

CERTNA Submitter Unified MOU (UMOU) – Standard Operating Procedure (SOP)

Version – 5.01

Background: The CERTNA submitter Unified MOU (UMOU) was developed in response to the desire of submitters (agents) and counties to reduce the administrative burden of submitter MOU management while maintaining complete county autonomy as to submitter approval/management. Previously, each county maintained their own submitter MOU version and submitters were required to process and sign an MOU with each county. With the advent of the UMOU, one MOU version is maintained by CERTNA for all participating counties and the agents are only required to sign one UMOU to cover all participating counties thereby greatly reducing the administrative burden on counties and submitters while still allowing the participating counties to fully manage the activation or deactivation of submitters as required. Currently, there are 4 counties NOT participating in the UMOU program and therefore maintain their own MOU version that must be completed in order to submit to that county. They are:

- Kern County
- City and County of San Francisco
- Tehama County

Specifics: CERTNA maintains and distributes the UMOU. In conjunction with CERTNA counsel, versions are updated and circulated as laws, regulations, and/or requirements change.

Counties “opt-in” to participate in the UMOU process by executing a Certificate of Delegation. This provides authority to the CERTNA Executive Director to execute the UMOU on the county’s behalf.

1. Agents distribute the UMOU to their client submitters for execution.
2. Agents submit the UMOU (Version 5) to the CERTNA Executive Director for review and acceptance.
 - a. CERTNA will only accept digital/digitized MOUs for processing. These must be emailed in a PDF format to MOU-Processing@CERTNA.com.
 - b. If the requesting submitter is identified on the UMOU Attachment A - Declaration as an “other authorized submitter as defined in Cal. Government Code Section 27391 (c) (1).”, submitter shall provide proof of financial responsibility by providing a certificate of insurance (COI) evidencing in an amount not less than \$1,000,000.00 (one million dollars) of general liability insurance with the completed UMOU.
 - c. Agent will maintain on-going proof of coverage (COI) for all submitters for the life of the UMOU. The COIs for all submitters will be subject to audit.

- d. The submitter's COI MUST show the agent as "Certificate Holder".
3. Executive Director reviews and executes approved Unified MOUs on behalf of all opted-in counties.
4. Email notification is sent to all agents authorized by CERTNA to inform them as to the status of their submitted UMOUs – Accepted or rejected.
5. Email notification is sent to all opted-in counties with a spreadsheet of all UMOUs that have been executed and are ready for county-activation. The spreadsheet is comprehensive and provides links to the executed UMOUs which then may be viewed, downloaded, and/or printed.
6. County notifies agent as each UMOU is activated and when ready to accept submissions from the submitter.

Any questions related to these procedures should be addressed to Patrick Honny @ Patrick.Honny@CERTNA.com

Change log:

4/3/2020 – Removed Santa Clara County from list of counties having their own MOU.
Changed SOP version to 5.01.