



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).

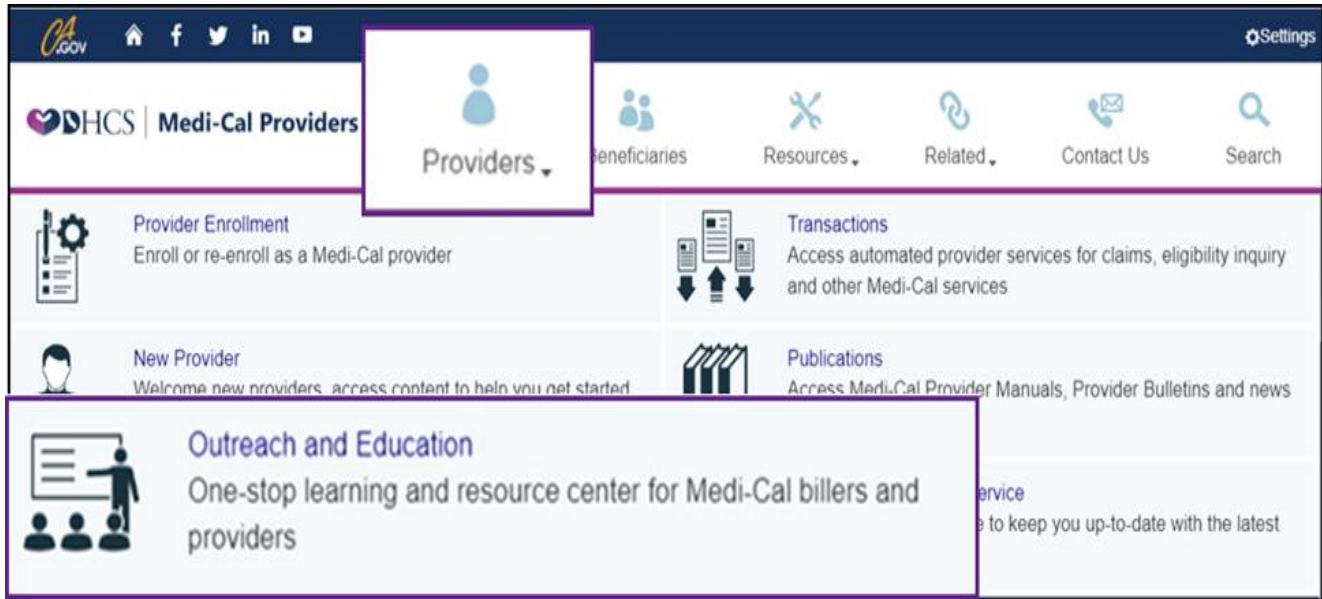
This guide will assist providers through the following activities: accessing the MLP, creating a user account, enrolling in training, and obtaining user support.

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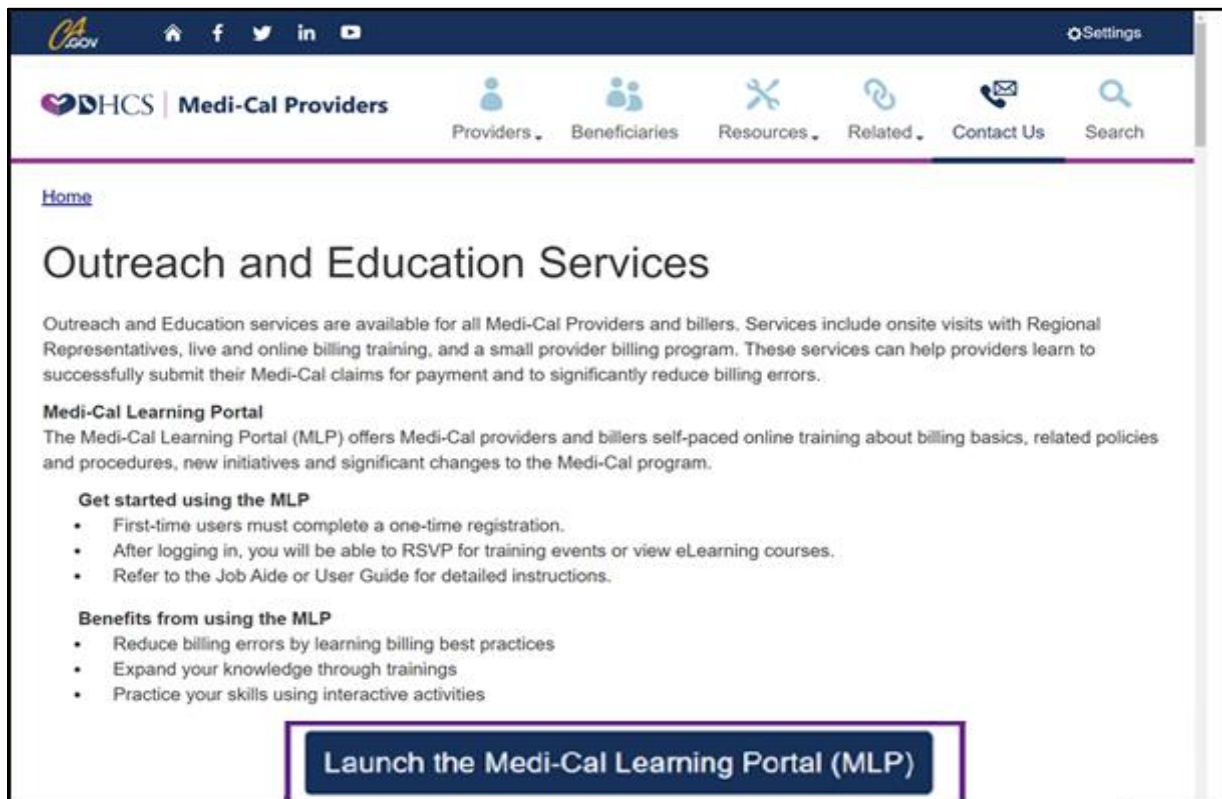
Google Chrome is the recommend web browser for the Medi-Cal Learning Portal.

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).

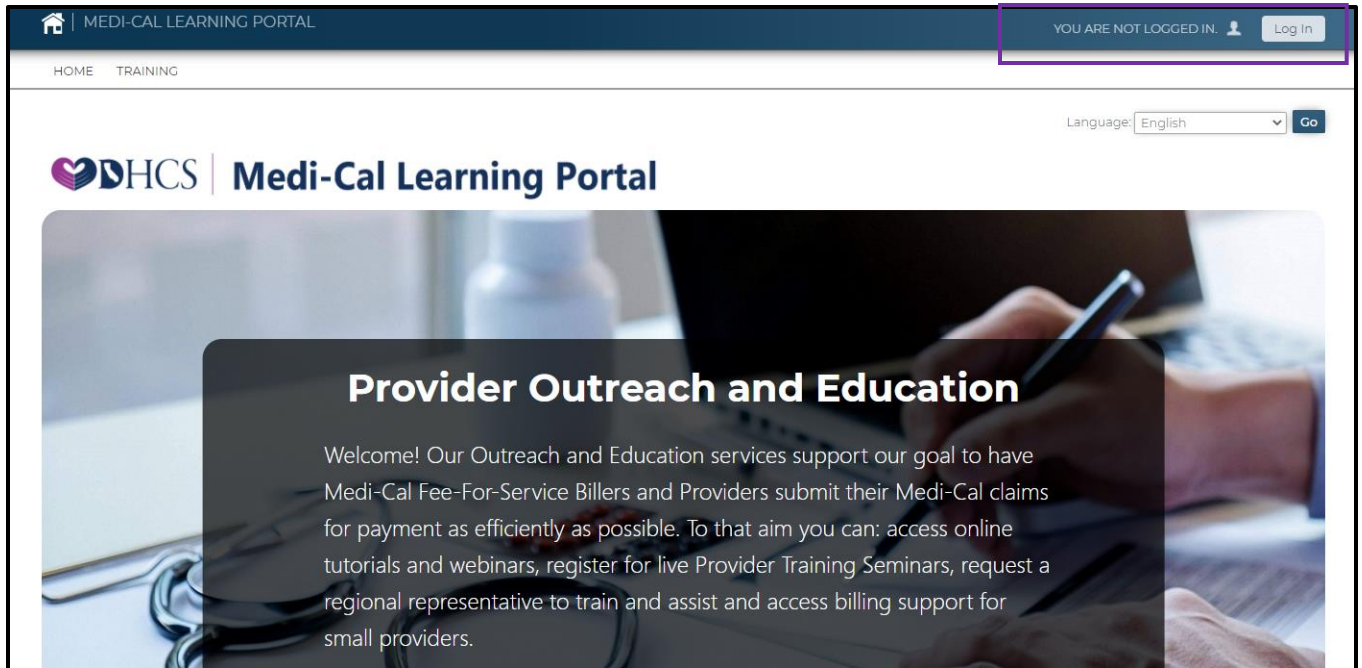


Click the Launch the **Medi-Cal Learning Portal (MLP)** button to access the **MLP Account Login Screen**.

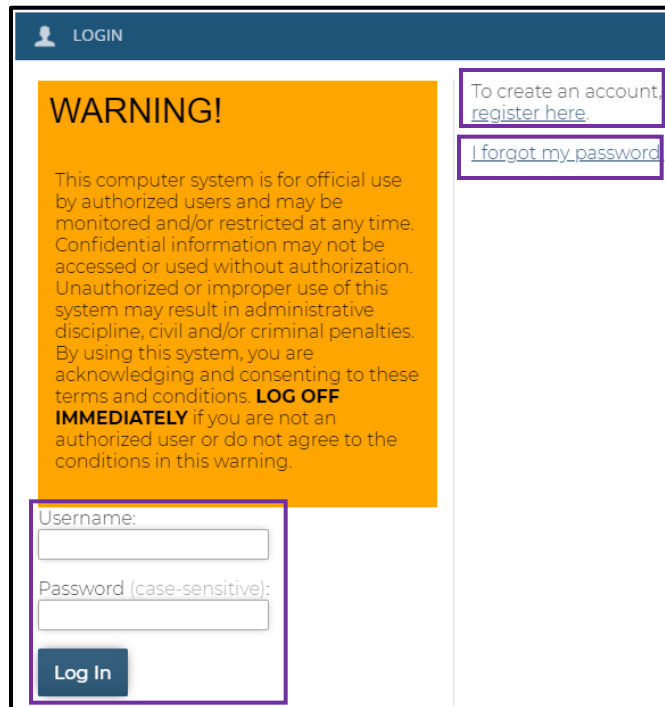


To login to MLP (see figure on next page):

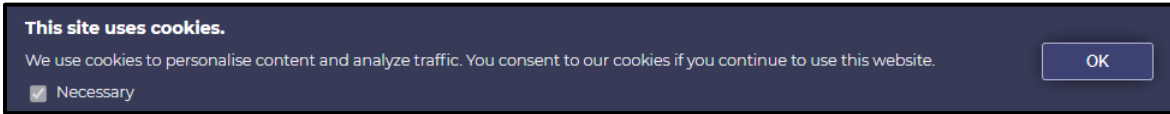
1. All users need to click the **Login** button.



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.



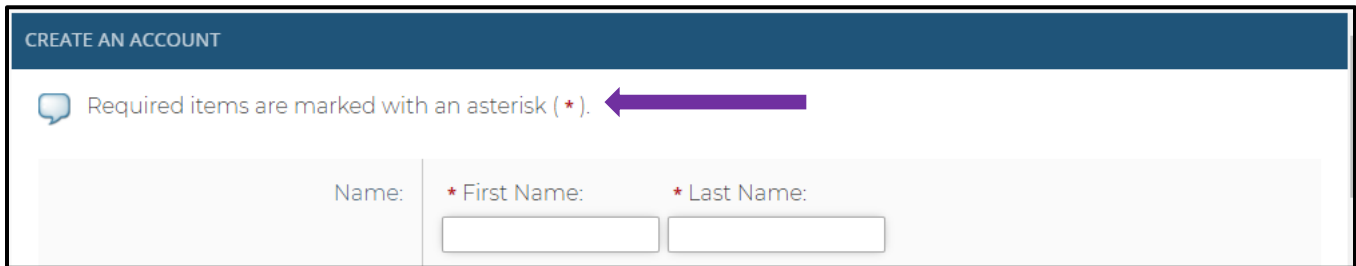
- 5. The MLP uses cookies and users need to click the OK bottom of the page to consent to the use of cookies.



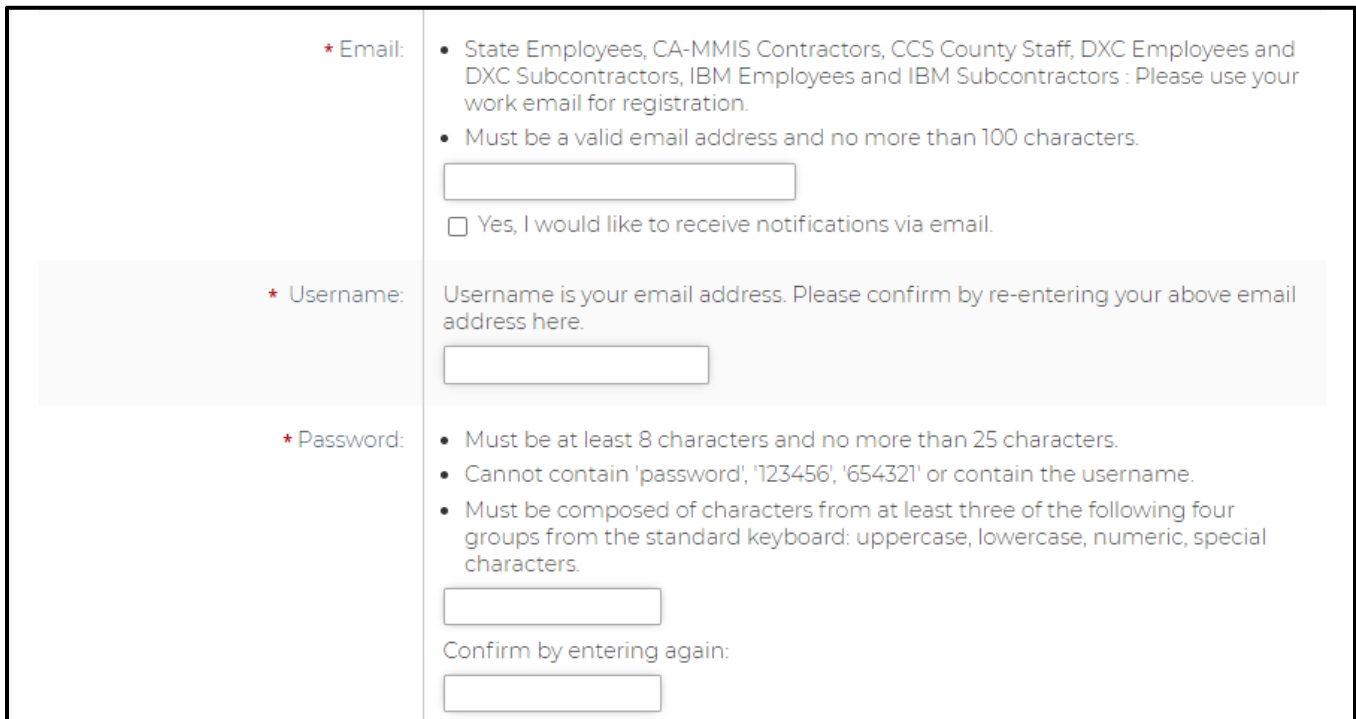
2 Create User Account

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.

A screenshot of the "CREATE AN ACCOUNT" form. At the top, it says "CREATE AN ACCOUNT" in white text on a dark blue background. Below that, a message bubble says "Required items are marked with an asterisk (*)." with a purple arrow pointing to the asterisks. The form has two input fields: "Name: * First Name:" and "Name: * Last Name:". Both fields are empty.

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

A screenshot of the "CREATE AN ACCOUNT" form showing the email, username, and password sections. The "Email:" section has a red asterisk and lists requirements: "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." and "Must be a valid email address and no more than 100 characters." There is an empty input field and a checkbox "Yes, I would like to receive notifications via email." which is unchecked. The "Username:" section has a red asterisk and says "Username is your email address. Please confirm by re-entering your above email address here." with an empty input field. The "Password:" section has a red asterisk and lists requirements: "Must be at least 8 characters and no more than 25 characters.", "Cannot contain 'password', '123456', '654321' or contain the username.", and "Must be composed of characters from at least three of the following four groups from the standard keyboard: uppercase, lowercase, numeric, special characters." There are two empty input fields for the password and its confirmation.

Timezone:	<input type="text" value="(GMT -8:00) Pacific Time (US & Canada)"/>
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Complete your address and phone information.

Address:	<p>Street Address: Enter no more than 100 characters. <input type="text"/></p> <p>* City: Enter no more than 50 characters. <input type="text"/></p> <p>* State: Please enter 2 letter state abbreviation to represent U.S. States, for all others, enter 'N/A'. <input type="text"/></p> <p>* Zip Code: Must be 5 digit number. <input type="text"/></p> <p>* Country: <input type="text" value="UNITED STATES"/></p>
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Phone Number(s):	* Telephone: <input type="text"/>
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Complete your job title, department, type of user and primary claim type. If none of the primary claim type apply, select "Not Applicable."

* Job Title:	<input type="text"/>
* Department:	<input type="text"/>
* Type of User:	<input type="text" value="-- Select"/>
* Primary Claim Type:	<ul style="list-style-type: none">In which of the following areas are you typically involved?Highlight all that apply using shift or ctrl key. <input type="text" value="UB-04"/> <input type="text" value="CMS-1500"/> <input type="text" value="25-1 (Long Term Care)"/> <input type="text" value="30-1/30-4 (Pharmacy)"/> <input type="text" value="Not Applicable"/>

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

Credential:	<ul style="list-style-type: none">• Which of the following credentials, if any, do you possess?• Check all that apply.<input type="checkbox"/> CPC<input type="checkbox"/> CPC-H<input type="checkbox"/> CPC-P<input type="checkbox"/> CIRCC<input type="checkbox"/> CPMA<input type="checkbox"/> CPCO<input type="checkbox"/> CMRS<input type="checkbox"/> CCAP<input type="checkbox"/> CECF<input type="checkbox"/> RHIA<input type="checkbox"/> RHIT<input type="checkbox"/> CCA<input type="checkbox"/> CCS<input type="checkbox"/> CCS-P
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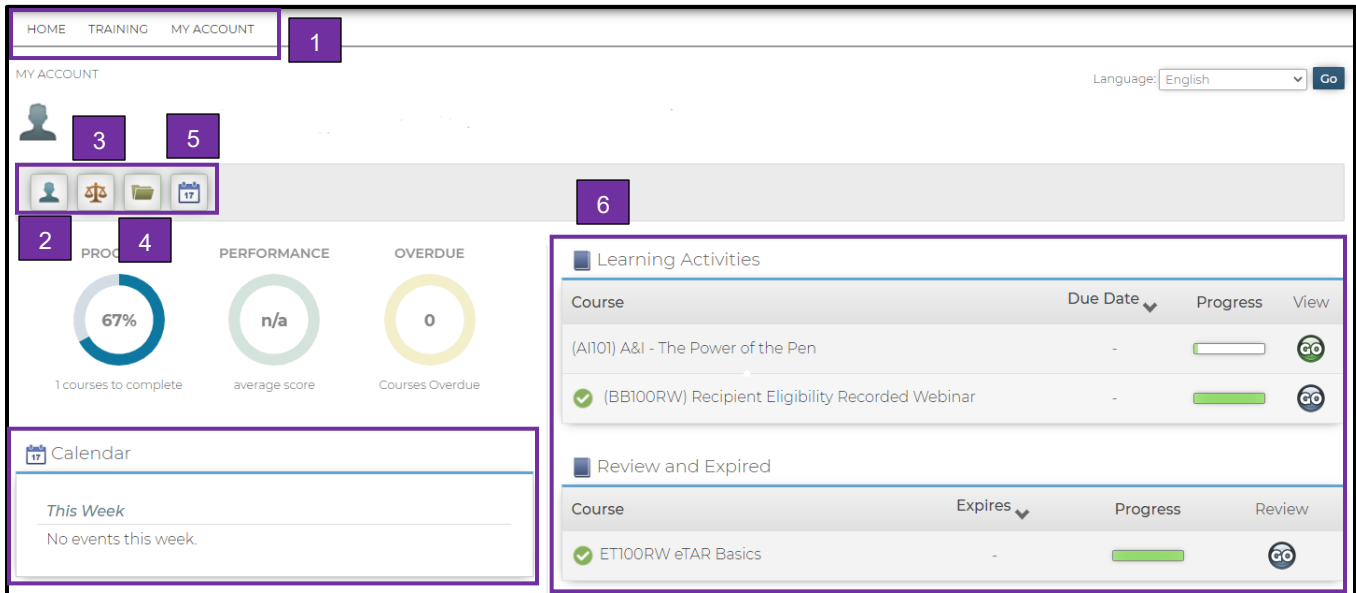
* NPI:	<ul style="list-style-type: none">• Healthcare Providers, Provider Staff or staff working for Healthcare Providers are required to enter a 10-digit National Provider Identifier(NPI).• All others, please enter 'N/A': <input type="text"/>
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Read the user agreement, select “I agree”, and then click the **Create Account** button.

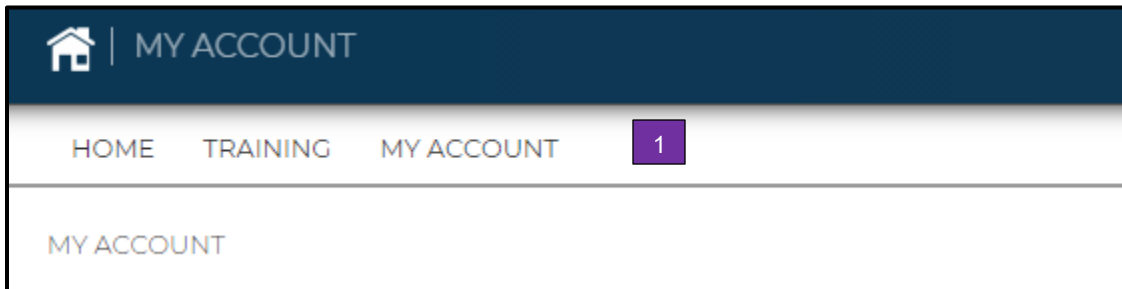
* User Agreement:	<p>This system is for use by authorized users and is subject to being monitored and/or restricted at any time. Unauthorized or improper use of this system may result in administrative disciplinary action and/or civil and criminal penalties. By using this system you indicate your awareness of and explicit consent to these Conditions of Use and Privacy Policy.</p> <p>Check this box to indicate your awareness of and explicit consent to the Conditions of Use and Privacy Policy.</p> <p><input type="checkbox"/> I agree.</p> <p><input checked="" type="button" value="Create Account"/> <input type="button" value="Cancel"/></p>
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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.

Course	Due Date	Progress	View
(A1101) A&I - The Power of the Pen	-	<div style="width: 20%;"></div>	GO

Course	Expires	Progress	Review
ET100RW eTAR Basics	-	<div style="width: 40%;"></div>	GO

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

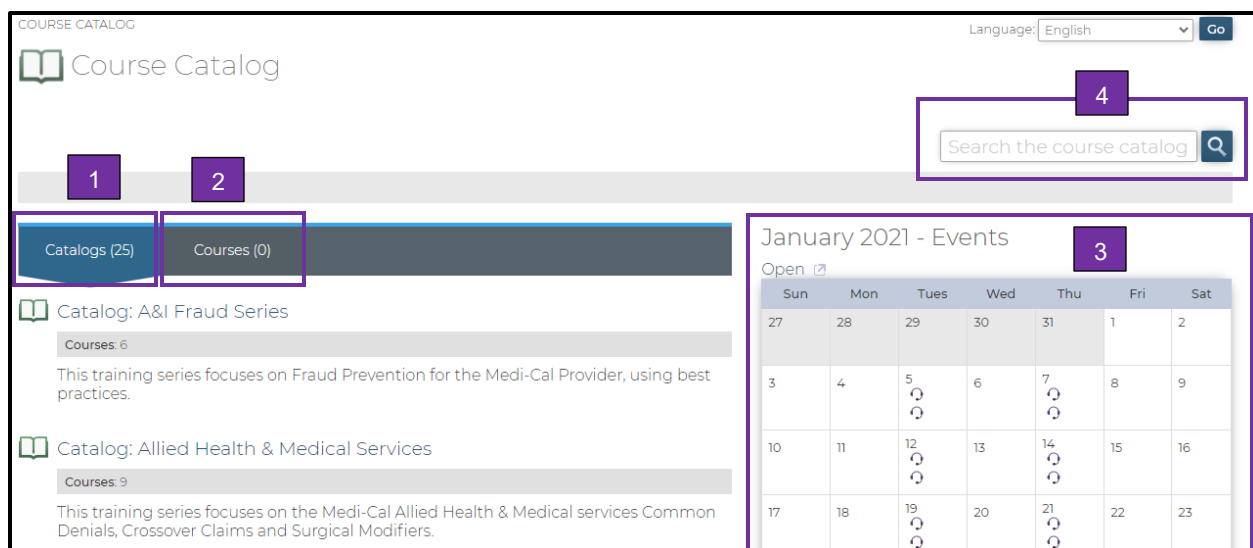
Calendar

This Week

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).

HOME TRAINING

COURSE CATALOG

Course Catalog

Catalogs (25) Courses (0)

Catalog: A&I Fraud Series
Courses: 6
This training series focuses on Fraud Prevention for the Medi-Cal Provider, using best practices.

Catalog: Allied Health & Medical Services
Courses: 9
This training series focuses on the Medi-Cal Allied Health & Medical services Common Denials, Crossover Claims and Surgical Modifiers.

Catalog: Basic Billing
Courses: 18
This training series focuses on Medi-Cal Billing Basics including Recipient Eligibility, Share of Cost, Treatment Authorization Request (TAR), CMS-1500 or UB-04 Claim Completions and Claims Follow-Up.

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).

HOME TRAINING MY ACCOUNT

COURSE CATALOG // RECIPIENT ELIGIBILITY RECORDED WEBINAR (BB100RW)

Recipient Eligibility Recorded Webinar (BB100RW)

Enroll Now! | ☆☆☆☆☆

The purpose of this module is to provide an overview of the Medi-Cal recipient identification verification process.
Recorded: 03/23/2020
Credits: 0.5 | Estimated Length: 30 minute(s)

Lessons

Name	View Schedule
1. Recipient Eligibility Recorded Webinar	-

Certificates

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

HOME TRAINING MY ACCOUNT

COURSE CATALOG // RECIPIENT ELIGIBILITY RECORDED WEBINAR (BB100RW)

Recipient Eligibility Recorded Webinar (BB100RW)

Enroll Now! | ☆☆☆☆☆

Enrolled
You are currently enrolled in this course. Go to My Account to launch the course.

The purpose of this module is to provide an overview of the Medi-Cal recipient identification verification process.
Recorded: 03/23/2020
Credits: 0.5 | Estimated Length: 30 minute(s)

Lessons

Name	View Schedule
1. Recipient Eligibility Recorded Webinar	-

Certificates

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

The screenshot shows the 'MY ACCOUNT' dashboard. At the top right, there is a language dropdown set to 'English' and a 'Go' button. Below the header are navigation icons for profile, home, courses, and calendar. The dashboard features three circular gauges: 'PROGRESS' at 67% (1 course to complete), 'PERFORMANCE' at n/a (average score), and 'OVERDUE' at 0 (Courses Overdue). A 'Calendar' section shows 'This Week' with 'No events this week.' On the right, there are two tables. The first, 'Learning Activities', lists courses with columns for Course, Due Date, Progress, and View. The second, 'Review and Expired', lists courses with columns for Course, Expires, Progress, and Review. Both tables include a 'GO' button for each course.

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 screenshot shows the course description page for 'Recipient Eligibility Recorded Webinar (BB100RW)'. The breadcrumb trail is 'MY ACCOUNT // LEARNING ACTIVITIES // RECIPIENT ELIGIBILITY RECORDED WEBINAR (BB100RW)'. The course title is displayed with a book icon. Below the title, there is an 'Enrolled' status button and a rating section showing five stars and 'Your rating: Not rated yet'. The course description states: 'The purpose of this module is to provide an overview of the Medi-Cal recipient identification verification process. Recorded: 03/23/2020. Estimated Length: 30 minute(s)'. At the bottom, there is a 'Learning Activities' table with columns for Title, Status, Score, and Action. The table contains one entry: '1. Recipient Eligibility Recorded Webinar' with a status of 'Not Attempted' and a 'GO' button in the Action column.

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

HOME TRAINING MY ACCOUNT

MY ACCOUNT // LEARNING ACTIVITIES // RECIPIENT ELIGIBILITY RECORDED WEBINAR (BB100RW) Language: English Go

Recipient Eligibility Recorded Webinar (BB100RW)

Completed Your rating: Not rated yet

The purpose of this module is to provide an overview of the Medi-Cal recipient identification verification process.

Recorded: 03/23/2020

Estimated Length: 30 minute(s)

Learning Activities

Title	Status	Score	Action
1. Recipient Eligibility Recorded Webinar	Completed	-	GO

Let us know what you think!
Take our survey and let us know how you liked this course.

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

Learning Activities

Title	Status	Score	Action
1. Recipient Eligibility Recorded Webinar	Completed	-	GO

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

☆☆☆☆☆
Your rating: Not rated yet

Let us know what you think!
Take our survey and let us know how you liked this course.

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.

MY ACCOUNT Language: English

PROGRESS: 67% (1 courses to complete)

PERFORMANCE: n/a (average score)

OVERDUE: 0 (Courses Overdue)

Learning Activities			
Course	Due Date	Progress	View
(A1101) A&I - The Power of the Pen	-	<div style="width: 0%;"></div>	GO
✓ (BB100RW) Recipient Eligibility Recorded Webinar	-	<div style="width: 100%;"></div>	GO

Review and Expired			
Course	Expires	Progress	Review
✓ ET100RW eTAR Basics	-	<div style="width: 100%;"></div>	GO

Calendar: This Week
No events this week.

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.

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