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.

1. Access The Learning Portal
2. Create User Account
3. My Account
4. Training
5. Specialized Training and Certificates
6. MLP User Support
7. Acronyms

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 button 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.

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CREATE AN ACCOUNT

Required items are marked with an asterisk (*).

Name:  * First Name:  * Last Name:

Email:  State Employees, CA-MMIS Contractors, CCS County Staff, DXC Employees and DXC Subcontractors, IBM Employees and IBM Subcontractors. Please use your work email for registration.

Yes, I would like to receive notifications via email.

Username:  Username is your email address. Please confirm by re-entering your above email address here.

Password:  Must be at least 8 characters and no more than 25 characters.

Confirm by entering again:
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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).

<table>
<thead>
<tr>
<th>Credential</th>
<th>Which of the following credentials, if any, do you possess?</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPC</td>
<td>Check all that apply.</td>
</tr>
<tr>
<td>CPC-H</td>
<td></td>
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<td>CPC-P</td>
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<td>CIRCC</td>
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<td>CPMA</td>
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<td>CPCO</td>
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<td>CMRS</td>
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<td>CCA</td>
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<td>CCS</td>
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<tr>
<td>CCS-P</td>
<td></td>
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</tbody>
</table>

| NPI | Healthcare Providers, Provider Staff or staff working for Healthcare Providers are required to enter a 10-digit National Provider Identifier (NPI). All others, please enter ‘N/A’. |

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.

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.

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.

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.

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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<tbody>
<tr>
<td>A&amp;I</td>
<td>Audits &amp; Investigations</td>
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<tr>
<td>CA-MMIS</td>
<td>California Medicaid Management Information System</td>
</tr>
<tr>
<td>CBT</td>
<td>Computer Based Training</td>
</tr>
<tr>
<td>CEU</td>
<td>Continuing Education Unit</td>
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<tr>
<td>ELT</td>
<td>e-Learning Tutorials</td>
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<tr>
<td>FI</td>
<td>Fiscal Intermediary</td>
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<tr>
<td>ILT</td>
<td>Instructor Led Training</td>
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<tr>
<td>MLP</td>
<td>Medi-Cal Learning Portal</td>
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<tr>
<td>PE</td>
<td>Presumptive Eligibility</td>
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<tr>
<td>RWT</td>
<td>Recorded Webinar Training</td>
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