

How to Become a Certified Insurance Agent (CIA)



Steps to Certification Checklist.

STEP

Register in CoveredCA.com

1

- CIA will create an account in CoveredCA.com
 - Remember this is one login and URL
 - Remember PIN/username/password
 - CIA status is 'Pending' at this stage
- Be sure to finish the login to CoveredCA.com and complete CoveredCA.com Agent profile

STEP

Training

2

- CIA will receive an email from Covered California's Learning Management System (LMS) with login and password information to access the CIA Training Certification Track
 - CIA status is set to 'Eligible' status at this stage
- CIA must login to LMS at <https://learning.coveredca.com> and select the "Covered California Certified Insurance Agent Training, Instructor Led Training" and enroll in a class
 - Once the Instructor Led Training is marked completed, the CIA will select the Certified Insurance Agent Certification and find the Covered California Insurance Agent Training, Instructor-Led Training status of Completed; below that will be the CRT-600c Agent Certification Exam (not started)
 - Agent will select "Access Item" and proceed to take the CRT-600c Agent Certification Exam
 - A passing score of 80% or better is required to move forward

STEP

Submission of Payment/Agent Agreement

3

- CIA Submits Agent Agreement, Exhibit A, Standard 204, E&O and makes the \$60.25 Payment
 - CIA will become "Certified"
 - CIA is now permitted to assist Employer/Employees/Individual.
 - CIA profile is now public
- Use the "Find Help Near You" feature in CoveredCA.com to locate CIA's in your area.

You are now ready to enroll consumers in Covered California!

For more information, contact the Covered California SHOP Customer Service line at: **877-453-9198 (M-F 8AM-6PM)**

For more information regarding Training or the Learning Management System, contact the Training Help Desk LMSHelpDeskCoveredCA@covered.ca.gov or email: Agents@covered.ca.gov. However, be sure that any Sensitive Personal Information (SPI) or PHI/PII is sent encrypted! Use 7-Zip Encryption: <http://www.7-zip.org/>