CAC 2017 Recertification Frequently Asked Questions

Q. What is new for CAC Training and Recertification?
A. We made improvements that we hope you find maintaining your certification and annual recertification much easier. These changes include:
  - **Mandatory Training**: Training content that is shared throughout the calendar year. It's clearly communicated to you as "Mandatory," typically covers policy or procedure updates, certain system enhancements, training refreshers or updates to online courses, and there is a set time period to complete the training (typically three weeks)
  - **New recertification process** that
    1. Eliminates the need to retake all of the curriculum each year in a short time period
    2. Gives you 'credit' for attending/taking trainings labeled as "Mandatory" that are shared throughout the year
    3. Allows you to complete annual recertification by just taking (and passing) the Assessment

Q: When is the 2017 CAC Recertification period?
A: The 2017 CAC Recertification starts on 11/15/2016 and closes 12/15/2016

Q: How do I know if I finished all of my mandatory trainings?
A: If you have finished all of your mandatory trainings, you will be able to click on and take the 2017 CAC Assessment. If not, you will not be able to click on the link.

Q: What are the mandatory trainings shared throughout 2016?
A: The following trainings specifically communicated to you as "Mandatory trainings" were shared between April and November 2016:

- Course 6A – Updates to MassHealth Renewals 042016
- Course 06B – Health Connector and Mixed Households Redeterminations and Renewals 08182016
- Course 08B: An Assister's Guide to Health Insurance Literacy
- Course 08C: An Assisters Guide to Shopping for and Enrolling in Health Connector Plans
- Course 08D: An Assister's Guide to Shopping for and Enrolling in the ConnectorCare Plans
- Course 09: Certified Application Counselors 2016 (refresher)
- Course 04: Citizens and Noncitizens 2016 (refresher)

Q: Can I check to see if I completed all of the mandatory training before trying to take the 2017 CAC Assessment?
A: Yes.
  1. Log into the LMS: http://mahealthconnector.absorbtraining.com (use the Forgot Password link if you forgot your Username or your Password).
  2. Select the **My Courses** button
  3. Select the **Certified Application Counselor Training** folder
  4. Select the **Certified Application Counselor Curriculum** course
  5. Scroll through the list of courses and complete any that may be outstanding. See the sample below.

- **A:** Indicates a completed course. Shows as 'green' and you will see a checkmark to the left of the course name
- **B:** Indicates that the course is not complete. Shows as blue and does not have the check mark.
- **C:** Indicates a completed course but it cannot be opened because there is one or more outstanding mandatory course(s) prior to this one
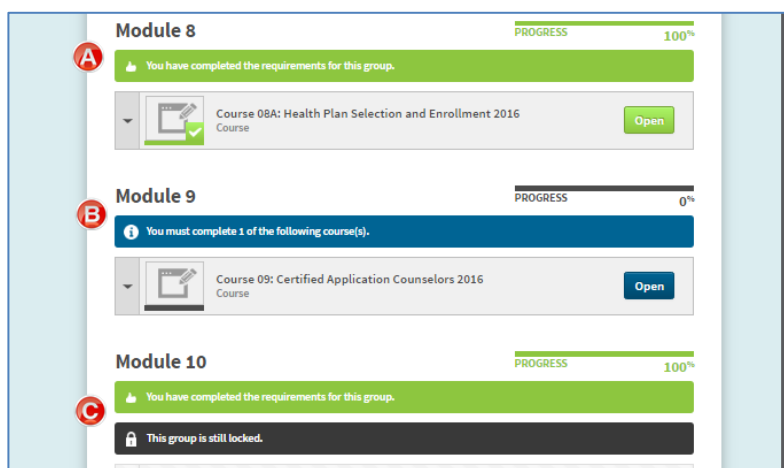
Q: What is the 2017 Recertification assessment based on?
A: All questions in the assessment are taken directly from the content in the CAC Curriculum.

Q: Is the assessment different than the assessment new CACs take?
A: No. New CACs and CACs who are recertifying all must take and pass the assessment in order to be certified or recertified.

Q: What if I don't pass the assessment on the first try?
A: You have three opportunities to pass the assessment. It's strongly suggested that if you don't pass the assessment on the first try, that you take the opportunity to go back and review the content in the CAC Curriculum.

Q. What if my 3 attempts are not successful?
A. If your attempts are unsuccessful:
- You must contact your Lead CAC as soon as possible. Remember, your current CAC certificate will expire on 12/15/2016
- Lead CAC must submit a CAC Training Request form to MAhealthconnectorTraining@state.ma.us requesting a Retake as soon as you feel you are ready to retake the assessment
- You will receive an email from MAhealthconnectorTraining reminding you of your Username and Password
- When you receive this email, you can log back into the LMS and take the assessment again

Q. I'm a new CAC and just finished my training. Do I have to take the 2017 CAC Assessment?
A. If you are a new CAC and completed your training (be sure to check the date on your CAC certificate):
- **Prior to 11/15/2016**, you will need to log back into the LMS and take the 2017 CAC Assessment and print your 2017 CAC Certificate
- **On or after 11/15/2016**, you have already completed the 2017 CAC Assessment and have access to your 2017 CAC Certificate

Q. I'm a new CAC and haven't started my training, should I wait until 11/15 to start?
A. You should check with your Lead CAC on whether to wait until 11/15 or start/complete your training now. Remember, if you complete your training before 11/15/2016, you will need to log back in and take the 2017 CAC Assessment and print your 2017 certificate.

Q. What if I don't complete training on 12/15/2016?
A. If you don't complete training by 12/15/2016, your access to the LMS will be deactivated, your CAC certification will have expired, and you will no longer be able to act as a CAC for your organization. If this

occurs, you will need to see your Lead CAC trainer who will need to submit the CAC Training Request form requesting we reactivate you in the LMS. If you have extenuating circumstances, such as medical leave, and cannot complete your training by 12/15/2016, please contact your Lead CAC.

Q. When does my 2016 CAC Certificate expire?
A. 2016 CAC Certificates are good through 12/15/2016.

Q. When I recertify, do I get a new CAC ID?
A. No. Your CAC ID will always be the same. You do need to print your 2017 CAC Certificate, however.

Q. What else is new for CAC Training and Recertification?
A. Some other improvements were made to the look and flow of the CAC Curriculum:
- **Checkpoints**. Questions (previously called "Assessments") throughout the curriculum are no longer scored. They are now used as 'checkpoints' that should help new CACs gage how well they understood key points from each course
- **Separate Assessment for Certification.** Assessment questions for CAC certification are now in one, comprehensive assessment that is available only after completion of the CAC curriculum. The assessment is now in a new, separate folder titled "2017 CAC Assessment and Certification".
- **New location for CAC Certificate.** The CAC 2017 Certificate is also now available in the 2017 CAC Assessment and Certification folder after successful completion of the 2017 CAC Assessment. You can return to this folder at any time to reprint your 2017 CAC Certificate. Or you can access your certificate from the Transcript area (dropdown in the upper right corner of the LMS window).

Q: Who can I contact if I have a question about the LMS, CAC certification or recertification?
A: You can contact your Lead CAC or the CAC Training team at: MAhealthconnectorTraining@state.ma.us.

Q: Do I have to complete all questions at once? Or can I answer some questions, log out, and log back in later to answer the rest?
A: Once you start the Assessment, you can stop at any time, exit the assessment, and click back into the assessment to continue. Please make a note of the question you were on when you stopped. It will make it easier for you to pick up where you left off. If you don't remember, just use the right arrow and scroll through the questions until you see the next question you need to answer (Tip: questions that you have already answered display a "Correct" or "Incorrect" message at the bottom).

Q: Can I change an answer after I click Submit on the question?
A: No. Once you answer a question and click Submit, you cannot change your response. You can scroll back to see the question, but you cannot change your response.

Q: What if I haven't completed my Mandatory Training?
A: You will not be able to access the 2017 CAC Assessment until you have completed the mandatory training shared with you throughout the year. Please note: If you select the 2017 CAC Certification Assessment and have not completed your Mandatory Training:
- All courses in the CAC Curriculum will automatically display with a message indicating that all courses need to be complete. (A. in the sample screenshot below)
- *Completed* courses display with a checkmark to the left of the course name. (B. in the screenshot)
- *Incomplete* courses—those you need to complete before you can access the 2017 assessment—do not have a checkmark. Also the "Open" button is blue, indicating that you need to complete that course. (C. in the screenshot)

- After you complete all mandatory trainings (all will have the green checkmark next to the course name), you can use the following steps to return to the 2017 CAC Certification Assessment:
    1. Click the Health Connector/MassHealth logo in the upper left corner to return to the home page of the Learning Management System
    2. Select My Courses
    3. Select the 2017 CAC Assessment and Certification folder
    4. Select the 2017 CAC Certification Assessment and Certification folder
    5. Select the 2017 CAC Certification Assessment