

Important Information Regarding the Certified Application Assister Program

On January 1, 2013, the Department of Health Care Services (DHCS) created the Medi-Cal Optional Targeted Low Income Children's Program (OTLICP) and proceeded to transfer children in the Healthy Families Program (HFP) to the OTLICP. Effective January 1, 2014, DHCS closed the Health-e-App portal on the former HFP website.

As part of the transition, DHCS took over the HFP Enrollment Entity/Certified Application Assisters Program (EE/CAA). Now that the transition is complete and there is a new era of enrollment, the Department of Health Care Services is closing the EE/CAA program and working with Covered California to encourage all CAAs to become Certified Enrollment Counselors (CECs).

CECs are individuals trained by Covered California to provide in-person counseling and assistance to consumers who need help applying for Covered California programs and Medi-Cal. In this new era of coverage, it is critical to have people trained to enroll applicants into the coverage for which they are eligible. CAAs are ideal candidates to become CECs and help enroll people into coverage. CAAs are trusted members of their communities and know the needs of the community. Furthermore, CAAs have the training and background to assist families with various needs, whether it is with a Medi-Cal managed care plan, CalWORKs, CalFresh or a local health plan. Becoming trained and certified as a CEC will allow CAAs the opportunity to assist every person they meet, regardless of their income.

Becoming a Certified Enrollment Entity/Certified Enrollment Counselor

For complete details on how to become a CEE and/or a CEC, Covered California has provided toolkits for both which can be found at <https://assisters.ccgrantsandassisters.org/>.

Here is a summary of the process to become a Certified Enrollment Counselor:

- Affiliate (associate) with a Certified Enrollment Entity (CEE). The CEE must add the individual to the CEE application as a CEC.
- Complete the CEC application
- Complete background screening:
 - Complete and send to Covered California a Criminal Disclosure Form
 - Submit fingerprints at a Covered California approved Live Scan location for a California Department of Justice and Federal Bureau of Investigation (FBI) background check
- Complete Covered California training through a self-guided on-line training
- Pass the certification exam with a score of 80% or higher
- Receive CEC identification badge prior to providing in person assistance

Benefits of Becoming a Certified Enrollment Counselor

- Ability to reach all uninsured people, regardless of income
- Compensation from the Enrollment Entity per successful application for Covered California plan effectuation and Medi-Cal eligibility determinations
- Receive on-going training and support from Covered California, including regular educational webinars

Where to Apply

You can apply to become a CEE/CEC by contacting Covered California:

- Call: 1-888-402-0737
- Email: assisterinfo@ccgrantsandassistors.org
- Complete an application: <https://assisters.ccgrantsandassistors.org/>

The Future of Certified Application Assistors

CAAs who do not become CECs can continue to assist uninsured low-income individuals enroll into:

- Medi-Cal
- CalWORKs
- CalFresh
- Access for Infants & Mothers (AIM)
- Local programs such as Healthy Kids, Kaiser Family Health Program, and CalKids

However, CAAs will no longer be able to use their EE/CAA number and their entities will not be compensated for their enrollment assistance, nor will they continue to be certified by the State of California. To continue to outreach and provide enrollment assistance into these programs, EE/CAAs will need to assist people in enrolling through local county enrollment systems:

- MyBenefits CalWIN <https://www.mybenefitscalwin.org/>
- C4Yourself <https://www.c4yourself.com/c4yourself/index.jsp>
- Your Benefits Now <https://www.dpssbenefits.lacounty.gov/ybn/Index.html/langCode/en>

For additional information about these sites, please visit "Helping Californians Apply Online for Public Services: An online toolkit for Community-Based Organizations" at <http://chc-inc.org/cbo-toolkit>.

Coming Soon: New Enrollment Pathways

Covered California is also in the process of creating two other programs to provide other alternatives for outreach, education, and enrollments that EE/CAAs may want to consider:

- **Navigator Program** – Covered California announced a Navigator Program with \$5 million in grant funds available for the grant award period of June 1, 2014, through December 31, 2014. Grant recipients will conduct outreach, education, and enrollment on behalf of Covered California. Navigator Program Activities include informing consumers of the availability and benefits of obtaining health care coverage, promoting the value of purchasing health care coverage, motivating consumers to act, helping consumers to shop and compare plans and facilitating enrollment into Qualified Health Plans.

Helpful Resources

If you have further questions about the Navigator or Certified Enrollment Counselor Program, please contact Covered California at 1-888-402-0737.

If you would like more information or have questions about materials contained in this Bulletin, please contact the Department of Health Care Services at: OEworkgroup@dhcs.ca.gov.

You can also reach out to California Coverage & Health Initiatives at 1-916-404-9442, or visit their Assister's Corner at <http://cchi4families.org/assisterscorner/> where you can find up to date information about enrollments.