

COUNSELOR/PBE HELP LINE (855) 324-3147

Regular operating hours are M-F 8:00 AM – 6:00 PM

Call center line dedicated to Entities and Counselors and provides support related to:

Entities:

- General CoveredCA.com questions and system errors
- CoveredCA.com login issues
- CoveredCA.com Entity dashboard

Counselors:

- Consumer eligibility and enrollment questions
- General CoveredCA.com questions and system errors
- CoveredCA.com login issues
- CoveredCA.com Counselor Dashboard
- Live Scan – how to check results
- Background checks
- PIN number resets

ENTITY/COUNSELOR APPLICANTS EnrollmentAssistanceSupport@covered.ca.gov

Regular operating hours are M-F 8:00 AM – 5:00 PM

IPA support inbox is dedicated to Entities and Counselors and provides support related to:

Entities:

- Adding counselors, counselor certification, and other entity program related questions.
- Entity application questions
- IPAS user changes or login issues

Counselors:

- Certification status
- Counselor badges/replacements

OTHER KEY PROGRAM RESOURCES

Re-send Verification Token

The Verification Token is used by the Primary Contact to activate his/her Entity CoveredCA.com (CalHEERS) administrator account.

1. Link to IPAS login page <https://ipas.ccgrantsandassistors.org/Account/Login>
2. Once logged click the CoveredCA.com tab
3. Click “Resend verification token” link.
4. Check email inbox for verification token email.
5. Follow instructions in email to create CalHEERS admin user account.

<p>Re-send Counselor Delegation Code</p>	<p>The Delegation Code is used by Counselors to activate his/her CoveredCA.com (CalHEERS) user account. CoveredCA.com is the online portal Counselors use to enroll consumers in health coverage.</p> <ol style="list-style-type: none"> 1. Primary Contact of the entity links to IPAS login page https://ipas.ccgrantsandassistors.org/Account/Login 2. Once logged in click Manage Counselors & Badges tab 3. Select Counselor name 4. Click "Resend Delegation Code" 5. Counselor checks email inbox for delegation code email 6. Counselor follows instructions in email to create CalHEERS user account.
<p>Program Resource Page https://ipas.ccgrantsandassistors.org/</p>	<ul style="list-style-type: none"> • System where entities submit Entity application, agreements and manage counselor roster • Program home page that houses a variety of important program resources, including: Job Aids, FAQs, Welcome to Answers and other important information
<p>Enrollment Assistance Authorization Form Enrollment Assistance Authorization Forms Index</p>	<p>Link to download the Covered California Enrollment Assistance Authorization Forms in different languages. Counselors must provide and obtain a completed and signed authorization form for the primary applicant prior to providing enrollment assistance services.</p>
<p>Entity Application Information</p>	
<p>Steps to becoming an Entity and Counselor Steps to becoming an Entity and Counselor</p>	<p>Checklist of information needed to become an Entity</p>
<p>Entity Application Work Sheet Entity Application Worksheet</p>	<p>Use to prepare for completion of the Entity application</p>
<p>Certified Application Counselor Program Certified Application Entity Agreement Certified Application Entity Agreement</p>	<p>Required form, Entities must submit prior to approval. The Primary Contact has the authority to access and download this form, for steps on how to locate and complete CAC Entity Agreement click here.</p>
<p>Entity Application Change Request Form Change Request Form</p>	<p>Required form, to update, change, or amend information in Online Entity application</p>
<p>EAP Application and Program Support EnrollmentAssistanceSupport@covered.ca.gov</p>	<ul style="list-style-type: none"> • Submit questions about becoming an Entity, submitting the application, adding counselors and other application related inquiries • Submits questions about review process of Entity agreements, Counselor agreements, or Counselor disclosure forms

Counselor Application Information	
<p>Navigator Counselor Agreements Counselor Agreement</p>	<p>Required form, Counselors must submit when applying to become a counselor</p>
<p>Certified Application Counselor Application/Agreement Certified Application Counselor Application/Agreement</p>	<p>Required form, counselors must submit. Required to use pre-populated form exported from Entity IPAS application. The Primary Contact has the authority to access and download these forms, for steps on how to locate these forms click here.</p>
<p>Criminal Disclosure Form **Refer to Primary Contact**</p>	<p>Required form, counselors must submit. Required to use pre-populated form exported from Entity IPAS application. The Primary Contact has the authority to access and download these forms, for steps on how to locate these forms click here.</p>
<p>Live Scan Request Form **Refer to Primary Contact**</p>	<p>Official Counselor Live Scan Request Form. Required to use pre-populated form exported from Entity IPAS application. The Primary Contact has the authority to access and download these forms, for steps on how to locate these forms click here.</p>
<p>Live Scan Locations http://www.capitallivescan.com/covered_ca_home.html</p>	<p>Locate nearest CoveredCA approved location for Live Scan processing. Counselors are recommended to contact the site and verify that CoveredCA Live Scans are accepted prior to visiting the site. For additional assistance with identifying a location or reporting an issue, call (877) 288-5519 or email coveredca@capitallivescan.com</p>
TRAINING REQUIREMENTS	
Entity Training Requirements EnrollmentAssistanceSupport@covered.ca.gov <i>Regular operating hours are M-F 8:00 AM – 5:00 PM</i>	
<p>Entity Management Training Entity Management Training</p>	<p>Link to the Entity Management Training. Entities will become 'Active', only after completing this training, submitting an Entity Management Training Completion Form, and having one fully certified counselor</p>
<p>Entity Management Training Completion Form Entity Management Completion Form</p>	<p>Link to Entity Management Training Completion Form.</p>
Counselor Training Requirements CCULearning@covered.ca.gov <i>Regular operating hours are M-F 8:00 AM – 5:00 PM</i>	
<p>Counselor Training Questions and LMS Support CCULearning@covered.ca.gov</p>	<p>Submit questions related to certification training, recertification, completing, login issues, or updates to Counselor LMS profile information</p>
<p>Learning Management System (LMS) https://learning.coveredca.com</p>	<p>Link to login page of Learning Management System (LMS)</p>

COVERED CALIFORNIA MARKETING COLLATERAL	
Print Shop Webinar Print Shop Webinar	Webinar on how to attain marketing material for CoveredCA and the programs available
CoveredCA Marketing Material http://360.kpcorp.com/coveredca/Login.aspx	Login page to purchase marketing material for CoveredCA
Print Store Assistance m360support2@kpcorp.com	Email for Print Store assistance with User/Login: Lost, forgotten, request a new User/Login, budget, and order questions.
Covered California Tool Kit Partner Tool Kit	Link to tools that organizations may need to educate their communities about Covered California <ul style="list-style-type: none"> • Covered California 101 • Printable Materials • Brand Style Guide (agents and counselors) • Enrollment Event Planning Guide • 2015 Renewal Kit • Welcome to Answers & FAQs
CC Digital Toolbox http://digitaltoolbox.coveredca.com/	A digital toolbox that serves as a hub for digital resources to promote Covered California's mission by re-purposing these materials on Entity's social media platforms, blogs, websites, presentations, etc.
MEDIA AND SPEAKER REQUESTS	
Speaker/Event Request Form Speaker/Event Request Form	Form used by an Entity to request CoveredCA representation at an event to share information to a large audience
Kelsey.Lindelof@covered.ca.gov	Email used by Entity to request representation be present during an event to assist with consumer questions
LETTERS OF INSTRUCTION (LOIs)	
10/14/13 – LOI 13-01: Guidelines Regarding Inquiries from Media and/or Legislative or Public Officials.	LOI providing guidance and direction for Entities and Counselors on media inquiries and questions from elected or public officials
02/04/14 - LOI CEE 14-01: Add Your Event	LOI informing Entities that they can add enrollment events to the “Events Near You” calendar on CoveredCa.com.
04/08/2014 - LOI CEE 14-02: Health Plan Collateral	This LOI is to inform all Entities and Counselors that they should not accept nor distribute any collateral material provided by any Covered California health insurance company, or collateral that contains any type of branding related to them.

<p>07/02/2014 - LOI 14-02: Guidelines for Maintaining Covered California Enrollment Applicant Name and Case ID for Payment Reconciliation Process –</p>	<p>This LOI authorizes the Counselor and Entity to record on the Form the Case ID Number and Name of the applicant assisted for the limited purpose of allowing Covered California to research and re-determine compensation eligibility</p>
<p>08/01/2014 – LOI 14-03: Guidelines for Processing and Preserving the Covered California Authorization for Enrollment Assistance Form</p> <p>Enrollment Assistance Authorization Form Enrollment Assistance Authorization Forms Index</p>	<p>This LOI announces the Covered California Authorization for Enrollment Assistance Form (Authorization) that Entities and/or Counselors shall provide to and obtain from every consumer effective August 1, 2014, prior to providing enrollment assistance services.</p>