

Your Health Idaho (YHI) Consumer Connector Certification

Overview of the certification requirements and process for enrollment counselors

YHI Consumer Connectors (CCs) include agents, brokers and enrollment counselors. All Consumer Connectors have the same YHI course requirements, while their eligibility requirements slightly differ based on scope. Below is a brief overview of the certification process and requirements for Enrollment Counselors (ECs).

Confirmation from your Enrollment Entity (enrollment point of contact) is required. Once we have this information, your YHI portal will be set up and YHI will send you the learning management system (LMS) account details with instructions.

Enrollment Counselor Certification Requirements:

- Be associate with a certified Enrollment Entity (St. Luke's, IPCA, etc.)
- Complete fingerprinting and background check every two years
- Attend any required in-person trainings
- Complete the online course(s) using the learning management system (LMS)
- Pass the examination(s) with a minimum score of 85% within three attempts
- Agree to privacy and security standards as outlined in the training
- If unable to attend in-person training(s), alternate arrangements must be made with YHI. Contact [Connectors](#) to discuss your options.

YHI Certification Process:

1. Enrollment Entity (point of contact) contacts YHI regarding new EC
2. YHI sends instructions to EC
3. EC completes and passes the fingerprinting and background check
4. EC completes certification course(s)
5. EC notifies YHI of online course(s) completion
6. YHI receives background check results:
 - If not cleared, YHI will contact the Enrollment Entity
 - If cleared, proceed to next steps
7. YHI sends activation email for the YHI account to the EC
8. YHI notifies the EC of their certification completion

Kindest regards,



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