

**Becoming a Certified Application Counselor in Arizona**

*(for staff and volunteers at health organizations, hospitals, nonprofit social service organizations and government agencies)*

The federal government does not charge a fee to become a Certified Application Counselor (CAC) or CAC Organization. However, the State of Arizona has implemented licensing requirements that may incur a fee. If staff or volunteers did not undergo a criminal history records check as a condition of employment as a CAC between August 1, 2010, and July 24, 2014, costs may be incurred for fingerprinting, plus $22 for criminal history check and fingerprint processing for each CAC. CACs must complete both state and federal certification/licensing requirements in order to provide application assistance for the Health Insurance Marketplace. Operating as a CAC without required certification/licensing is a Class 5 felony in Arizona.

# Step 1: Become a Certified Application Counselor Organization

Learn about Certified Application Counselor Organization responsibilities:

[**marketplace.cms.gov/technical-assistance-resources/assister-programs/cac.html**](http://marketplace.cms.gov/technical-assistance-resources/assister-programs/cac.html)

Apply online to be a Certified Application Counselor Organization:

[**marketplace.cms.gov/technical-assistance-resources/assister-programs/cac-apply.html**](http://marketplace.cms.gov/technical-assistance-resources/assister-programs/cac-apply.html)

**\*You must wait to be approved by CMS before you can move on to Step 2.**

# Step 2: Train and Certify Staff with the Health Insurance Marketplace

Instructions for completing the certification training:

[**marketplace.cms.gov/technical-assistance-resources/training-materials/assister-training-instructions.pdf**](http://marketplace.cms.gov/technical-assistance-resources/training-materials/assister-training-instructions.pdf)

Certification training portal:

[**Marketplace.MedicareLearningNetworkLMS.com**](http://marketplace.medicarelearningnetworklms.com/)

**\*You must have a current Certified Application Counselor certification to move on to Step 3.**

# Step 3: Complete State Licensing Requirements

Instructions and paper application:

[**www.azinsurance.gov/PRODUCERS/forms/form\_l-nav.pdf**](http://www.azinsurance.gov/PRODUCERS/forms/form_l-nav.pdf)

Licensing Eligibility Requirement Form (L-152) to be attached to L-NAV application:

[**http://www.azinsurance.gov/producers/forms/form\_l-152.pdf**](http://www.azinsurance.gov/producers/forms/form_l-152.pdf)