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 and Computer Based Training (CBT) 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
  - Google Chrome
  - 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 Select 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.
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

2. Log-in by entering the User Name and 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.
Viewing eLearning & Computer Based Training (CBT) Tutorials

Instructions

2. Log-in by entering the User Name and Password.
3. Hover over the Training tab in the menu bar and select eLearning and CBT’s.
4. Providers can select from a wide variety of eLearning and Computer Based Training (CBT) Tutorials.
5. Click on View Tutorial.
6. A new window or tab opens.

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

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.
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.
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)
- Outreach and Education to access MLP and/or regional representatives