

Assister Updates MTF – October 2015

Agenda

- CAC Recertification
 - Certification/Recertification
 - Updated Content
 - Recertification Timeline
 - Accessing/Taking the Training
- Questions

CAC Recertification

Certification/Recertification

The federal ACA mandate requires that Certified Application Counselors (CACs) be recertified annually.

- CAC recertification period: 9/30/2015 -12/15/2015
- CAC certification and recertification training must be completed through the Learning Management System (LMS) in order to act as a CAC in Massachusetts



All courses have been/are being updated.

- **Eligibility Policy (Courses 1-9)** – Updates, clarifications, and improvements have been made throughout the entire curriculum as recommended by MassHealth and Health Connector subject matter experts and training teams.
- **Submitting Applications for Health Assistance in Massachusetts (Course 10)** – Now includes system updates through Release 6.5 for the online application at MAhealthconnector.org and updates related to the ACA-3 (Rev. 03/15) paper application

Recertification Training Timeline for Current CACs

- **9/30/2015** – The Learning Management System (LMS) opened for the start of recertification training. Email sent to all CACs in the LMS informing them 2015/16 curriculum for Eligibility Policy (Courses 1-9) is available, can start recertification training
- **10/19/2015** – Email sent to all CACs in the LMS indicating that 2015/16 curriculum for Systems course (Course 10) is available, can complete recertification training
- **10/19/2015 – 12/15/2015** – CACs complete training, print 2015/16 certificate

Timeline for Recertification

9/30/2015-10/18/2015

- **Current CACs** take Eligibility Policy training, wait until 10/19/2015, take remaining training and become recertified
- **New ‘potential’ CACs:**
 - Requests for new CACs submitted as usual by Lead CAC Trainer using *CAC Training Update Form Dec 2014*; CAC Training team enters new staff into the LMS
 - New ‘potential’ CACs take Eligibility Policy training
 - New CACs wait until 10/19/2015, take remaining training and become certified for 2015/16
 - Process in place for any new CAC that needs to be certified (for 2014/15) prior to 10/19/2015

Timeline for Recertification

10/19/2015

- **Systems courses (Course 10) available**
- **Current/New CACs take training to complete 2015/16 certification**
- **All courses are available for training and 2015/16 CAC certification**
- **Certification valid from the date training is complete through 12/15/2016**
- **CAC Certification number does not change**

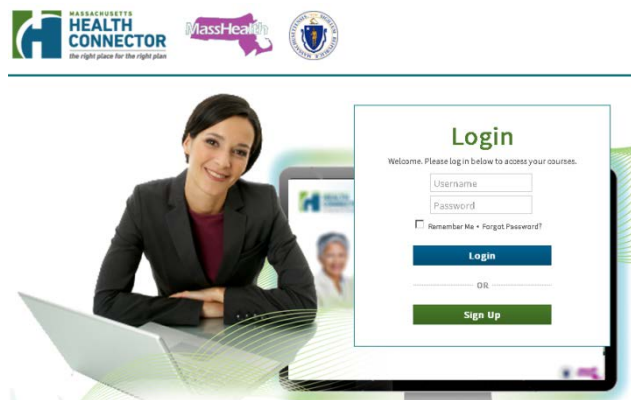


Timeline for Recertification

- Reminder that *current* CAC certification is valid through 12/15/2015; all CACs are encouraged to complete their 2015/16 recertification as soon as possible after the release of Course 10 so as to best be able to assist individuals through the application process during the Health Connector Open Enrollment and to assist with renewals.

Accessing the Learning Management System

- **LMS website:** <http://mahealthconnector.absorbtraining.com>
- **Browsers:** Internet Explorer 8 or higher, latest version of Chrome, latest version of Firefox
- **Username:** Typically Firstname.Lastname
Use the Forgot Password link to have your Username and Password emailed to you
- **Password:** Use the Forgot Password link to reset your password if you forget it



Taking the Training

- **Steps:**

1. Login
2. Select "My Courses" to start training
3. Select "Certified Application Counselor Curriculum 2015-16"
4. Use the "Open" and "Launch" buttons to open courses and start lessons
5. Complete Course 10 (once it's available) and print your 2015/16 CAC certificate

Taking the Training

- **Reminder:** You will not be able to print your 2015/16 CAC Certificate until 10/19/2015. On that day you will receive another email informing you that Course 10 is available. Once you receive that email (on 10/19), you can log back into the LMS and use the above steps to complete your training. Remember, your 2014/15 CAC certification is valid through 12/15/2015
- **Questions:** Email the CAC training team:

MAhealthconnectorTraining@state.ma.us

Questions?

