CoveredCA.com/CalHEERS application process.
- To recertify, you must view each lesson and then take the exam listed in the Other Available Training area below.
- If you skip lessons, your transcript will show that you have not completed the course.
- The title slide for each lesson shows an estimated duration. You must view each slide in the course.
- The course is fully narrated, so be sure your audio is on.
- At the end of each lesson, click on the next lesson in the Course Table of Contents. You will have to double-click the next lesson once, then close the current lesson with a popup window, then double-click in the next lesson again.
- Plan-based Enrollers should contact [pbe@covered.ca.gov](mailto:pbe@covered.ca.gov)
- Certified Enrollment Counselors should contact [training@rhainc.com](mailto:training@rhainc.com)
- We hope you enjoy this learning experience, and thank you for all your efforts on behalf of Covered California and your fellow Californians.

Other Available Training

The prerequisite condition for the items listed below. After you complete this item, the prerequisite condition for the items listed below will be fulfilled.

Title	Type	Status
<a href="#">Covered California Recertification Exam</a>		Not Started

- On the “Covered California Recertification Exam” page, click the “Open Item” button. See below:




COVERED CALIFORNIA

TRAINING HOME MY UPCOMING LEARNING TRANSCRIPT TRAINING CATALOG COLLABORATION SPACES

Transcript

ONLINE

Format:  ONLINE

Course Provider:

Course Number:

Duration (Hours):

Credits:


Item Details

### Covered California Recertification Exam

Language  
English (United States)

[Open Item](#)

Prerequisites (1)

-  [Covered California Recertification Training V2](#)

Description:

Welcome to the Recertification Exam for Certified Enrollment Counselors and Plan-based Enrollers.

- This is a 20-question exam.
- You need 16 correct answers to pass and recertify.
- The exam can be taken up to 3 times.
- Plan-based Enrollers should contact [pbe@covered.ca.gov](mailto:pbe@covered.ca.gov)
- Certified Enrollment Counselors should contact [training@rhainc.com](mailto:training@rhainc.com)
- We hope you enjoy this learning experience, and thank you for all your efforts on behalf of Covered California and your fellow Californians.

- The Exam will open in a new window.
- In order to receive completion credit for the Exam, you will need to obtain a score of 80% or higher.