Medi-Cal Learning Portal Provider User Guide

The Medi-Cal Learning Portal (MLP) Provider User Guide was prepared by CA-MMIS Fiscal Intermediary (FI) and is intended to be used as the primary training resource for providers. In addition, this guide will be used as a resource for the Medi-Cal Learning Portal (MLP 101) Instructor Led Training (ILT).

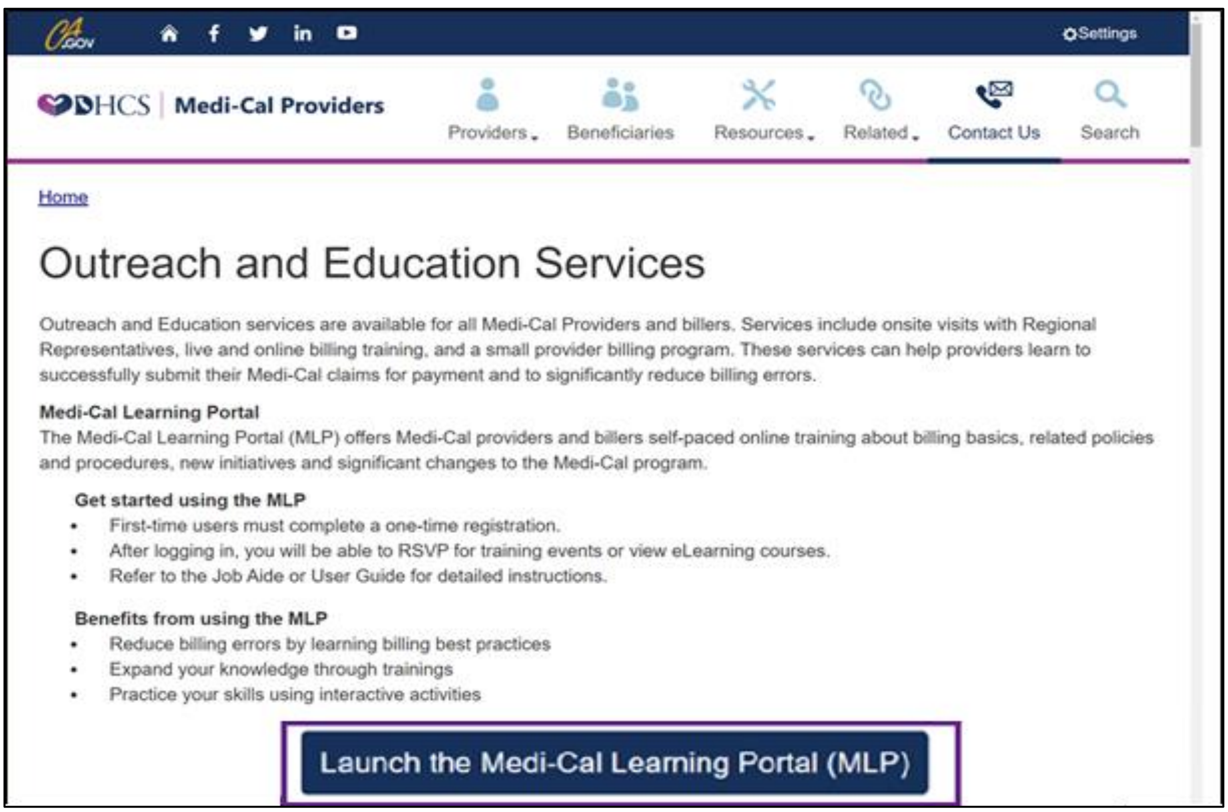
This guide will assist providers through the following activities: accessing the MLP, creating a user account, enrolling in training, and obtaining user support.

Google Chrome is the recommend web browser for the Medi-Cal Learning Portal.

1 Access The Learning Portal

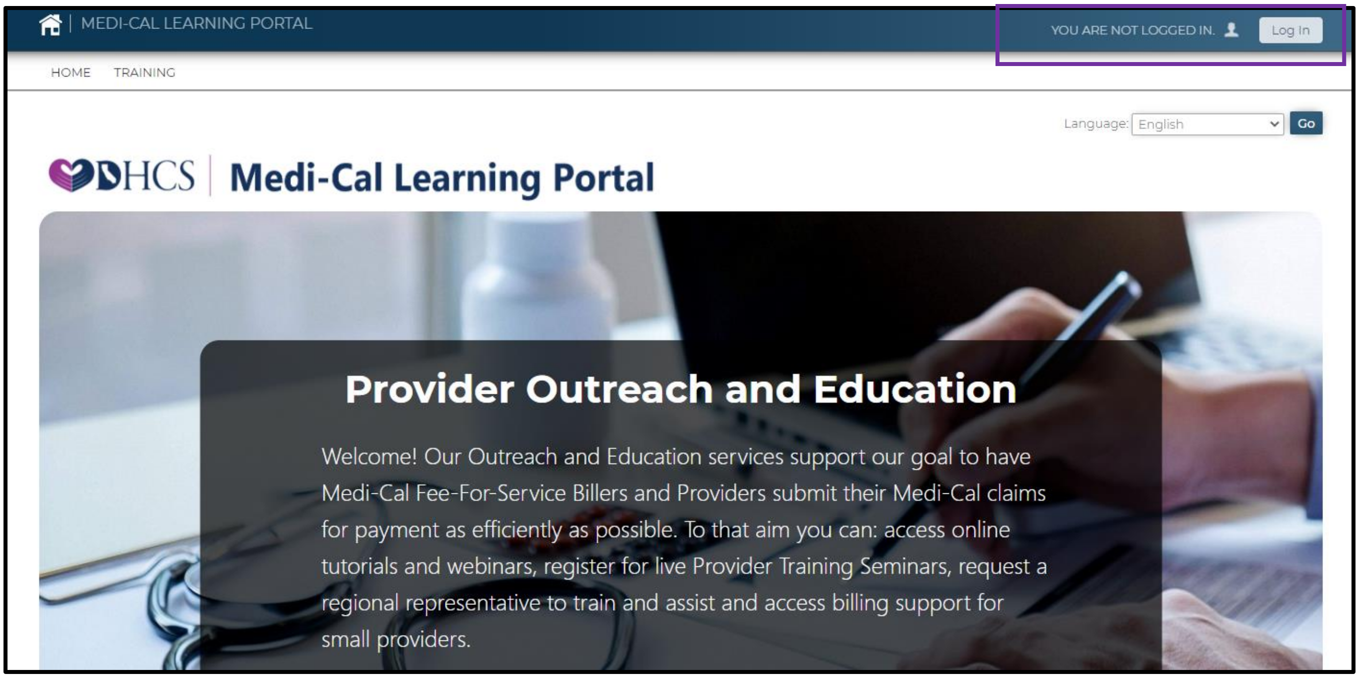
To access the MLP, go to the Medi-Cal website: http://www.medi-cal.ca.gov and click the **Providers** tab and then the **Outreach and Education** link (see figure on next page).

Click the Launch **the Medi-Cal Learning Portal (MLP)** button to access the **MLP Account Login Screen**.

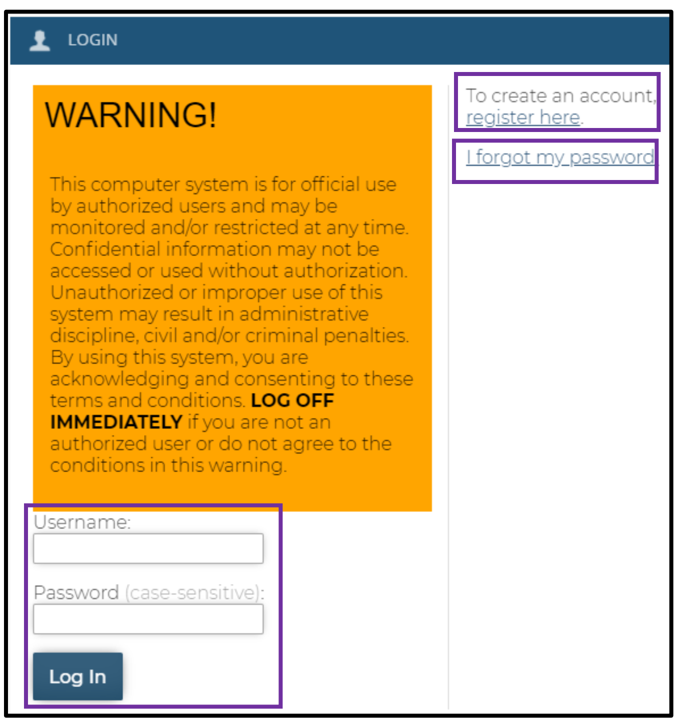


To login to MLP (see figure on next page):

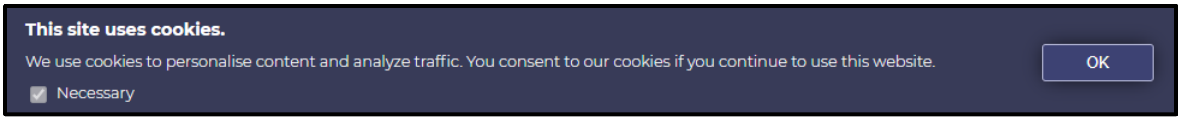
1. All users need to click the **Login** button.



2. Users who already have an account can enter their username and password and click the **Log In** button.
3. Users who do not have an account can create an account by clicking the **register here** link.
4. Users who have forgotten their password, can request a reset by clicking the **I forgot my password** link.



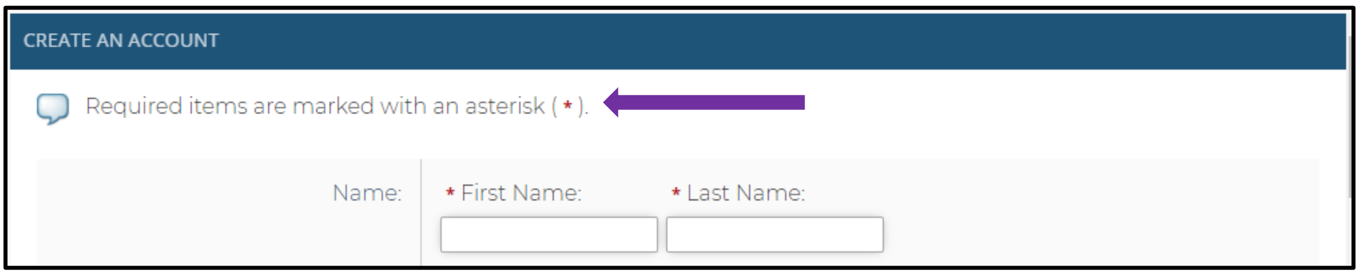
5. The MLP uses cookies and users need to click the OK bottom of the page to consent to the use of cookies.



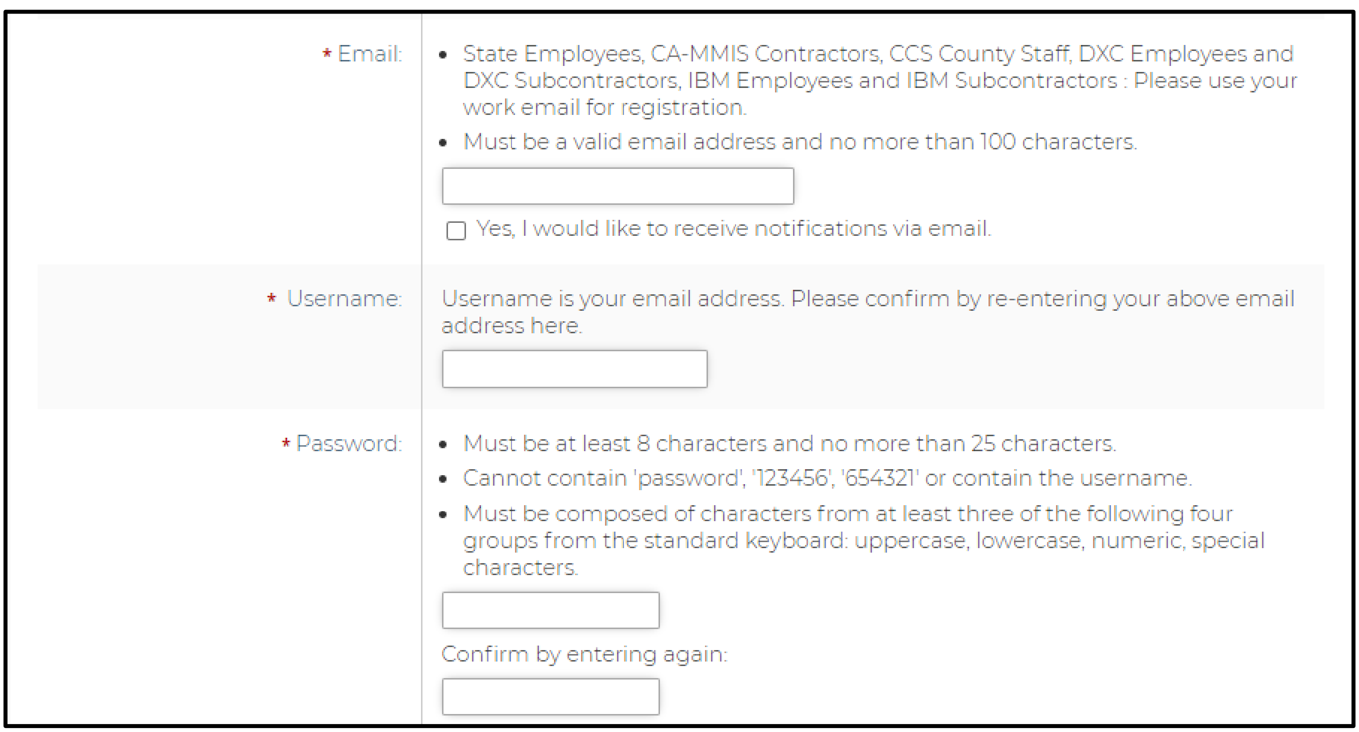
2 Create User Account

To create your account, complete the information on the **Create User Account** form (see figure on next page).

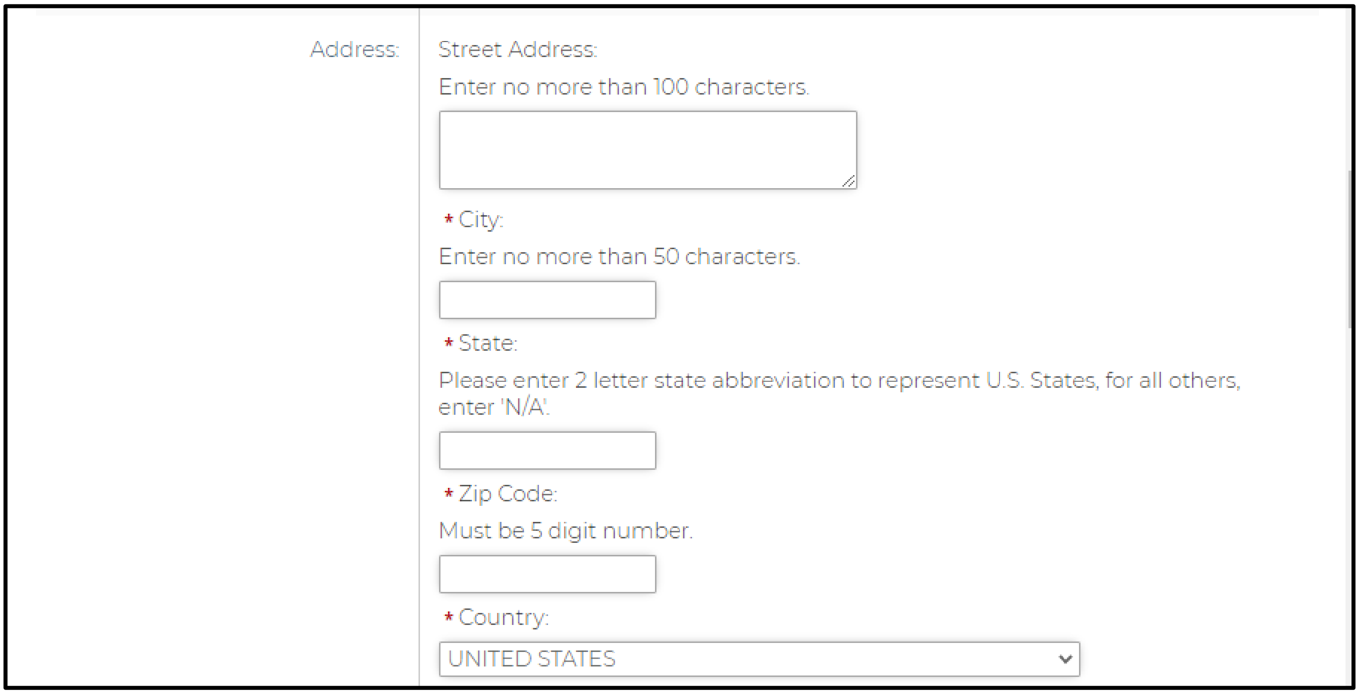
- Complete the required information as indicated with a red asterisk.
- Complete your first and last name.



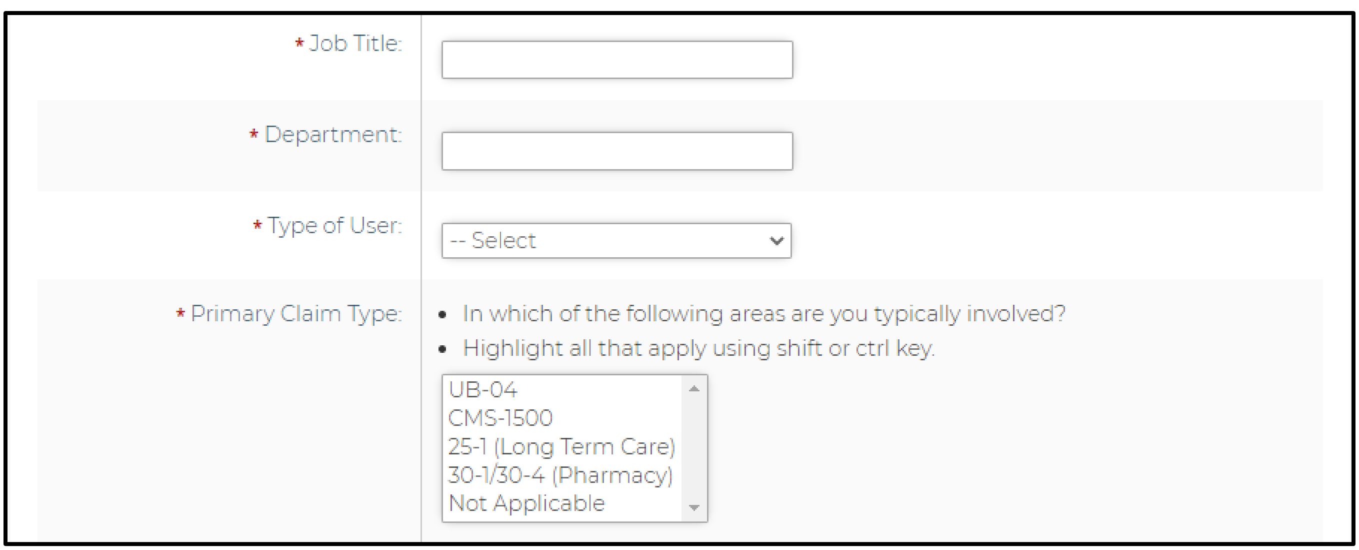
Complete your email, user name, password, and timezone information.



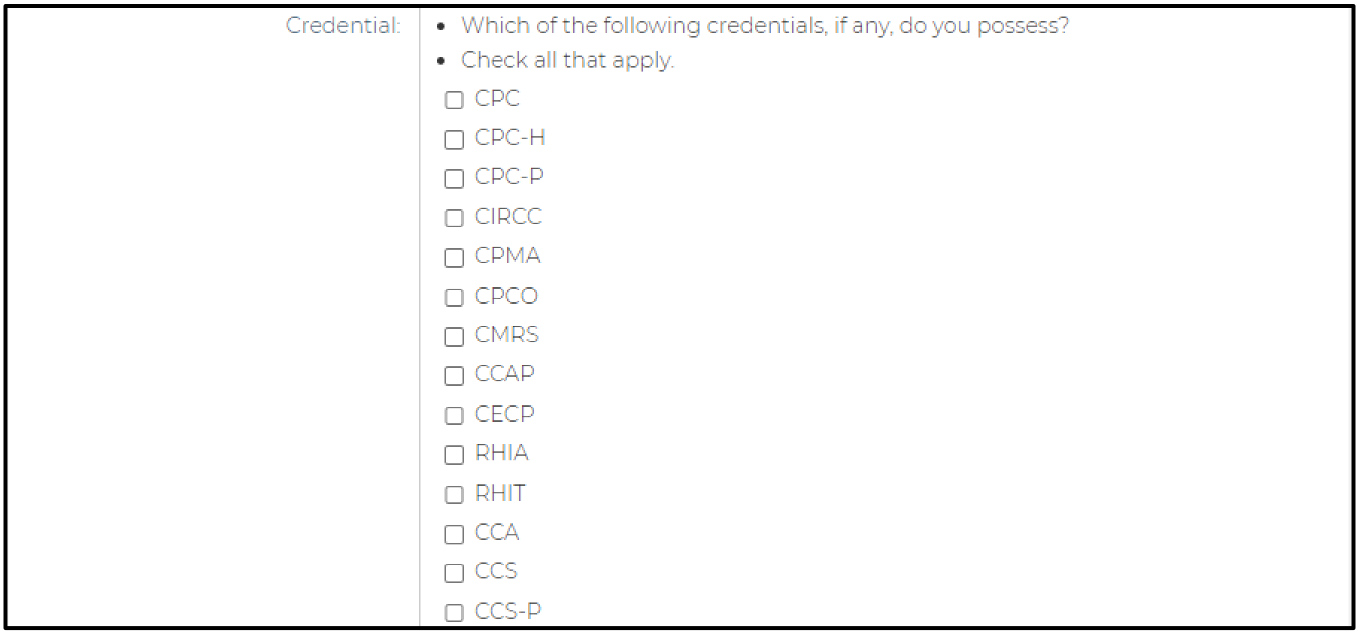
Complete your address and phone information.

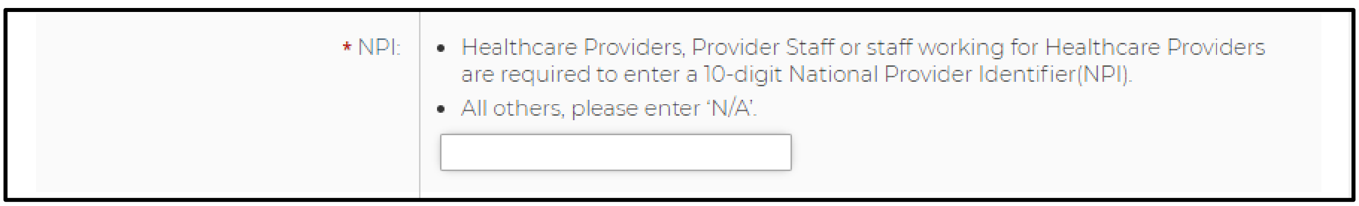


Complete your job title, department, type of user and primary claim type. If none of the primary claim type apply, select "Not Applicable."

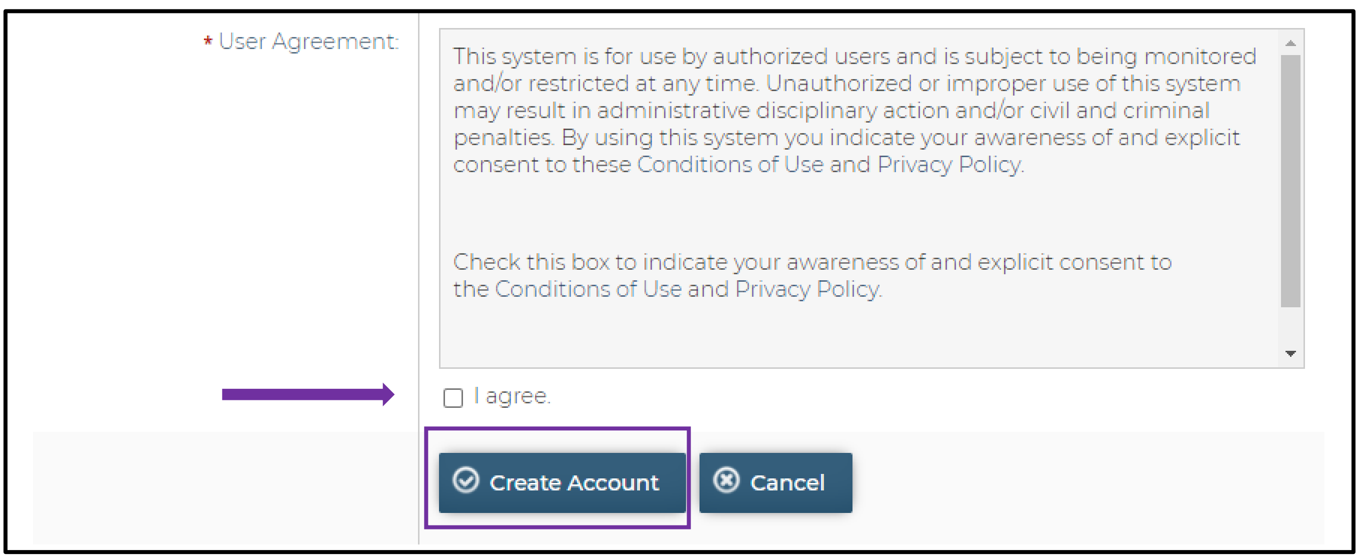


Complete credential and NPI sections (see figure on next page).



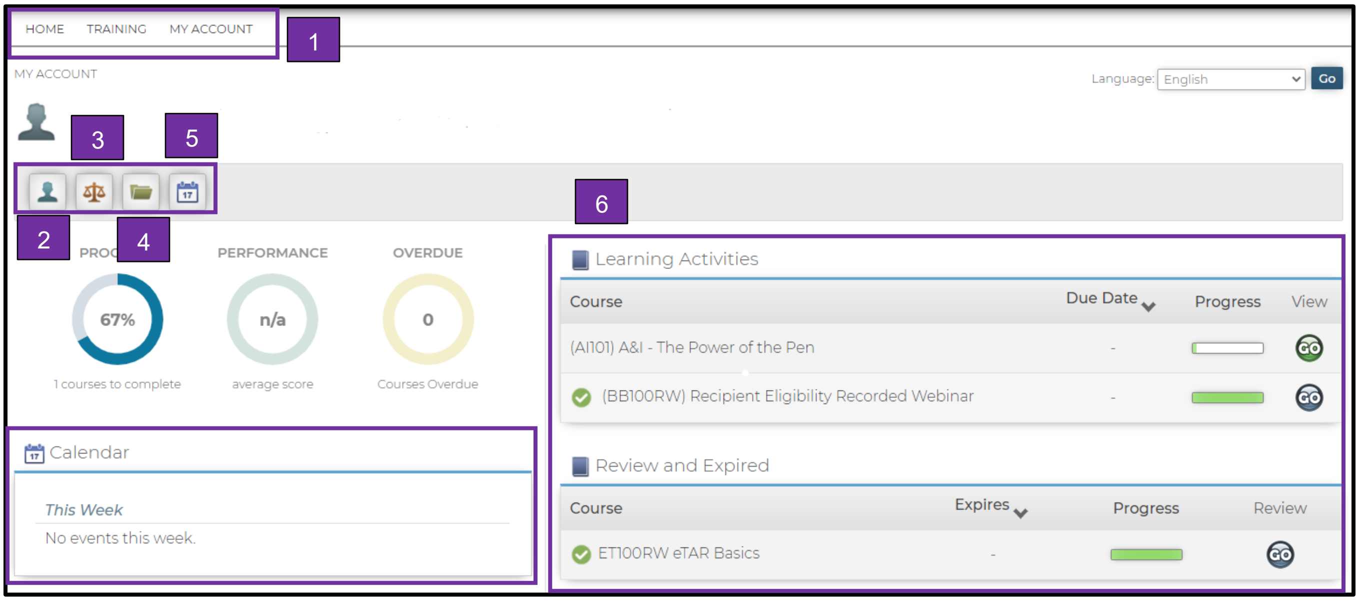


Read the user agreement, select “I agree”, and then click the **Create Account** button.

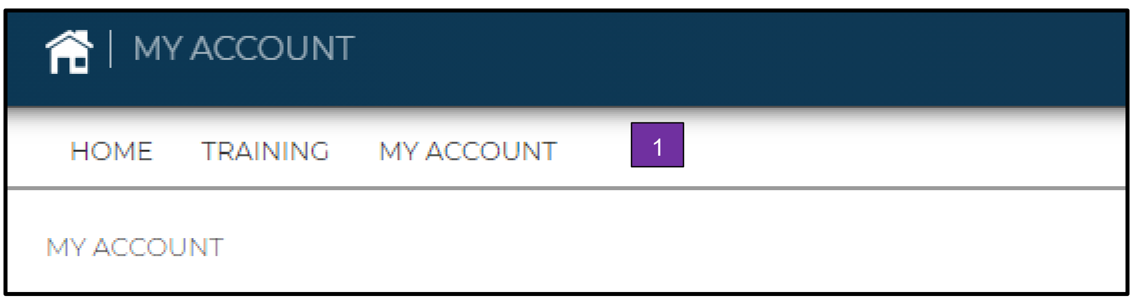


3 My Account

After you log in, start at the **My Home** page and click the **My Account** page.



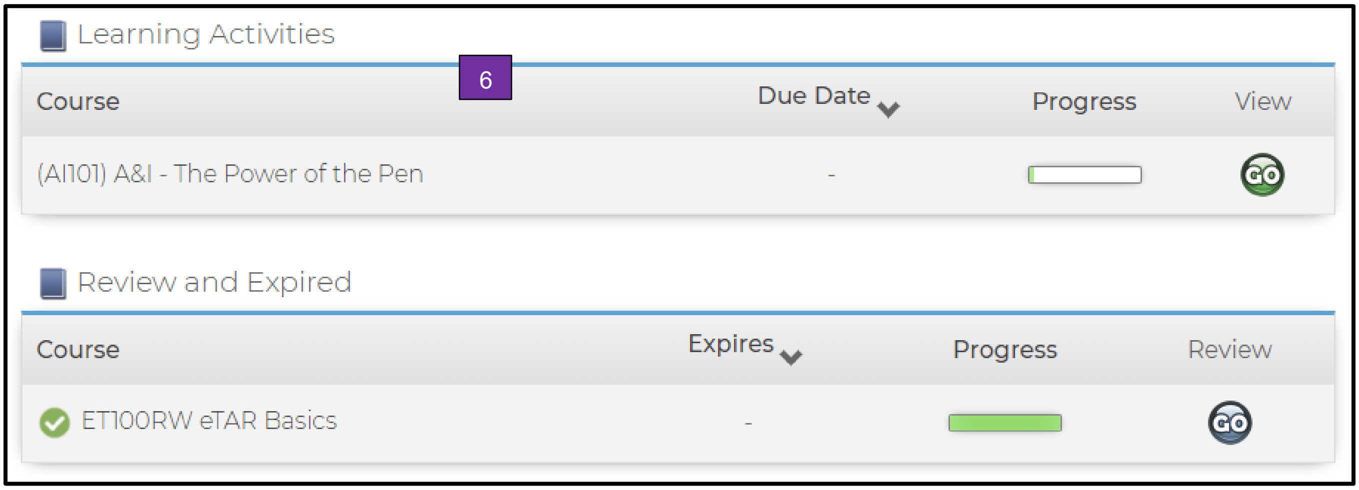
1. **Main Menu**: Located across the top of the screen and includes buttons for accessing the **Home** page, **Training** page, and **My Account** page.



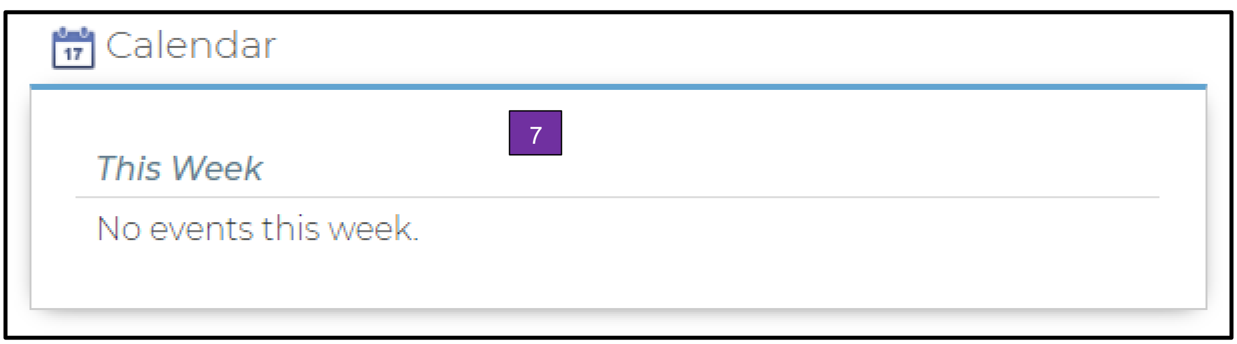
See figure on next page for My Profile, My Transcript, and My Calendar.

2. **My Profile:** Shows the account information you saved when setting up your account. If something changes, you can access this page to make changes.
3. **User Agreement:** User can review the MLP's user agreement. If user clicks "I do not agree", user will be logged out of the system.
4. **My Transcript:** Shows a complete list of all courses you have completed, including the status, the date it was completed, the name, completion status, success status, and the score of each lesson.
5. **My Calendar:** Shows a current month calendar with the sessions you are enrolled in. You may also see prior and future months training calendars.

6. **Learning Activities:** Shows a list of up to five sessions or online courses you are enrolled in and up to twelve of the most recent sessions or online courses completed.

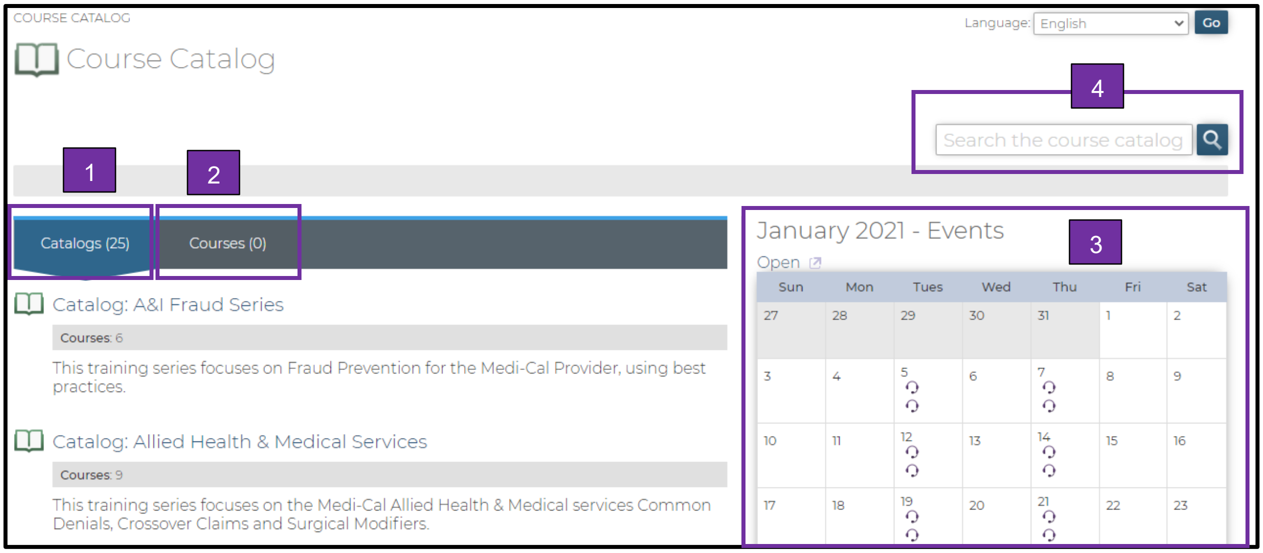


7. **Calendar:** Shows this week's events. If there are not any events, it will display: **No events this week**.



4 Training

The **Training** page displays the **Course Catalog** and **Event Calendar** (see figure on next page).

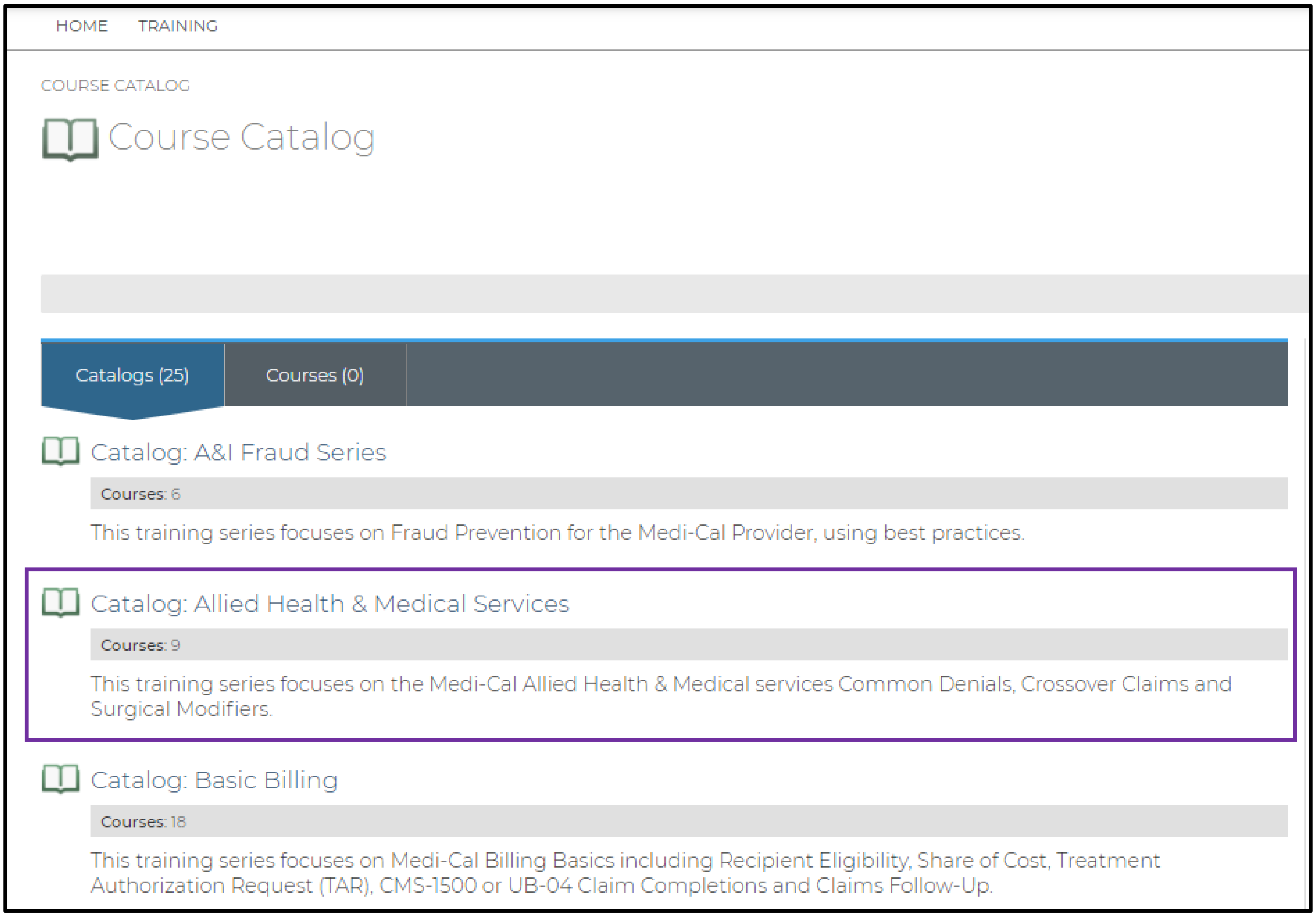


The **Course Catalog** can be viewed through the:

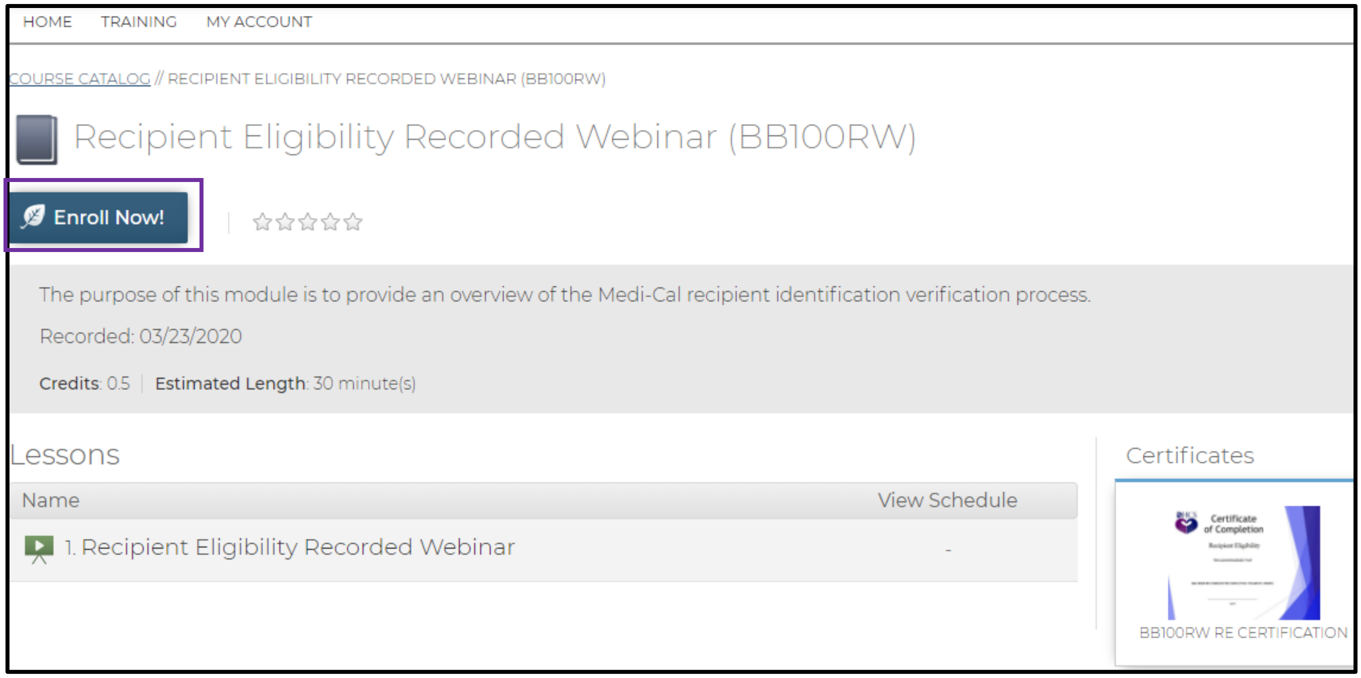
1. **Catalogs** tab: Shows types of online courses and training events. Select the catalog type to show the online courses or events in that catalog. The types of catalogs include:
    - Computer Based Training (CBT)
    - e-Learning Tutorials (ELT)
    - Recorded Webinars (RWT)
2. **Courses** tab: Lists all courses that are not part of any catalog.
    - After selecting a catalog, the course list shows all courses that are part of the selected catalog.
    - After entering a value in the **Search** field, the course list shows course containing that value. Course codes are prefixed with course names except in search results.
3. The **Event Calendar** shows all the courses that are scheduled during the current month. Click the **Open** button to move to the prior or future months' calendars.

4. You may also search for a course or event by typing the course code or key words into the **Search** field and then clicking **the magnifying glass**. For example, if you are interested in taking one of the Audits & Investigation (A&I) courses, type **A&I** in the **Search** field.

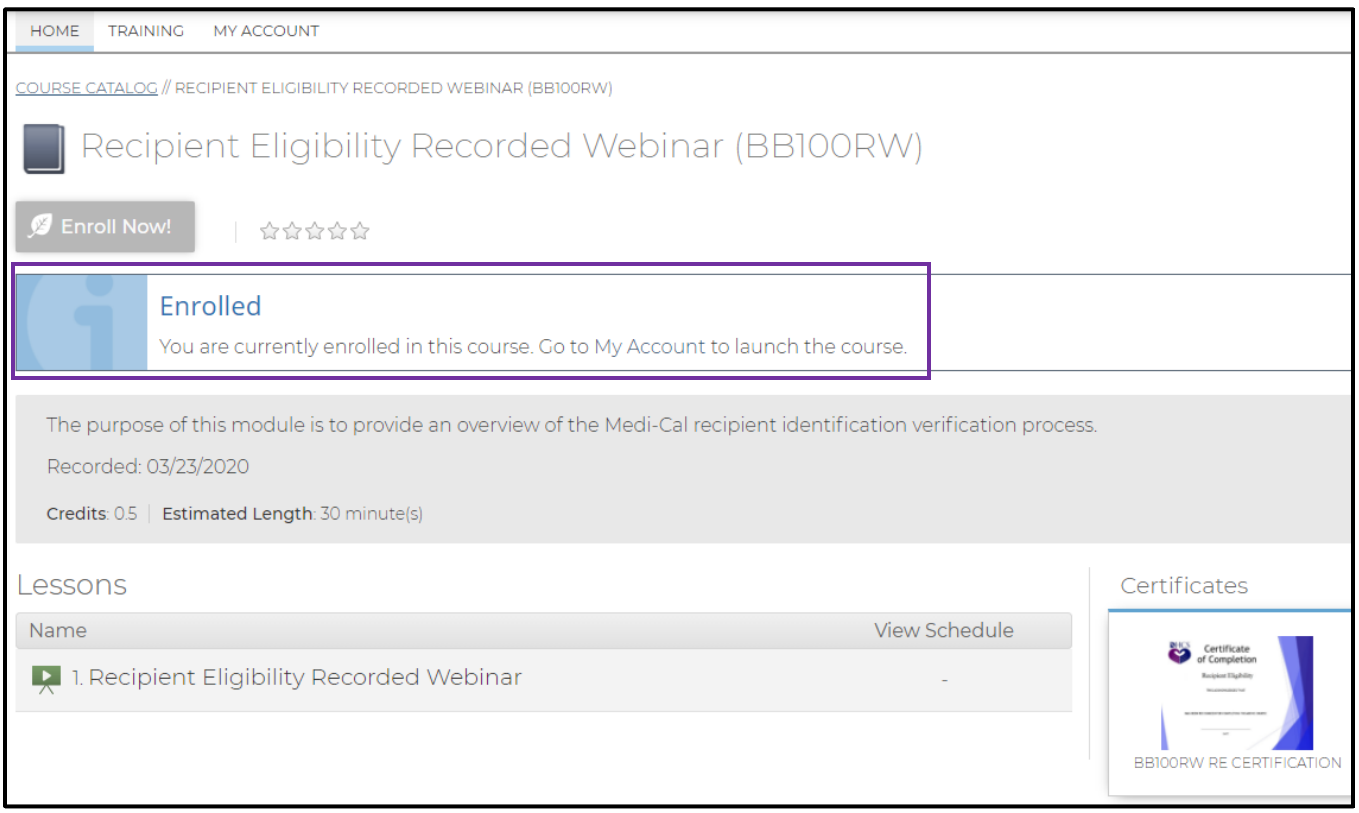
When you find a course that interests you, click the course code to select it (see figure on next page).



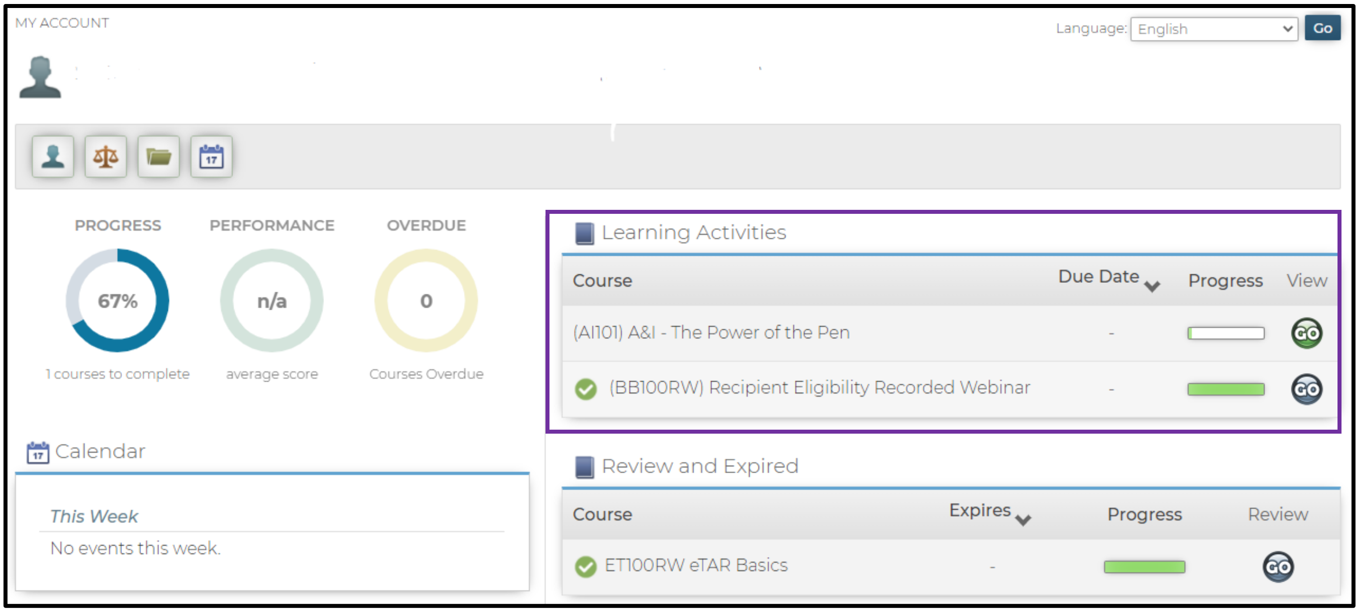
The **Course Description** page includes a description of the course, its associated lessons, the length of time a classroom course is scheduled, and the **Enroll Now!** icon. To enroll, click the **Enroll Now!** icon (see figure on next page).



The **Enrolled** message displays. This message also includes a link to the **MyAccount** page so you can launch the CBT, ELT, or RWT.

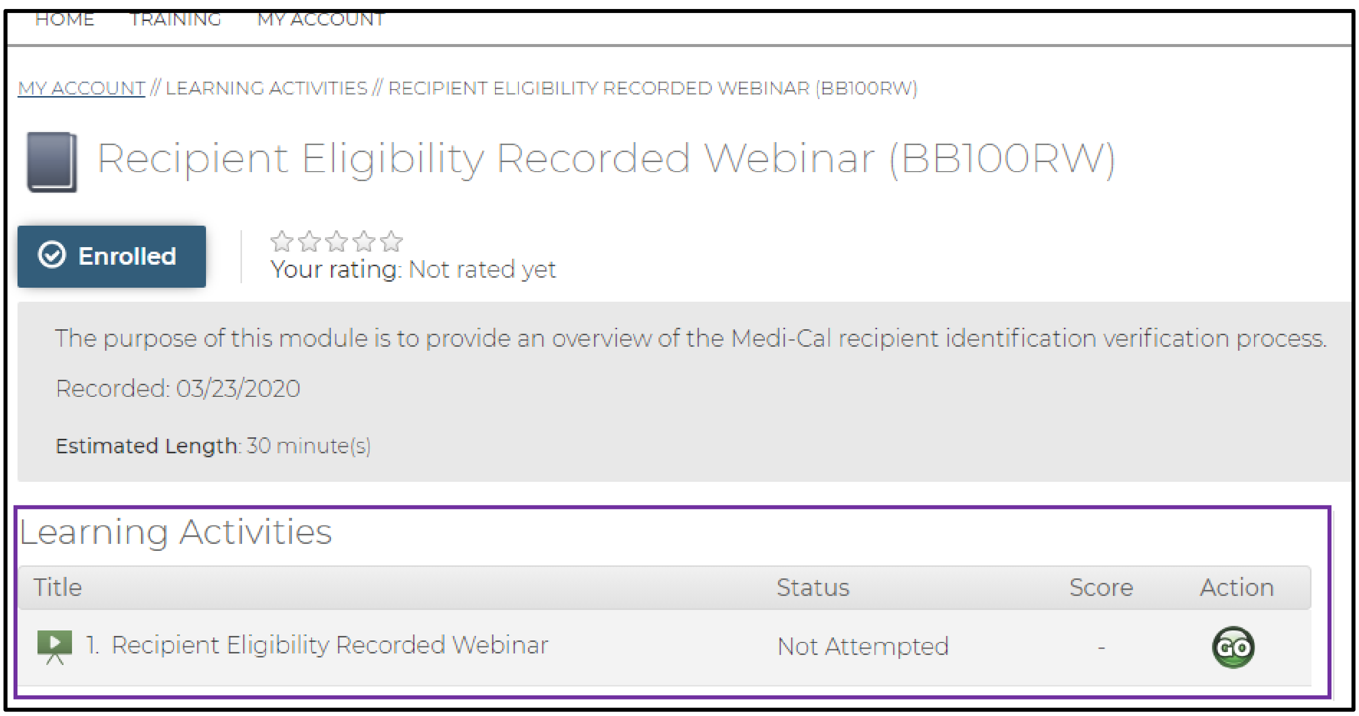


From the **My Account** page, you can see the course in the **Enrolled** section of **Learning Activities**.

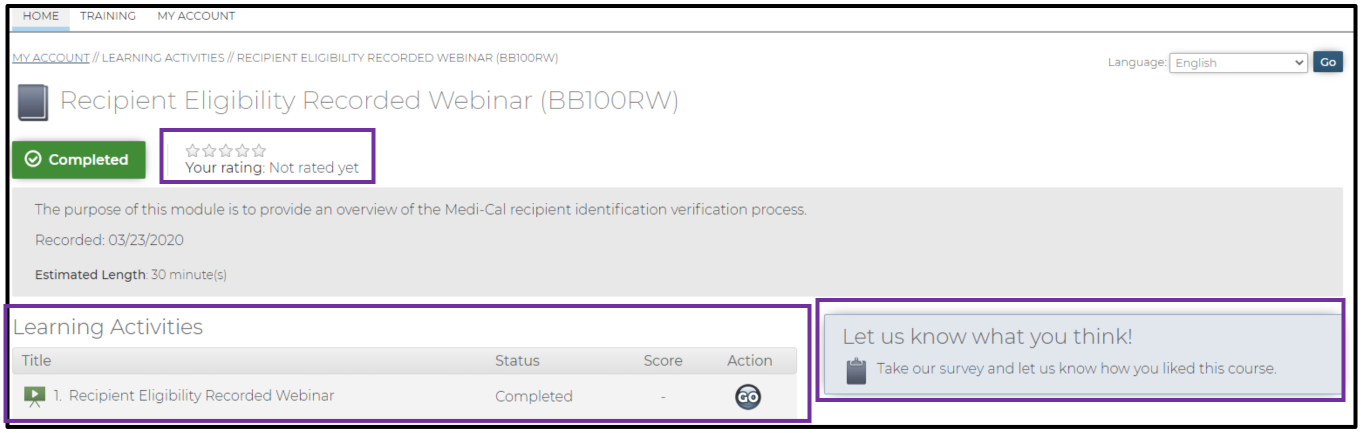


The course name displays in addition to the due date and the expiration date (if applicable). The blue **Book** icon under the **Details** heading displays the description of the course. The **GO** button under the **View** heading launches the course. Click the **GO** button to launch the course.

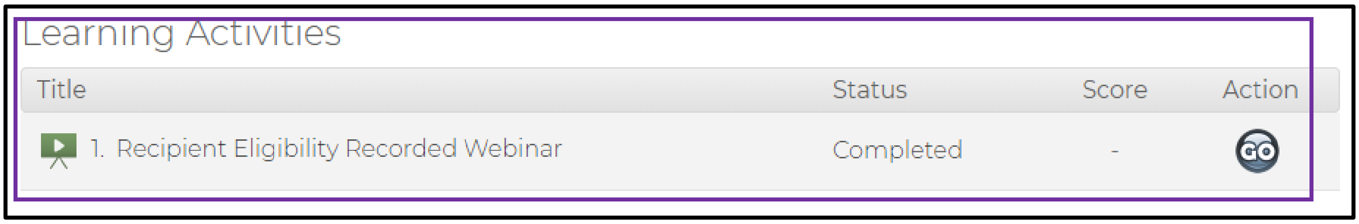
A course may include several lessons. Click the **GO** button for the lesson you want to start.



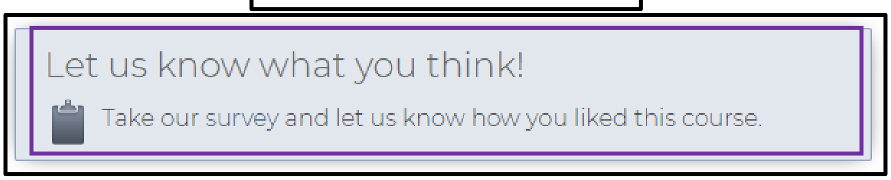
The **Course Description** page shows the description, status, and score.



Below is a detail of the description, status, and score.



This page also includes a place for you to rate the course and complete a survey.



The **Status** field shows course progress and will display one of the following statuses:

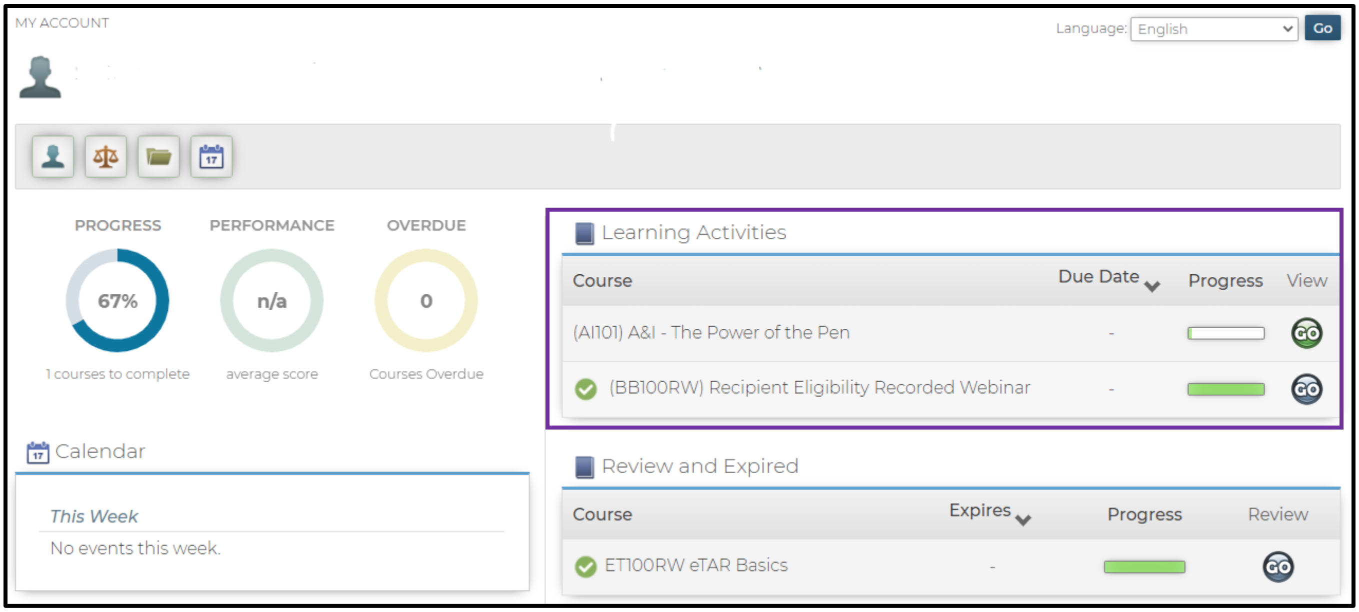
- **Not Attempted**
- **In Progress**
- **Completed**
- **Passed**
- **Failed**

The **Score** field shows the completion score.

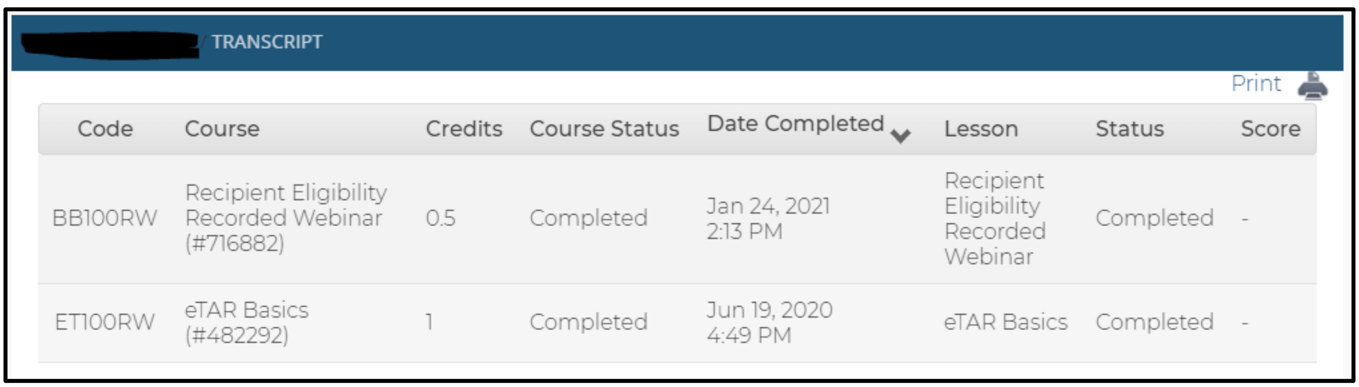
You can rate the course by selecting 1-5 stars.

You are also able to provide feedback on the course by clicking the link for the survey.

The completed course also displays in the **Review and Expired** section of the **My Account** page.



The completed course will also display in your transcript. You can access your transcript on the **My Account** page by clicking the **Transcript** icon. Refer to the Error! Reference source not found. section of this guide if needed.


[redacted] / TRANSCRIPT

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Code	Course	Credits	Course Status	Date Completed	Lesson	Status	Score
BB100RW	Recipient Eligibility Recorded Webinar (#716882)	0.5	Completed	Jan 24, 2021 2:13 PM	Recipient Eligibility Recorded Webinar	Completed	-
ET100RW	eTAR Basics (#482292)	1	Completed	Jun 19, 2020 4:49 PM	eTAR Basics	Completed	-

5 Specialized Training and Certificates

The MLP also includes some specialized training and certificates for provider groups.

- Audits and Investigation (A&I) – Includes a series of CBT that focuses on fraud. After completing the training, you will receive a specialized certificate that includes 1.0 Continuing Education Units (CEUs).
- Presumptive Eligibility (PE) – Includes two online certification courses:
    - PE for Pregnant Women
    - PE for Hospitalization

After completing the training, you will receive a certificate and access to the PE application, via a link on the Medi-Cal website, that will allow you to enter patients who are presumed eligible for coverage.

6 MLP User Support

If you have questions that are not covered in the guide, please contact the MLP support team by mailing: CAMMISAccountTraining@dxc.com.

Should you need further assistance, please call the Telephone Service Center at 1-800-541-5555.

7 Acronyms

The following acronyms appear in this user guide.

Acronym	Definition
A&I	Audits & Investigations
CA-MMIS	California Medicaid Management Information System
CBT	Computer Based Training
CEU	Continuing Education Unit
ELT	e-Learning Tutorials
FI	Fiscal Intermediary
ILT	Instructor Led Training
MLP	Medi-Cal Learning Portal
PE	Presumptive Eligibility
RWT	Recorded Webinar Training