

California Code of Regulations
Title 10. Investment
Chapter 12. California Health Benefit Exchange
Article 11. Certified Application Counselor Program.

§ 6854. Certified Application Entity Application.

[(a)(1)-(7): No change]

(b) A Certified Application Entity application shall contain the following information:

- (1) Full name;
- (2) Legal name;
- (3) Primary e-mail address;
- (4) Primary phone number;
- (5) Secondary phone number;
- ~~(6) Fax number;~~
- ~~(7) Whether the entity prefers to communicate via e-mail, phone, fax, or mail;~~
- ~~(6)(8)~~ Website address;
- ~~(7)(9)~~ Applicant's status as a non-profit, for profit, or governmental organization, and a copy of supporting documentation;
- ~~(8)(10)~~ The type of organization and, if applicable, a copy of the license or other certification;
- ~~(11) The counties served;~~
- ~~(9) (12)~~ A certification that the applicant complies with section 6866;
- ~~(10) (13) Whether the entity~~ An attestation that the entity will serves families of mixed immigration status;
- ~~(11) (14) Whether the entity~~ An attestation that the entity will serves individuals with disabilities ~~and, if so, the disability(ies) served;~~
- ~~(15) The year the entity was established;~~
- ~~(12)(16)~~ Whether applicant receives any federal or state grant funding;
- ~~(13)(17)~~ For the primary site and each sub-site, the following information:
 - (A) Site Location Address;
 - (B) Mailing Address;

- (C) County;
- (D) Primary Contact name;
- (E) Primary e-mail address;
- (F) Primary phone number;
- (G) Secondary phone number; and
- ~~(H) Whether the entity wants to receive referrals for individuals seeking assistance at this site;~~
- (H) (4) Hours providing enrollment assistance;
- ~~(J) Languages spoken by staff to provide enrollment assistance under this Article;~~
- ~~(K) Written languages;~~
- ~~(L) Whether the entity offers services in sign language;~~
- ~~(M) Ethnicities served;~~
- ~~(N) Estimated number of individuals served by age; and~~
- ~~(O) Types of industries served;~~

~~(14)(18) Name, e-mail address, primary and secondary phone numbers, and the preferred method of communication for the Authorized Contact;~~

~~(15)(19) A certification by the Authorized Contact that the information presented is true and correct to the best of the signer's knowledge;~~

~~(16)(20) For each individual to be affiliated with the applicant as a Certified Application Counselor:~~

- ~~(A) All information required by section 6856 that is not already included elsewhere in the application; and~~
- ~~(B) Languages that the individual can speak; and Whether he or she is certified by the Exchange and, if applicable, the certification number.~~
- (C) Languages that the individual can write.

§ 6856. Certified Application Counselor Application.

[(a)(1)-(4): No change]

(b) An individual's application to become a Certified Application Counselor shall contain the following information:

- (1) Name, e-mail address, and primary phone number, ~~and preferred method of communication;~~

[(b)(2)-(8): No change]

(9) A certification by the individual that:

(A) The individual complies with the Certified Application Counselor Agreement as well as all requirements as set forth in this Article, including but not limited to Section 6866;

(B) The individual is a natural person of not less than 18 years of age; ~~and~~

(C) The statements made in the application are true, correct, and complete to the best of his or her knowledge and belief.;

(D) The individual will abide by all applicable privacy and security standards, including but not limited to those set forth in the agreement between the Certified Application Entity and the Exchange; and

(E) The individual will adhere to all applicable State and Federal laws and regulations.

(c) A Certified Application Entity shall notify the Exchange of every individual to be added or removed as an affiliated Certified Application Counselor. Such notification shall include:

[(c)(1)-(4): No change]

~~(5) An indication of whether the individual is certified as an Certified Enrollment Counselor, and if so, the following information:~~

~~(A) Certification number; and~~

~~(5) (B) When adding an individual, s Site(s) that the individual will serve to be served by the individual.~~

§ 6864. Roles and Responsibilities

[(a): No change]

(b) Prior to receiving access to any consumer's personally identifiable information, as defined in section 6650 of Article 8, the Certified Application Counselor shall:

[(b)(1)-(10): No change]

(11) Maintain a record of such authorizations for a minimum of ~~six (6)~~ ten (10) years.

[(c)-(j): No change]

(k) Certified Application Entities and Certified Application Counselors may not:

[(k)(1)-(4): No change]

- (5) Provide gifts, including gift cards or cash or provide promotional items that market or promote the products or services of a third party, to any applicant or potential enrollee as an inducement for enrollment. The value of gifts provided to applicants and potential enrollees for purposes other than as an inducement for enrollment must not exceed nominal value, either individually or in the aggregate, when provided to that individual during a single encounter. The nominal value is equal to or less than \$15. Gifts of nominal value may not include beer, wine, liquor, cigarettes, tobacco, or lottery tickets. Gifts, gift cards, or cash may be provided for the purpose of providing reimbursement for legitimate expenses incurred by a consumer in effort to receive Exchange application assistance, such as, but not limited to, travel or postage expenses;

Note: Authority cited: Sections 100503 and 100504, Government Code. Reference: Sections 100502 and 100503, Government Code; and 45 C.F.R. §§ 155.205, 155.225, and 155.260.