

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

Acronyms

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

The screenshot shows the registration page for the Medi-Cal Learning Portal. At the top, there is a logo and navigation links for HOME, TRAINING, and RESOURCES. A search bar is located in the top right corner. The main content area is titled "Registration" and contains a form with the following fields:

- First Name: [Text Input]
- Last Name: [Text Input]
- Type of User: [- Select One -] [Dropdown]
- Email Address: [Text Input]
- Confirm Email: [Text Input]
- Job Title: [Text Input]
- Street: [Text Input]
- Street 2: [Text Input]
- City: [Text Input]
- Country: [United States] [Dropdown]
- State/Region: [California] [Dropdown]
- Zip Code: [Text Input]
- Telephone: [Text Input]
- Time Zone: [(UTC-08:00) Pacific Time (L)] [Dropdown]
- Experience: [Dropdown] (How many years of experience do you have in providing, billing, or supporting Medi-Cal services?)
- Captcha Security: [Image of CAPTCHA "593EV"] [Text Input]
- Accept Terms: [Checked] [Text Input] (Check this box to indicate your awareness of and explicit consent to the Terms of Use and Privacy Policy.)

On the right side of the form, there is a "Terms of Use" section with a warning: "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." A "Register" button is located at the bottom right of the form.

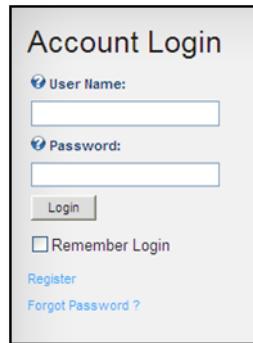
At the bottom of the page, there are navigation links (HOME | TRAINING | RESOURCES), a copyright notice (Medi-Cal Learning Portal © 2012-2015), and a Xerox logo.

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.

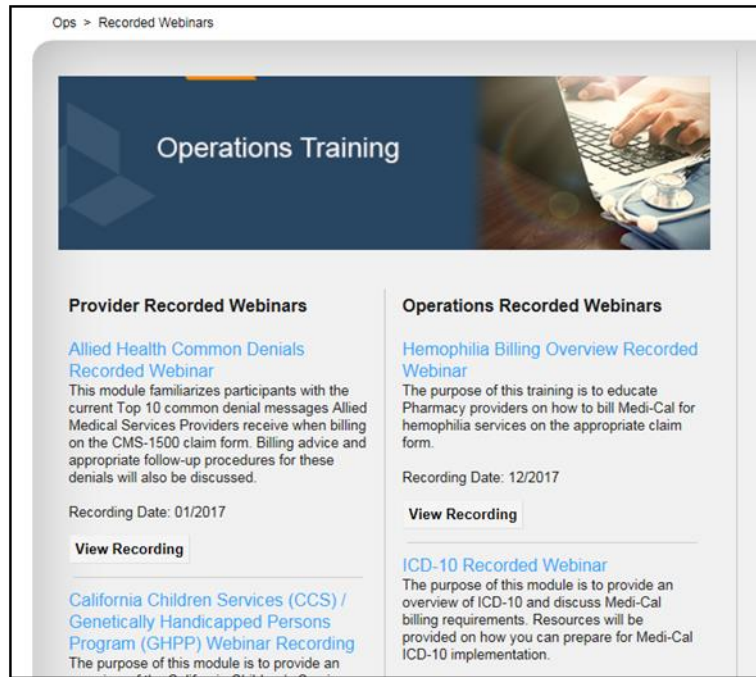


The image shows a login form titled "Account Login". It contains two input fields: "User Name:" and "Password:". Below the password field is a "Login" button. There is also a checkbox labeled "Remember Login". At the bottom of the form, there are two links: "Register" and "Forgot Password?".

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

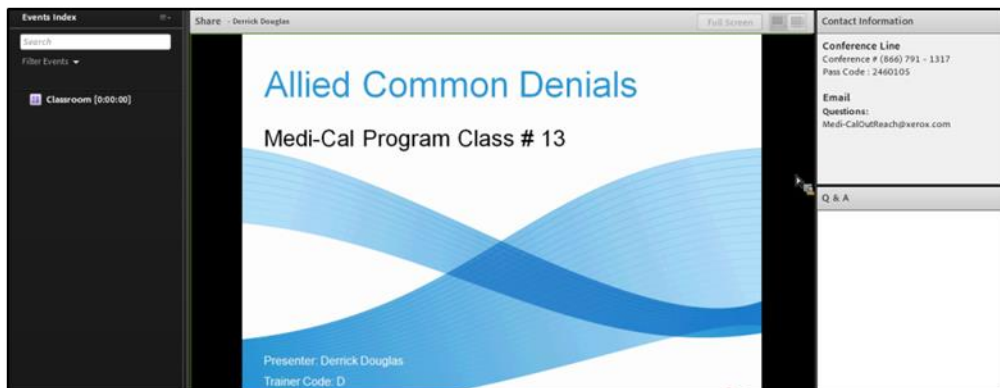


4. Providers can select from a variety of recorded webinars.



5. Click on the **View Recording** button.

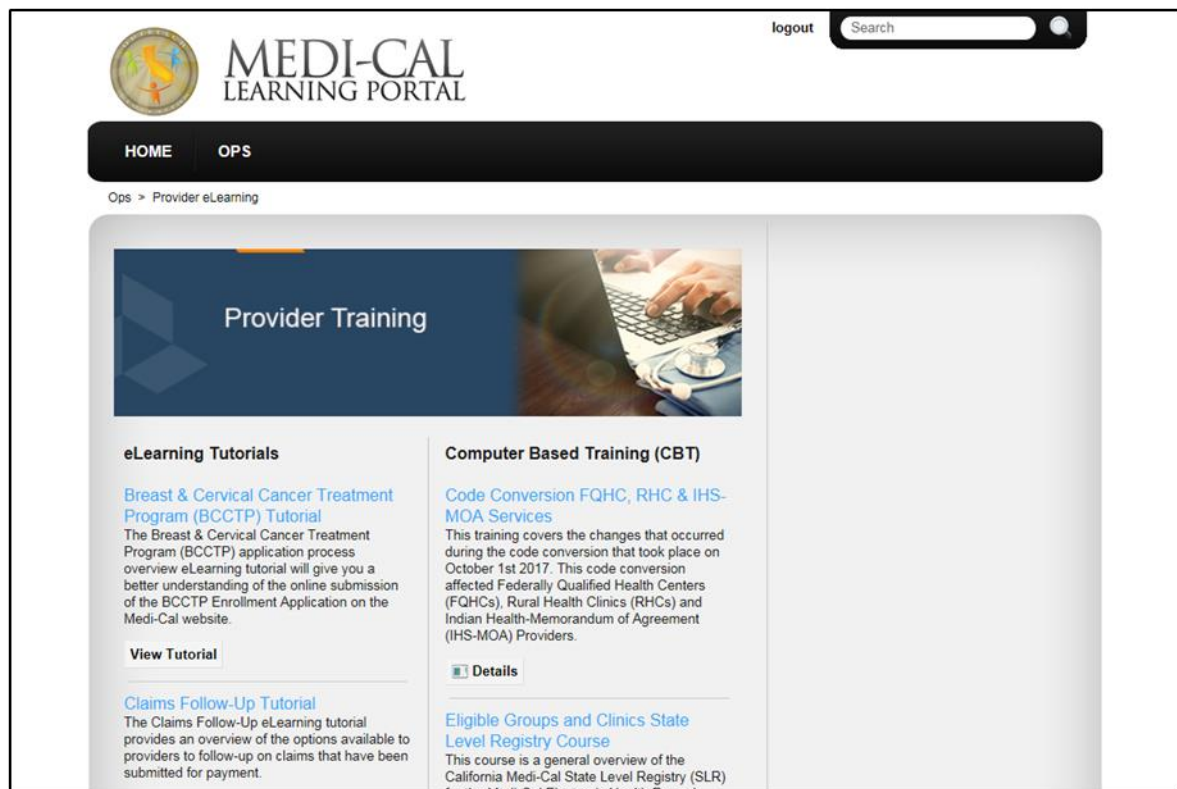
6. The recorded webinar opens in a new window or tab.



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**.



- A new window or tab opens.

The screenshot shows a web-based tutorial interface. On the left is a navigation sidebar with an 'Outline' tab, a search bar, and a list of slides. The main content area features a blue header with the text 'Medi-Cal eLearning Tutorials' and 'eTAR Pharmacy NCPDP'. Below the header is a graphic of a tablet and a smartphone, both displaying the eTAR logo. The main text reads: '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 states: 'Note: California's authorization process includes prior and post service authorization.' and the URL 'www.medi-cal.ca.gov' is displayed. A 'PRINT' button is also visible. The bottom of the interface includes a video player control bar with a play button, a progress indicator showing 'Slide 1 / 194 | Stopped', and a timer showing '00:00 / 00:20'.

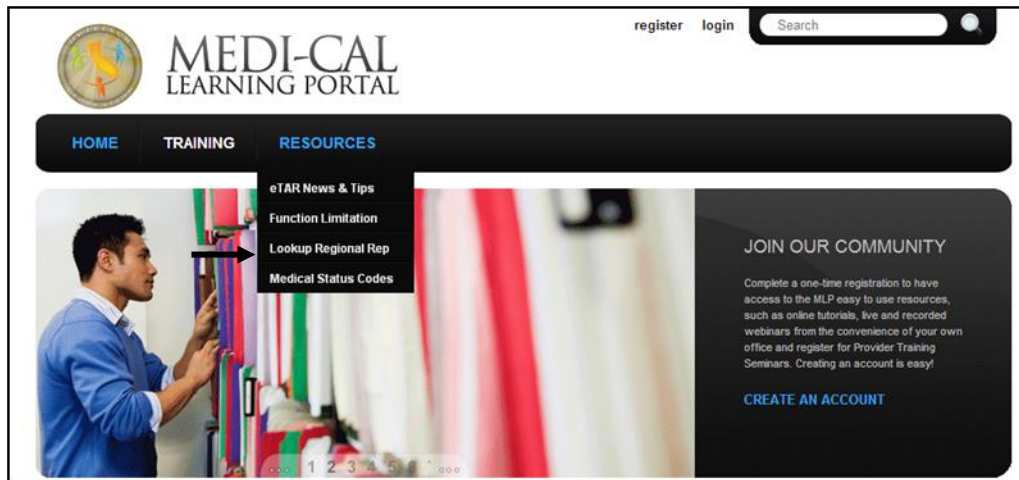
- Click the play button or click **Start the Tutorial**.
- To close the tutorial, close the browser window or tab.

Locating Regional Representatives

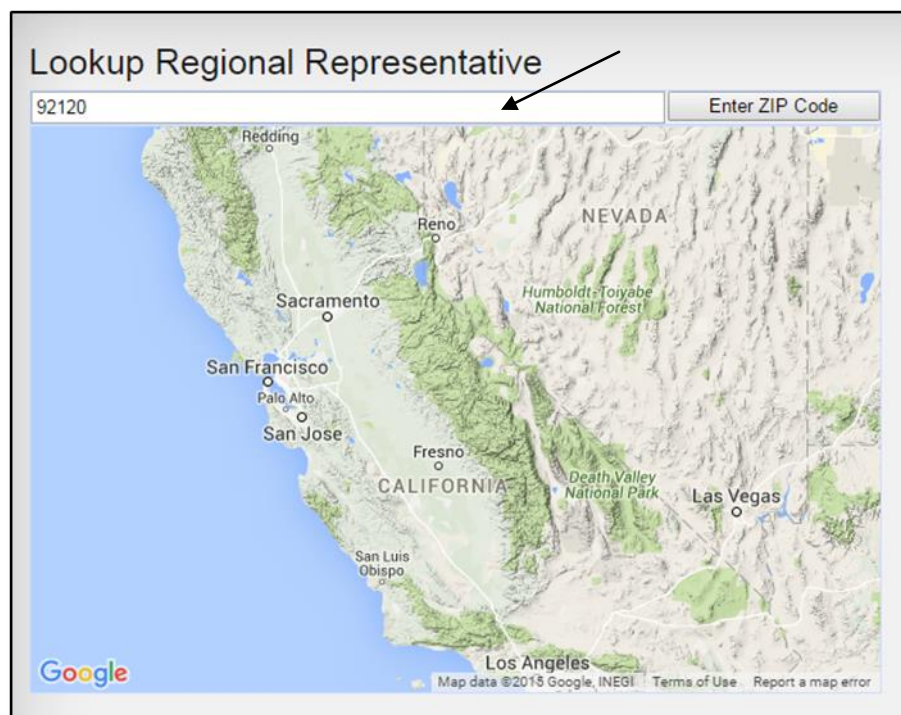
Regional representatives live and work in cities throughout California and are ready to visit providers at their office to assist with billing needs or provide training to office staff at no cost.

Instructions

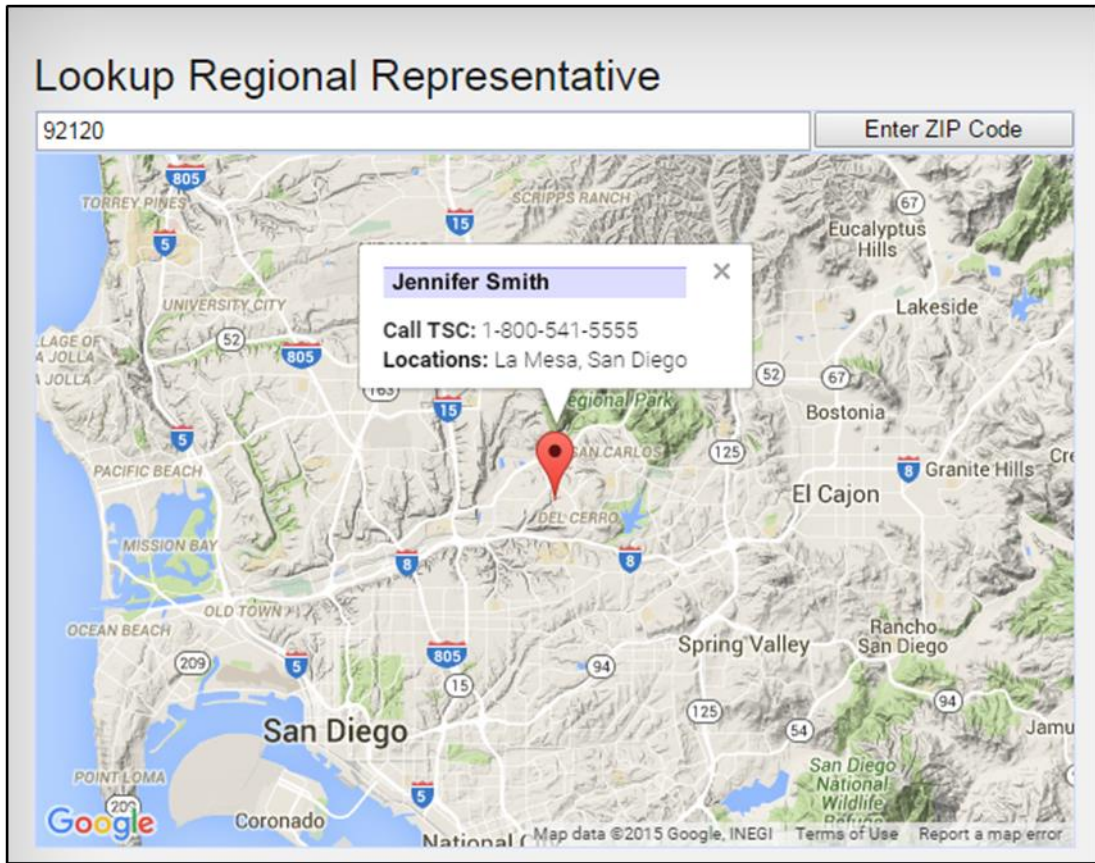
1. Visit the Medi-Cal Learning Portal at (<https://learn.medi-cal.ca.gov>).
2. Hover over the **Resources** tab and click on **Lookup Regional Rep.**



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



- 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.

Resource Information

References

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