

# 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 MLP's many resources, including:

- ◆ Live and recorded webinars
- ◆ eLearning tutorials
- ◆ A search tool to locate local regional representatives

## Purpose

The purpose of this module is to provide an overview of the Medi-Cal Learning Portal and introduce the many different MLP resources.

## Objectives

- ◆ Introduce the basic features of the Medi-Cal Learning Portal
- ◆ Identify the requirements for accessing MLP
- ◆ Discuss the process for creating a user account for MLP
- ◆ Demonstrate through a live presentation how to access eLearning Tutorials and how to locate regional representatives

## Resource Information

### References

- ◆ Telephone Service Center (TSC): 1-800-541-5555
- ◆ Medi-Cal Website: ([www.medi-cal.ca.gov](http://www.medi-cal.ca.gov))
- ◆ Regional representatives

### Acronyms

A list of acronyms is located in the *Appendix* section of this workbook.

# Creating a User Account

The Medi-Cal Learning Portal requires a one-time registration.

## User Requirements

- ◆ Internet browser
  - Internet Explorer 6.0 and above
  - Firefox 3.0 and above
  - Safari 1.0 and above
- ◆ Adobe Reader
- ◆ Adobe Flash Player

The Medi-Cal Learning Portal can be accessed through the Internet browser by typing (*www.learn.medi-cal.ca.gov*) and hitting **Enter**.

## Instructions

1. From the home page, click either the **register** or **Create an Account** link.



2. All fields designated with a red asterisk are required to complete the registration form on the registration page.

## Registration Page

register login Search

MEDI-CAL LEARNING PORTAL

HOME TRAINING RESOURCES

Registration

First Name:  
Last Name:  
Type of User: - Select One -  
Email Address:  
Confirm Email:  
Job Title:  
Street:  
Street 2:  
City:  
Country: United States  
State/Region: California  
Zip Code:  
Telephone:  
Time Zone: (UTC -08:00) Pacific Time (L  
Experience: How many years of experience do you have in providing, billing, or supporting Medi-Cal services?  
Captcha Security: For security purposes, please type the letters shown into the field below.  
593BEV  
Accept Terms:   
Check this box to indicate your awareness of and explicit consent to the Terms of Use and Privacy Policy.

Register

Terms of Use  
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 Terms of Use and Privacy Policy.

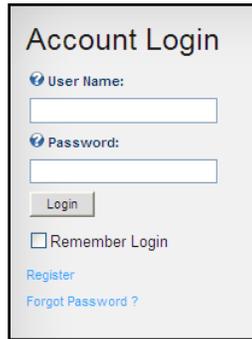
HOME | TRAINING | RESOURCES  
Medi-Cal Learning Portal © 2012-2015  
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3. Click the **Accept Terms** box.
4. Click the **Register** button at the bottom right of the page.
5. Check email for login credentials. (Providers will be prompted to update their password after initial login).

# Viewing Recorded Webinars

## Instructions

1. Visit the Medi-Cal Learning Portal at (<https://learn.medi-cal.ca.gov>).
2. Log-in by entering the User Name and Password.



Account Login

User Name:

Password:

Login

Remember Login

[Register](#)  
[Forgot Password ?](#)

3. Hover over the **Training** tab in the menu bar and select **Recorded Webinars**.



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4. Providers can select from a variety of recorded webinars.



The screenshot shows a web page titled "Training > Recorded Webinars". At the top, there is a banner with the text "Provider Training" and a background image of a group of people in a classroom setting. Below the banner, there are two columns of content. The left column is titled "Provider Recorded Webinars" and features a link for "Allied Health Common Denials Recorded Webinar". The right column is titled "HIPAA 5010 Recorded Webinars" and features a link for "HIPAA 5010 270/271 Transactions Recorded Webinar". Both columns include a brief description of the webinar's purpose and a "View Recording" button.

Training > Recorded Webinars

### Provider Training

#### Provider Recorded Webinars

[Allied Health Common Denials Recorded Webinar](#)

The purpose of this class is to familiarize participants with an overview of the most common denial messages when billing for Allied Health on the CMS-1500 claim form and provide billing advice and appropriate follow-up procedures for these denials.

[View Recording](#)

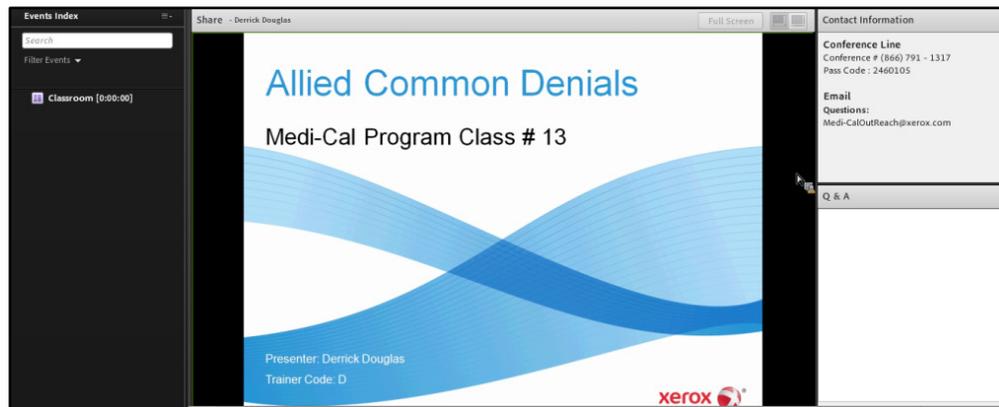
#### HIPAA 5010 Recorded Webinars

[HIPAA 5010 270/271 Transactions Recorded Webinar](#)

The purpose of this presentation is to provide participants with a high level overview of the HIPAA enhancement focusing on the 270/271 Eligibility Inquiry and Response transactions in the ASC X12N 5010 format.

[View Recording](#)

5. Click on the **View Recording** button.
6. The recorded webinar opens in a new window or tab.



The screenshot shows a web browser window displaying a recorded webinar. The main content area features a blue and white graphic with the text "Allied Common Denials" and "Medi-Cal Program Class # 13". Below this, it lists the presenter as "Derrick Douglas" and the trainer code as "D". The Xerox logo is visible in the bottom right corner. On the left side, there is an "Events Index" sidebar with a search bar and a "Classroom [0:00:00]" indicator. On the right side, there is a "Contact Information" sidebar with details for the conference line, pass code, and email address, along with a "Q & A" section.

Events Index | Share - Derrick Douglas | Full Screen

## Allied Common Denials

### Medi-Cal Program Class # 13

Presenter: Derrick Douglas  
Trainer Code: D

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**Contact Information**

**Conference Line**  
Conference # (866) 791 - 1317  
Pass Code : 2460105

**Email**  
Questions:  
Medi-CalOutReach@xerox.com

Q & A

# Viewing eLearning & Computer Based Training (CBT) Tutorials

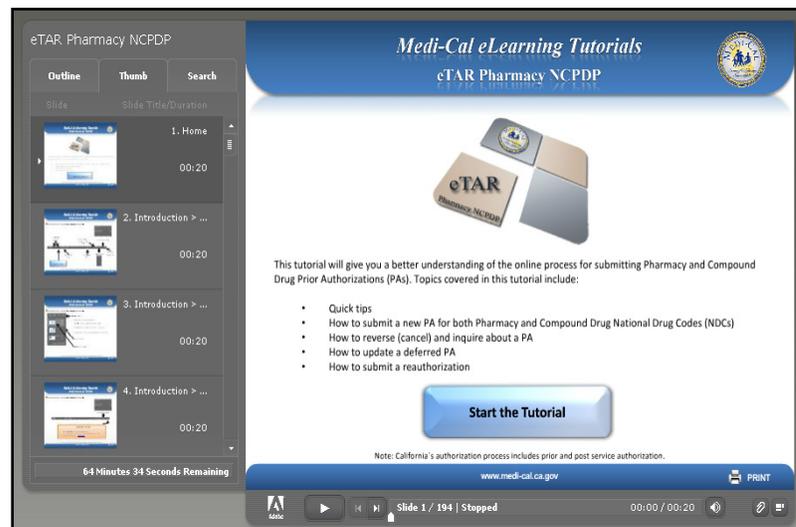
## Instructions

1. Visit the Medi-Cal Learning Portal at (<https://learn.medi-cal.ca.gov>).
2. Log-in by entering the User Name and Password.
3. Hover over the **Training** tab in the menu bar and select **eLearning Tutorials**.
4. Providers can select from a wide variety of eLearning and Computer Based Training (CBT) Tutorials.
5. Click on **View Tutorial**.

The screenshot shows the Medi-Cal Learning Portal interface. At the top left is the Medi-Cal logo. To the right is a search bar and a 'logout' link. Below the logo is a navigation bar with 'HOME' and 'OPS' tabs. Underneath, a breadcrumb trail reads 'Ops > Provider eLearning'. The main content area features a 'Provider Training' banner with a photo of a group of people. Below the banner, there are two columns of content. The left column is titled 'eLearning Tutorials' and contains two entries: 'Breast & Cervical Cancer Treatment Program (BCCTP) Tutorial' and 'Claims Follow-Up Tutorial'. The right column is titled 'Computer Based Training (CBT)' and contains one entry: 'Eligible Groups and Clinics State Level Registry Course'. Each entry includes a brief description and a 'View Tutorial' or 'Details' button.

## Medi-Cal Learning Portal

6. A new window or tab opens.



The screenshot displays the Medi-Cal eLearning Tutorial interface. On the left is a navigation sidebar with an 'Outline' tab, showing a list of slides: '1. Home' (00:20), '2. Introduction > ...' (00:20), '3. Introduction > ...' (00:20), and '4. Introduction > ...' (00:20). A '64 Minutes 34 Seconds Remaining' timer is visible at the bottom of the sidebar. The main content area features the title 'Medi-Cal eLearning Tutorials' and 'eTAR Pharmacy NCPDP'. Below the title is a graphic of a tablet and a smartphone. The text states: 'This tutorial will give you a better understanding of the online process for submitting Pharmacy and Compound Drug Prior Authorizations (PAs). Topics covered in this tutorial include:'. A bulleted list follows: 'Quick tips', 'How to submit a new PA for both Pharmacy and Compound Drug National Drug Codes (NDCs)', 'How to reverse (cancel) and inquire about a PA', 'How to update a deferred PA', and 'How to submit a reauthorization'. A prominent blue button labeled 'Start the Tutorial' is centered below the list. At the bottom of the main area, a note reads: 'Note: California's authorization process includes prior and post service authorization.' and the URL 'www.med-cal.ca.gov' is displayed. A 'PRINT' button is also present. The bottom of the interface shows a video player control bar with a play button, a progress indicator at 'Slide 1 / 194 | Stopped', and a timer at '00:00 / 00:20'.

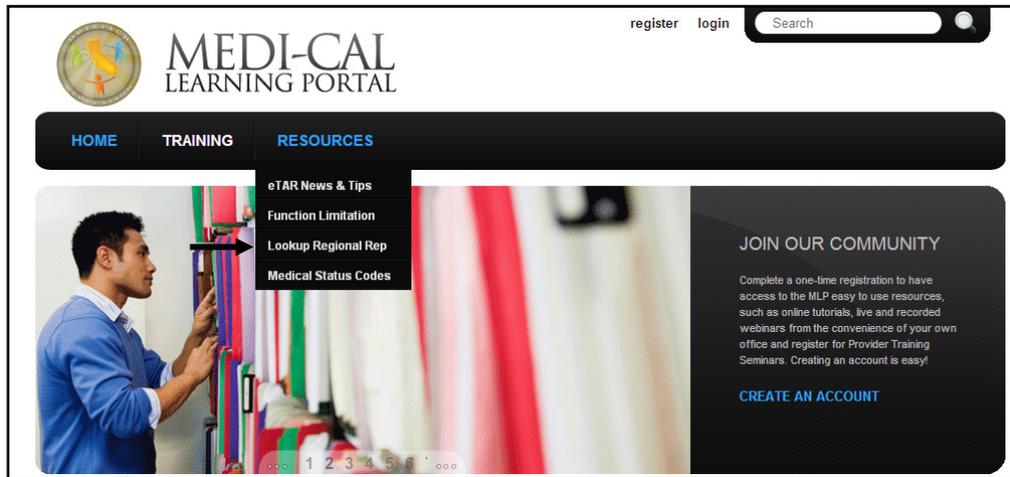
7. Click the play button or click **Start the Tutorial**.
8. To close the tutorial, close the browser window or tab.

# Locating Regional Representatives

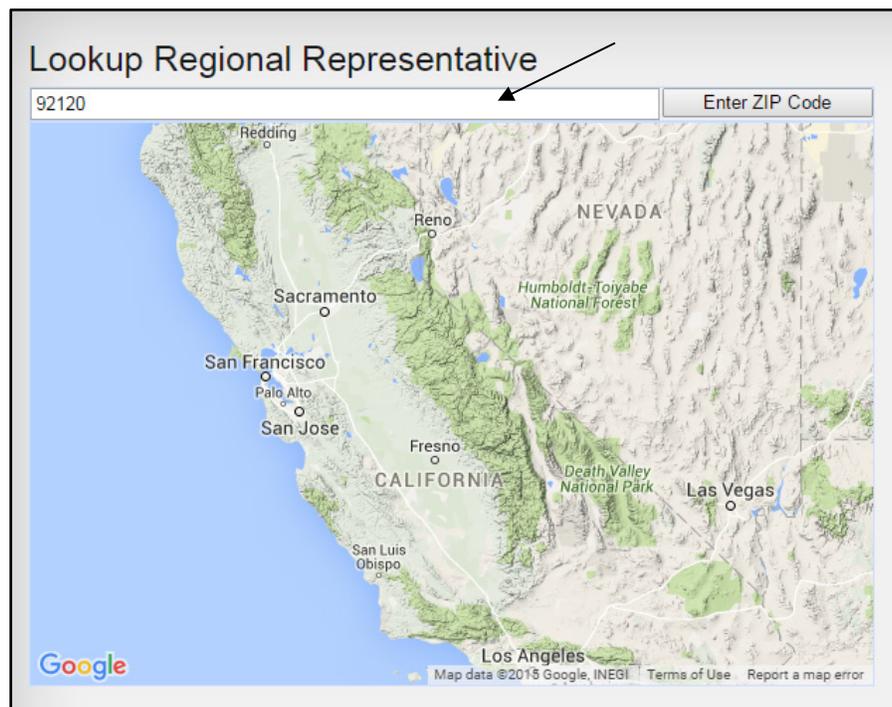
Regional representatives live and work in cities throughout California and are ready to visit providers at their office to assist with billing needs or provide training to office staff at no cost.

## Instructions

1. Visit the Medi-Cal Learning Portal at (<https://learn.medi-cal.ca.gov>).
2. Hover over the **Resources** tab and click on **Lookup Regional Rep**.

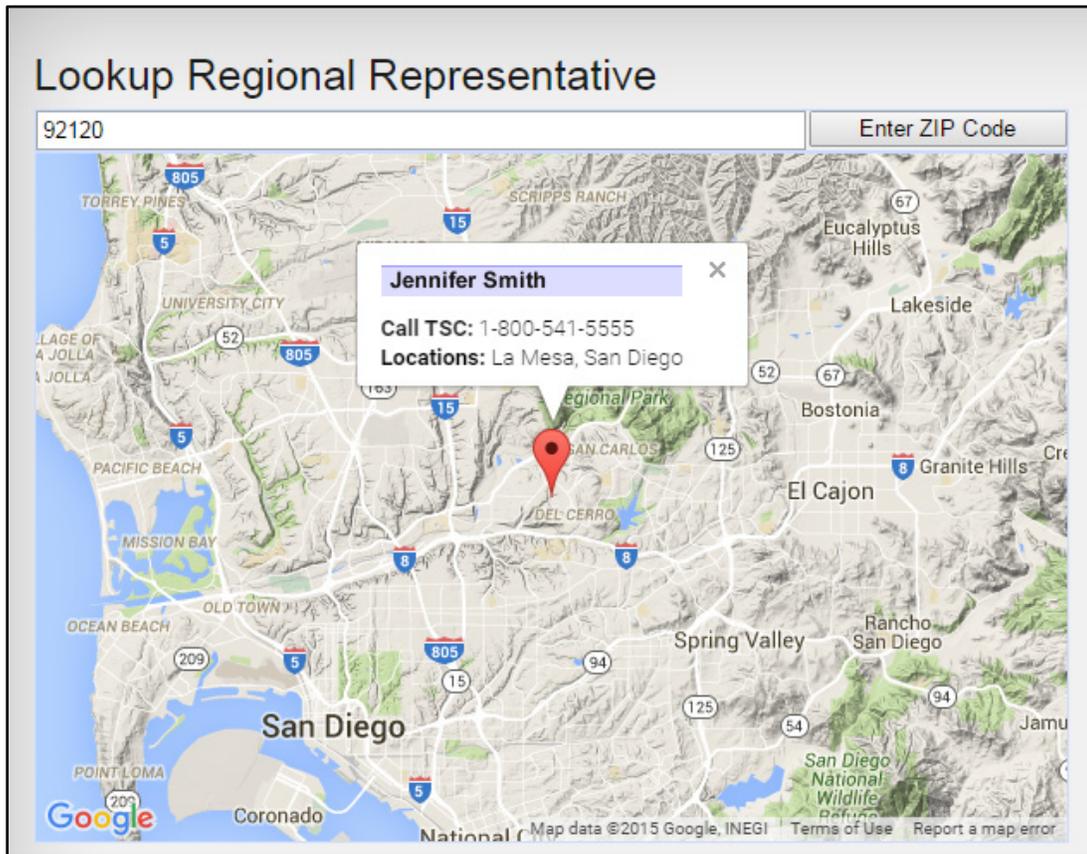


3. Enter a local ZIP code in the box and click **Enter ZIP Code** or press **Enter**.



## Medi-Cal Learning Portal

4. The regional representative's name and contact information for that area is displayed.



**NOTE:** To contact a regional representative, providers can call TSC at 1-800-541-5555 and ask to be contacted by a regional representative.