



Agent Authentication Policy

The Agent Authentication policy is the guideline used by the Covered California service center to confirm that a Certified Insurance Agent is authorized to access a consumer's account.

The Agent Authentication policy has been adjusted to allow for more flexibility when Associated Certified Agents call Covered California for phone support. Associated Certified Agents are those who, per their Agent contract with Covered California, are writing business for the benefit of an agency and who may now be authenticated by the service center.

Once authenticated, the service center is authorized to:

- Release consumer enrollment information to an Associated Certified Agent
- Assist an Associated Certified Agent with application support
- Add or remove a delegate when an Associated Certified Agent calls with a consenting consumer Primary Contact on the line

To be authenticated by the service center, a non-delegated Certified Agent must be contracted with Covered California and write business "for the benefit of" an agency and be associated with the agency's Federal Employer Identification Number (FEIN).

When an Associated Certified Agent calls, they will be asked to provide the following information:

- Agency Business Name
- Their first/last name and Agent license number
- The Delegated Agent's first/last name and Agent license number

At this time, non-certified licensed Agents and non-licensed staff will not be authenticated by the service center or receive phone support for consumer cases. Covered California is working quickly to expand access to cases for agency staff including non-certified licensed Agents and non-licensed staff in the near future. We understand that this is a vital issue for you, our Certified Agent partners, and will continue to keep you informed of any updates moving forward.

If you have any questions on this policy please direct them to outreachandsales@covered.ca.gov.