

Certified Application Counselor Update MTF – October 2014

Agenda

- CAC Recertification
- Updated Content in the LMS
- Recertification Timeline
- Prospective ('New') CACs
- Accessing the LMS
- Questions

CAC Recertification

A new federal mandate requires that all Certified Application Counselors ***must be recertified*** annually.

For 2014/15, those seeking CAC ***recertification must*** complete all courses (1-10) in the learning management system, ***even if you completed these courses prior to 10/1/2014.***

To support member transition and the new state-based Marketplace online application system:

- 10/14/2014 through 12/15/2014 - CAC recertification period
- Training in the LMS is required for both current and prospective CACs
- Training will be available in the LMS:
 - 10/14/2014 – ACA Policy Regulation review and updates
 - ~10/20/2014 – Submitting online applications through the state-based Marketplace
- Certificates for 2014/15 will be available to print after completing the final online application course

Annual CAC Recertification:

- Current CAC Certificates do not expire until 12/15/2014
- New CAC Certificates are in effect through 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
- Current CACs must complete all of the courses in the LMS in order to be recertified and continue to act as a CAC
- CAC training in the LMS is in addition to any training CACs may receive from their organization

Updated Content in the LMS

Courses in the LMS have been updated to help prepare you to assist patients/clients:

- Updates made to all courses: policy and submitting applications
- Most content around policy and regulation has not changed. Important updates have been made made in many lessons
- More detail added regarding Health Connector Plans and shopping
- All new content for course on submitting applications

Starting 10/14/14:

- Learning Management System opens for the start of recertification training with the release of updated policy regulation courses (courses 1-9)
- Current CACs will receive an email from MAhealthconnectorTraining indicating that they have new training that must be completed. They can then start taking policy training at their convenience.

Starting on or around 10/20/14:

- CACs receive email indicating new training is available once the updated training for submitting applications in the state-based Marketplace, Course 10, is posted.
- CACs complete Course 10 and print their “Certified Application Counselor 2014/15 Certificate,” which is valid from the date of training completion through 12/15/2015.
- CACs are strongly encouraged to complete their 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 Open Enrollment and member transition.

10/20/14 – 12/15/14

- CACs complete recertification training in the LMS and print new certificate
- CAC Training Team issues CAC Training Status reports to Lead CAC Trainers starting week of 10/27
- Lead CAC Trainer works with staff to ensure all CACs complete training by 12/15/14

Prospective ('New') CACs

10/14/2014 – 10/19/2014

Lead CAC Trainer completes the New CAC Training Request Form and submits to MAhealthconnectorTraining@state.ma.us.

Prospective CACs:

- Receive welcome email with instructions to take training in the LMS.
- Log in and complete all courses (1-10)

Note: Prospective CACs wishing to be certified before 11/15/2014 must complete the *current version* of Course 10 which covers the current HIX online application which is available at Mahealthconnector.org through 11/14/2014.

- Print Fall 2014 CAC certificate – which expires 12/15/2014

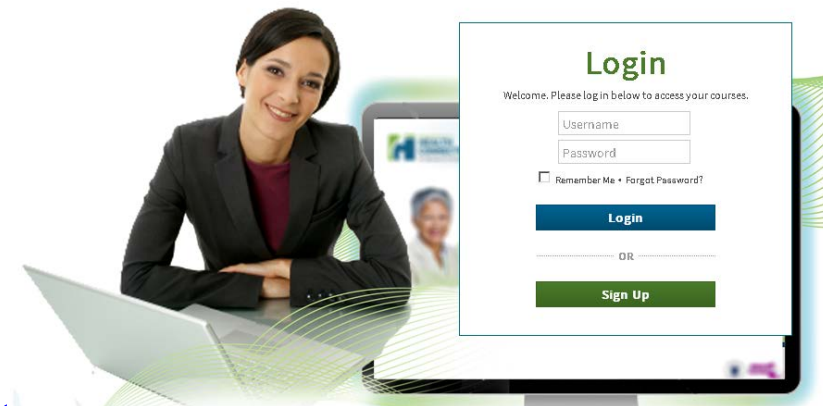
Prospective ('New') CACs

10/14/2014 – 10/19/2014, continued

- Receive email indicating new training is available once the updated training for submitting applications in the state-based Marketplace, Course 10, is posted
- Complete Course 10, print “Certified Application Counselor 2014/15 Certificate,” which is valid from the date of training completion through 12/15/2015

Accessing the Learning Management System

- **LMS website:**
<http://mahealthconnector.absorbtraining.com/#/login>
- **Username:** Typically Firstname.Lastname
- **Password:** Use the Forgot Password link to reset your password if you forget it
- **Questions:** Email the CAC training team:
MAhealthconnectorTraining@state.ma.us



Questions?

**Please join us at the
Certified Application Counselor Roundtable**

