

State of California
Department of Health Care Services



Medi-Cal Learning Portal Provider User Guide

California Medicaid Management Information System

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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 way is to access the Medi-Cal Provider website (<http://www.medi-cal.ca.gov>) and do the following:

1. Select the **Providers** tab. A list of options display.
2. Select the **Outreach and Education (O&E)** link. The O&E page displays.

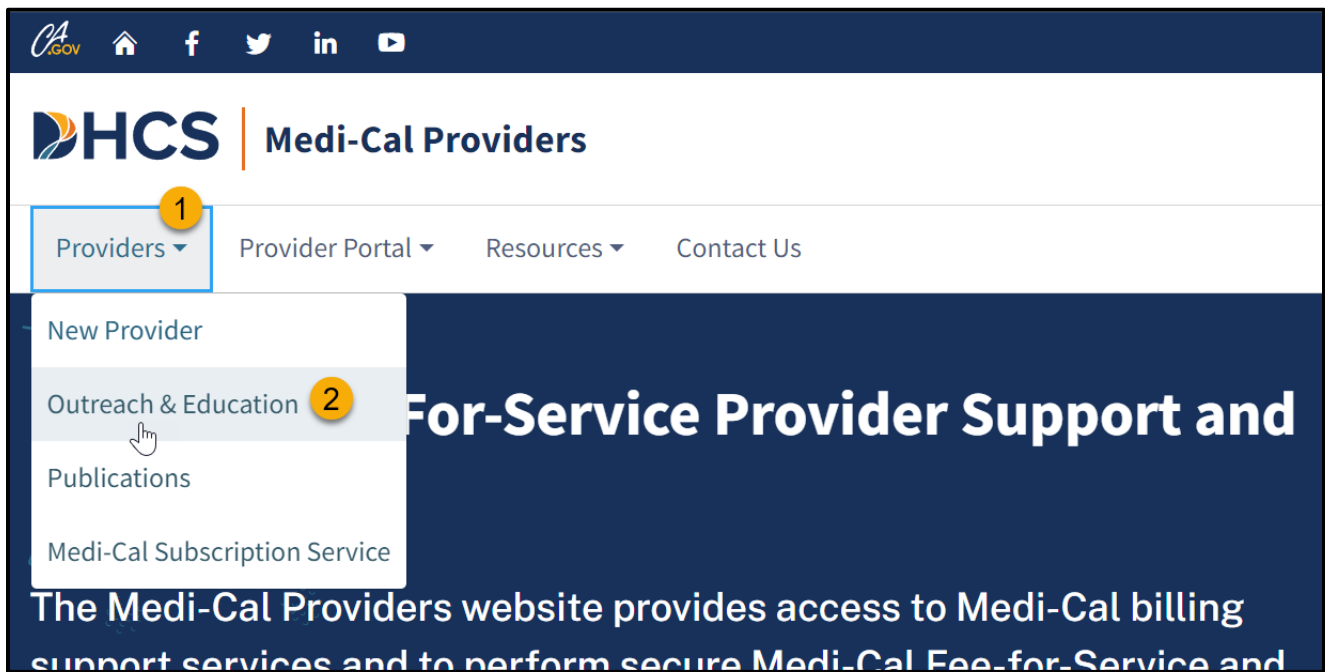


Figure 1.1: Medi-Cal Providers website.

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

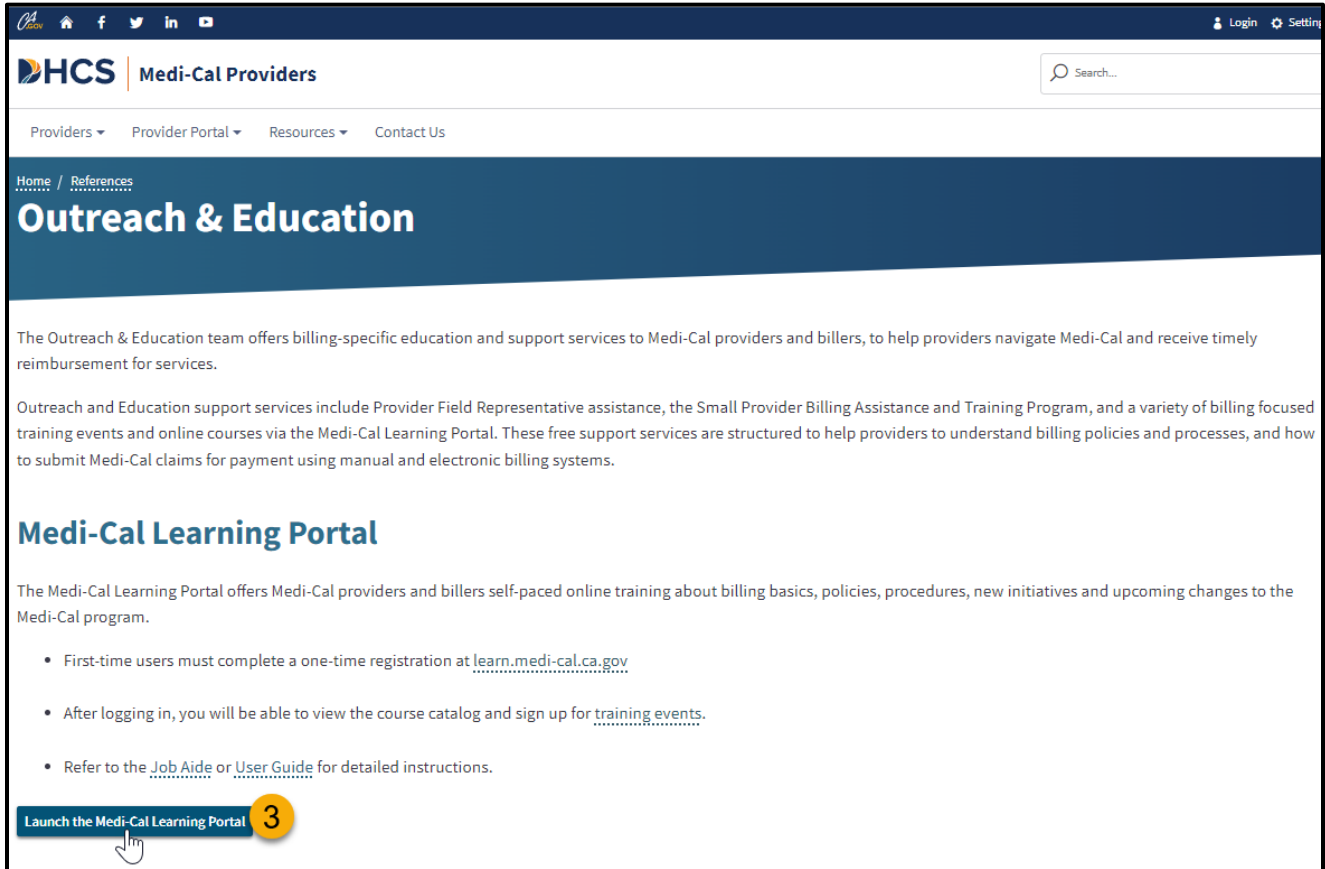


Figure 1.2: Provider's Outreach and Education page.

To log into the MLP (see figure below):

1. All users need to click the **Login** button.
2. Users who already have an account can enter their username (email address) and password and click the **Login** 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.

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Note: MLP passwords will automatically expire after ninety (90) days of inactivity. When such MLP users attempt to log on, 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.

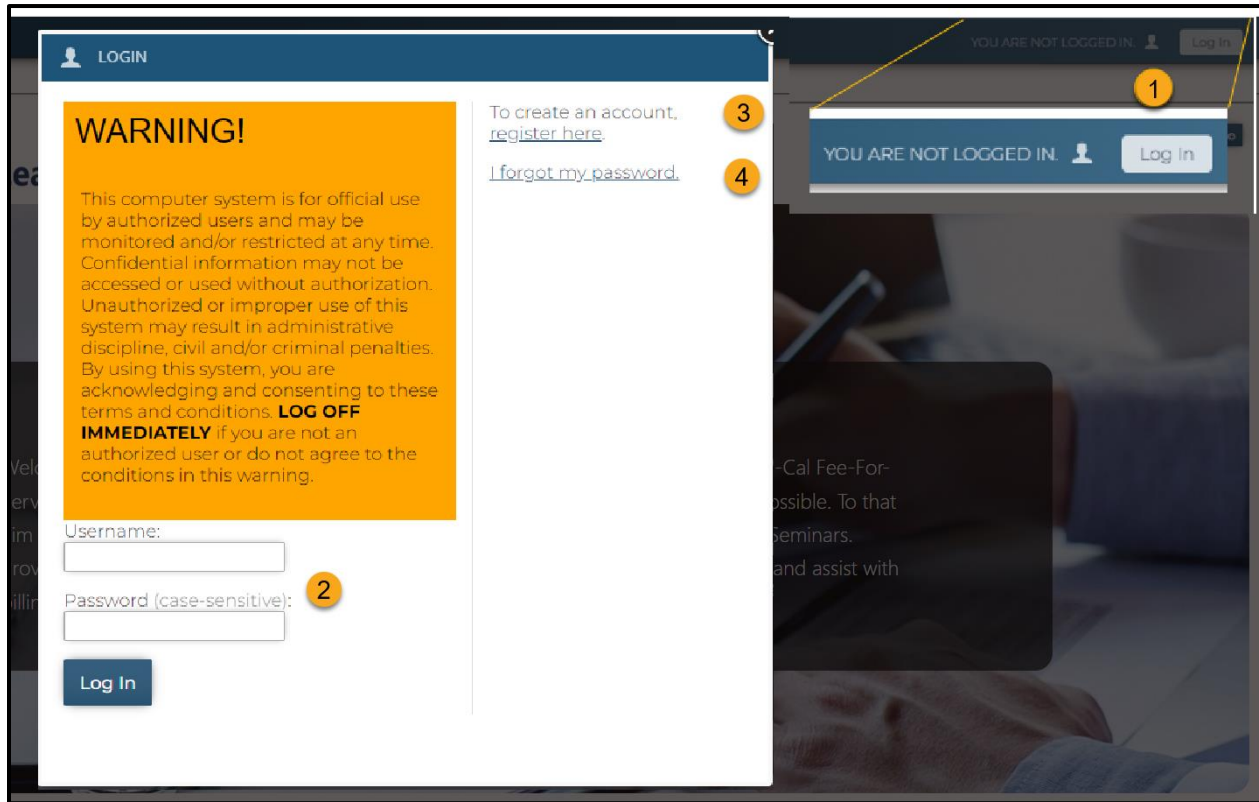


Figure 1.3: Medi-Cal Learning Portal home page.

5. The MLP uses cookies. Users need to click **OK** at the bottom of the page to consent to the use of cookies.

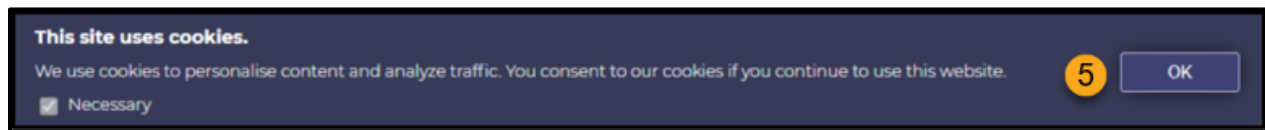


Figure 1.4: Cookies Consent.

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

CREATE AN ACCOUNT

Required items are marked with an asterisk (*).

Name: * First Name: * Last Name:

Figure 2.1: MLP registration page, Name section.

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Enter your email, username, password and time zone information. Do not include semi-colons in your email address.

* Email:	<ul style="list-style-type: none">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. <input type="text"/>
* Username:	<p>Username is your email address. Please confirm by re-entering your above email address here.</p> <input type="text" value="thurston.howell.the.10t"/>
* Password:	<ul style="list-style-type: none">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. <input type="password" value="....."/> <p>Confirm by entering again:</p> <input type="text"/>
Timezone:	<input type="text" value="(GMT -8:00) Pacific Time (US & Canada)"/>

Figure 2.2: Username, Password and Time Zone section.

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Enter your address and phone information.

Address:	<p>Street Address: Enter no more than 100 characters.</p> <input type="text"/> <p>* City: Enter no more than 50 characters.</p> <input type="text"/> <p>* State: Please enter 2 letter state abbreviation to represent U.S. States, for all others, enter 'N/A'.</p> <input type="text"/> <p>* Zip Code: Must be 5 digit number.</p> <input type="text"/> <p>* Country: UNITED STATES <input type="button" value="v"/></p>
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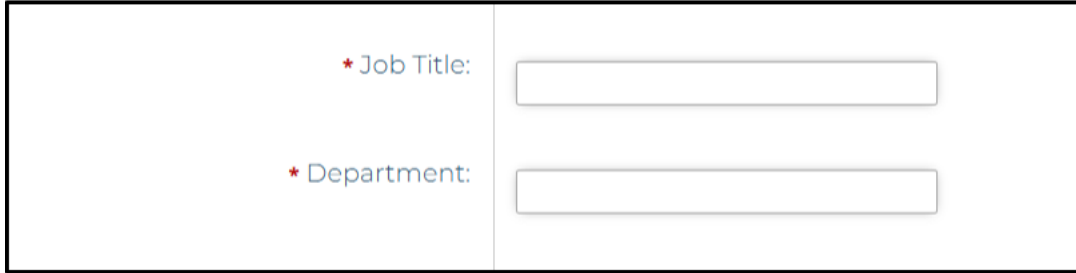
Figure 2.3: Address section

Phone Number(s):	<p>* Telephone:</p> <input type="text"/>
------------------	--

Figure 2.4: Phone section.

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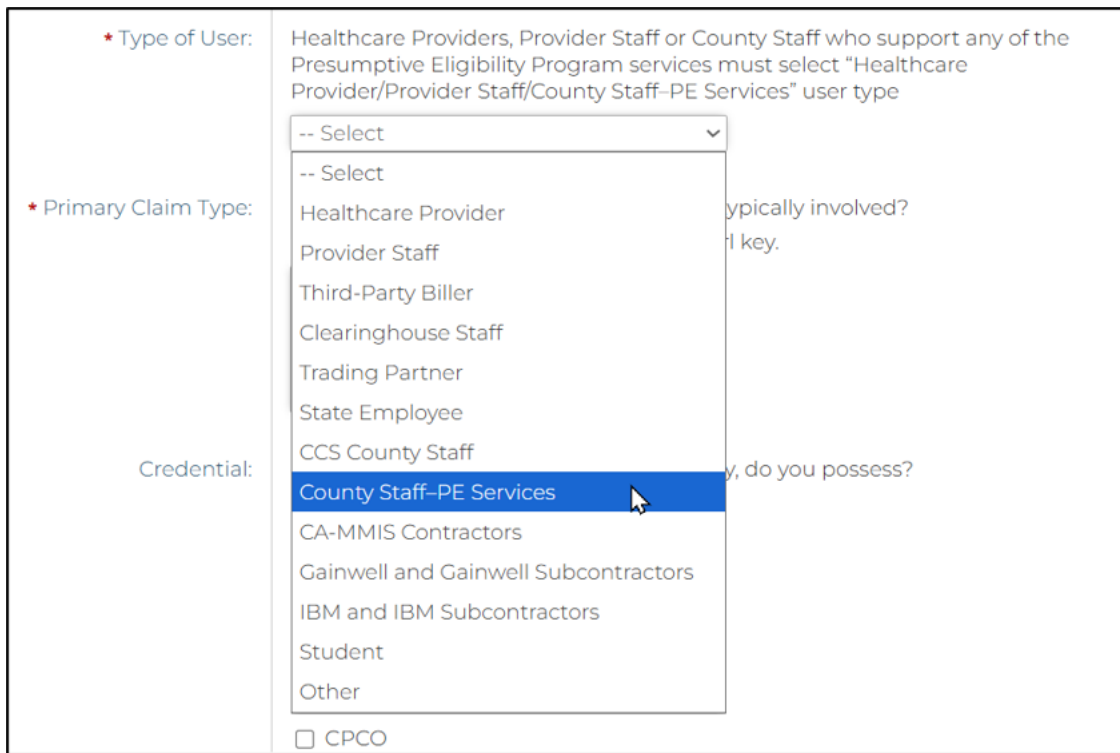
Enter your job title and department.



* Job Title:	<input type="text"/>
* Department:	<input type="text"/>

Figure 2.5: Job Title and Department Information section.

Healthcare Providers, Provider Staff or County Staff who support Newborn Gateway (NGPE), Children’s Presumptive Eligibility (CPE), Hospital Presumptive Eligibility (HPE) or Presumptive Eligibility For Pregnant People (PE4PP) services must select “Healthcare Provider,” “Provider Staff” or “County Staff PE Services” user type.



* Type of User:	Healthcare Providers, Provider Staff or County Staff who support any of the Presumptive Eligibility Program services must select “Healthcare Provider/Provider Staff/County Staff-PE Services” user type
* Primary Claim Type:	<input type="text"/>
Credential:	<input type="text"/>

- Select
- Select
- Healthcare Provider
- Provider Staff
- Third-Party Biller
- Clearinghouse Staff
- Trading Partner
- State Employee
- CCS County Staff
- County Staff-PE Services**
- CA-MMIS Contractors
- Gainwell and Gainwell Subcontractors
- IBM and IBM Subcontractors
- Student
- Other

CPCO

Figure 2.6: Type of User section.

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Complete the Primary Claim Type section.

<p>* Primary Claim Type:</p>	<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. <div style="border: 1px solid black; padding: 2px;"><p>UB-04 ▲</p><p>CMS-1500</p><p>25-1 (Long Term Care)</p><p>30-1/30-4 (Pharmacy)</p><p>Not Applicable ▼</p></div>
------------------------------	---

Figure 2.7: Primary Claim Type section.

Complete the credential section.

<p>Credential:</p>	<ul style="list-style-type: none">• Which of the following credentials, if any, do you possess?• Check all that apply. <ul style="list-style-type: none"><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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Figure 2.8: Professional Credential section.

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Healthcare Providers, staff working for healthcare providers and those working for the county to provide Presumptive Eligibility (PE) services must enter a National Provider Identifier (NPI) in the NPI field. Please reference the *Presumptive Eligibility* section of this Provider User Guide for additional information on this subject.

NPI:	Healthcare Providers, Provider Staff (staff working for Healthcare Providers) and County Staff-PE Services (county staff who are providing Presumptive Eligibility Services) 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. <input type="text"/>
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Figure 2.9: NPI section.

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>
-------------------	---

Figure 2.10: User Agreement section.

My Account

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

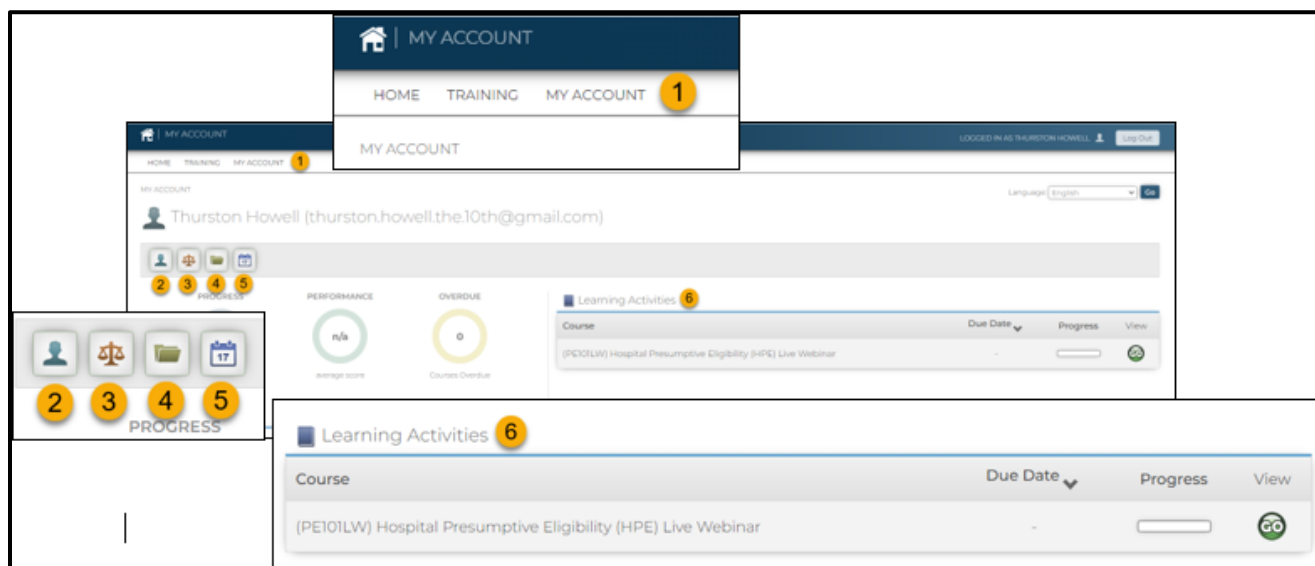


Figure 3.1: MLP/My Account page, Learning Activities section.

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.

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

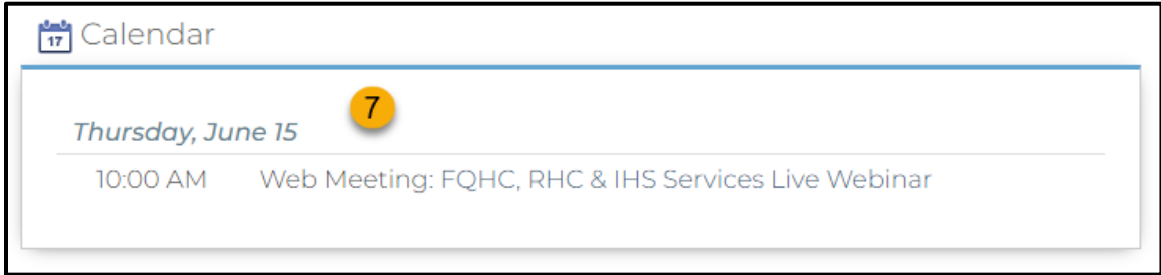


Figure 3.2: MLP/My Account page, the Calendar section.

MLP-Secured Emails

To align with security protocols, the following emails have been secured by Proofpoint Encryption:

- MLP User Registration
- MLP Reset Password

Proofpoint New User Registration Process

1. Once your MLP registration has been completed or you click Password Reset, you will receive a secure message.
 - For the MLP Registration email, you will see the following in the email subject line: *[MLP-ENCRYPT] Medi-Cal Learning Portal Registration.*
 - For the MLP Password Reset email, you will see the following in the email subject line: *[MLP-ENCRYPT] Medi-Cal Learning Portal Reset Password.*
2. After opening the email, follow the message instructions to click the **Click Here** button (see Figure 14 below). A Proofpoint Registration dialogue window displays.

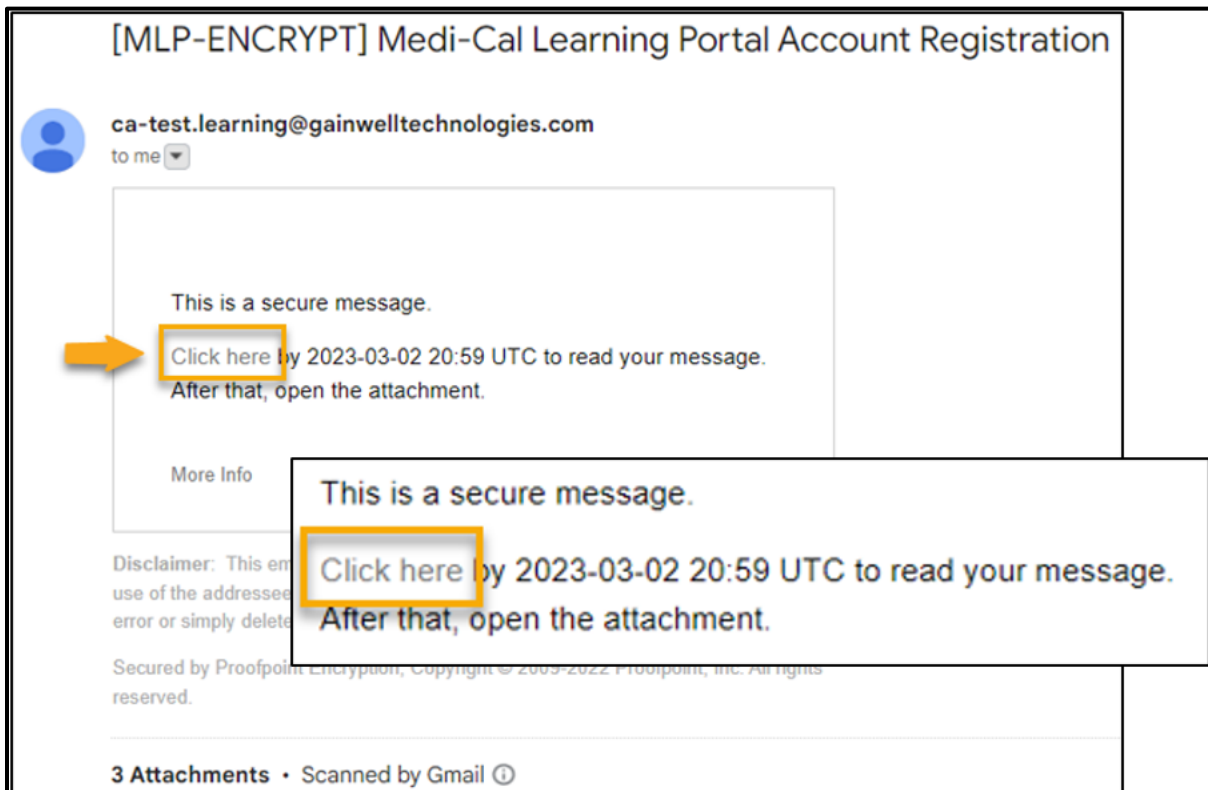


Figure 4.1: Encrypted Email Secured by Proofpoint.

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3. New Proofpoint users will need to register before viewing the encrypted message. Complete all Proofpoint Registration Account fields.
4. The Proofpoint registration process will trigger a one-time Proofpoint Validation Code from Gainwell_Verification_Code@gainwelltechnologies.com. Please note, the Proofpoint Registration Validation Code will expire within 30 minutes.
5. Key or paste the **Proofpoint Validation Code** in the Validation Code field.
6. Click **Continue** to view the MLP secured message.

proofpoint
Registration

Password Policy

- ✔ Passwords must be 7-20 characters long.
- ✔ At least one digit (0-9) is required.
- ✔ At least one symbol character is required.
- ✔ Both uppercase and lowercase characters are required.
- ✔ Your username may not appear in the password.

Create your account to read secure email.

Email Address: anniemaclampett@gmail.com

First Name:

Last Name:

Password:

Confirm Password:

We have sent a validation code to your email address.
Please check your inbox for the code and enter it below. If you did not receive it and need another code: [Click here](#)

Validation Code:

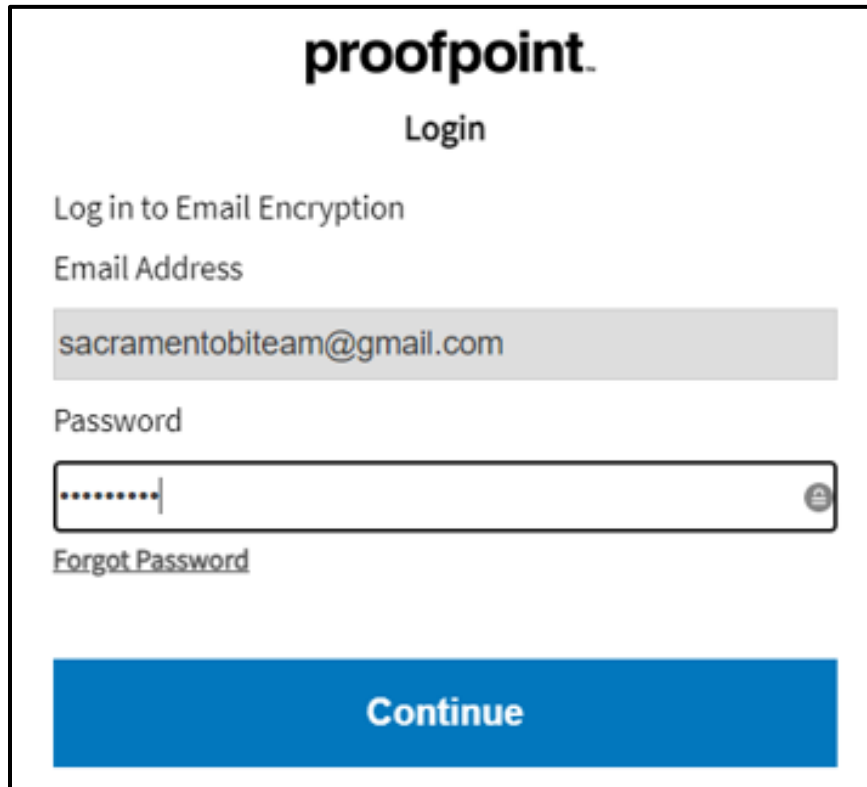
Continue

Figure 4.2: Proofpoint Registration Dialogue Window.

Proofpoint Returning User Process

Existing Proofpoint users only need to enter their Proofpoint User Id and Password to view the MLP automated emails mentioned above.

If you forget your Proofpoint password, select the **Forgot Password** link. You will be required to answer the security question established during your Proofpoint registration to change your password.



The screenshot shows a login dialog box for Proofpoint. At the top is the 'proofpoint.' logo. Below it is the word 'Login'. Underneath is the text 'Log in to Email Encryption'. There are two input fields: 'Email Address' containing 'sacramentobiteam@gmail.com' and 'Password' containing masked characters. A 'Forgot Password' link is located below the password field. At the bottom is a large blue button labeled 'Continue'.

Figure 5.1: Proofpoint Login Dialogue Window.

Training

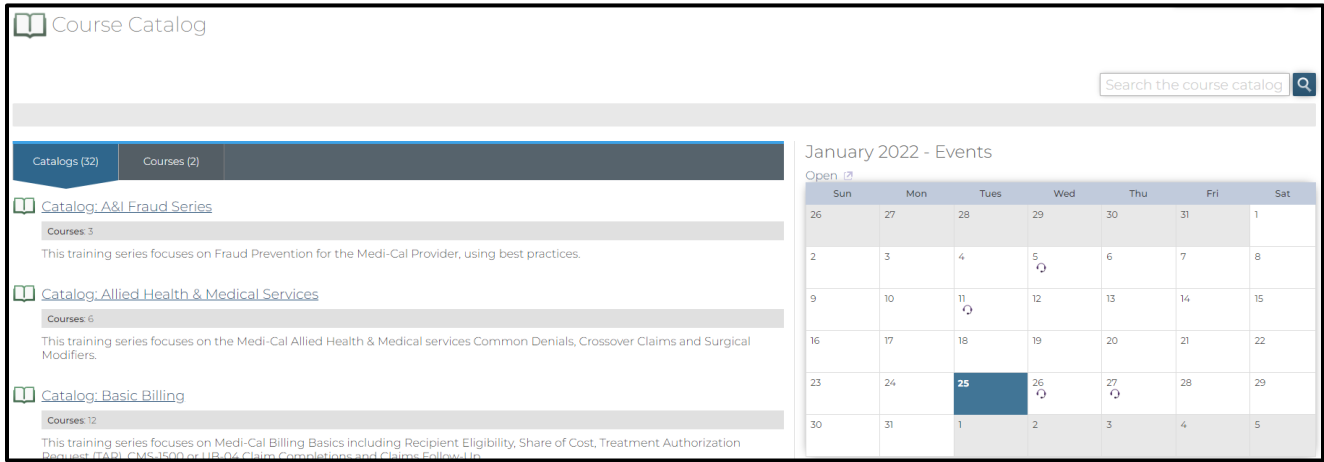


Figure 6.1: MLP/My Training page, the Calendar Course Catalogs.

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.

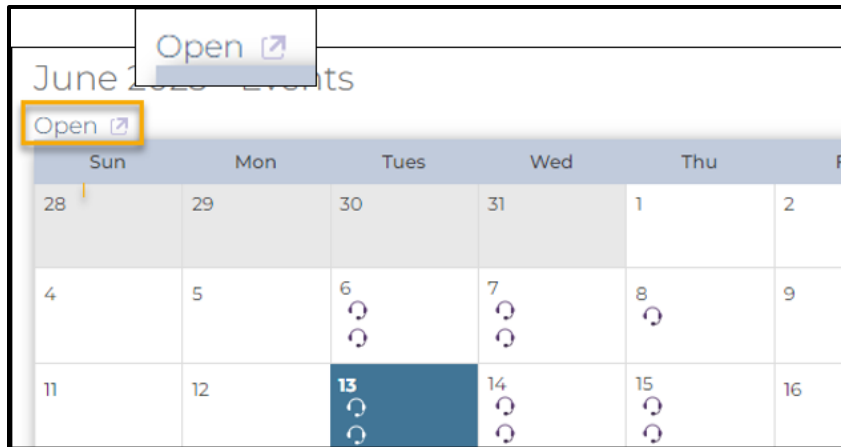


Figure 6.2: MLP/My Training page, the Open link.

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- 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.
- 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.

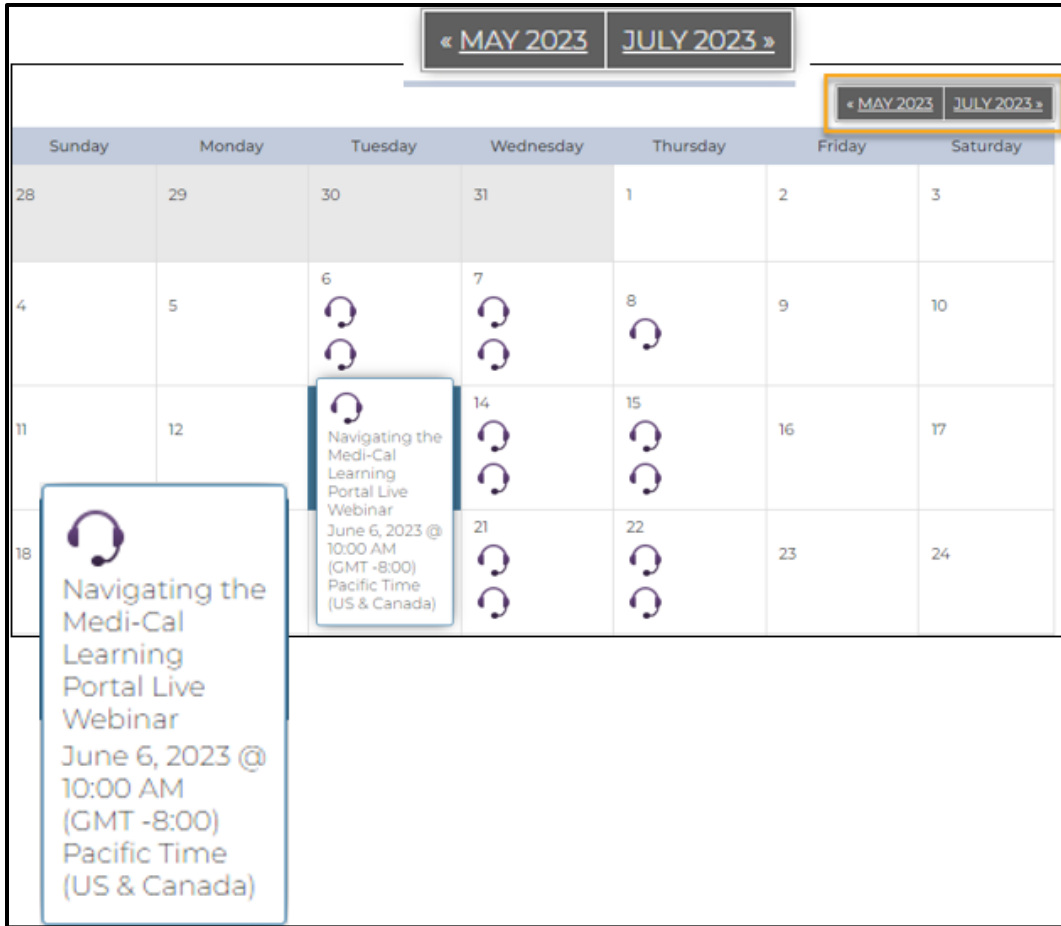


Figure 6.3: Training Calendar after clicking on the Open link.

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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.

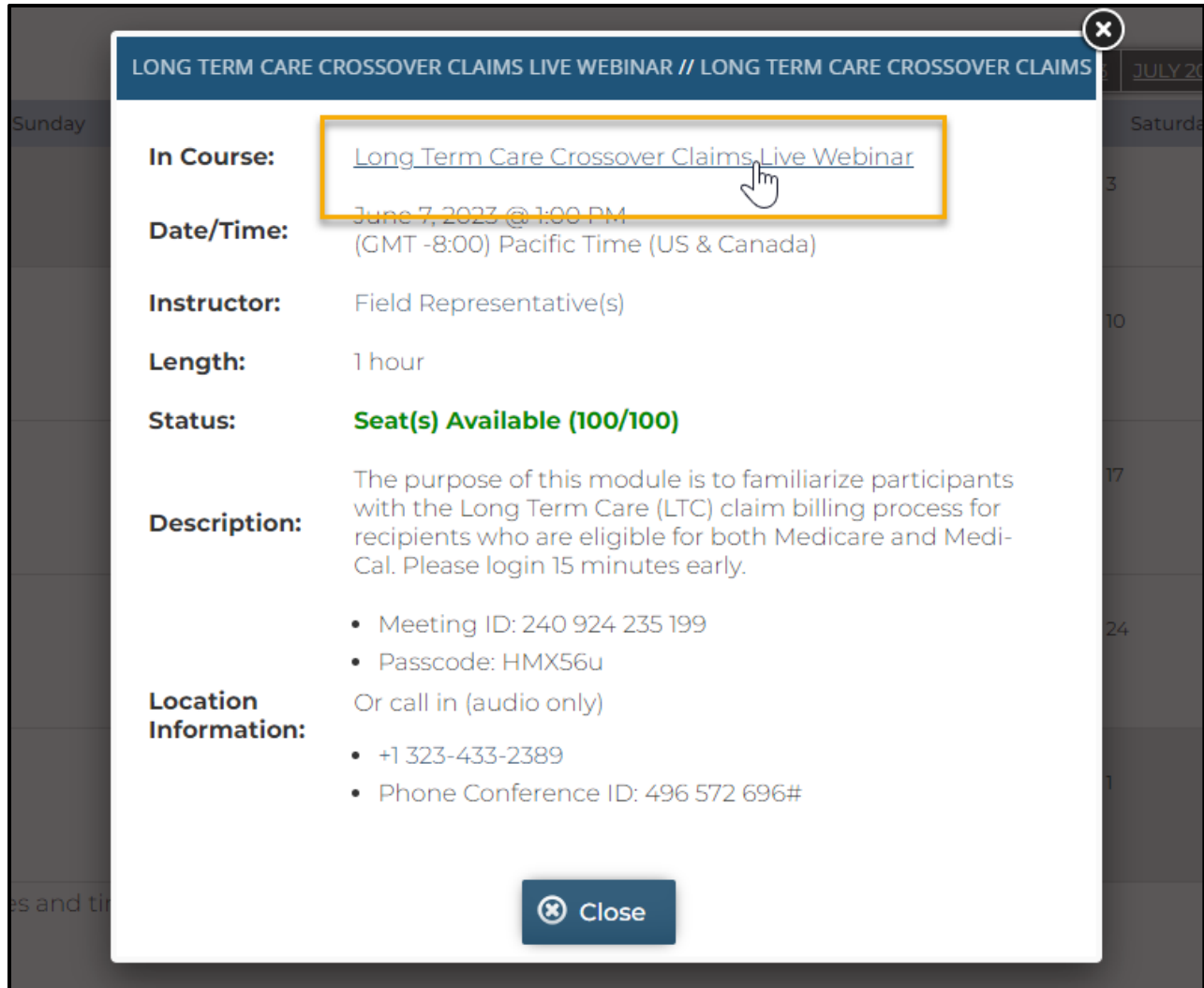


Figure 6.4: Dialogue window displaying course details and enrollment link.

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The second way to view and register for a training event is the Course Catalog.

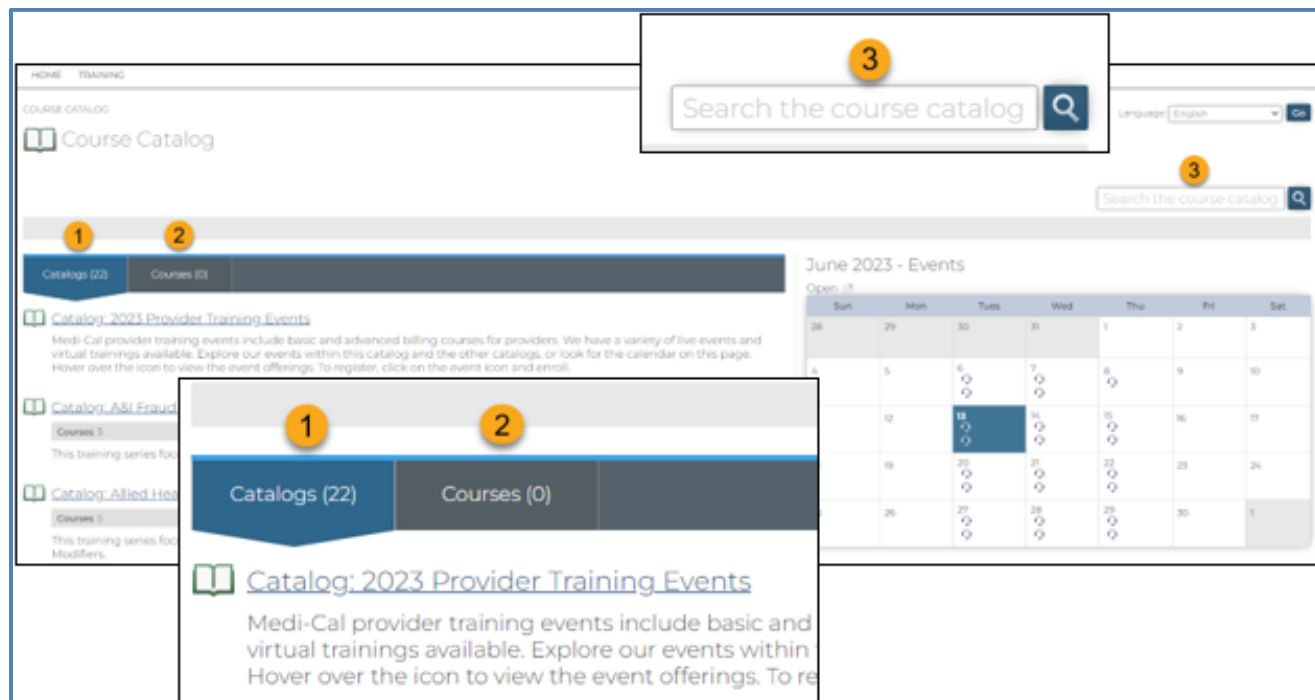


Figure 6.5: MLP Training page showing where to access a Catalog List, a Course List and the Search field.

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.

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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**

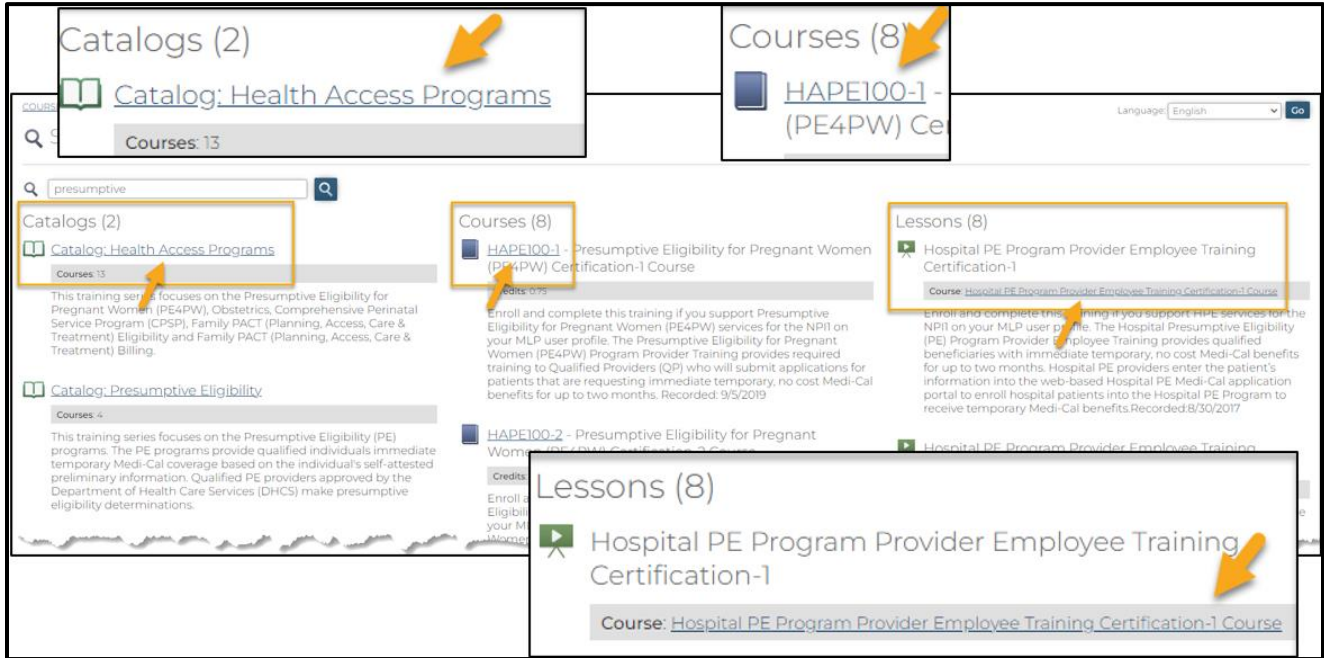


Figure 6.6: Search Results, displaying Catalog, Course and Lesson links.

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.

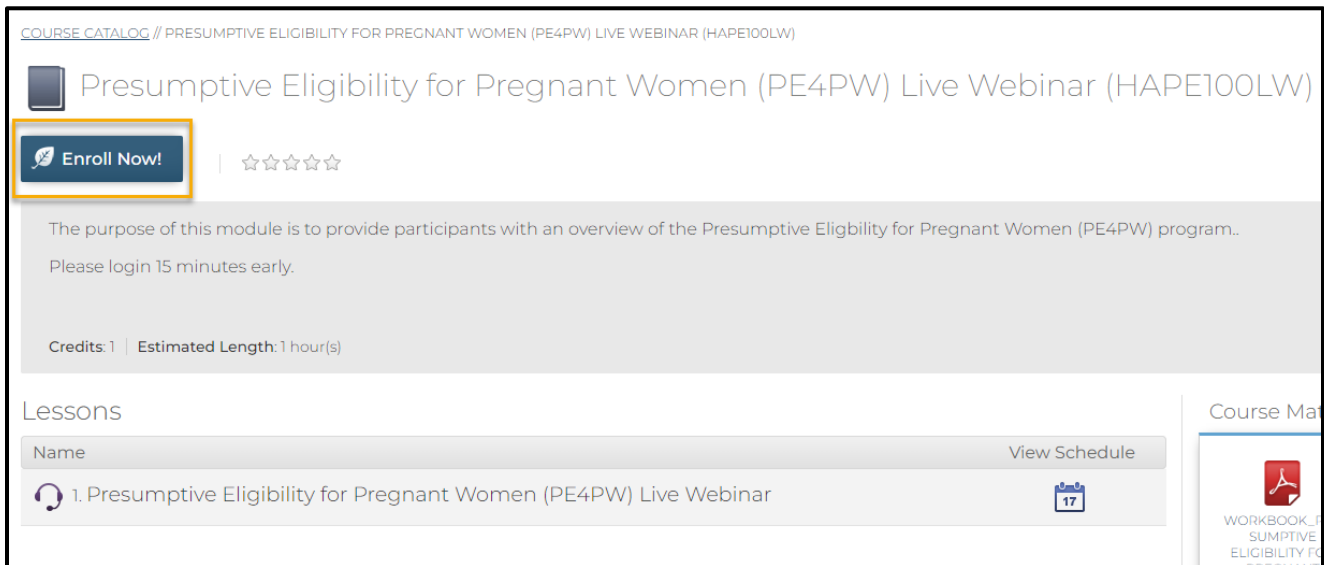


Figure 6.7: 'Enroll Now' button for an MLP course.

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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.

Lesson	Sessions
Provider Phone Services Training - 06/05/2023:	<input checked="" type="radio"/> June 15, 2023 @ 2:00 PM - 3:00 PM Location: Online Status: Seat(s) Available (100/100)
	<input type="radio"/> June 29, 2023 @ 8:00 AM - 11:00 AM Location: Online Status: Seat(s) Available (100/100)
	<input type="radio"/> I will choose later.

[Continue](#)

Figure 6.8: Multiple sessions page.

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

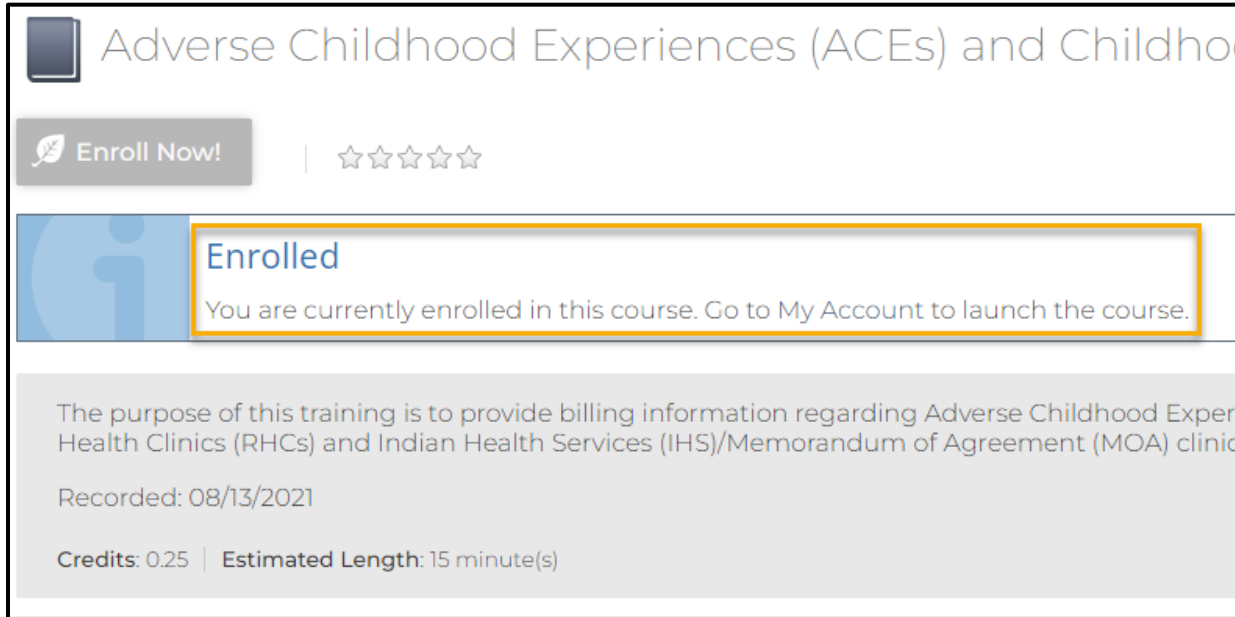


Figure 6.9: Enrolled course page, highlighting the 'Go to My Account' link.

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

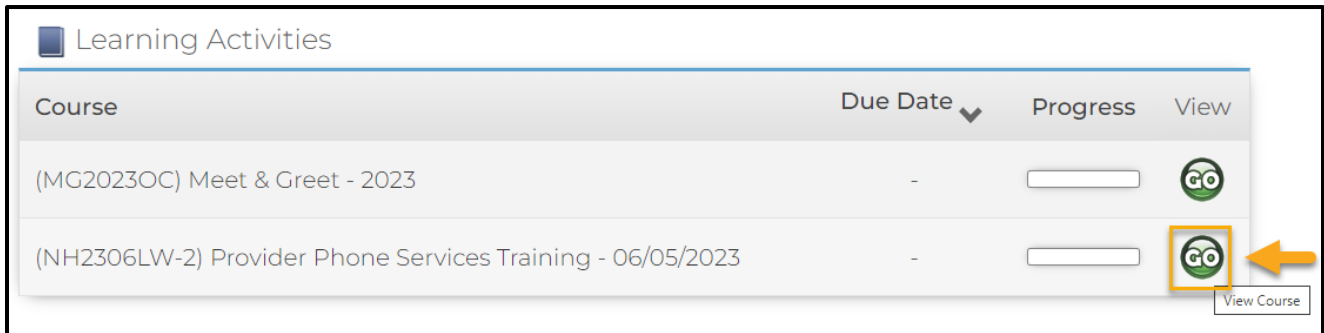


Figure 6.10: Learning Activities section, highlighting the **GO** button.

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.

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

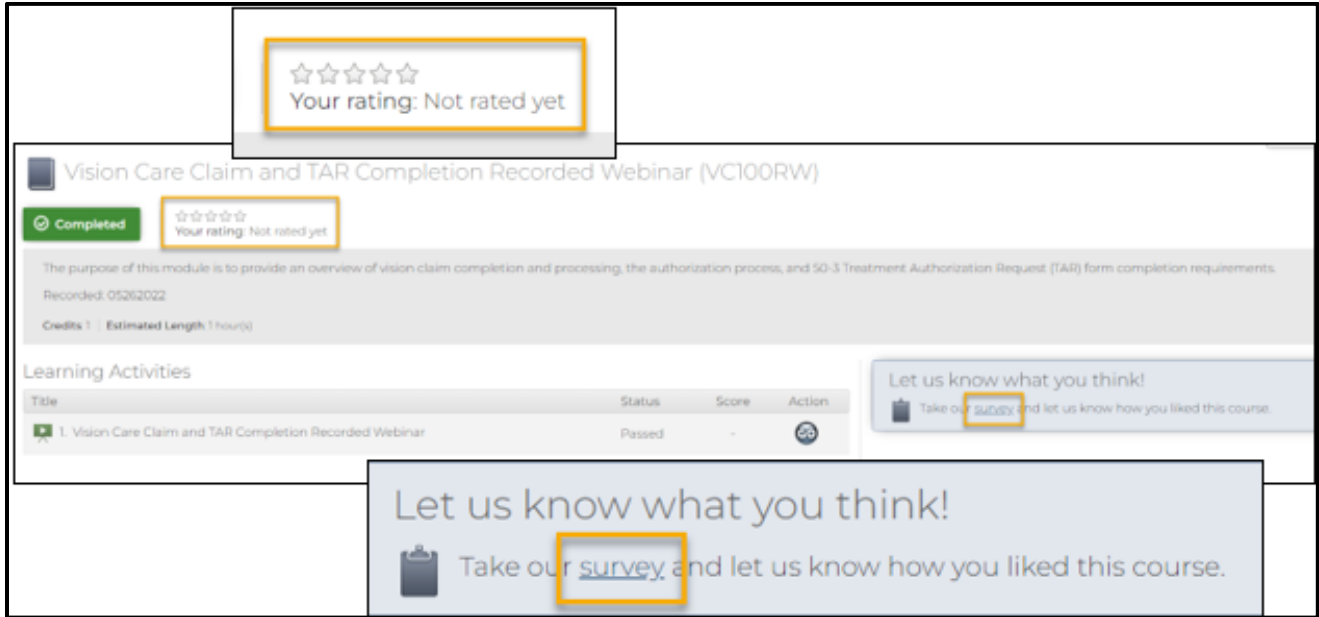


Figure 6.11: A five-star rating of training and the link to take a training survey.

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The **Score** field shows the completion score. The course can be rated by selecting 1 through 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 **Review and Expired** section of the **My Account** page.

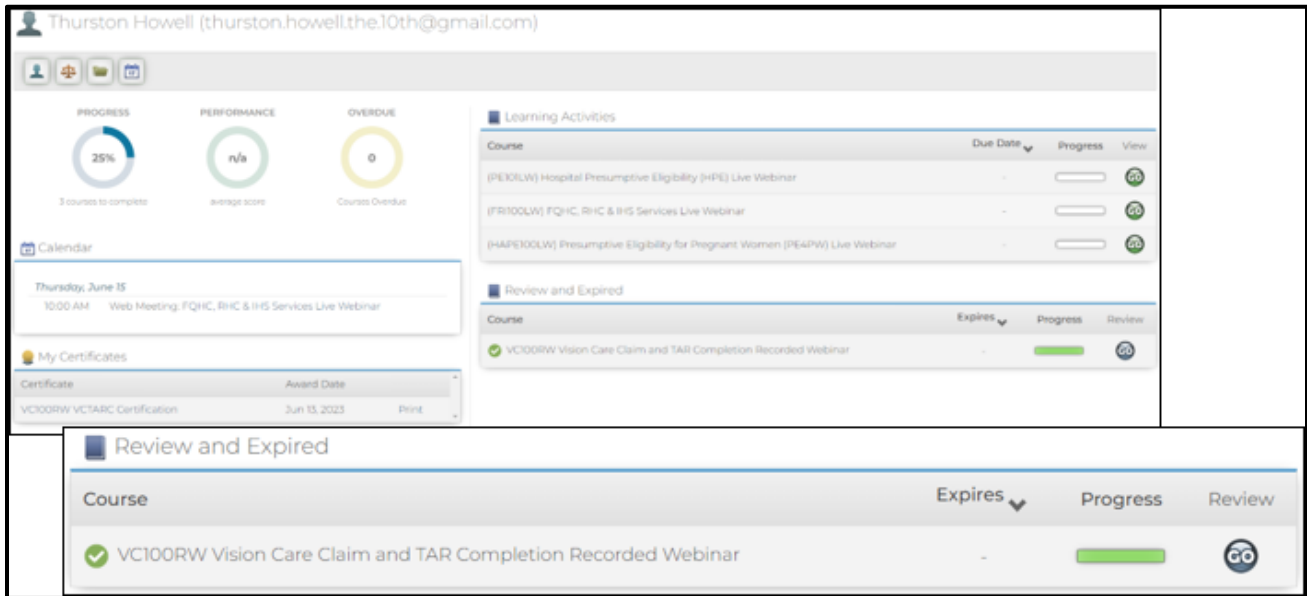


Figure 6.12: An overview screenshot of the MLP.

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.

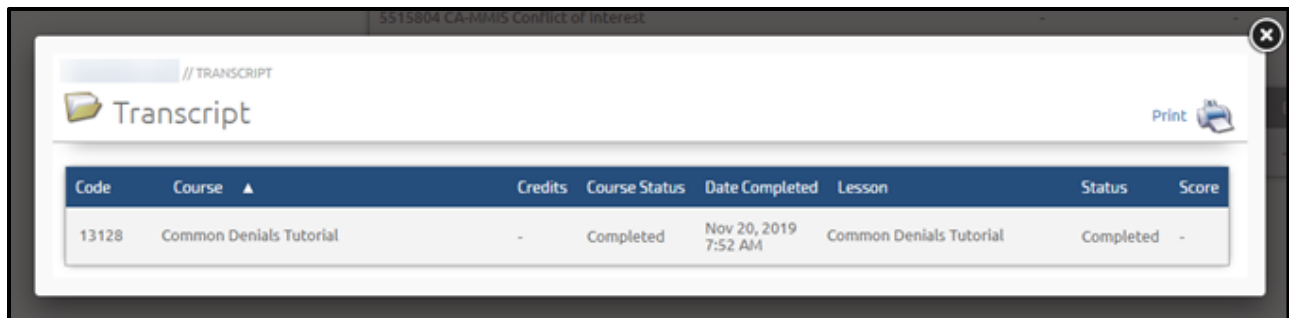


Figure 6.13: The MLP transcript.

Presumptive Eligibility

NPI/PE Course Table


NPI	PE Course Sub-Catalog Name	PE4PW Course Code	HPE Course Code	CPE	Newborn Gateway
NPI1	Presumptive Eligibility Certification-1	HAPE100-1	PE101-1	CPE102-1	NGPE103-1

Healthcare Providers, Provider Staff (staff working for Healthcare Providers) and County Staff-PE Services (county staff who are providing Presumptive Eligibility Services) are required to enter a 10-digit National Provider Identifier (NPI).

As a user’s NPI(s) is registered or added to their *MLP My Account/Profile* page, the corresponding PE course catalog 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 percent accuracy to certify as a PE provider for each corresponding NPI. It is not necessary to complete all PE certification trainings within the catalog, unless the provider will be providing services for all PE programs for that NPI.

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 Catalog: Presumptive Eligibility Certification Trainings for Employees of Qualified Providers

This training series focuses on the Presumptive Eligibility (PE) programs.


Presumptive Eligibility (PE) programs provide qualified individuals with immediate temporary Medi-Cal coverage based on the individual's self-attested preliminary information. Enrollment is completed by certified providers, healthcare and county staff who have been approved by the Department of HealthCare Services (DHCS). This is the certification course that providers, healthcare and county staff need to complete to become a Qualified PE provider approved by DHCS.

Certified providers, healthcare and county staff who support Presumptive Eligibility (PE) program services must complete the certification course only once.


To complete and successfully get certification for these required Presumptive Eligibility (PE) program training courses, as well as avoid delayed access to Newborn Gateway, CPE, HPE or PE4PW application web portals, make sure to do the following:

- Review every slide of the course presentation.
- Pass the quiz with 80% or more.
- Enter the correct NPI on your MLP user profile.

Sub-Catalogs (0) Courses (4)


 [CPE102-1 - Children's Presumptive Eligibility Certification Training](#)

Enroll and complete this training if you support Children's Presumptive Eligibility (CPE) services for the NPII on your MLP user profile. The Children's Presumptive Eligibility (CPE) Provider Training provides required training to Qualified Providers (QP) to enroll qualified beneficiaries into immediate temporary, no cost Medi-Cal benefits for up to two months under presumptive eligibility.

 [HAPE100-1 - Presumptive Eligibility for Pregnant Women Certification Training](#)


Credits: 0.75

Enroll and complete this training if you support Presumptive Eligibility for Pregnant People (PE4PP) services on your MLP user profile. The Presumptive Eligibility for Pregnant People (PE4PP) Program Provider Training provides required training to Qualified Providers (QP) who will submit applications for patients that are requesting immediate temporary, no cost Medi-Cal benefits for up to two months. Recorded: 9/5/2019

 [NGPE103-1 - Newborn Gateway Presumptive Eligibility Certification Training](#)

Credits: 75

Enroll and complete this training if you support Newborn Gateway Presumptive Eligibility (NGPE) services. The Newborn Gateway Presumptive Eligibility (NGPE) Program Provider Certification Training provides required training to Qualified Providers (QP) who will submit applications for patients that are requesting immediate temporary, no cost Medi-Cal benefits for up to two months. Created: 9/5/2019

 [PE101-1 - Hospital Presumptive Eligibility Certification Training](#)

Credits: 0.5

Enroll and complete this training if you support Hospital Presumptive Eligibility (HPE) services. The Hospital Presumptive Eligibility (HPE) Program Certification Training provides required training to Qualified Providers (QP) who will submit applications for patients that are requesting immediate temporary, no cost Medi-Cal benefits for up to two months. Recorded: 9/5/2019

Figure 7.1: The Presumptive Eligibility Certification sub-catalogs page.

When you enter an NPI in the NPI field on the Registration page or the My Account/Profile page, the system automatically checks the format for the following criteria:

- Must be 10-digits long
- Contain numbers only (no letters or symbols)
- Begin with 0, 1, or 2

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NPI Validation Type Table

Validation Type	Description
Format	<ul style="list-style-type: none">• Must be 10 digits• Must contain numeric only (no letters or special characters)• Must begin with a zero (0), one (1) or two (2)

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

• NPI is invalid.

NPI: Healthcare Providers, Provider Staff (staff working for Healthcare Providers) and County Staff-PE Services (county staff who are providing Presumptive Eligibility Services) 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.

Figure 7.2: NPI Invalid error message.

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

MLP My Account/Profile page

Correlated PE Training Conditions	NPI Edit Capabilities
The training has not been accessed yet	The user can edit or delete that NPI
The training has been started, but not completed: <i>'In Progress'</i>	The user can still edit the NPI, but will not be able to delete it
The training has been completed and passed	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.

MLP User Support

If you have questions that are not covered in this guide, please

- Click the [MLP Support Request Form](#) link and complete the form that displays.
 - An MLP Administrator will follow up with you by email at MLPSupport@gainwelltechnologies.com within 3 business days.
- Prefer to talk to someone? Call the **Telephone Support Center** at **1-800-541-5555**.

Acronyms

The following acronyms appear in this user guide.

Acronym	Definition
A&I	Audits & Investigation
CA-MMIS	California Medicaid Management Information System
CBT	Computer Based Training
CPE	Children’s Presumptive Eligibility
FI	Fiscal Intermediary
HPE	Hospital Presumptive Eligibility
ILT	Instructor Led Training
LWT	Live Webinar Training
NPI	National Provider Identifier
NG	Newborn Gateway
MLP	Medi-Cal Learning Portal
ML	Microlearn
PE	Presumptive Eligibility
PE4PW	Presumptive Eligibility for Pregnant Women
RWT	Recorded Webinar Training

Change Summary

Version Number	Date	Description	Notes/Comments
1.1	May 2022	Format Change	None
1.2	August 2022	Format Change, language added.	None
1.3	April 2023	Proofpoint encrypted email process added	None
1.4	June 2023	Content and screenshot updates	None
1.5	August 2024	DHCS re-branding, PE updates, Proofpoint Encryption update	None
1.6	January 2026	Registration, Presumptive Eligibility, MLP Support and Acronyms	None