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Appointing Certified Application Counselors with Nevada Health Link

What is a Certified Application Counselor (CAC) Organization?

Certified Application Counselor (CAC) Organizations must be approved by the Exchange prior to individual CACs obtaining Exchange appointment.

Steps:

1. In order to participate in Nevada's Certified Application Counselor (CAC) Program, all organizations that want to be certified as CAC Organizations must initially fill out the form below. [CAC Application Form](#)
2. The organization must include a listing of staff members who plan to be certified as an Exchange Enrollment Facilitator (EEF/CAC) to help Nevadans enroll through Nevada Health Link (powered by [HealthCare.gov](#)). Staff names must be entered one at a time, first name then last name, ensuring there is no more than one staff member on one line. Note: Forms submitted incorrectly will not be reviewed.
3. Organizations will be approved by Nevada Health Link and a list of the organizations (and approved staff) will be sent to CMS to activate their ability to enroll in online training.
4. Once CMS processes the list, organizations will receive notice that their staff can enroll in the CMS training online.

What is a Certified Application Counselor (CAC)?

Certified application counselors are individuals certified to:

1. Provide information to individuals and employees about the full range of QHP options and insurance affordability programs for which they are eligible;
2. Assist individuals and employees to apply for coverage in a QHP through the Silver State Health Insurance Exchange (Exchange) and for insurance affordability programs; and
3. Help to facilitate enrollment of eligible individuals in QHPs and insurance affordability programs.
4. For a full range of CAC duties, please see [45 CFR 155.225](#)

Who can become a CAC?

Any natural person not less than 18 years of age can become a CAC.

Individuals will need to be certified through the Nevada Division of Insurance (DOI) as Exchange Enrollment Facilitators and receive appointment by the Exchange within 30 days of receiving their certification.

CACs must ensure that they protect personally identifiable information, engage in services that position them to help those they serve with health coverage issues, have experience providing social services to the community and follow Nevada Health Link's Privacy and Security Standards as reflected in [45 CFR 155.260](#)

What is the process to become appointed as a CAC with Nevada Health Link?

Individuals seeking appointment with Nevada Health Link as a CAC must complete the following:

Exchange Enrollment Facilitator (EEF) Certification through DOI:

1. Complete fingerprinting/background check. The DOI will process this background check through the Central Repository for Nevada Criminal Records Repository and the Federal Bureau of Investigations. The process for fingerprinting is outlined on DOI's website here:
[Resident's Requirements for Criminal History Search.](#)
2. Enroll in and successfully complete (pass at a score of 70% or greater) the Exchange Enrollment Facilitator Pre-certification course. Currently, there is only one course available from AD Banker (online):
[Exchange Enrollment Facilitator Pre-certification Course.](#)
3. Schedule and pass a certification exam at 80% or greater with the DOI's testing vendor, Pearson VUE. Individuals must register with Pearson VUE at 1-866-761-8069 to schedule the exam. The exams are offered in Reno and Las Vegas, NV.
4. Apply for certification with DOI. DOI utilizes the Sircon system for application processing: [Individual Resident License Application](#). Questions regarding DOI Licensing can be directed to (775) 687-0700.
5. Seek Appointment with Nevada Health Link (Exchange) within 30 days of DOI certification, and complete the CMS Federal training.

Appointment with Nevada Health Link:

1. Register with Nevada Health Link within 30 days of receiving your certificate.
2. There is a requirement as a CAC to be certified or recertified annually.
3. Renewal process per [NRS 695J.140](#) EEFs/CACs can renew their license for an additional 3-year period by submitting to the Insurance Commissioner an application for a renewal and the following: All applicable renewal fees
4. Proof of the successful completion of appropriate courses of study required for renewal as established by the Commissioner by regulation

I plan to get my fingerprinting performed by a law enforcement agency. What are the codes required on the card?

ORI	Miscellaneous NO <u>MNU</u>
NV920190Z	Number: 880141
St Insurance Co	Reason Fingerprinted
Carson City NV	NRS 683A.160

How long does it take to become certified and appointed as a CAC?

The total time to become certified as an Exchange Enrollment Facilitator can take multiple weeks pending the time it takes to complete the background check. DOI recommends applicants perform this

requirement within 30 days prior to certification testing. The background check usually takes from 3 - 6 weeks. If an applicant waits too long (90 days) between the background check and applying for certification, that applicant may have to repeat the background check again.

What are the costs of the certification and appointment?

The following are the current costs for EEF Certification:

1. Pre-certification Training: \$149.95
2. Certification Exam (Pearson VUE): \$52
3. Fingerprinting/Background Check: \$38.25 for the LiveScan plus the vendor's processing fee (or costs assigned by law enforcement agency).
4. Certification Application with DOI: \$185 + SIRCON fees approx. \$21.00
5. TOTAL ANTICIPATED COSTS APPROXIMATELY: **\$463.00**

Is there any assistance available to help pay for the certification?

Nevada Health Link has limited funding to help pay for CAC certification through December 31, 2017. To request pre authorization use the pre-authorization form located on our website:

- [CAC Cost Reimbursement Pre-Authorization \(Interactive PDF Form\)](#)

Nevada Health Link will reimburse certifications on a **first-come-first-serve basis** until funding has been exhausted. Nevada Health Link reserves the right to approve/deny any request based on the needs of the Exchange and the regions of Nevada that need assistance. Nevada Health Link will only reimburse individuals who are employed by or are registered as a business or a non-profit agency with the Nevada Secretary of State and the CAC is appointed by the Exchange.

Where can I get more information or help with becoming a CAC with Nevada Health Link?

The following resources are available:

1. [Navigators, Enrollment Assistors and CACs Webpage](#)
2. Nevada Health Link [Partners Webpage](#)
3. Email Contact@exchange.nv.gov
4. Call Nevada Health Link at: 1-855-7-NVLINK (1-855-768-5465)

Don't forget, the best way to stay up-to-date with Nevada Health Link issues concerning CACs is to sign – up for the [Navigators, Enrollment Assistors and CAC Listserv](#). All outgoing correspondence will use that method exclusively.