

Medi-Cal Learning Portal Provider User Guide

California Department of Health Care Services

Benefits Division and CA-MMIS Operations Division

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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.



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.

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.

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 aschawledging and consenting to these terms and conditions. LOG OFF IMMEDIATELY if you are not an aschawledging and consenting to these terms and conditions. LOG OFF IMMEDIATELY if you are not an aschawledging and consenting. Username:			
and assist with	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. Username:	To create an account, register here. I forgot my password.	3 4 YOU ARE NOT LOOGED IN. Log in Cal Fee-For- pssible. To that ieminars, and assist with

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	n an asterisk (*). 🧲	
Name:	* First Name:	* Last Name:

Figure 2.1: MLP registration page, Name section.

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

* 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. thurston.howell.the.10th
* 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 2.2: Username, Password and Time Zone section.

Enter your address and phone information.

Address:	Street Address: Enter no more than 100 characters. * City: Enter no more than 50 characters. * State: Please enter 2 letter state abbreviation to represent U.S. States, for all others, enter 'N/A'. * Zip Code: Must be 5 digit number. * Country:
	UNITED STATES
Phone Number(s):	* Telephone:

Figure 2.3: 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**.

* Job Title:	
* Department:	
* Type of User:	Select
* Primary Claim Type:	 In which of the following areas are you typically involved? (Check all that apply.) UB-04 CMS-1500 25-1 (Long Term Care) 30-1/30-4 (Pharmacy) Not Applicable

Figure 2.4: Job and Type of User section.

Complete the credential section.

Credential:	 Which of the following credentials, if any, do you possess?
	Check all that apply.
	CPC
	CPC-H
	CPC-P
	CPMA
	CPCO
	CMRS
	CCAP
	□ CECP
	C RHIA
	C RHIT
	CCA
	CCS-P

Figure 2.5: 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.

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NPII:	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.

Figure 2.6: NPI section.

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

* 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 <u>Conditions of Use</u> and <u>Privacy Policy</u> .	
	Check this box to indicate your awareness of and explicit consent to the <u>Conditions of Use</u> and <u>Privacy Policy</u> .	
-	I agree.	
	⊘ Create Account ⑧ Cancel	

Figure 2.7: User Agreement section.

My Account

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

		TI			
	HOME TRAINING				
	MY ACCOUNT		LOCCED IN AS TH	LINSTON HOWELL 1 LOS OUT	
MY ACCOUNT Thurston How	well (thurston.howell.the.10th@	gmail.com)	Lan	puige(English v) 66	
	PERFORMANCE OVERDUE	Learning Activities			
•	nda 0 Remajo score Courses Diverdue	Course (PEIOILW) Hospital Presumptive Eligibili	Due Date 🚽	Progress View	
2 3 4 5 PROGRESS	Learning Activities 6				
	Course		Due	Date 🖌 🛛 Pro	gress View
	(PE101LW) Hospital Presumpt	ive Eligibility (HPE) Live Webir	har	· _	6

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.

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

Ľ	📅 Calendar	
	Thursday, Ju	ine 15
	10:00 AM	Web Meeting: FQHC, RHC & IHS Services Live Webinar

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.

	[MLP-ENCRYPT] Medi-Cal Learning Portal Account Registration	
	ca-test.learning@gainwelltechnologies.com to me 💌	
_	This is a secure message. Click here by 2023-03-02 20:59 UTC to read your message. After that, open the attachment.	
	More Info This is a secure message.	
	Disclaimer: This en use of the addressee error or simply delete After that, open the attachment.	ge.
	3 Attachments • Scanned by Gmail ①	

Figure 4.1: Encrypted Email Secured by Proofpoint.

- 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 <u>Gainwell_Verification_Code@gainwelltechnologies.com</u>. 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 mi At least one d At least one s Both uppercas Your usernam 	 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	t to read secure email.								
Email Address:	anniemaeclampett@gmail.com								
First Name:									
Last Name:	Howell								
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.

proofpoint. Login
Log in to Email Encryption
Email Address
sacramentobiteam@gmail.com
Password
······
Forgot Password
Continue

Figure 5.1: Proofpoint Login Dialogue Window.

Training

	Course Catalog							
						Search the		talog Q
	Catalogs (32) Courses (2)	January _{Open I} ₫	2022 - E\	/ents				
m	Catalog: A&I Fraud Series	Sun	Mon	Tues	Wed	Thu	Fri	Sat
<u> </u>	Courses 3	26	27	28	29	30	31	1
	This training series focuses on Fraud Prevention for the Medi-Cal Provider, using best practices.	2	3	4	5 • •	6	7	8
œ	Catalog: Allied Health & Medical Services	9	10	11	12	13	14	15
	Courses: 6			9				
	This training series focuses on the Medi-Cal Allied Health & Medical services Common Denials, Crossover Claims and Surgical Modifiers.	16	17	18	19	20	21	22
œ	Catalog: Basic Billing	23	24	25	26 Q	27 Q	28	29
	Courses: 12	30	31	1	2	3	4	5
	This training series focuses on Medi-Cal Billing Basics including Recipient Eligibility, Share of Cost, Treatment Authorization Request (TAR), CMSJ500 or UB-04 Claim Completions and Claims Follow-Un							

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.

	June 2	pen 🛛	ts			
[Open 🛽	Mon	Tues	Wed	Thu	F
	28	29	30	31	1	2
	4	5	6 0 0	7 • • • • •	8 •	9
	n	12	13 • • •	14 • • • • •	15 • • • • •	16

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

- 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.

			«	MAY 2023	JULY 2023	<u>»</u>	
						« <u>MAY 20</u>	23 JULY 2023 »
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28		29	30	31	1	2	3
4		5	о С с		°	9	10
11		12	Navigating the Medi-Cal Learning Portal Live		15 • • • • • • • • • • • • • • • • • • •	16	17
18	Navigat Medi-C	ting the al	Une 6, 2023 @ 10:00 AM (GMT -8:00) Pacific Time (US & Canada)		22 O O	23	24
	Learnin Portal L Webina June 6, 10:00 A (GMT -8 Pacific (US & C	ng Live 2023 @ M 3:00) Time anada)					

Figure 6.3: 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.

		-(×)
LONG TERM CARE	CROSSOVER CLAIMS LIVE WEBINAR // LONG TERM CARE CROSSOVER CLAII	MS <u>3 JUL</u>
In Course:	Long Term Care Crossover Claims, Live Webinar	Sat 3
Date/Time:	June 7, 2023 @ 1:00 PM (GMT -8:00) Pacific Time (US & Canada)	
Instructor:	Field Representative(s)	10
Length:	1 hour	
Status:	Seat(s) Available (100/100)	
Description:	The purpose of this module is to familiarize participants with the Long Term Care (LTC) claim billing process for recipients who are eligible for both Medicare and Medi- Cal. Please login 15 minutes early.	17
Location	 Meeting ID: 240 924 235 199 Passcode: HMX56u Or call in (audio only) 	24
Information:	+1 323-433-2389Phone Conference ID: 496 572 696#	1
	(3) Close	

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

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

HOME TRANSMG	Search th	ne co	3) urse c	atalog	ঀ	Lingung	e English	v Ga
Control Control Control of Catalog: 2023 Provider Training Events Medi Cat provider training events include basic and advanced biling courses for providers. We have a vert without basic and advanced biling courses for providers. We have a vert without basic and advanced biling courses for providers. We have a vert without basic and and the over clock on the event icon and enrol. Catalog: Alia Fraud Catalog: Catalog: Courses (0) Catalog: 2023 Provider Training Medi-Cal provider training events in virtual trainings available. Explore of Howard over the icon to view the courses	arety of live events and calendar on this page. Ing <u>Events</u> Include basic an our events within our events within	June 20 Open 12 38 4	023 - Ever 29 5 9 29 29 29 29 29 29 29 20	1005 100 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Wed 37 7000 36 000 77000 38 000	Search 0 1 8 9 0 0 27 0 0 0 0 0 0 0 0 0 0 0 0 0	3 PHO ECOLITISE O PHO 2 2 3 3 0 	Set alog

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.

- 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

Catalogs (2)	/	Courses (8	3)
Catalog: Health Access Pr	<u>ograms</u>	HAPE10 (PE4PW	0-1 - /) Ce
Presumptive Catalogs (2) Catalog: Health Access Programs Courses 13 This training serie of courses on the Presumptive Eligibility for Pregnant Women (PEAPW), Obstetrics, Comprehensive Perinatal Serie Program (CPSP), Family PACT (Planning, Access, Care & Treatment) Eligibility and Family PACT (Planning, Access, Care & Treatment) Eligibility. Catalog: Presumptive Eligibility	Courses (8) HAPE100-1 - Presumptive Elig (Pack 079 Encland complete this training if) Eligibility for Prenant Women (PEA Vour MLP user profile. The Presump Women (PEAPW) Program Provider training to Qualified Providers (QP) patients that are requesting immode benefits for up to two months. Reco	ibility for Pregnant Women e ou support Presumptive PW) services for the NPI on twe Eligibility for Pregnant Training provides required who will submit applications for liste temporary no cost Medi-Cal rded: 9/5/2019	Lessons (8) → Hospital PE Program Provider Employee Training Certification-1 Course Hootal PE Program Provider Employee Training Certification-1 Course Hootal PE Provider Employee Training provides upport HHZ services for the NPI on your MLP user price The Hospital Preserves for HHZ environment of the PIP) Program Provider employee Training provides qualified beneficiaries with immediate temporary, no cost Medi-Cal benefits for up to two months Hospital PE providers enter the patient's information into the web-based Hospital PE Medi-Cal application portal to enroll hospital patients into the Hospital PE Medi/2017
Courses - This training series focuses on the Presumptive Eligibility (PE) programs. The PE programs provide qualified individuals immediate temporary Medi-Cal coverage based on the individual's self-attested preliminary information. Qualified PE providers approved by the Department of Health Care Services (DHCS) make presumptive eligibility determinations.	HAPE100-2 - Presumptive Elig Wome (FF / Pue Conference) Eligibility your Machine Machine Certifica Course: Ha	ibility for Pregnant Paceure B) al PE Program P ation-1 ospital PE Program Pro	Provider Employee Training vider Employee Training

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.

COURSE CATALOG // PRESUMPTIVE ELIGIBILITY FOR PREGNANT WOMEN (PE4PW) LIVE WEBINAR (HAPE100LW)	
Presumptive Eligibility for Pregnant Women (PE4PW) Live Webinar (HAP	E100LW)
多 Enroll Now! 合合合合合	
The purpose of this module is to provide participants with an overview of the Presumptive Eligbility for Pregnant Women (PE4PW) pro-	igram
Please login 15 minutes early.	
Credits: 1 Estimated Length: 1 hour(s)	
Lessons	Course Mat
Name View Schedule	
1. Presumptive Eligibility for Pregnant Women (PE4PW) Live Webinar	
	SUMPTIVE ELIGIBILITY FC

Figure 6.7: '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.

P	PROVIDER PHONE SERVICES TRAINING - 06/05/2023 // ENROLL									
5	Select the sessions you would like to attend for this course.									
	Lesson	Sessions								
	Provider Phone Services Training - 06/05/2023:	 June 15, 2023 @ 2:00 PM - 3:00 PM Location: Online Status: Seat(s) Available (100/100) June 29, 2023 @ 8:00 AM - 11:00 AM Location: Online Status: Seat(s) Available (100/100) I will choose later. 								
		Continue								

Figure 6.8: Multiple sessions page.

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

🖉 Enroll Now! 合合合合合
Enrolled You are currently enrolled in this course. Go to My Account to launch the course.
The purpose of this training is to provide billing information regarding Adverse Childhood Exper Health Clinics (RHCs) and Indian Health Services (IHS)/Memorandum of Agreement (MOA) clinic
Recorded: 08/13/2021 Credits: 0.25 Estimated Length: 15 minute(s)

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).

Learning Activities			
Course	Due Date 🗸	Progress	View
(MG2023OC) Meet & Greet - 2023	-		60
(NH2306LW-2) Provider Phone Services Training - 06/05/2023	-		View Course

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.

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

습습습습 Your rating: Not rated yet			
Vision Care Claim and TAR Completion Recorded	Webinar (VC10	ORW)	
② Completed 합술술술 Your rating: Not rated yet			
The purpose of this module is to provide an overview of vision claim completion and process purpose of 55553722	sing, the authorization proc	cess, and 50-3 Treatment Authorization Res	quest (TAR) form completion requirements.
Credits 1 Estimated Length 1 hour(s)			
Learning Activities	Status Score	Action	hat you think! Indiet us know how you liked this course.
1. Vision Care Claim and TAR Completion Recorded Webinar	Passed -	@	
Let us know what you think! Take our <u>survey</u> and let us know how you liked this course.			

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.

L Thurston Howell (thurston.howell.the.10th@gm	ail.com)		
PROGRESS PERFORMANCE OVERDUE	Learning Activities		
	Course	Due Date 🗸 Progress View	
	(PEIXILW) Hospital Presumptive Eligibility (HPE) Live Webinar	· · · · · · · ·	
3 courses to complete average score Courses Overdue	(FRIDOLW) FQHC, RHC & IHS Services Live Webinar	· _ @	
🛱 Calendar	(HAPE100LW) Presumptive Eligibility for Pregnant Women (PE4PW) Live Webinar	· · · · · · · ·	
Thursday, June 15	Review and Expired		
10:00 AM Web Meeting: FQHC, RHC & IHS Services Live Webman	Course	Expires Progress Review	
My Certificates	S VCIODRW Vision Care Claim and TAR Completion Recorded Webinar	· 🧰 🚳	
Certificate Award Date			
VCIOORW VCTARC Certification Jun 15, 2023 Print			
Review and Expired			
Course		Expires 🖌 Progress	Review
VC100RW Vision Care Claim and TAR Completion Recorded Webinar -			60

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

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 four (4) PE certification trainings (reference the chart and screenshot below).

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. 0099161909
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. 0099212421
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

Figure 7.1: The five NPI fields on the MLP registration page.

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
NPI2	Presumptive Eligibility Certification-2	HAPE100-2	PE101-2	CPE102-2	NGPE103-2
NPI3	Presumptive Eligibility Certification-3	HAPE100-3	PE101-3	CPE102-3	NGPE103-3
NPI4	Presumptive Eligibility Certification-4	HAPE100-4	PE101-4	CPE102-4	NGPE103-4
NPI5	Presumptive Eligibility Certification-5	HAPE100-5	PE101-5	CPE102-5	NGPE103-5

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 all PE certification trainings within a sub-catalog, unless the provider will be providing services for all PE programs for that NPI.



Figure 7.2: 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 by the NPI format, and by identifying duplication.

NPI Validation Type Table

Validation Type	Description
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.

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	

Figure 7.3: NPI Invalid error message.

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

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 (TSC) 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	
СВТ	Computer Based Training	
CPE	Childrens 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	
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