State of California
Department of Health Care Services

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.

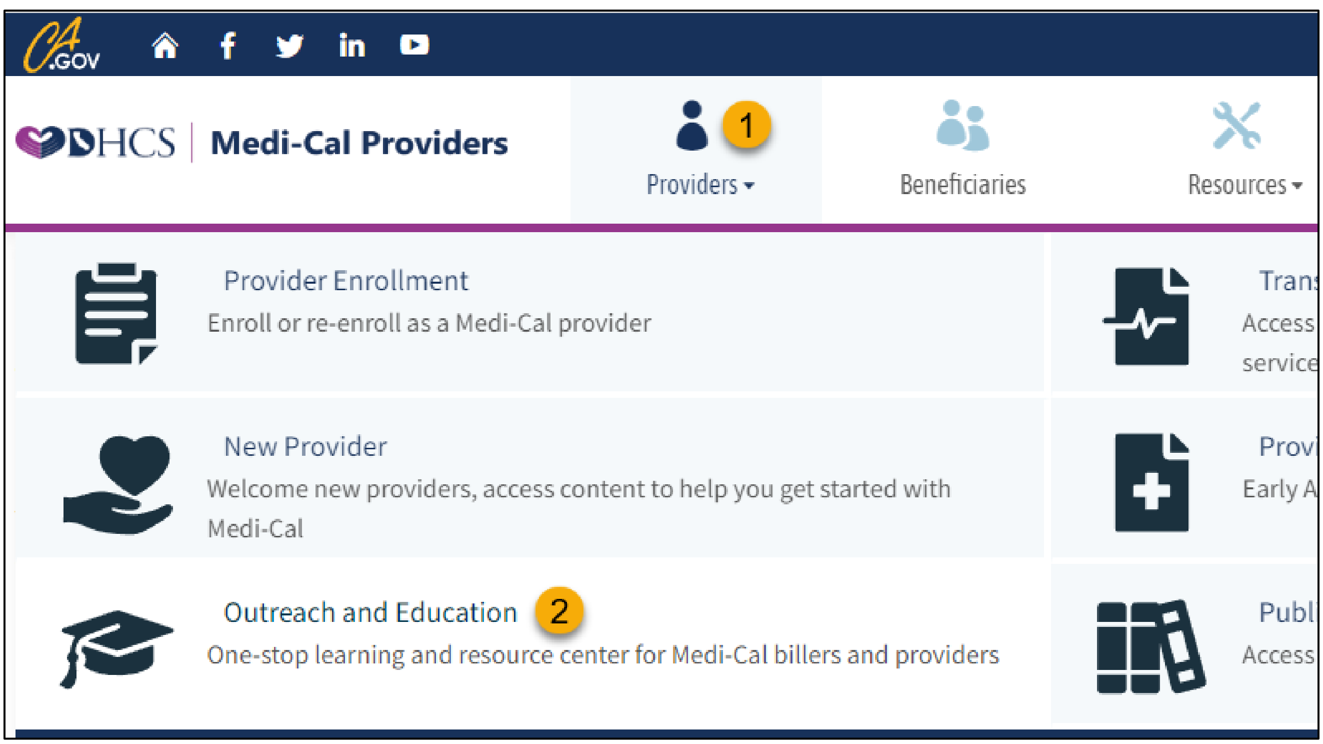


Figure 1: Medi-Cal Providers website.

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

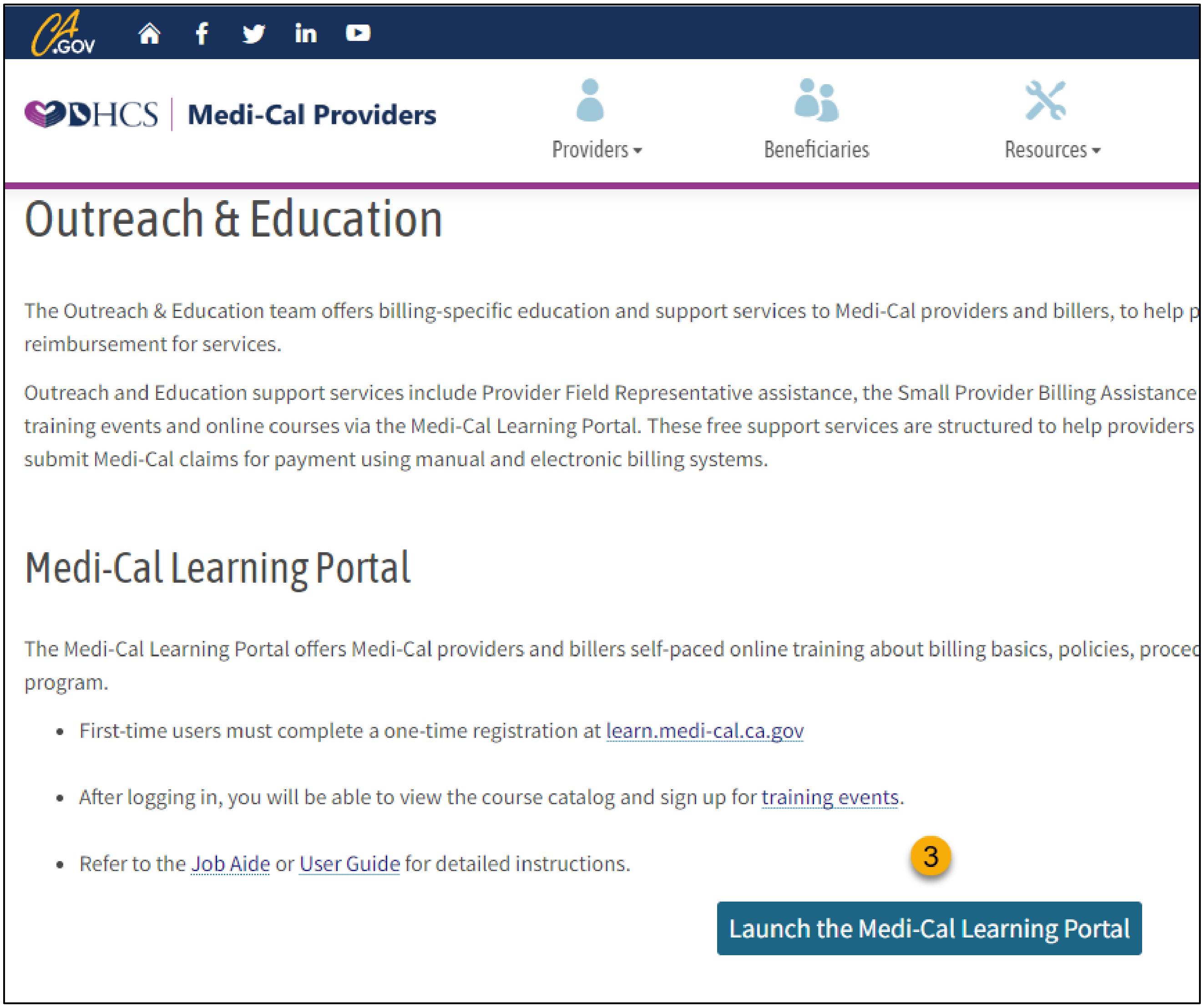


Figure 2: Provider's Outreach and Education page.

To log into the MLP (see figure below):

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

Note: MLP passwords will automatically expire after ninety (90) days of inactivity. When such MLP users attempt to logon, the 'Change Password' screen will display, prompting the user for the old password and a new password. If the MLP user cannot remember their old password, they can use the **'I Forgot My Password'** link, located below the login button, to change their password.

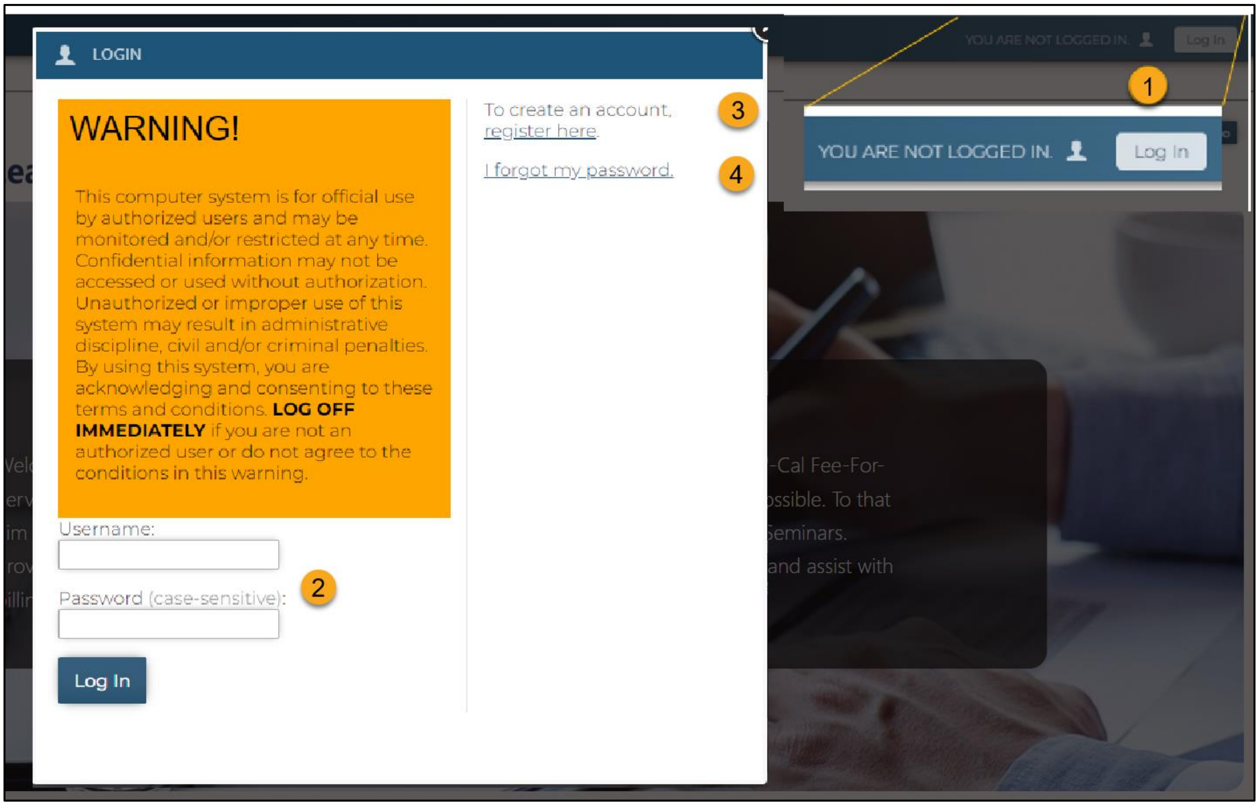


Figure 3: Medi-Cal Learning Portal home page.

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

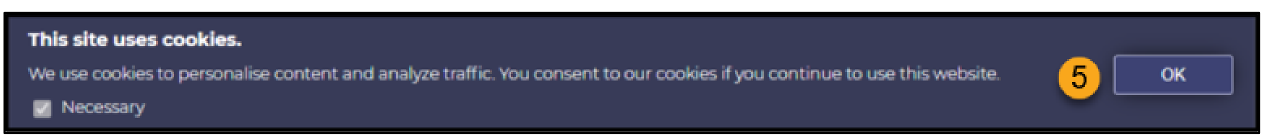


Figure 4: Cookies Consent.

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

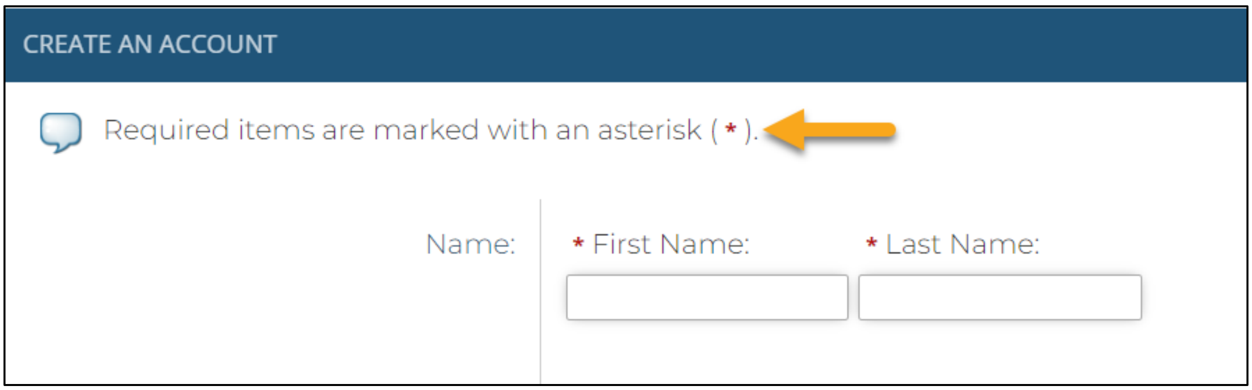


Figure 5: MLP registration page, Name section.

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

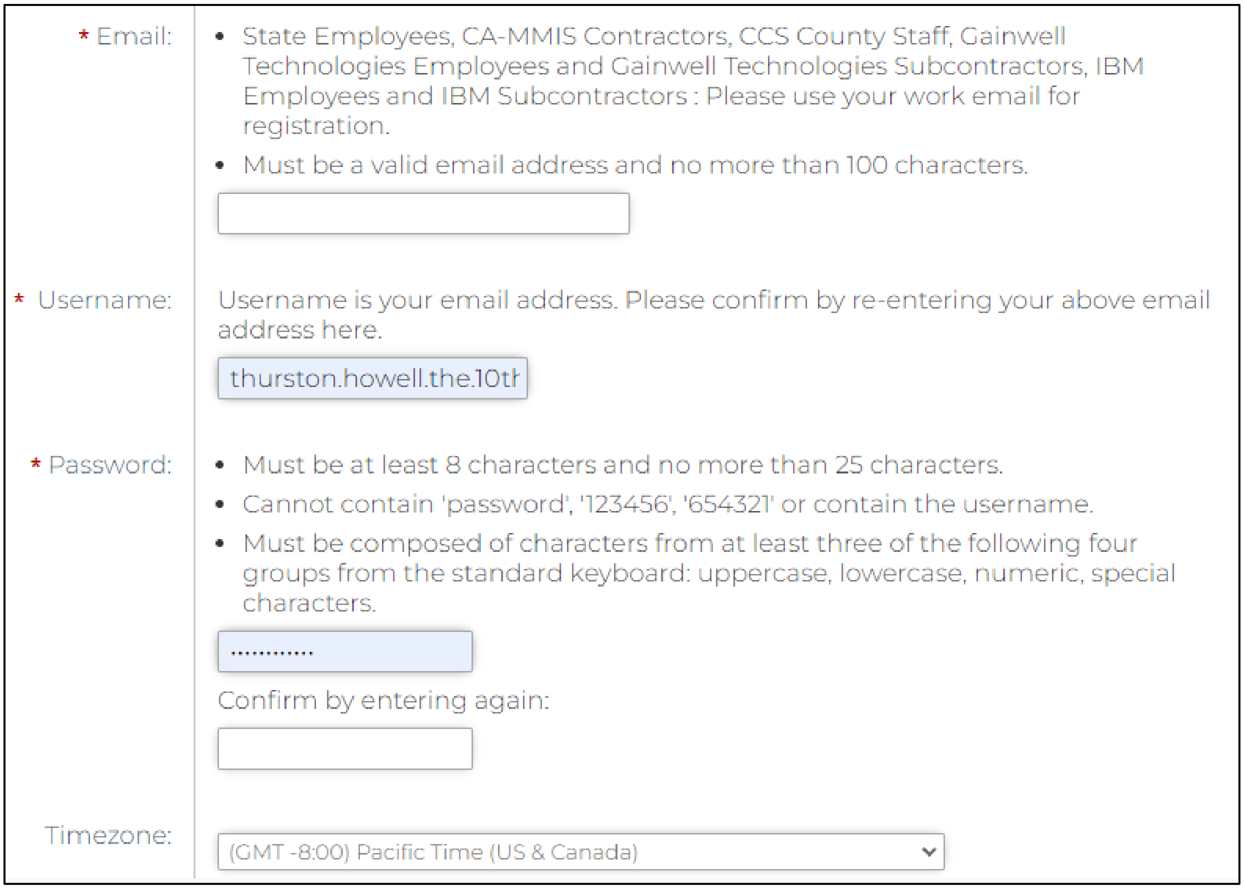


Figure 6: Username, Password and Time Zone section.

Enter your address and phone information.

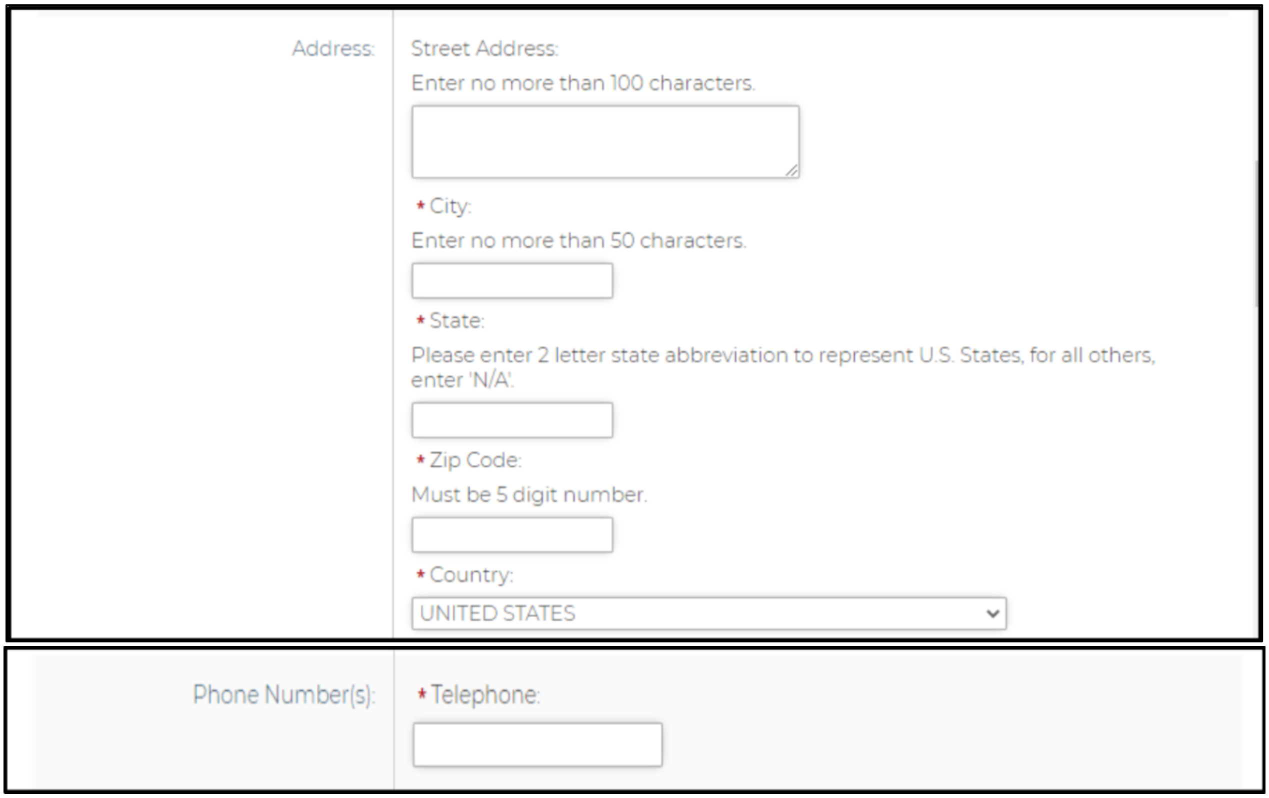


Figure 7: Address and Phone section.

Enter your job title, department, type of user and primary claim type. If none of the primary claim types apply, select "Not Applicable."

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

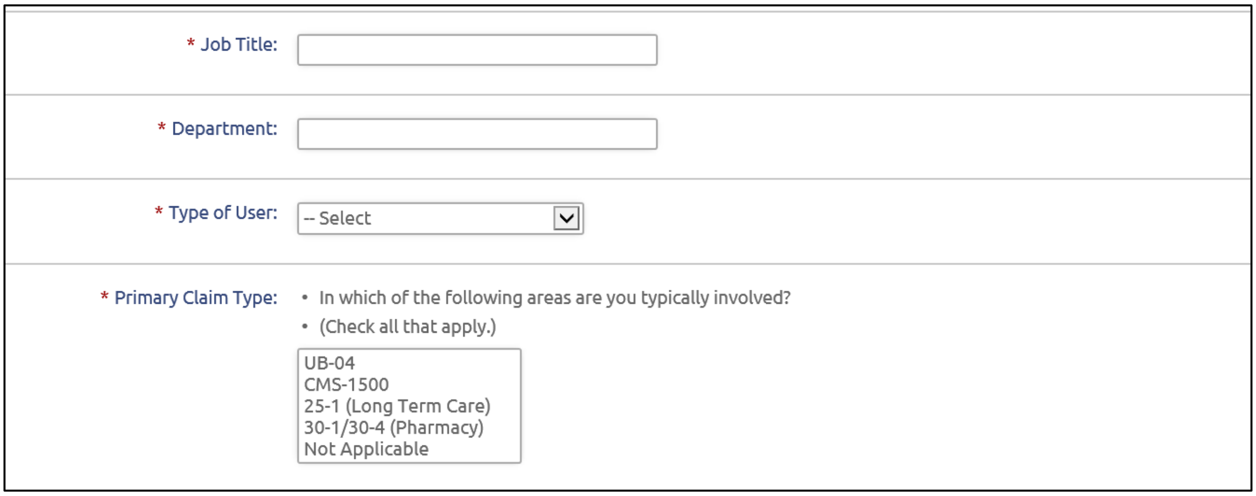


Figure 8: Job and Type of User section.

Complete the credential section.

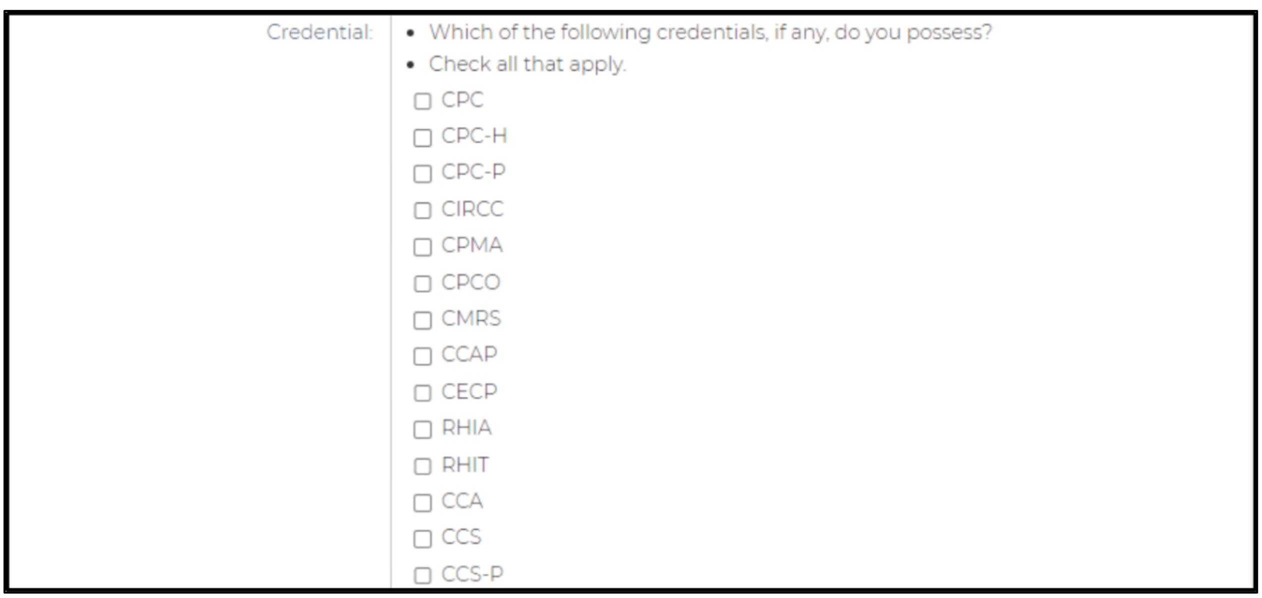


Figure 9: professional credential section.

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

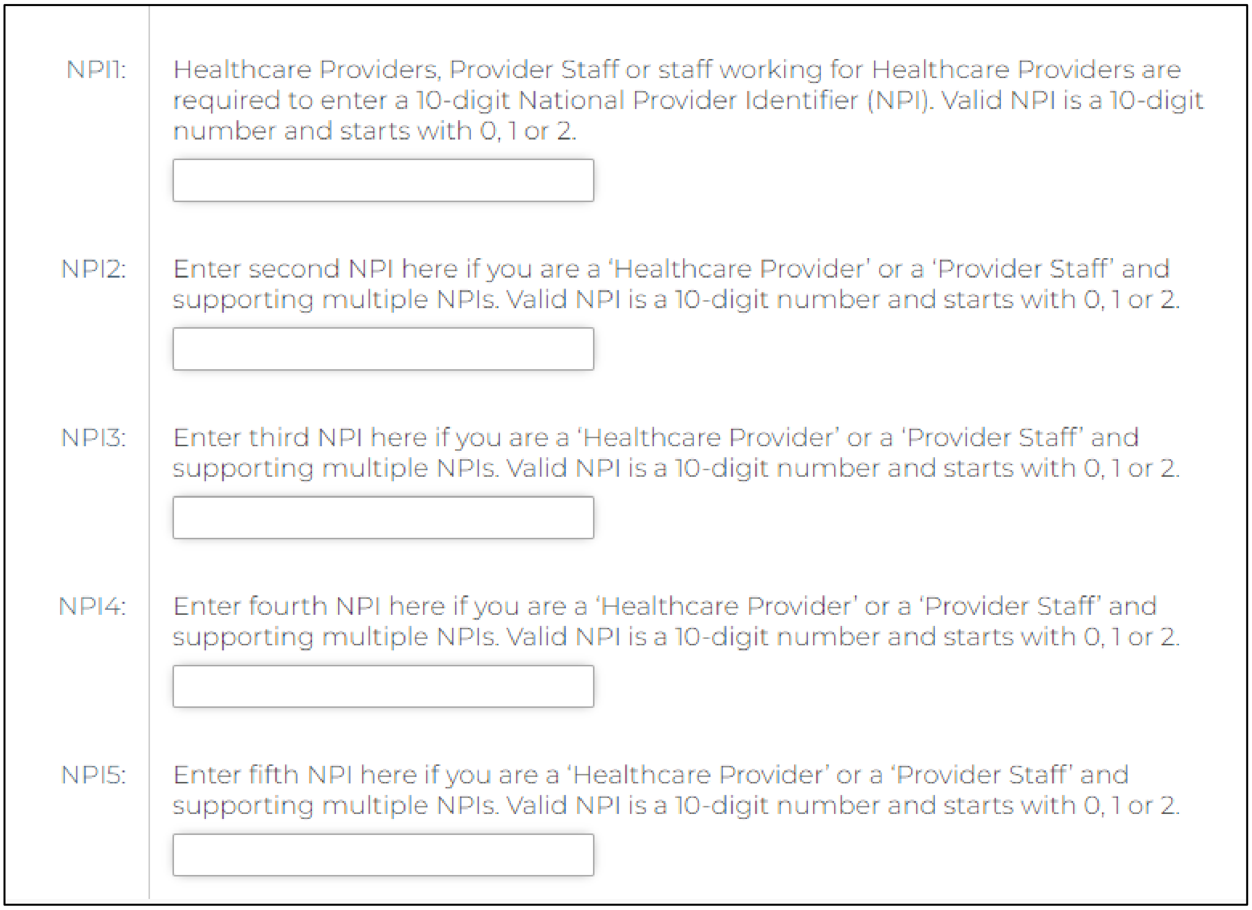


Figure 10: NPI section.

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

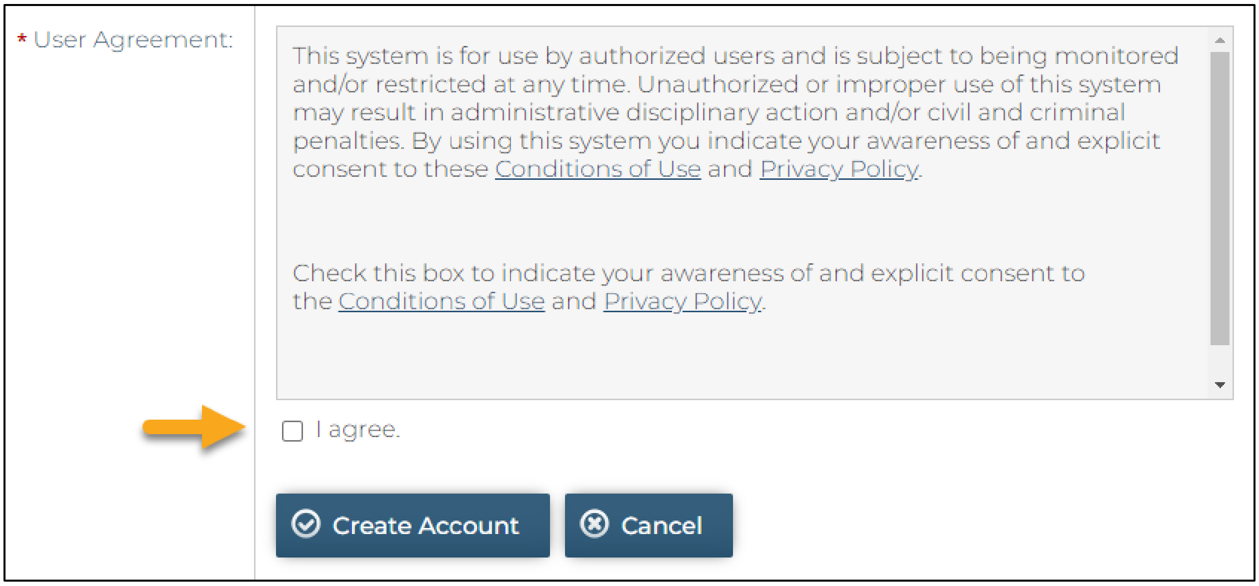


Figure 11: User Agreement section.

My Account

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

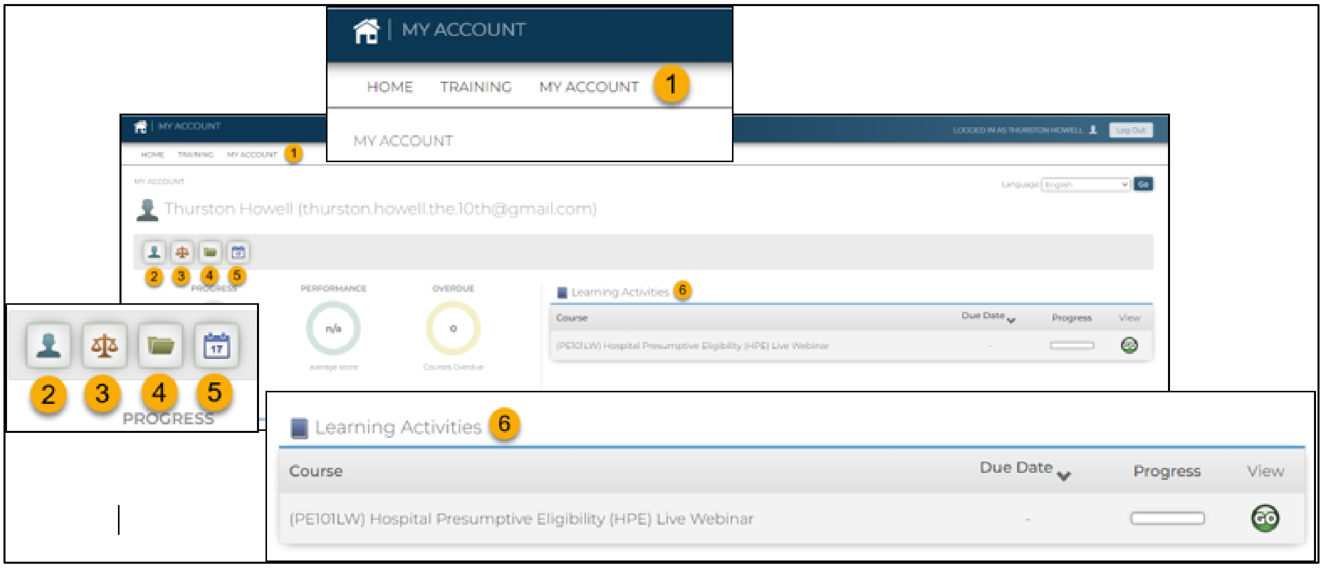


Figure 12: MLP/My Account page, Learning Activities section.

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**.

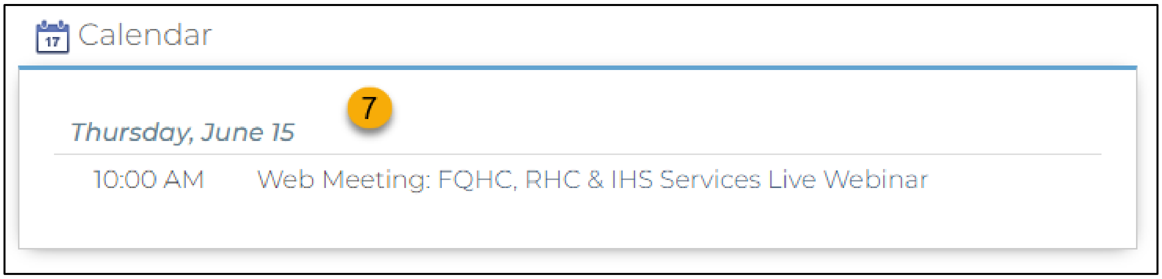


Figure 13: MLP/My Account page, the Calendar section.

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 select 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 select the **Click Here** button (see Figure 14 below). A Proofpoint Registration dialogue window displays.

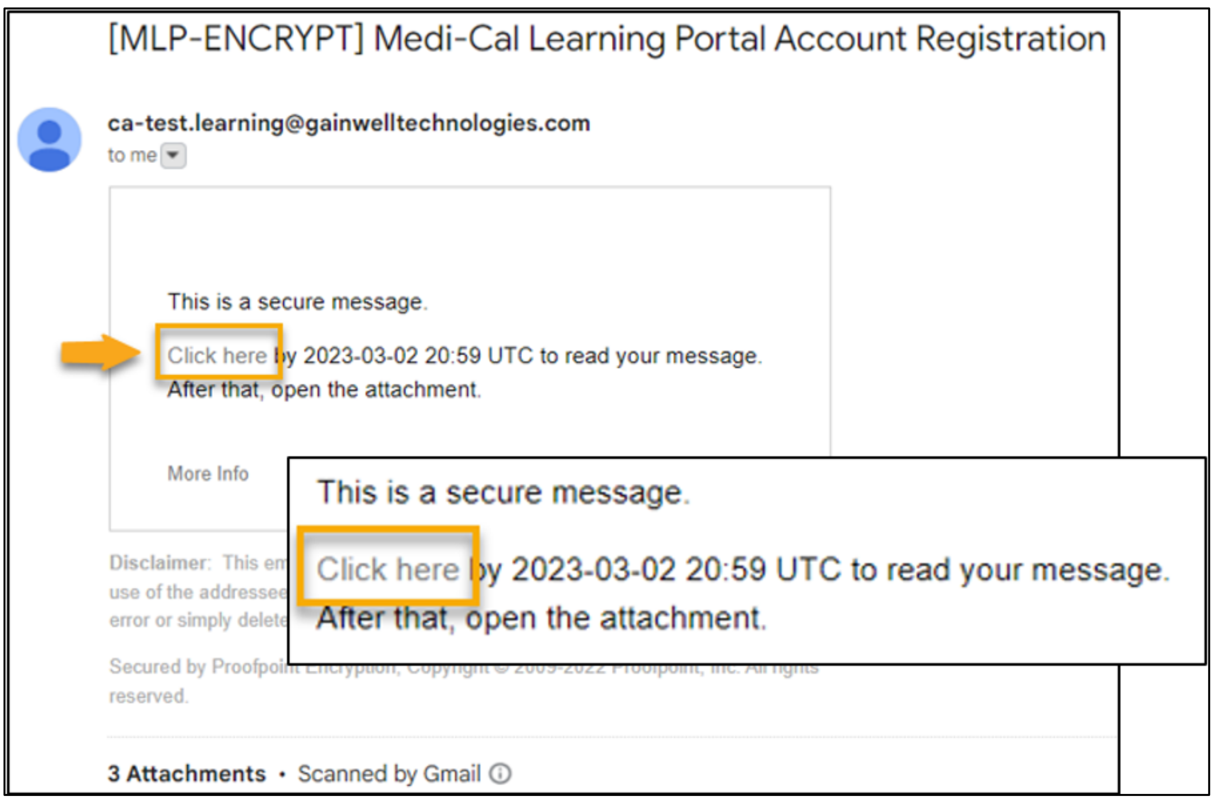


Figure 14: Encrypted Email Secured by Proofpoint.

3. New Proofpoint users will need to register before viewing the encrypted message. Complete all Proofpoint Registration Account fields.
4. During the Proofpoint registration process, you will be prompted to establish a security question and answer. This 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. Select **Continue** to view the MLP secured message.

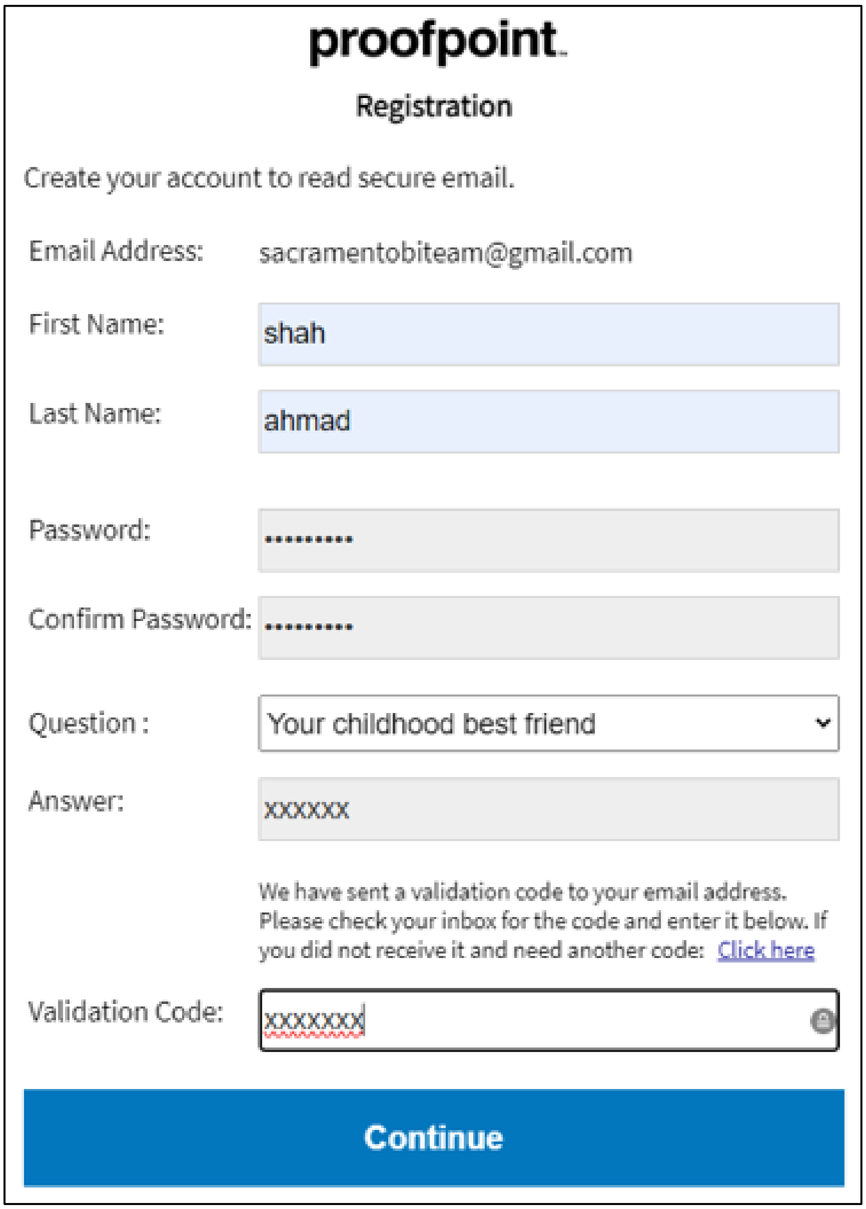


Figure 15: Proofpoint Registration Dialogue Window.

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.

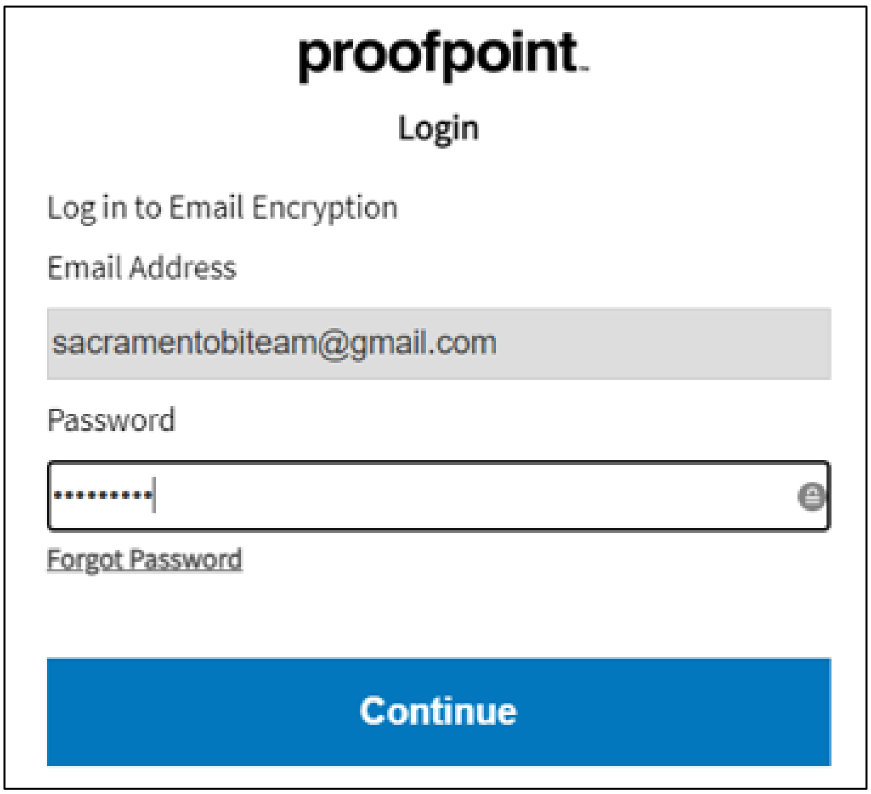


Figure 16: Proofpoint Login Dialogue Window.

Training

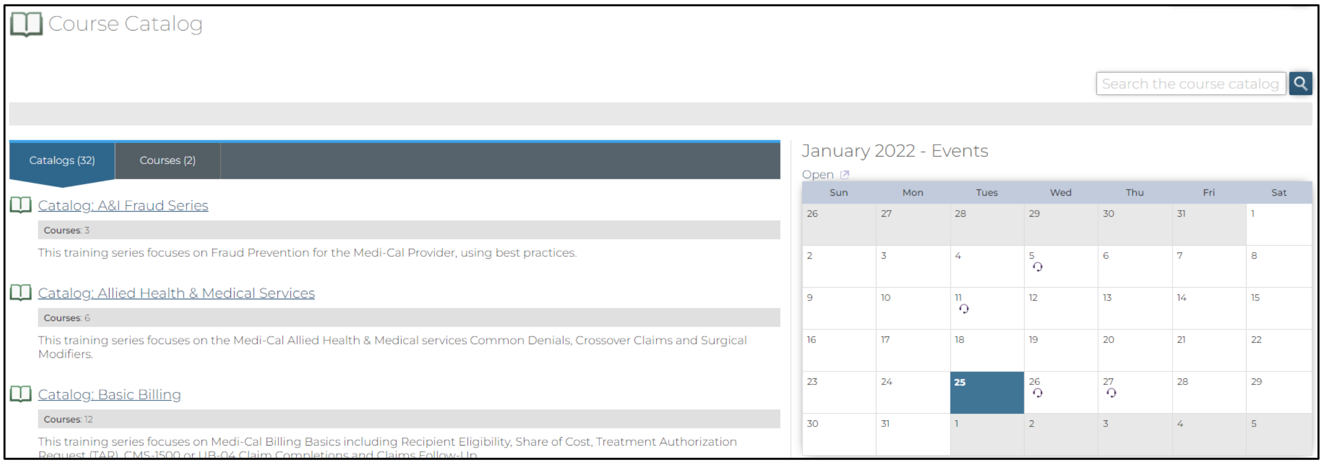


Figure 17: MLP/My Training page, the Calendar Course Catalogs.

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.

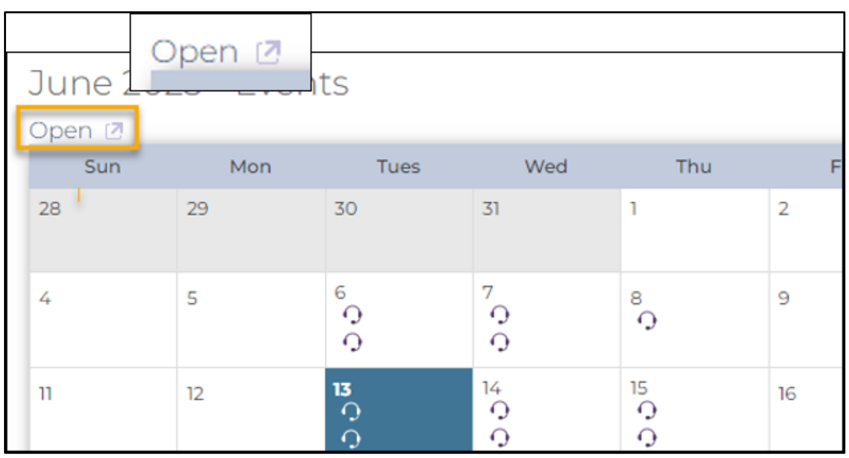


Figure 18: MLP/My Training page, the Open link.

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.

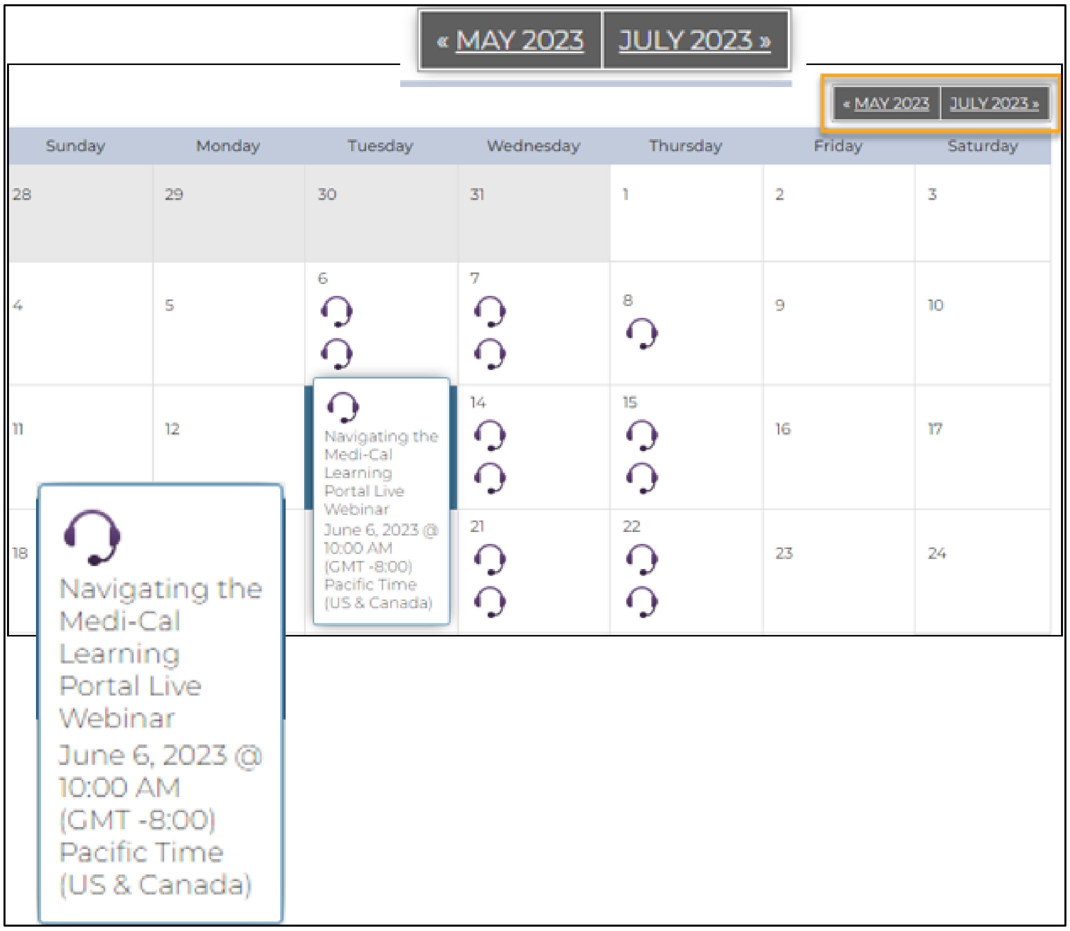


Figure 19: Training Calendar after clicking on the Open link.

4. If you desire additional details for a particular event, simply select the icon to access a dialogue box providing additional event details, including how many seats are available, a description of the course, any pertinent event details, such as a webinar link and conference ID.
5. If you want to register for the course, simply click on the course name, near the top of the dialogue box. The course name is a hyperlink that will initiate the registration process.

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

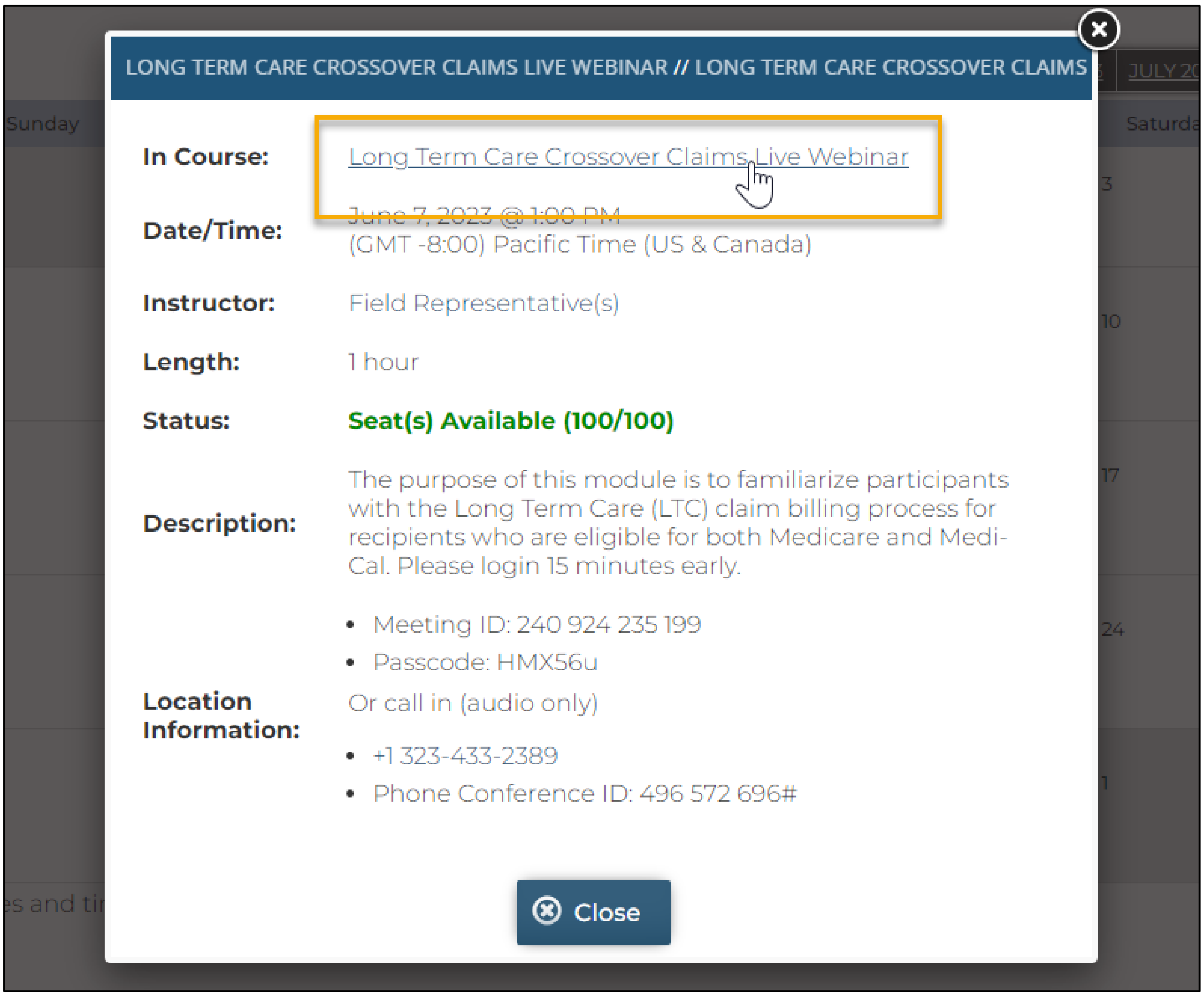


Figure 20: Dialogue window displaying course details and enrollment link.

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

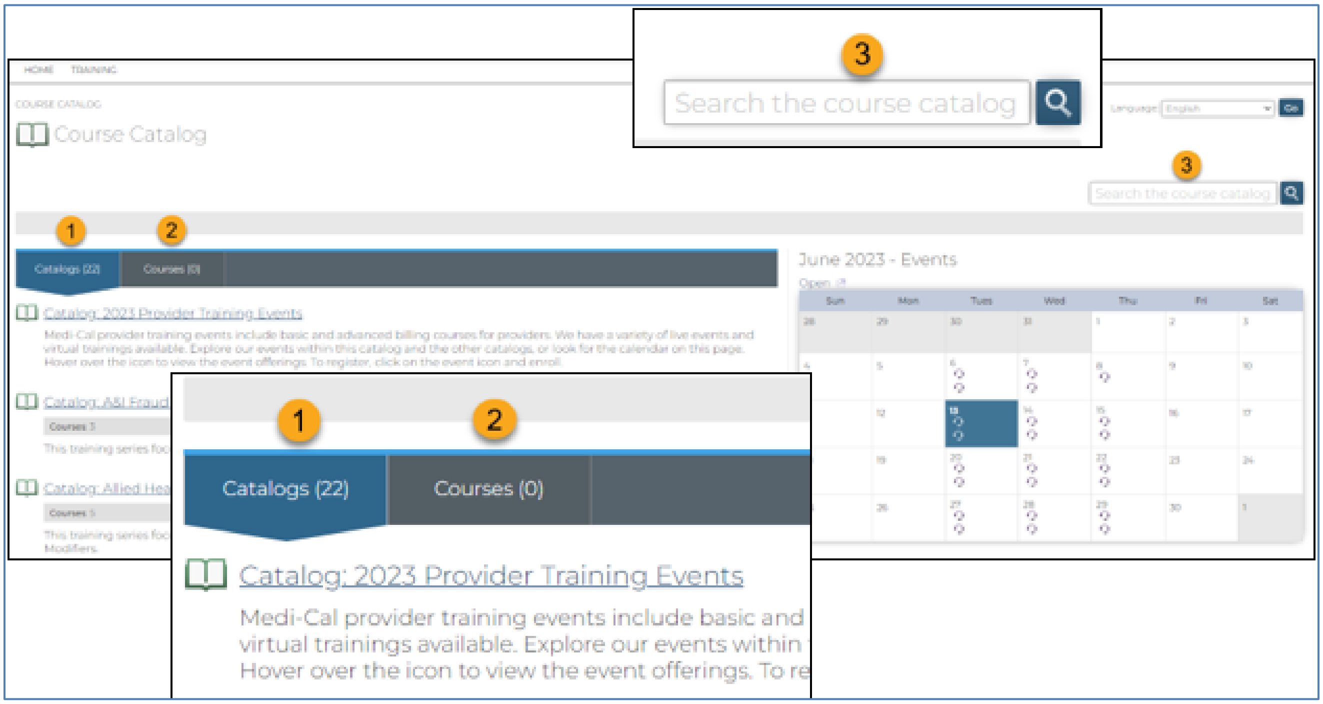


Figure 21: MLP Training page showing where to access a Catalog List, a Course List and the Search field.

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

1. **Catalogs** tab: Shows types of online courses and training events. Select the catalog type to show the online courses or events in that catalog. The types of events may include:
    - Computer Based Training (CBT)
    - Live Webinars (LWT)
    - Recorded Webinars (RWT)
2. **Courses** tab: Lists all courses that are not part of any catalog.
    - After selecting a catalog, the course list shows all courses that are part of the selected catalog.
    - After entering a value in the Search field, the course list shows course containing that value. Course codes are prefixed with course names except in search results.
3. **Search field:** Search for a catalog, course or lesson by typing part, or all, of the course code or key word(s) in the name into the **Search** field, and then select the **magnifying glass**. A list of catalogs, courses and lessons fitting your search details displays.

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

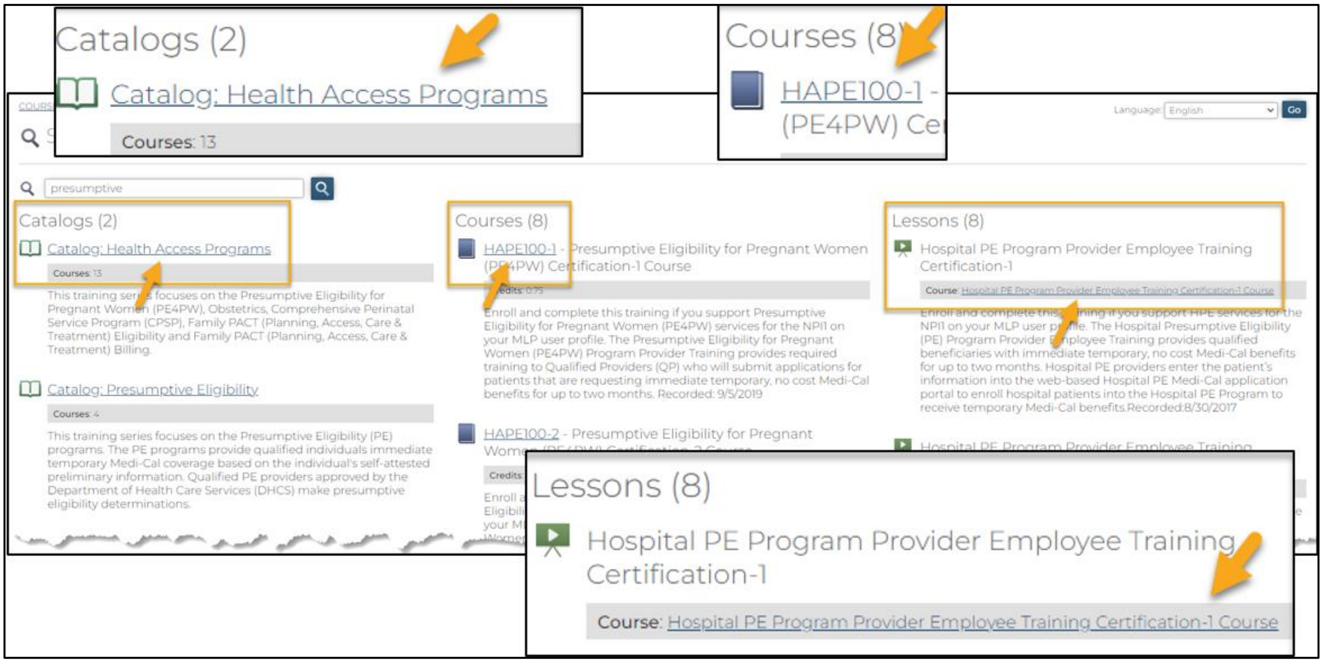


Figure 22: Search Results, displaying Catalog, Course and Lesson links.

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.

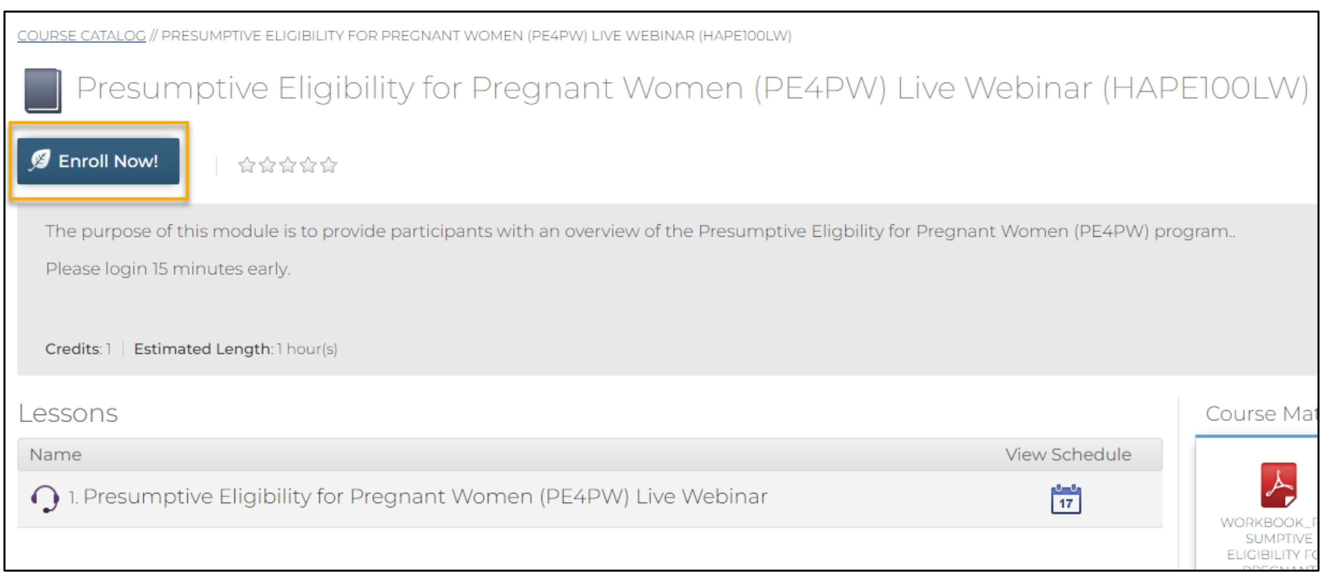


Figure 23: 'Enroll Now' button for an MLP course.

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

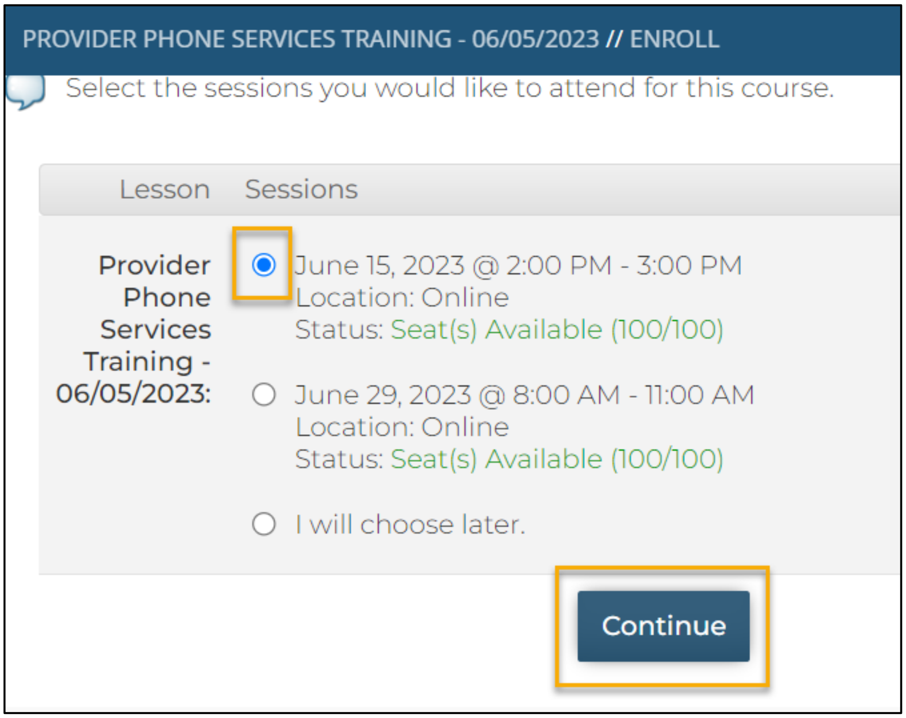


Figure 24: Multiple sessions page.

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

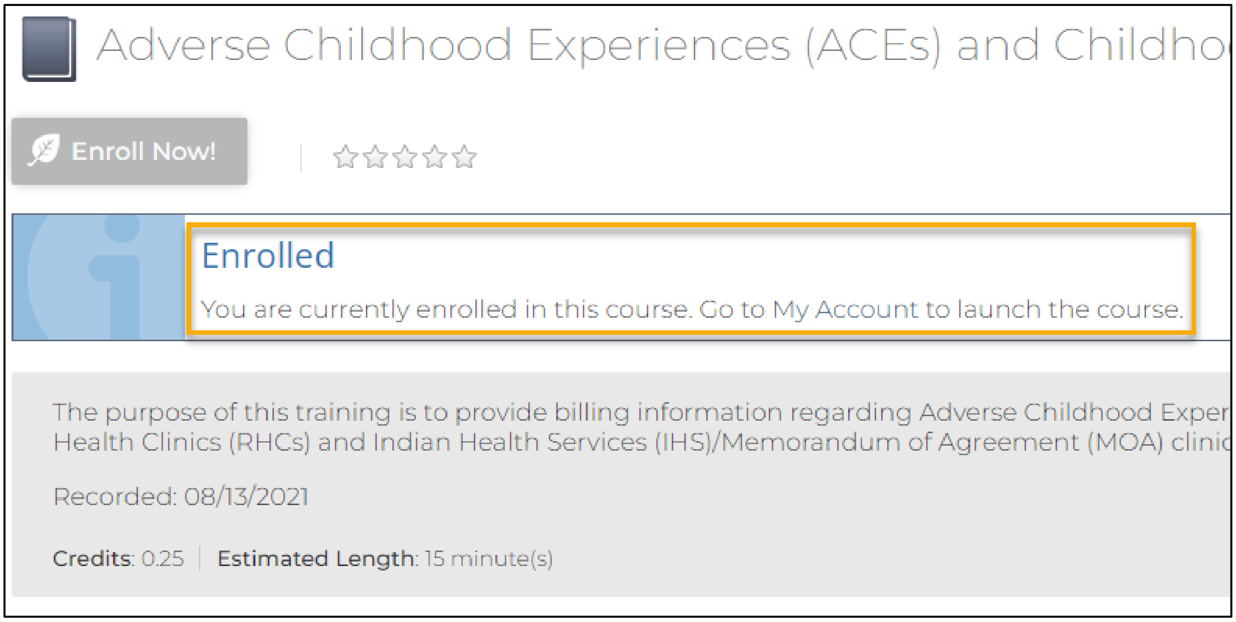


Figure 25: Enrolled course page, highlighting the 'Go to My Account' link.

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

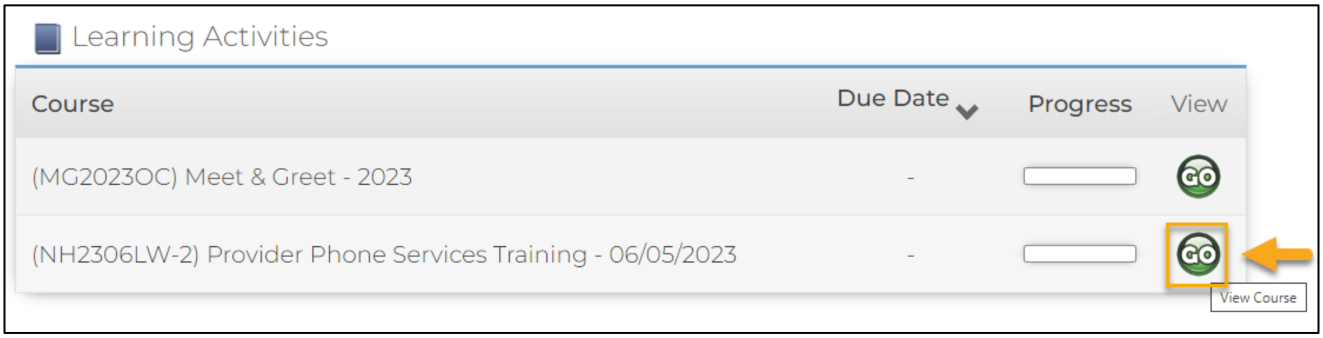


Figure 26: Learning Activities section, highlighting the **GO** button.

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.

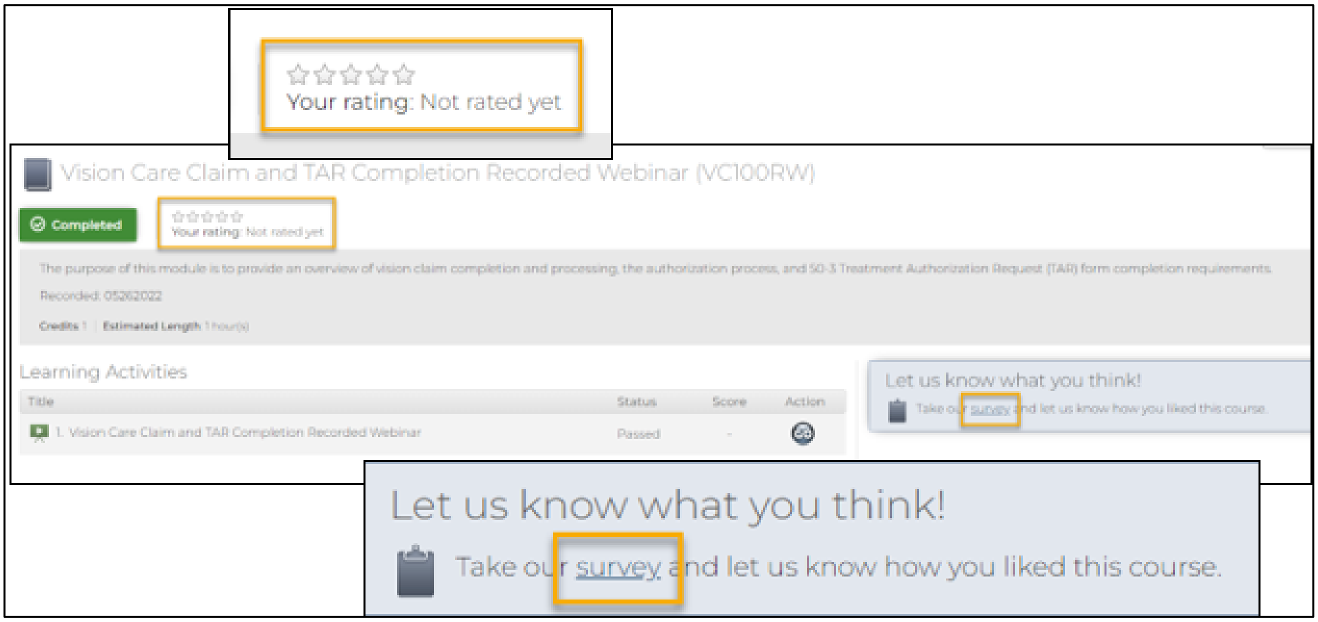


Figure 27: A five-star rating of training and the link to take a training survey.

The **Score** field shows the completion score. The course can be rated by selecting 1 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.

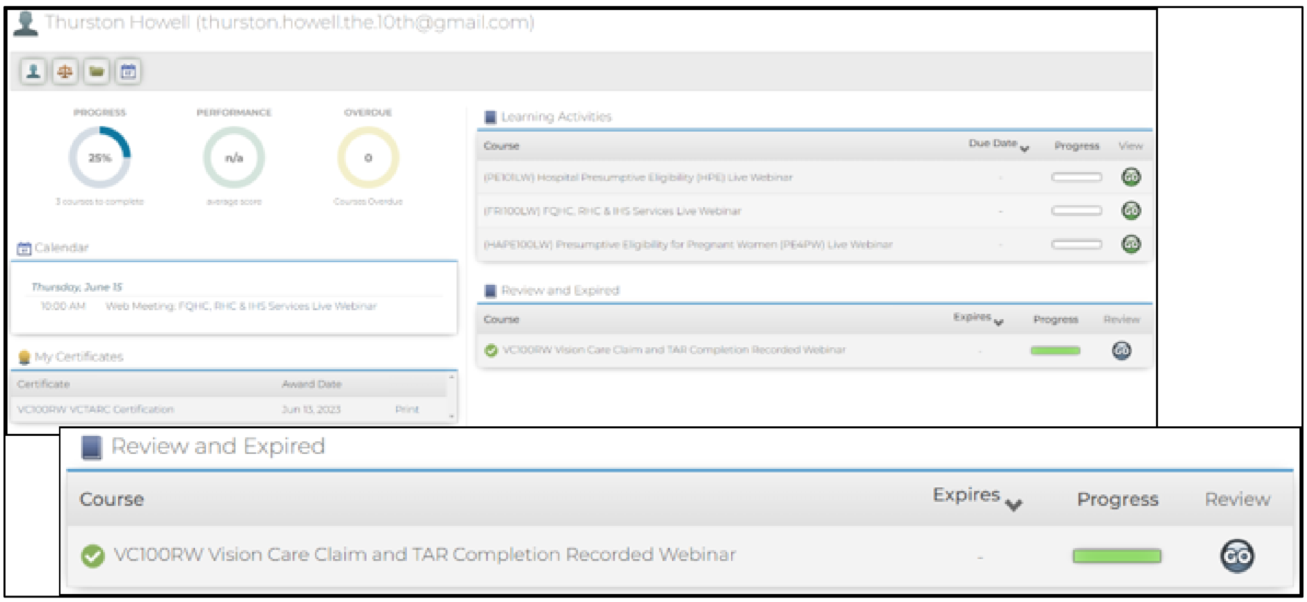


Figure 28: An overview screenshot of the MLP.

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.

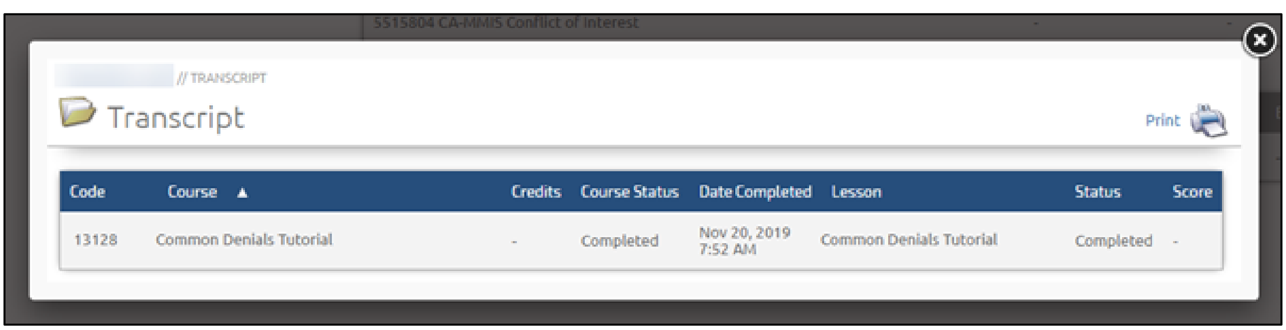
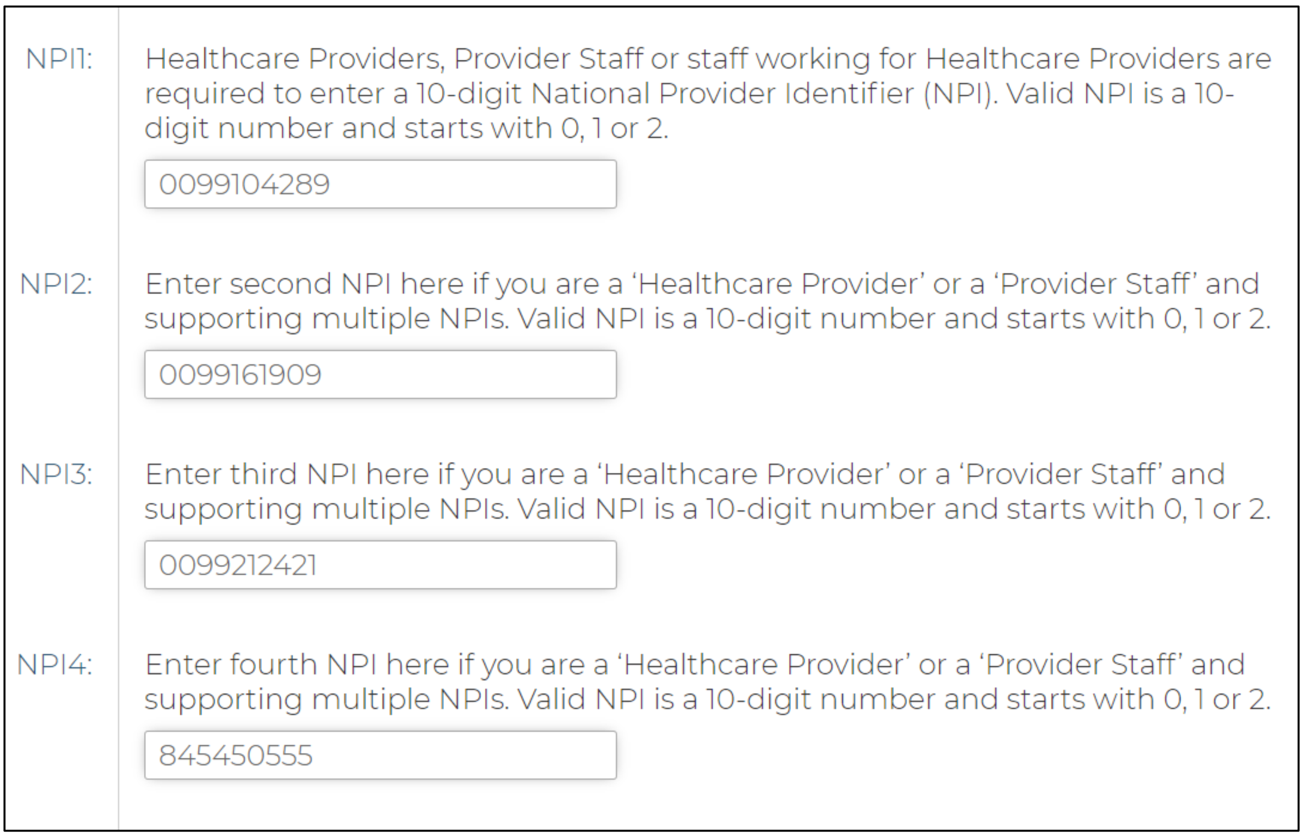


Figure 29: The MLP transcript.

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 two (2) PE certification trainings – one training for HPE and one for PE4PW (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.

0099104289

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 30: The five NPI fields on the MLP registration page.

NPI	PE Course Sub-Catalog Name	HPE Course Code	PE4PW Course Code
NPI1	Presumptive Eligibility Certification-1	PE101-1	HAPE100-1
NPI2	Presumptive Eligibility Certification-2	PE101-2	HAPE100-2
NPI3	Presumptive Eligibility Certification-3	PE101-3	HAPE100-3
NPI4	Presumptive Eligibility Certification-4	PE101-4	HAPE100-4
NPI5	Presumptive Eligibility Certification-5	PE101-5	HAPE100-5

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

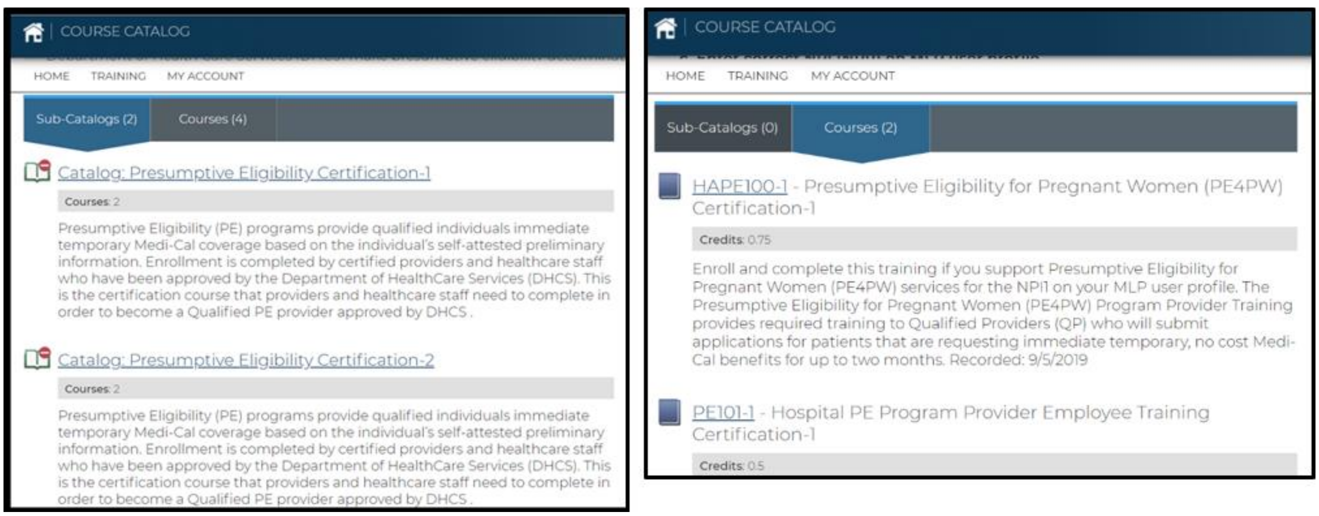


Figure 31: The Presumptive Eligibility Certification sub-catalogs page

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

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

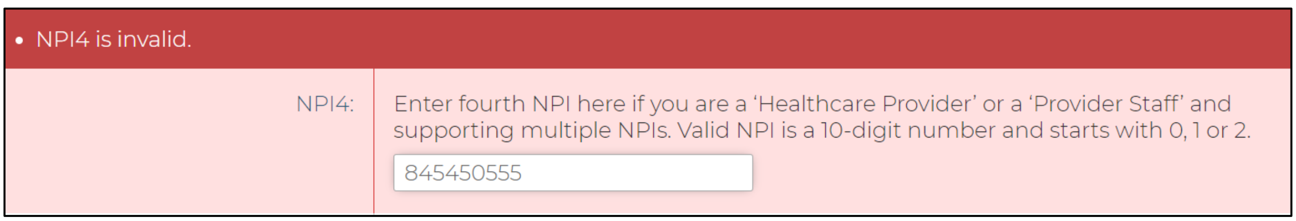


Figure 32: NPI Invalid error message.

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

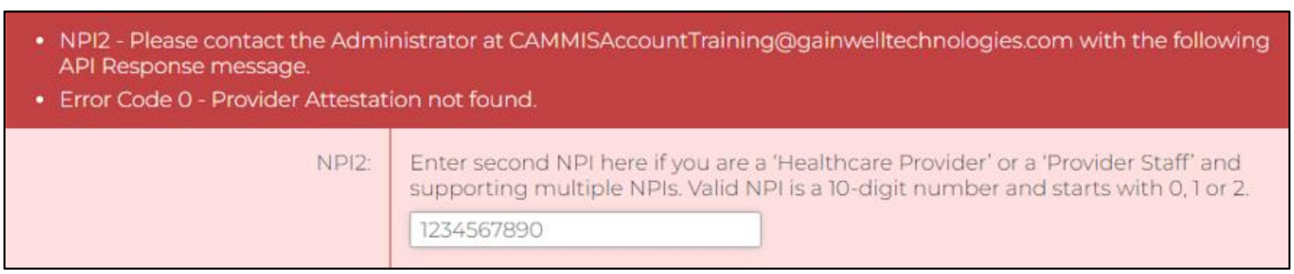


Figure 33: Provider Attestation Not Found error message.

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

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 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
CBT	Computer Based Training
FI	Fiscal Intermediary
HPE	Hospital Presumptive Eligibility
ILT	Instructor Led Training
LWT	Live Webinar Training
NPI	National Provider Identifier
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