

Medi-Cal Learning Portal

Introduction

The Medi-Cal Learning Portal (MLP) is the easy-to-use, one-stop learning center for Medi-Cal billers and providers. First-time users must complete a one-time registration to access the MLP.

Purpose

The purpose of this module is to provide an overview of the MLP and introduce the many different MLP resources.

Objectives

- Introduce the basic features of the MLP
- Identify the requirements for accessing MLP
- Detail the process for creating a user account for MLP

Acronyms

A list of acronyms is in the *Appendix* section of each complete workbook.

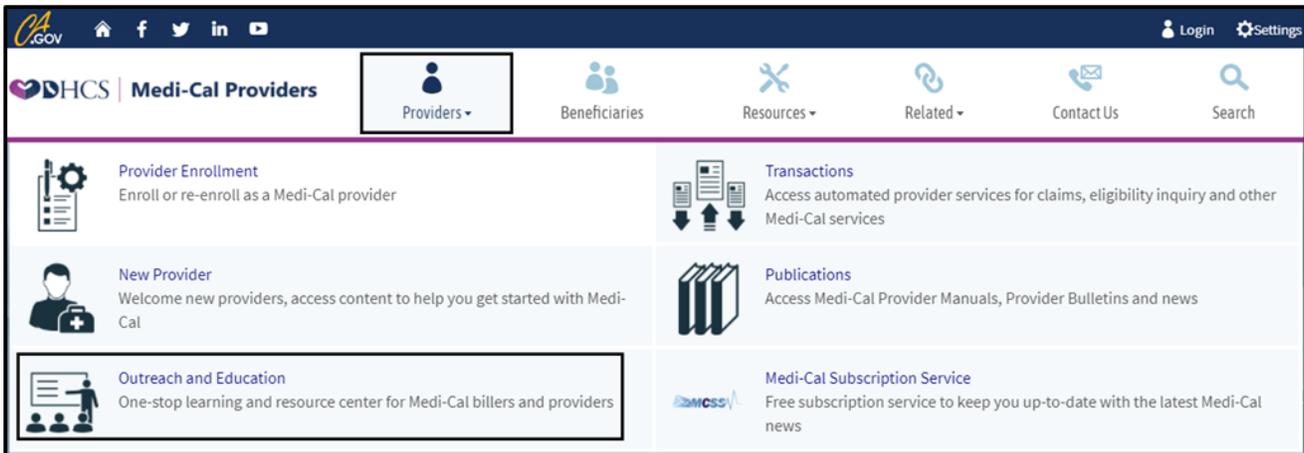
MLP User Requirements

Google Chrome is the recommended web browser for the Medi-Cal Learning Portal. For assistance or additional information regarding the new Medi-Cal Learning Portal, please contact the Telephone Service Center (TSC) at 1-800-541-5555.

Accessing the MLP

There are two ways to access the MLP:

1. By typing www.learn.medi-cal.ca.gov into the Google Chrome web browser and then pressing **Enter**.
2. Another way to access the MLP is by going to the Medi-Cal Provider website: www.medi-cal.ca.gov, navigating to the Providers tab and selecting the Outreach and Education link.



B Medi-Cal Learning Portal (MLP)

Page updated: December 2021

3. Select the **Launch the Medi-Cal Learning Portal** button to access the **MLP Account Login** screen.

The screenshot shows the Medi-Cal Providers website. The header includes the DHCS logo and navigation links for Providers, Beneficiaries, Resources, Related, Contact Us, and Search. The main content area is titled "Outreach & Education" and "Medi-Cal Learning Portal". A blue button labeled "Launch the Medi-Cal Learning Portal" is highlighted with a red box.

Home

Outreach & Education

Outreach and Education services include Provider Field Representatives, the Small Provider Billing Assistance and Training Programs all to train and assist providers and billers with submitting their Medi-Cal claims for payment.

Medi-Cal Learning Portal

The Medi-Cal Learning Portal offers Medi-Cal providers and billers self-paced online training about billing basics, policies, procedures, new initiatives and upcoming changes to the Medi-Cal program.

- First-time users must complete a one-time registration at learn.medi-cal.ca.gov
- After logging in, you will be able to view the course catalog and sign up for [training events](#).
- Refer to the [Job Aide](#) or [User Guide](#) for detailed instructions.

[Launch the Medi-Cal Learning Portal](#)

Figure 2: In order to access and login to an MLP account, select the Launch **Medi-Cal Learning Portal** button.

B Medi-Cal Learning Portal (MLP)

Page updated: February 2022

From the Medi-Cal Learning Portal homepage, select the **Log In** button located in the upper right corner.

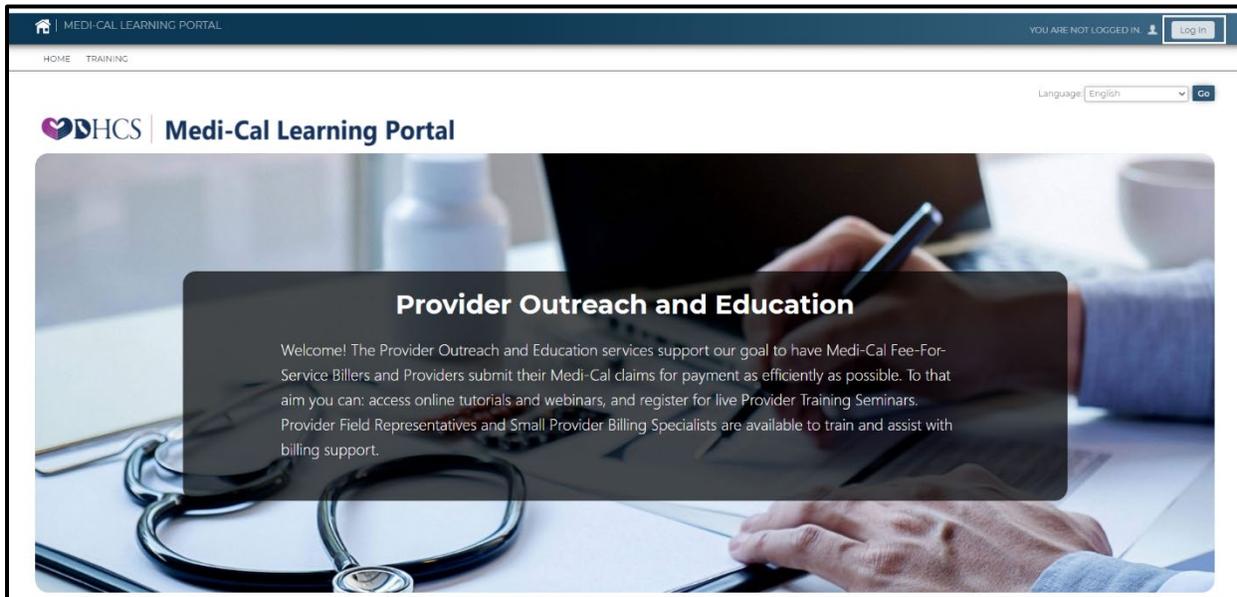


Figure 3: The Medi-Cal Learning Portal landing page.

Note: The MLP uses cookies. Users need to select **OK** at the bottom of the page to consent to the use of cookies for each new session.

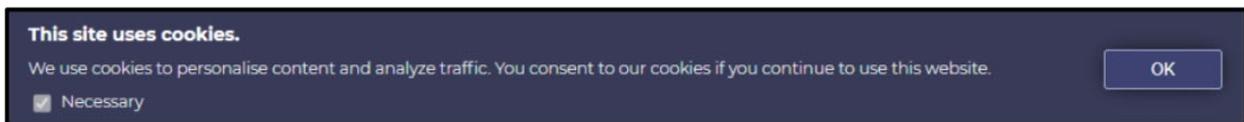


Figure 4: Notification of consent to use cookies by accessing website.

B Medi-Cal Learning Portal (MLP)

Page updated: February 2022

From the Login pop-up window users can:

1. Enter their username and password and select the **Log In** button.
2. Set up an account by selecting the **Register Here** link.
3. Users who have forgotten their password, can request a reset by clicking the **I forgot my password** link.

LOGIN

WARNING!

This computer system is for official use by authorized users and may be monitored and/or restricted at any time. Confidential information may not be accessed or used without authorization. Unauthorized or improper use of this system may result in administrative discipline, civil and/or criminal penalties. By using this system, you are acknowledging and consenting to these terms and conditions. **LOG OFF IMMEDIATELY** if you are not an authorized user or do not agree to the conditions in this warning.

1 Username:

Password (case-sensitive):

Log In

2 To create an account, [register here](#).

3 [I forgot my password](#).

Figure 5: The MLP Login screen.

Note: The MLP will timeout after 20 minutes of being idle within the tool and will not save any changes in progress. This timeout does not apply when taking a course.

Create User Account

First time MLP users will be required to create a user account. Complete the information on the Create User Account form.

- Complete the required information as indicated with a red asterisk *
- Enter your **First** and **Last** name
- Enter your **Email** address

Note: Additional form completion instructions can be found as you complete the form below.

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.
- Must be a valid email address and no more than 100 characters.

Figure 6: First time MLP users may create an account by filling all fields marked with a red asterisk.

B Medi-Cal Learning Portal (MLP)

Page updated: December 2021

Next, complete the following:

- **Username** (Email address and Username will be the same. See below.)
- **Password**
- **Time Zone** (Select from drop-down menu)

The screenshot shows a form titled "CREATE AN ACCOUNT". It contains three main sections:

- Username:** A red asterisk indicates this field is required. The text says "Username is your email address. Please confirm by re-entering your above email address here." Below this is a single text input field.
- Password:** A red asterisk indicates this field is required. The text 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." Below this are two text input fields: one for the password and one for "Confirm by entering again".
- Timezone:** A dropdown menu is currently set to "(GMT -8:00) Pacific Time (US & Canada)".

Figure 7: Complete the username, password and time zone fields.

Then, enter **Address** including **Country**. Again, all fields marked with an asterisk * are required.

The screenshot shows the "CREATE AN ACCOUNT" form with the address section expanded:

- Address:** A red asterisk indicates this field is required. The text says "Street Address: Enter no more than 100 characters." Below this is a large text input field.
- City:** A red asterisk indicates this field is required. The text says "Enter no more than 50 characters." Below this is a text input field.
- State:** A red asterisk indicates this field is required. The text says "Please enter 2 letter state abbreviation to represent U.S. States, for all others, enter 'N/A'." Below this is a text input field.
- Zip Code:** A red asterisk indicates this field is required. The text says "Must be 5 digit number." Below this is a text input field.
- Country:** A red asterisk indicates this field is required. The dropdown menu is currently set to "UNITED STATES".

Figure 8: An **Address** including **Country** must also be provided.

B Medi-Cal Learning Portal (MLP)

Page updated: December 2021

Next, continue completing the following fields. Again, all fields marked with an asterisk* are required.

- **Phone Number**
- **Job Title**
- **Department**
- **Type of User** (select from drop-down)
- **Primary Claim Type** (highlight all that apply using the **Shift** or **CTRL** key)

If none of the primary claim types apply, select **Not Applicable**.

The screenshot shows a form titled "CREATE AN ACCOUNT" with the following fields and instructions:

- Phone Number(s):** * Telephone: [Text input field]
- * Job Title:** [Text input field]
- * Department:** [Text input field]
- * Type of User:** -- Select [Dropdown menu]
- * Primary Claim Type:**
 - In which of the following areas are you typically involved?
 - Highlight all that apply using shift or ctrl key.
 - [List box containing: UB-04, CMS-1500, 25-1 (Long Term Care), 30-1/30-4 (Pharmacy), Not Applicable]

Figure 9: Complete the required fields: Phone Number, Job Title, Department, Type of User and Primary Claim Type.

B Medi-Cal Learning Portal (MLP)

Page updated: February 2022

Indicate which of the following credentials, if any, the user possesses. If none, leave blank.

CREATE AN ACCOUNT	
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

Figure 10: Check individual credentials that may apply to this account.

B Medi-Cal Learning Portal (MLP)

Page updated: February 2022

NPI: Healthcare providers, Provider staff, or staff working for Healthcare Providers are required to enter a 10-digit NPI. All others enter “N/A”. Users may have a maximum of five NPIs. The final step to create an account is to read the User Agreement, select “**I agree**”, and click **Create Account** button.

CREATE AN ACCOUNT

NPI1: Healthcare Providers, Provider Staff or staff working for Healthcare Providers are required to enter a 10-digit National Provider Identifier (NPI). Valid NPI is a 10-digit number and starts with 0, 1 or 2.

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.

NPI3: Enter third 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.

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.

NPI5: Enter fifth 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.

User Agreement:

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](#).

Check this box to indicate your awareness of and explicit consent to the [Conditions of Use](#) and [Privacy Policy](#).

I agree.

Figure 11: Healthcare providers, providers and working staff are required to enter a 10-digit NPI. All others enter “N/A”. Users may have a maximum of five NPIs. Press the Create Account button to complete the account process.

NPI Error Message

When a user enters a NPI it is checked for format validation. If this message is received, double check that the NPI was entered correctly.

Below is an example of NPI error message:

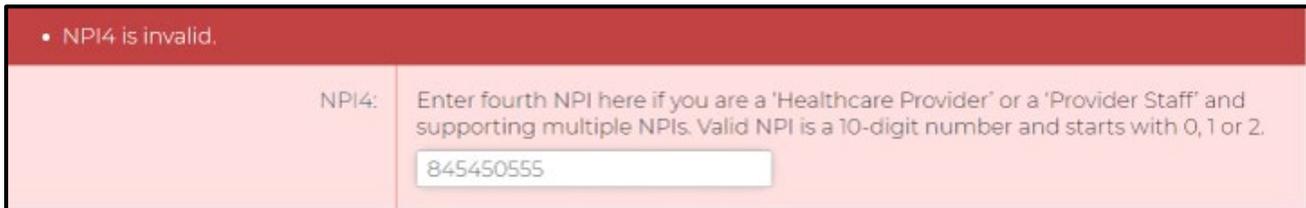


Figure 12: NPI is invalid error message

If this message is received double check that the NPI was entered correctly.

Registration Complete

The message will appear once all information has been entered correctly and verified.

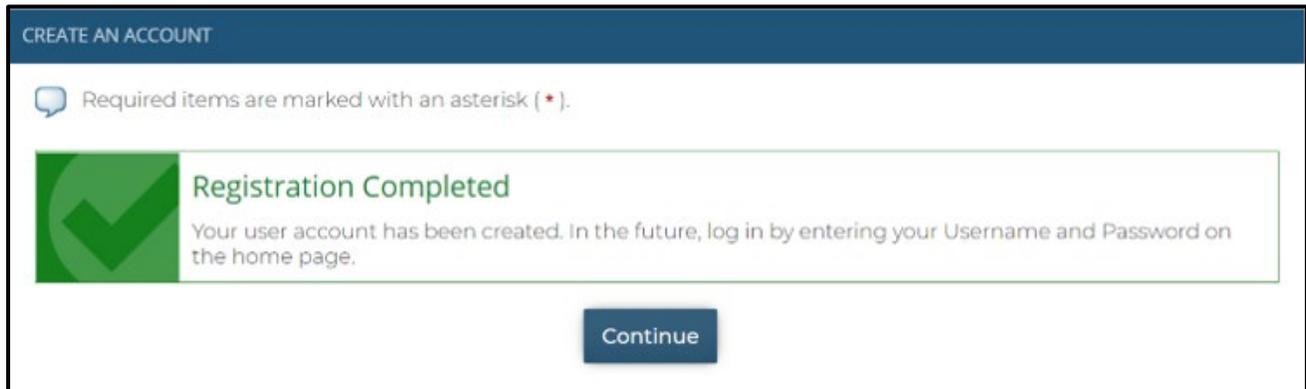


Figure 13: Registration Completed: Your user account has been created.

Medi-Cal Learning Portal Homepage

Once logged into the MLP, this page will display.

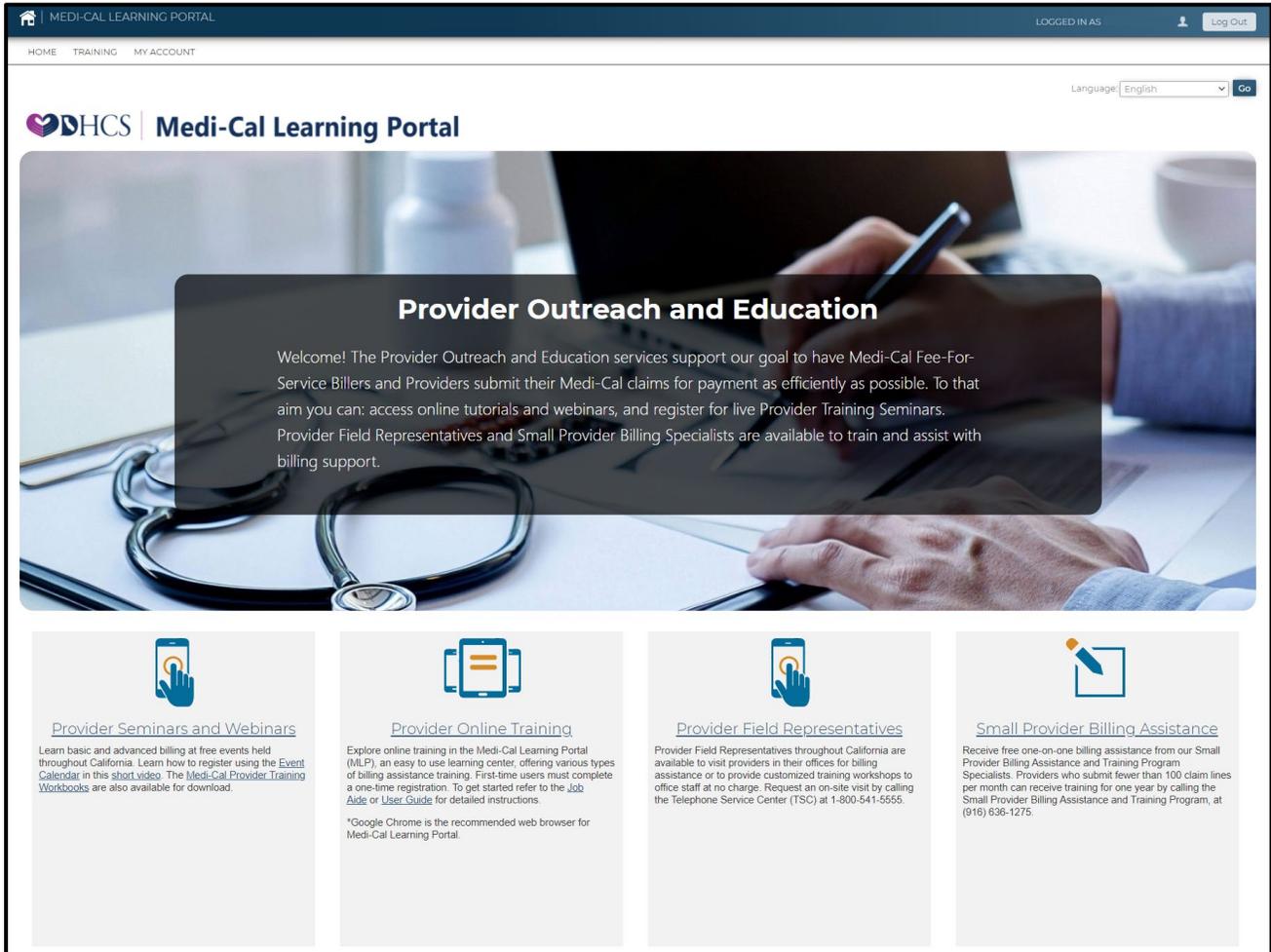


Figure 14: Medi-Cal Learning Portal (MLP) homepage.

B Medi-Cal Learning Portal (MLP)

Page updated: December 2021

In the upper-left corner there are several links:

- Home – takes the user back to the homepage from anywhere within the MLP
- Training – directs the user to the Course Catalog
- My Account – points the user to their account page

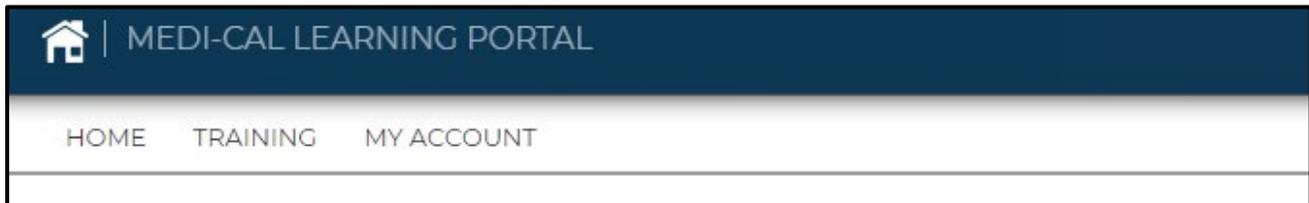


Figure 15: The upper-left corner contains links to Home, Training and My Account.

The bottom portion of the homepage contains links to:

- Provider Seminars and Webinars
- Provider Online Training
- Provider Field Representatives
- Small Provider Billing Assistance

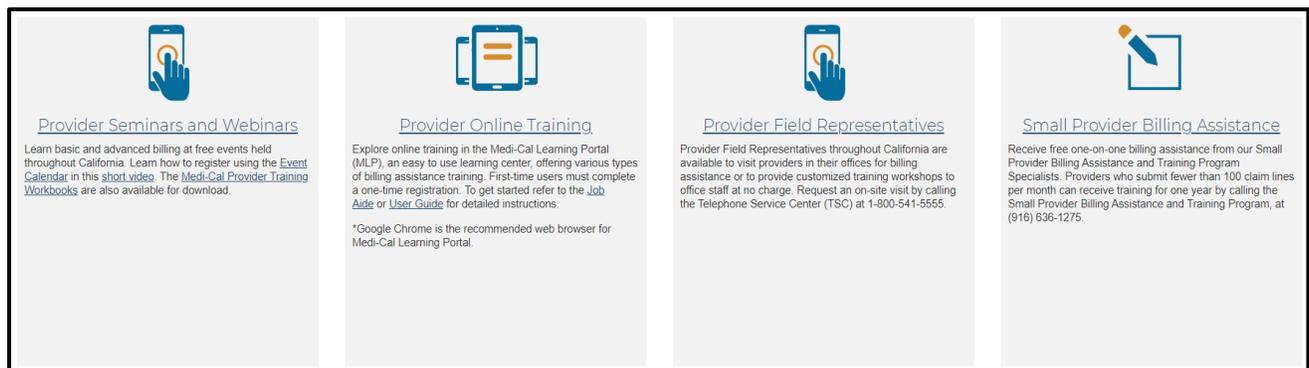


Figure 16: The bottom portion of the homepage contains links to Provider Seminars and Webinars, Provider Online Training, Provider Field Representatives and Small Provider Billing Assistance.

B Medi-Cal Learning Portal (MLP)

Page updated: December 2021

My Account

From the home page, select the **My Account** link.



Figure 17: The My Account link accessed from the homepage of the Medi-Cal Learning Portal.

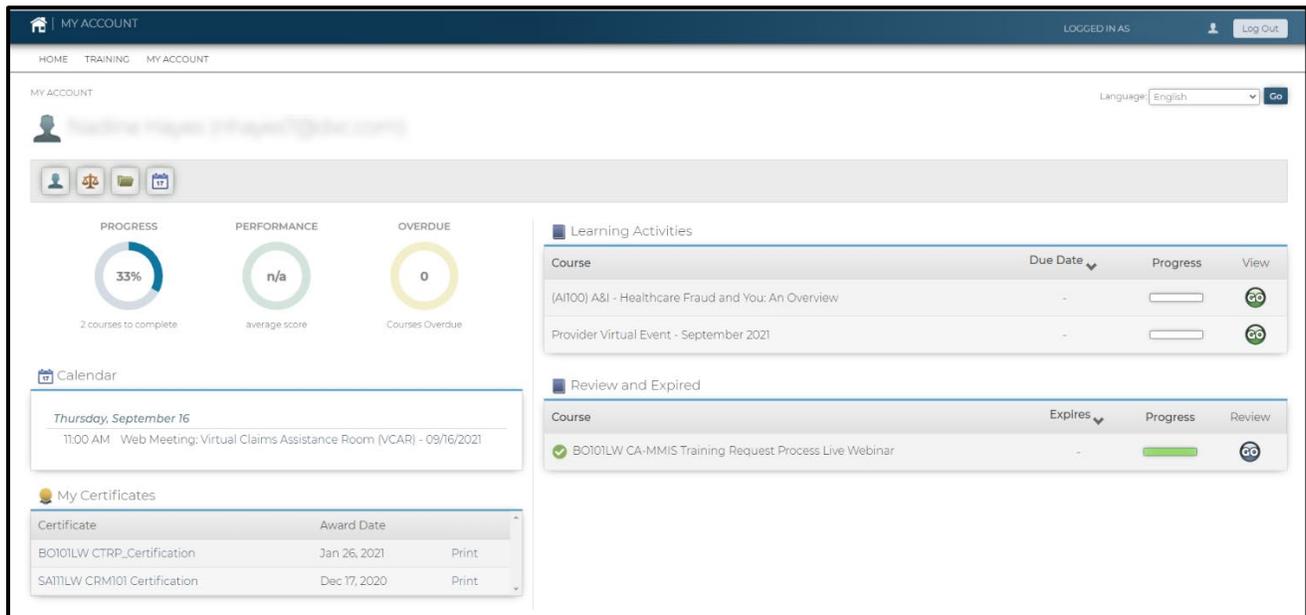


Figure 18: The My Account homepage of the Medi-Cal Learning Portal contains a calendar, learning activities and a menu panel of useful icons.

B Medi-Cal Learning Portal (MLP)

Page updated: December 2021

Icon Menu

The icon menu under the username has the following buttons: **My Profile**, **User Agreement**, **My Transcript** and **My Calendar**.



Figure 19: The My Profile, User Agreement, My Transcript and My calendar icons accessed from the left side of the homepage of the MLP.

My Profile: Shows the account information saved when setting up the account. If something changes, you can access this page to make changes.

MY ACCOUNT // MY PROFILE

Use the form below to modify your account.

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.
• 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: *****
Change Password

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

Created: August 18, 2020

Expires: Never

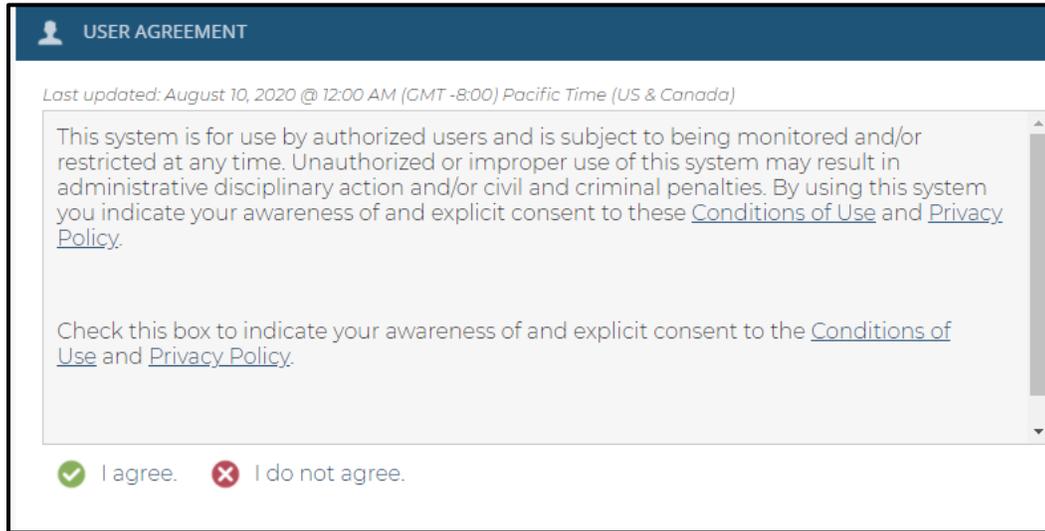
Last Login: September 15, 2021

Figure 20: Shows the account information saved when setting up the account.

B Medi-Cal Learning Portal (MLP)

Page updated: December 2021

User Agreement: Displays the User Agreement from setting up the account.



USER AGREEMENT

Last updated: August 10, 2020 @ 12:00 AM (GMT -8:00) Pacific Time (US & Canada)

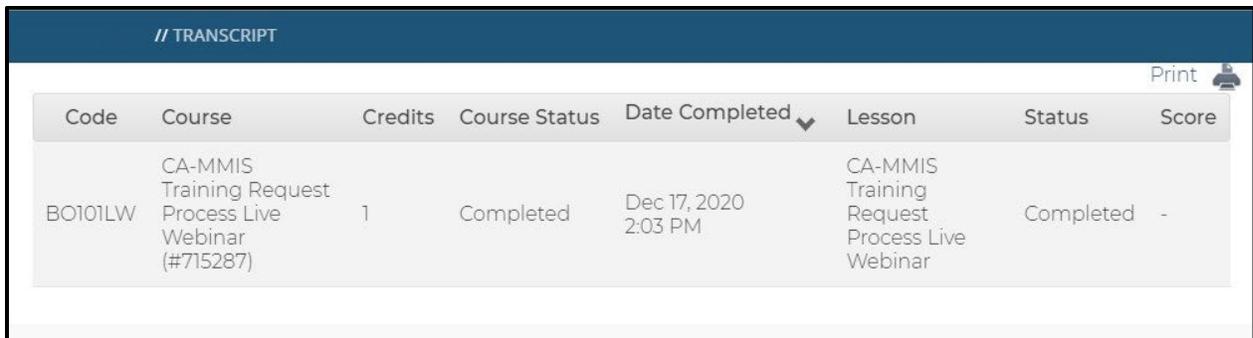
This system is for use by authorized users and is subject to being monitored and/or restricted at any time. Unauthorized or improper use of this system may result in administrative disciplinary action and/or civil and criminal penalties. By using this system you indicate your awareness of and explicit consent to these [Conditions of Use](#) and [Privacy Policy](#).

Check this box to indicate your awareness of and explicit consent to the [Conditions of Use](#) and [Privacy Policy](#).

I agree. I do not agree.

Figure 21: Displays the User Agreement.

My Transcript: Shows a complete list of all courses completed, including the code, course name, credits, course status, the date it was completed, lesson name, status and the score of each lesson.



Code	Course	Credits	Course Status	Date Completed	Lesson	Status	Score
BO101LW	CA-MMIS Training Request Process Live Webinar (#715287)	1	Completed	Dec 17, 2020 2:03 PM	CA-MMIS Training Request Process Live Webinar	Completed	-

Figure 22: Shows a **complete** list of all courses completed.

B Medi-Cal Learning Portal (MLP)

Page updated: February 2022

My Calendar: When selected, a pop-up window displays a current month calendar with the sessions you are enrolled in. To get information on the course, hover over headset icon to see details. To close the pop-up window, click outside the calendar.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

Dates and times for online activities are in (GMT -8:00) Pacific Time (US & Canada)

Figure 23: Displays the course user is enrolled in for the current month.

My Account Homepage

Circle Charts: Displays 3 circle graphs depicting progress, performance and overdue percentages.



Figure 24: Displays 3 circle graphs depicting progress, performance and overdue percentages.

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. To view the course, select the **GO** button.

The screenshot shows a table titled 'Learning Activities'. The table has four columns: Course, Due Date, Progress, and View. There are two rows of data.

Course	Due Date	Progress	View
(AI100) A&I - Healthcare Fraud and You: An Overview	-	<input type="text"/>	
Provider Virtual Event - September 2021	-	<input type="text"/>	

Figure 25: Under the Learning Activities section enrolled sessions and completed courses are listed.

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

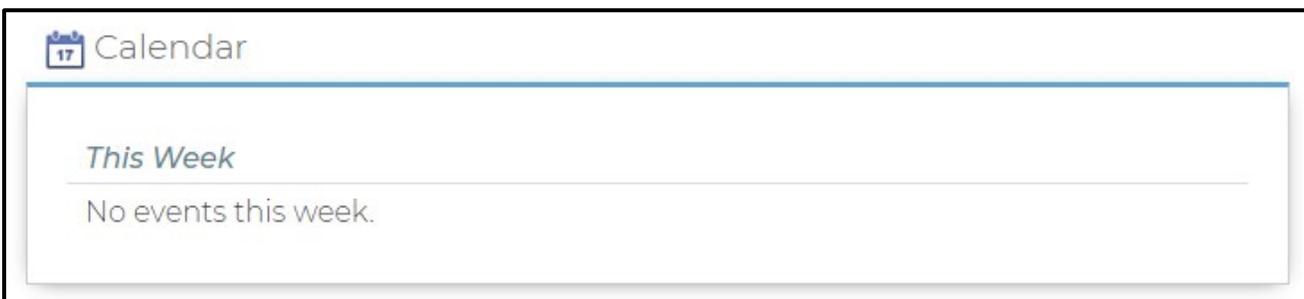
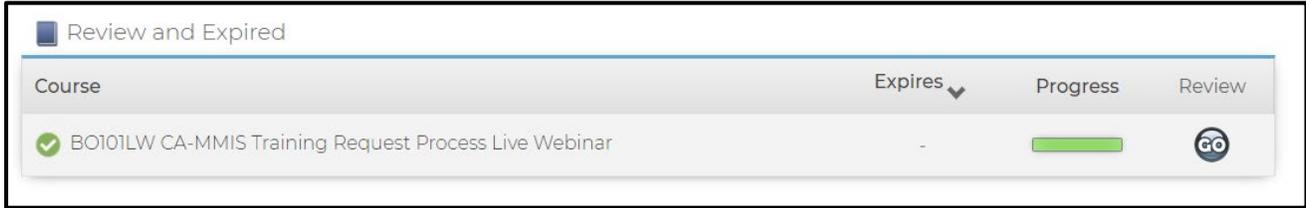


Figure 26: Active events for a given week are displayed under the calendar section.

B Medi-Cal Learning Portal (MLP)

Page updated: December 2021

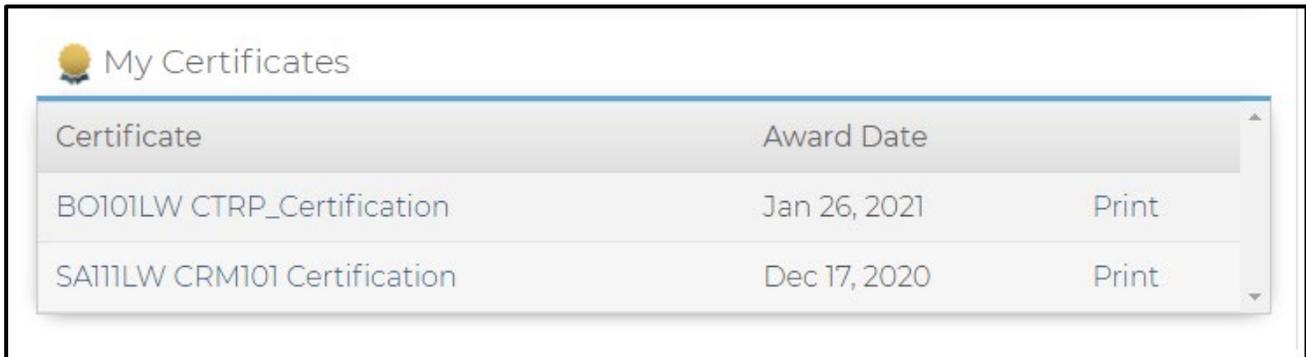
Review and Expired:



Course	Expires	Progress	Review
✓ BO101LW CA-MMIS Training Request Process Live Webinar	-	<div style="width: 100%;"></div>	GO

Figure 27: Displays courses to review as well as courses that have expired.

My Certificates:



Certificate	Award Date	
BO101LW CTRP_Certification	Jan 26, 2021	Print
SA111LW CRM101 Certification	Dec 17, 2020	Print

Figure 28: Shows completed courses, the date completed and the option to print a certificate.



Figure 29: Example of a Certificate of Completion

Training

The **Training** page displays the **Course Catalog** and **Event Calendar**.

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

1. **Catalogs** tab: Shows types of online courses and training events. Select the catalog to view show the online courses or events in the catalog. Types of training available are:
 - Computer Based Training (CBT)
 - Recorded Webinars (RWT)
2. **Courses** tab: Lists all courses that are not part of any catalog.
3. **Event Calendar**: Shows all the courses that are scheduled during the current month.
4. **Search** Field: You may also search for a course or event by typing the course code or keywords into the **Search** field and then selecting **Search**.

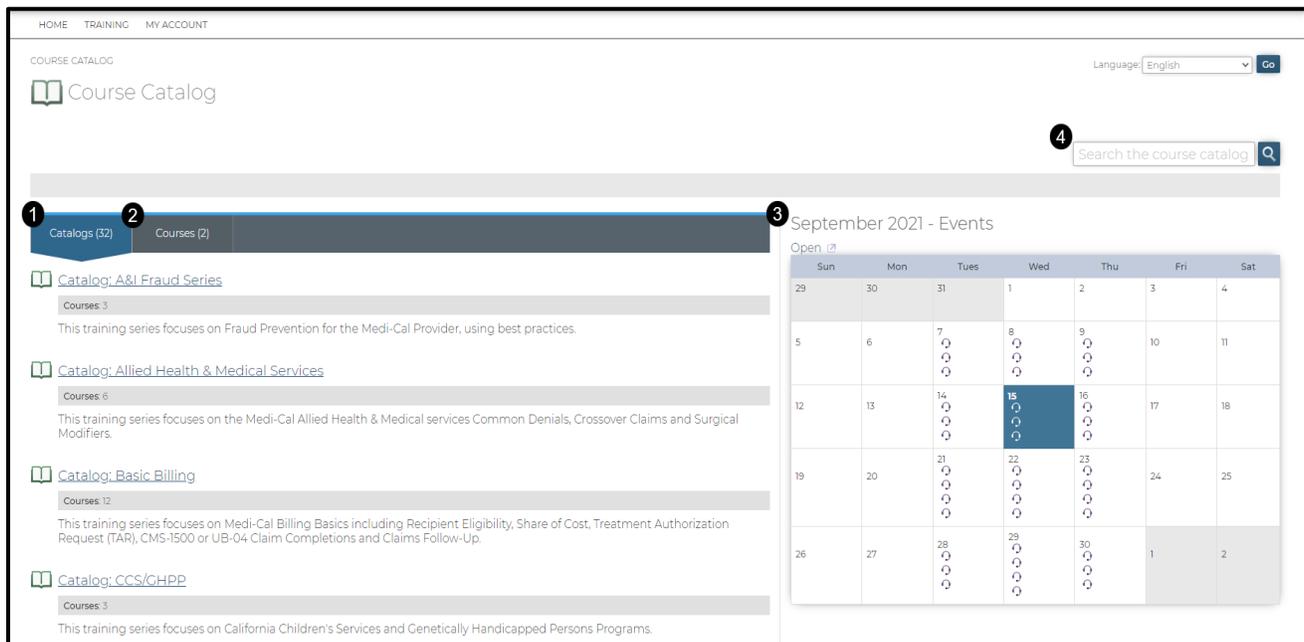


Figure 30: The Course Catalog and Event Calendar may be accessed from the Training homepage.

B Medi-Cal Learning Portal (MLP)

Page updated: December 2021

The screenshot shows a navigation bar with 'Catalogs (24)' and 'Courses (2)'. Below are three catalog entries:

- Catalog: A&I Fraud Series**
Courses: 3
This training series focuses on Fraud Prevention for the Medi-Cal Provider, using best practices.
- Catalog: Allied Health & Medical Services**
Courses: 6
This training series focuses on the Medi-Cal Allied Health & Medical services Common Denials, Crossover Claims and Surgical Modifiers.
- Catalog: Basic Billing** (highlighted)
Courses: 12
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.

Figure 31: Selecting a course from the list of catalogs will display the courses contained within that catalog.

When you find a **Course** that interests you, select the course code.

The screenshot shows a navigation bar with 'Sub-Catalogs (0)' and 'Courses (12)'. Below are three course entries:

- BB100LW - Recipient Eligibility Live Webinar**
Credits: 1
The purpose of this module is to provide an overview of the Medi-Cal recipient identification and eligibility verification process. Please login 10 minutes early. Webinar Link: <https://www.myroom.hpe.com/attend/MEPH4AZDPJE>. If you need to call in to listen, please use our Toll Free #: (833) 391-8638, Conference Id: 549528930. Access the course from the 'My Account' page to learn how to save the course webinar link as a calendar event.
- BB100RW - Recipient Eligibility Recorded Webinar** (highlighted)
Credits: 0.5
The purpose of this module is to provide an overview of the Medi-Cal recipient identification and eligibility verification process. Recorded: 03/23/2020
- BB101LW - Share of Cost (SOC) Live Webinar**
Credits: 1
The purpose of this module is to define recipient Share of Cost (SOC), to familiarize participants with the process, to discuss the Share of Cost Case Summary form and to explain SOC certification. Please login 10 minutes early. Webinar Link: <https://www.myroom.hpe.com/attend/MEP79VG2P9E>. If you need to call in to listen, please use our Toll Free #: (833) 391-8638, Conference Id: 549528930. Access the course from the 'My Account' page to learn how to save the course webinar link as a calendar event.

Figure 32: Selecting a course from the Course Catalog will display further information on the course.

B Medi-Cal Learning Portal (MLP)

Page updated: December 2021

The **Course Description** page includes a description of the course, its associated lessons, the length of time of the course, and the **Enroll** icon. To enroll, select the **Enroll** icon.

The screenshot shows the course description page for 'Recipient Eligibility Recorded Webinar (BB100RW)'. At the top, there are navigation links for HOME, TRAINING, and MY ACCOUNT. Below that, the breadcrumb path is COURSE CATALOG // RECIPIENT ELIGIBILITY RECORDED WEBINAR (BB100RW). The course title is 'Recipient Eligibility Recorded Webinar (BB100RW)'. There is a blue 'Enroll Now!' button with a leaf icon and a five-star rating. The course description states: 'The purpose of this module is to provide an overview of the Medi-Cal recipient identification and eligibility verification process.' It also includes 'Recorded: 03/23/2020' and 'Credits: 0.5 | Estimated Length: 30 minute(s)'. Under the 'Lessons' section, there is a table with one lesson: '1. Recipient Eligibility Recorded Webinar'. A 'View Schedule' link is visible in the top right of the lessons table.

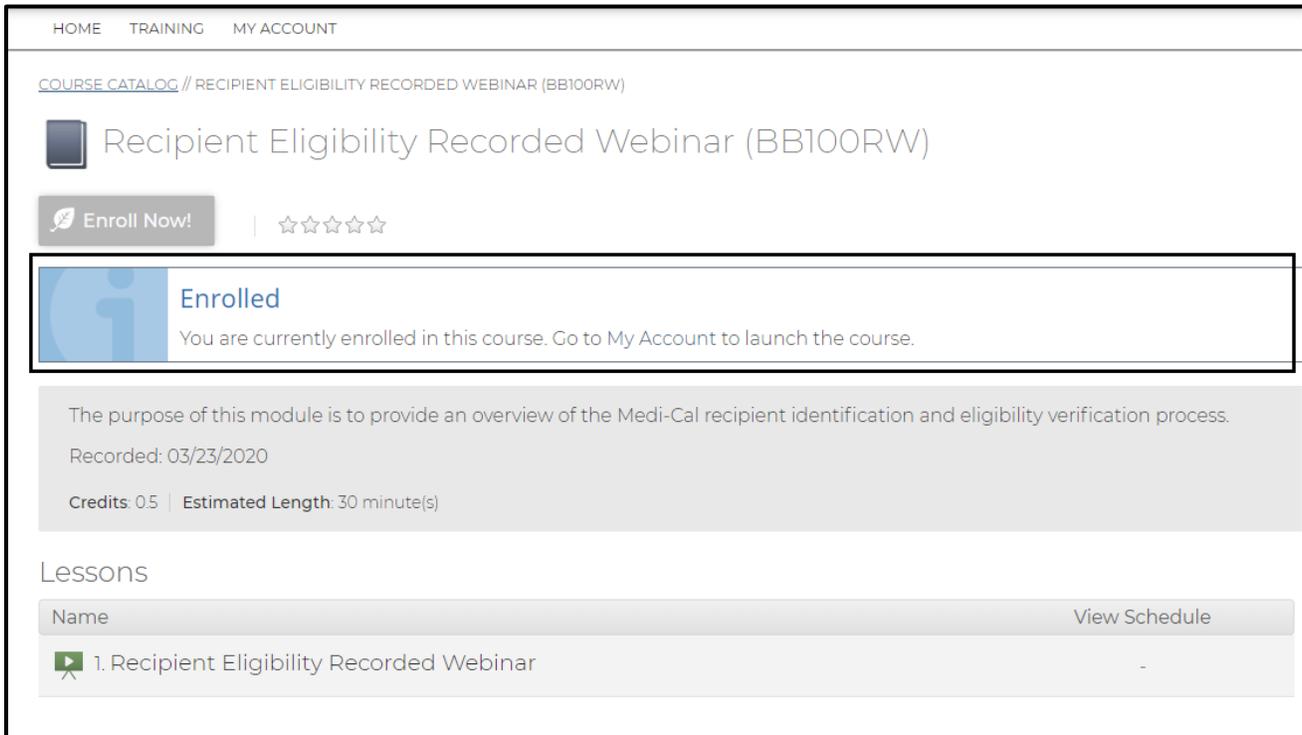
Name	View Schedule
1. Recipient Eligibility Recorded Webinar	-

Figure 33: Selecting a course from the Course Catalog will display a description of the course, associate lessons, the length of the course and the Enroll icon.

B Medi-Cal Learning Portal (MLP)

Page updated: February 2022

The **Enrollment Successful** message displays after a successful course enrollment. This message also includes a link to the **MyAccount** page to launch the **CBT, ELT** or **RWT**.

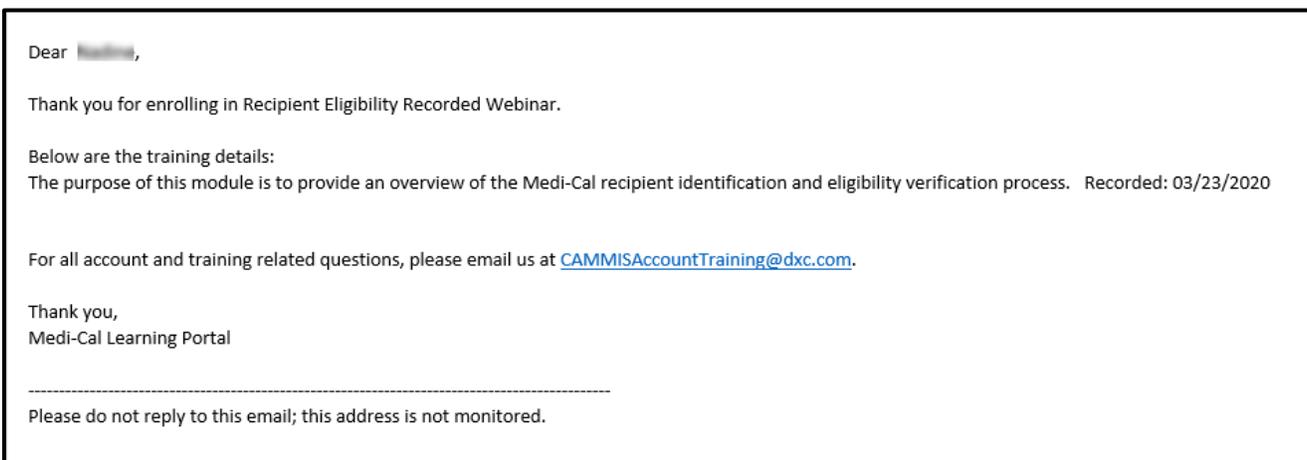


The screenshot shows the user interface of the Medi-Cal Learning Portal. At the top, there are navigation links for HOME, TRAINING, and MY ACCOUNT. Below this, a breadcrumb trail reads COURSE CATALOG // RECIPIENT ELIGIBILITY RECORDED WEBINAR (BB100RW). The main heading is 'Recipient Eligibility Recorded Webinar (BB100RW)', accompanied by a book icon, an 'Enroll Now!' button, and a five-star rating. A prominent blue 'Enrolled' message box states: 'You are currently enrolled in this course. Go to My Account to launch the course.' Below the message, a grey box provides course details: 'The purpose of this module is to provide an overview of the Medi-Cal recipient identification and eligibility verification process. Recorded: 03/23/2020. Credits: 0.5 | Estimated Length: 30 minute(s)'. A 'Lessons' section follows, with a table listing the course content.

Name	View Schedule
1. Recipient Eligibility Recorded Webinar	-

Figure 34: Upon successfully enrolling in a course, the Enrollment Successful message will appear.

An email confirmation is also sent with the details of the course and email address if the participant has any questions.



The screenshot shows an email confirmation message. It begins with 'Dear [redacted],'. The body of the email says: 'Thank you for enrolling in Recipient Eligibility Recorded Webinar. Below are the training details: The purpose of this module is to provide an overview of the Medi-Cal recipient identification and eligibility verification process. Recorded: 03/23/2020'. It then provides contact information: 'For all account and training related questions, please email us at CAMMISAccountTraining@dx.com.' The email concludes with 'Thank you, Medi-Cal Learning Portal' and a signature line. A footer note states: 'Please do not reply to this email; this address is not monitored.'

Figure 35: Upon successfully enrolling in a course an email confirmation is sent.

B Medi-Cal Learning Portal (MLP)

Page updated: December 2021

If the course is a live webinar an email will be sent with the live webinar details.

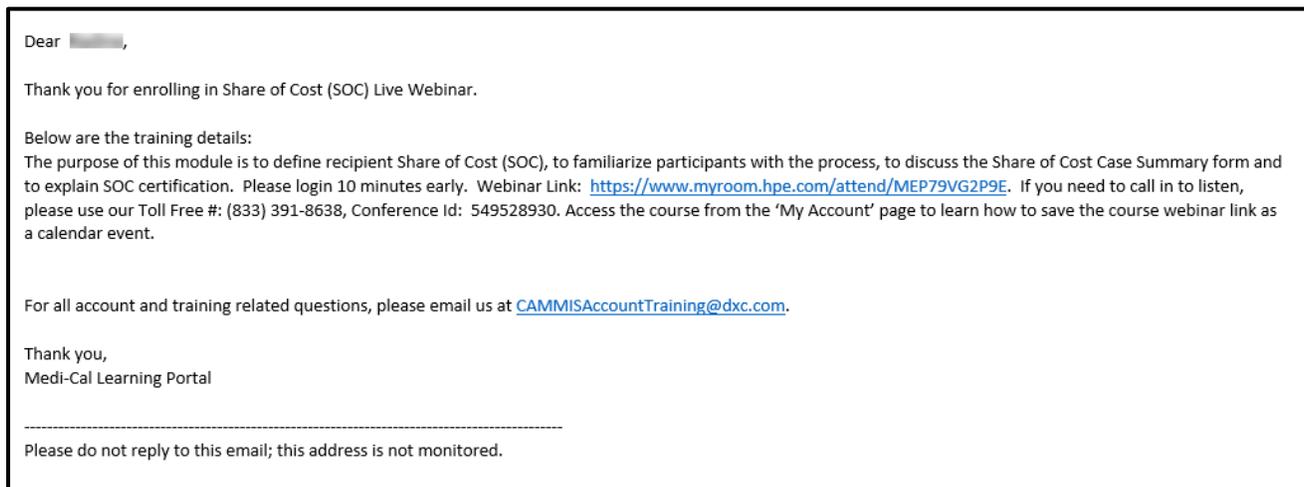


Figure 36: An email confirmation is sent for enrolling in a live webinar will include webinar details.

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

The course name displays the due date and progress bar. The **GO** button under the **View** heading launches the course. Click the **GO** button to launch the course.



Figure 37: The Learning Activities tab lists the courses in which a provider is currently enrolled.

B Medi-Cal Learning Portal (MLP)

Page updated: December 2021

[MY ACCOUNT](#) // [LEARNING ACTIVITIES](#) // RECIPIENT ELIGIBILITY RECORDED WEBINAR (BB100RW)

Recipient Eligibility Recorded Webinar (BB100RW)

Enrolled | ☆☆☆☆☆ Your rating: Not rated yet

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

Recorded: 03/23/2020

Estimated Length: 30 minute(s)

Learning Activities

Title	Status	Score	Action
 1. Recipient Eligibility Recorded Webinar	Not Attempted	-	

Figure 38: Once the **GO** button is selected the page will display the course title, description, status, score (if applicable) and action.

B Medi-Cal Learning Portal (MLP)

Page updated: December 2021

Once a course is completed, from the **My Account** page under the **Review and Expired** section the completed course(s) will display. To see more details regarding the completed course, select the **GO** button.

Course	Expires	Progress	Review
✓ BO101LW CA-MMIS Training Request Process Live Webinar	-	<div style="width: 100%; height: 10px; background-color: green;"></div>	GO
✓ BB100RW Recipient Eligibility Recorded Webinar	-	<div style="width: 100%; height: 10px; background-color: green;"></div>	GO

Figure 39: Under the Review and Expired section from the My Account page a list of completed courses is shown.

The course review page displays:

The **Completed** button displays in green.

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

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

HOME TRAINING MY ACCOUNT

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

Recipient Eligibility Recorded Webinar (BB100RW)

1 **Completed** 2 ☆☆☆☆☆ Your rating: Not rated yet

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

Learning Activities

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

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

Figure 40: Providers are given the opportunity to rate and review courses through a survey.

B Medi-Cal Learning Portal (MLP)

Page updated: December 2021

The completed course will also display under the **My Certificates** section on the **My Account** page.



Certificate	Award Date	
BB100RW RE Certification	Sep 18, 2021	Print
BO101LW CTRP_Certification	Jan 26, 2021	Print
SA111LW CRM101 Certification	Dec 17, 2020	Print

Figure 41: My Certificates section on the **My Account** page where completed courses and certificates are displayed.

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 (PE4PW)
 - Hospital PE (HPE)

When registering a new MLP account, users will have the option to add up to five affiliated National Provider Identifiers (NPIs) to one user’s profile. The NPIs are numbered as follows: NPI1, NPI2, NPI3, NPI4 and NPI5.

In addition, there are a total of five Presumptive Eligibility (PE) sub-catalogs that numerically align with each NPI. Each PE sub-catalog contains two PE certificate trainings: one each for Hospital Presumptive Eligibility (HPE) and one PE4PW as shown below.

Presumptive Eligibility (PE) Sub-Catalog Table

NPI	PE Course Sub-Catalog Name	HPE Code	PE4PW Code
NPI-1	Presumptive Eligibility Certification – 1	PE101-1	HAPE100-1
NPI-2	Presumptive Eligibility Certification – 2	PE101-2	HAPE100-2
NPI-3	Presumptive Eligibility Certification – 3	PE101-3	HAPE100-3
NPI-4	Presumptive Eligibility Certification – 4	PE101-4	HAPE100-4
NPI-5	Presumptive Eligibility Certification – 5	PE101-5	HAPE100-5

B Medi-Cal Learning Portal (MLP)

Page updated: February 2022

As a user's NPI(s) is registered or added to their Profile page, the corresponding PE course sub-catalog(s) with its certificate trainings will display within the MLP for the provider to access and complete. In alignment with the PE Agreement, MLP users providing PE services must complete (view every slide) and pass a quiz with, at least, 80 percent accuracy to certify as a PE provider for each corresponding NPI. It is not necessary to complete both PE certificate trainings within a sub-catalog unless the provider will be providing both PE program services for that NPI.

In addition, providers will have limited ability to edit the NPI(s) on their MLP **My Account/Profile** page. When an NPI is added to a user's Profile page, the user can still edit or delete that NPI, if the correlated PE training has not been accessed yet. However, once the training has been started and is considered 'In Progress,' the user can still edit the NPI, but will not be able to delete it. Once the training is completed and passed, the user will not be able to make any changes to the NPI. At that point, they will need to contact the MLP Administrator for assistance at CAMMISAccountTraining@gainwelltechnologies.com or call the Telephone Service Center (TSC) at 1 (800) 541-5555.

Whenever a MLP user enters an NPI in one of the five 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. When an NPI is entered in the MLP that does not meet the below criteria, the MLP user will receive an 'NPI Invalid' error message. Valid NPIs:

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

The validity check will also ensure the NPI entered is not a duplicate. Providers can reference the updated *Medi-Cal Learning Portal Provider User Guide* for more information and/or register for future live webinars in the MLP on this subject.

MLP User Support

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

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

Resource Information

[Medi-Cal Provider website](#)

- Provider Manual
- Provider Bulletins
- Medi-Cal Subscription Service (MCSS)
- Medi-Cal Learning Portal

TSC 1-800-541-5555

Provider Field Representatives

Small Provider Billing Assistance and Training 1-916-636-1275