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Introduction

The Medi-Cal Learning Portal (MLP) Provider User Training Guide was prepared by the California Medicaid Management Information Systems (CA-MMIS) Fiscal Intermediary (FI) and is intended to be used as the primary training resource for Medi-Cal providers.

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

Access The Learning Portal

There are two ways to access the MLP. The first is to directly access the MLP via the following link, or key this address into the browser web address field and press ‘Enter’: https://learn.medi-cal.ca.gov/.

The second is to access the Medi-Cal website - http://www.medi-cal.ca.gov - and from the Providers tab, select the Outreach and Education link.
Select the **Launch the Medi-Cal Learning Portal (MLP)** button to access the **MLP Account Login Screen**.

**Figure 1:** Provider's Outreach and Education page

To log into the MLP (see figure below):

1. All users need to select the Login button.
2. Users who already have an account can enter their username (email address) and password and select the **Login** button.
3. Users who do not have an account can create an account by selecting the **Register Here** link.
   Users who have forgotten their password, can request a reset by selecting the **I forgot my password** link.

**Note:** MLP passwords will automatically expire after ninety (90) days of inactivity. When such MLP users attempt to logon, the ‘**Change Password**’ screen will display, prompting the user for the old password and a new password. If the MLP user cannot remember their old password, they can use the ‘**I Forgot My Password**’ link, located below the login button, to change their password.
4. The MLP uses cookies. Users need to select **OK** at the bottom of the page to consent to the use of cookies.

Create User Account

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

- All fields labeled with an asterisk (*) are required fields.
- Enter your first and last name.
Enter your email, username, password and time zone information. Do not include semi-colons in your email address.

![CREATE AN ACCOUNT]

* Email: State Employees, CA-MMIS Contractors, CCS County Staff, Gainwell Technologies Employees and Gainwell Technologies Subcontractors, IBM Employees and IBM Subcontractors; Please use your work email for registration.
  - Must be a valid email address and no more than 100 characters.

* 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.
  - Cannot contain ‘password’, ‘123456’, ‘654321’ or contain the username.
  - Must be composed of characters from at least three of the following four groups from the standard keyboard: uppercase, lowercase, numeric, special characters.

Confirm by entering again:

Timezone: [GMT-8:00] Pacific Time (US & Canada)

**Figure 4:** Username, Password and Time Zone section
Enter your address and phone information.

**Figure 5: Address and Phone section**
Enter your job title, department, type of user and primary claim type. If none of the primary claim types apply, select “Not Applicable.”

**Note:** If you do not participate in the Hospital Presumptive Eligibility (HPE) or the Presumptive Eligibility For Pregnant Women (PE4PW) program, please select Other in the *Type of User* field.

![Table](image1)

**Figure 6:** Job and Type of User section

Complete the credential section.

![List](image2)

**Figure 7:** professional credential section
A user’s account has the option to add up to five (5) affiliated National Provider Identifiers (NPIs) to their profile. The NPIs are numbered as follows: NPI1, NPI2, NPI3, NPI4 and NPI5. NPI fields must be used in numerical order. Please reference the Presumptive Eligibility section of this Provider User Guide for additional information on this subject.

**Figure 8: NPI section**

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

**Figure 9: User Agreement section**
My Account

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

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

2. **My Profile**: Displays the account information saved when setting up your account. If something changes (e.g.: add an NPI), you can access this page to make changes.

3. **User Agreement**: User can review the MLP’s user agreement. If user selects “I do not agree”, user will be logged out of the system.
4. **My Transcript**: Displays a complete list of all courses completed, including the status, the date it was completed, the name, completion status, success status, and the score of each lesson.

5. **My Calendar**: Displays a current month calendar with the sessions you are enrolled in. Prior and future months training calendars may also be viewed.

6. **Learning Activities**: Displays 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.

![Image](image_url)  
**Figure 11**: MLP/My Account page, the Learning Activities section

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

![Image](image_url)  
**Figure 12**: MLP/My Account page, the Calendar section
Training

Figure 13: MLP/My Training page, the Calendar Course Catalogs

The Training page displays the Course Catalog and Event Calendar. The Course Catalog will display a listing of courses specifically available to you in accordance with the type of user selected when registering, while the Training Calendar displays only instructor-led live events.

In this section, we will take a closer look at the ways to access training events, starting with the Training Calendar.

1. To view and register for live events via the Training Calendar, please follow the steps below. To access the full training calendar, select **Open**, located in the top-left corner of the calendar. The calendar will open in a new expanded window.
2. From this window, you can view the current month’s instructor-led live events. In addition, you can access prior and future months training events by selecting the appropriate month in the top-right corner.

3. You can view a high-level preview of each course by hovering your cursor over each icon on the calendar. The display will provide the name of the course, as well as the date and time of the event.

![Training Calendar after clicking on the OPEN link](image)

**Figure 15:** Training Calendar after clicking on the OPEN link
4. If you desire additional details for a particular event, simply select the icon to access a dialogue box providing additional event details, including how many seats are available, a description of the course, any pertinent event details, such as a webinar link and conference ID.

5. If you want to register for the course, simply click on the course name, near the top of the dialogue box. The course name is a hyperlink that will initiate the registration process.

Skip down to the “Course Description” section of this User Guide, on page 12, to continue the course registration process.

Figure 16: Dialogue window displaying course details and registration link
The second way to view and register for a training event is the Course Catalog.

Figure 17: MLP Training page showing where to access a Catalog List, a Course List and the Search field

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 events may include:
   - Computer Based Training (CBT)
   - Live Webinars (LWT)
   - 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. **Search field**: Search for a catalog, course or lesson by typing part, or all, of the course code or key word(s) in the name into the Search field, and then select the magnifying glass. A list of catalogs, courses and lessons fitting your search details displays.

4. To access additional details about a course, catalog or lesson, reference the screenshot below and do the following:
   - Catalog: Select the hyperlink in the **Catalog Name**
   - Course: Select the hyperlink in the **Course Code**
   - Lesson: Select the hyperlink in the **Lesson Name**
Figure 18: Search Results, displaying Catalog, Course and Lesson links

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** icon. To enroll, select the **Enroll** icon.

Figure 19: 'Enroll Now' button for an MLP course
If the course offers multiple sessions from which to choose, a listing of those sessions will display, asking you to select your session(s) or select **I Will Choose Later** by default. Select the **Continue** button at the end of the list to save selection.

**Figure 20:** Multiple sessions page
The **Enrollment Successful** message displays. This message also includes a link to the **MyAccount** page so the training can be launched.

![Enrolled course page](image1.png)

**Figure 21:** Enrolled course page, highlighting the 'Go to My Account' link

From the **My Account** page, the course is listed in the **Enrolled** section of **Learning Activities** (see figure below).

![Learning Activities section](image2.png)

**Figure 22:** Learning Activities section, highlighting the GO button

The course name, due date and progress are displayed. Select the **GO** button to access the Course Detail page.

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

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

![Course Details page](image3.png)

**Figure 23:** A five-star rating of training and the link to take a training survey
The **Score** field shows the completion score. The course can be rated by selecting 1-5 stars and feedback can be provided on the course by selecting the link for the survey.

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

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

The completed course also displays in the **Completed Learning Activities** section of the **My Account** page.

![Figure 24: An overview screenshot of the MLP](image1)

The completed course will also display in your transcript. The transcript can be accessed on the **My Account** page by selecting the **Transcript** icon. Refer to the **My Account** section of this guide if needed.

![Figure 25: The MLP transcript](image2)
Presumptive Eligibility

When registering a new MLP user account, the option exists to add up to five (5) affiliated NPIs to one’s account profile. The NPIs are numbered as follows: NPI1, NPI2, NPI3, NPI4 and NPI5. NPI fields must be used in numerical order. In addition, there exists a total of five (5) Presumptive Eligibility (PE) sub-catalogs that numerically align with each NPI. Each PE sub-catalog contains two (2) PE certification trainings – one training for HPE and one for PE4PW (reference the chart and screenshot below).

![Figure 26: The five NPI fields on the MLP registration page](image-url)
### As a user’s NPI(s) is registered or added to their MLP My Account/Profile page, the corresponding PE course sub-catalog(s) with its certificate trainings will systematically enable and display within the MLP for the user to access and complete.

In alignment with the PE Agreement, MLP users providing PE services must complete the training certification by viewing every training slide and pass the training quiz with, at least, 80% accuracy to certify as a PE provider for each corresponding NPI. It is not necessary to complete both PE certification trainings within a sub-catalog, unless the provider will be providing services for both PE programs for that NPI.

![Course Catalog](image)

**Figure 27: The Presumptive Eligibility Certification sub-catalogs page**

Whenever an MLP user enters an NPI in one of the five (5) NPI fields on the Registration or My Account/Profile page, the system will check the validity of the NPI and prevent invalid data from being transferred to the Medi-Cal website. Validity is checked in three (3) ways, including: NPI format, cross-referencing against the Approved Presumptive Eligibility Agreement on file in Transaction Services, as well as duplication.
### Validation Type

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
</table>

**Format**
- Must be 10 digits
- Must contain numeric only (no letters or special characters)
- Must begin with a zero (0), one (1) or two (2)

**Duplication of NPI**
The MLP will confirm a validated NPI is not duplicated within the same MLP account.

**PE Agreement Cross-Reference**
The Learning Management System (LMS)/MLP will perform a system validation by cross-referencing the NPI with the HPE or PE4PW Attestation data table linked to the Medi-Cal website (MCWeb)/Transaction Services.

When the LMS/MLP identifies an NPI as ‘Invalid,’ the MLP user will receive the following ‘NPI Invalid’ error message.

```
• NPI4 is invalid.
```

**NPI4:** Enter fourth NPI here if you are a ‘Healthcare Provider’ or a ‘Provider Staff’ and supporting multiple NPIs. Valid NPI is a 10-digit number and starts with 0, 1 or 2.

```
845450555
```

When a valid NPI does not exist on the appropriate PE Attestation data table in the Medi-Cal website/Transaction Services, the MLP provider will receive the following ‘Provider Attestation not found’ error message. In this case, provider is instructed to contact CAMMISAccountTraining@gainwelltechnologies.com.

```
• NPI2 - Please contact the Administrator at CAMMISAccountTraining@gainwelltechnologies.com with the following API Response message.
• Error Code 0 - Provider Attestation not found.
```

**NPI2:** Enter second NPI here if you are a “Healthcare Provider” or a “Provider Staff” and supporting multiple NPIs. Valid NPI is a 10-digit number and starts with 0, 1 or 2.

```
1234567890
```
In addition, MLP users have limited ability to edit the NPI(s) on their *MLP My Account/Profile* page.

<table>
<thead>
<tr>
<th>Correlated PE Training Conditions</th>
<th>NPI Edit Capabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>The training has not been accessed yet</td>
<td>The user can edit or delete that NPI</td>
</tr>
<tr>
<td>The training has been started, but not completed: ‘In Progress’</td>
<td>The user can still edit the NPI, but will not be able to delete it</td>
</tr>
<tr>
<td>The training has been completed and passed</td>
<td>The user will not be able to make any changes to the NPI, at all. The MLP user will need to contact the MLP Administrator for assistance.</td>
</tr>
</tbody>
</table>

**MLP User Support**

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

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

The following acronyms appear in this user guide.

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>A&amp;I</td>
<td>Audits &amp; Investigation</td>
</tr>
<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>FI</td>
<td>Fiscal Intermediary</td>
</tr>
<tr>
<td>HPE</td>
<td>Hospital Presumptive Eligibility</td>
</tr>
<tr>
<td>ILT</td>
<td>Instructor Led Training</td>
</tr>
<tr>
<td>LWT</td>
<td>Live Webinar Training</td>
</tr>
<tr>
<td>NPI</td>
<td>National Provider Identifier</td>
</tr>
<tr>
<td>MLP</td>
<td>Medi-Cal Learning Portal</td>
</tr>
<tr>
<td>PE</td>
<td>Presumptive Eligibility</td>
</tr>
<tr>
<td>PE4PW</td>
<td>Presumptive Eligibility for Pregnant Women</td>
</tr>
<tr>
<td>RWT</td>
<td>Recorded Webinar Training</td>
</tr>
</tbody>
</table>
## Change Summary

<table>
<thead>
<tr>
<th>Version Number</th>
<th>Date</th>
<th>Description</th>
<th>Notes/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>May 2022</td>
<td>Format Change</td>
<td>None</td>
</tr>
<tr>
<td>1.2</td>
<td>August 2022</td>
<td>Format Change, language added.</td>
<td>None</td>
</tr>
</tbody>
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