



**COVERED
CALIFORNIA**

Coming in October 2014: Online Certification Training

Not yet certified with Covered California? Know someone who would like to obtain their Covered California certification? This announcement is for you!

Covered California is excited to announce that updated Computer Based Training (CBT) Courses will be made available online in the Learning Management System (LMS) beginning in mid-October. The updated CBTs will take the place of in-person, instructor led classes and make the entire certification and training experience available online.

Licensed agents who are interested in selling products on behalf of Covered California are required to complete the online training and certification process.

Agents who are already certified will also have access to the updated training materials to support enrollment efforts. Although Certified Insurance Agents are no longer required to participate in ongoing training to maintain their certification, they are encouraged to review this material to stay current on Covered California's online system and products.

Covered California will notify you via email when the updated online training becomes available.

In the meantime...

Make Sure Your Access is Set-Up

We encourage you to take action now to ensure there are no delays in accessing training materials when they become available! Make sure you are able login to the

LMS and gain access to the site. If it has been a while since you logged in, your account may need to be reactivated.

If your login needs to be reactivated, you may send an email to agents@covered.ca.gov. Please title the e-mail: *REINSTATE IN LMS* and include your name, license number, e-mail address and telephone number. Please note that due to high email volumes, your request may take 24-48 hours for a response.

If you need to reset your username or password, for fastest results, log into the LMS homepage <https://learning.coveredca.com> and use the “Forgot your login ID?” and “Forgot your password?” features.

If, after following the instructions above, you still require assistance please contact the Agent Service Center at 877-453-9198.

What Else Can I Do?

While waiting for training, agents are encouraged to discuss Covered California options and even share information with their clients to help them prepare for changes that are currently taking effect in the healthcare marketplace. However, agents cannot submit applications for enrollment on behalf of their clients until they are certified with Covered California.

Your partnership is key to the successful achievement of the vision to improve the health of all Californians by assuring their access to affordable, high quality care. Thank you.