Medicaid Learning Center (MLC)

Reference Guide and User Manual
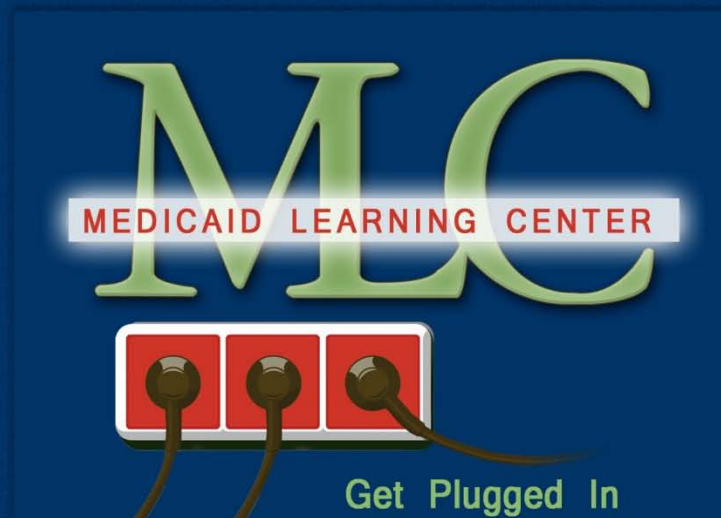
MLC
MEDICAID LEARNING CENTER

Get Plugged In

THE MEDICAID INSTITUTE
MLC
Medicaid Learning Center
A BDMP AND TRINAMICS COMPANY

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New to eLearning?

Many students are unsure about taking online courses. There are many advantages to completing courses in this environment, for example: flexible hours in completing course work, being free to study and learn where and when you want, even reducing your carbon footprint. The MLC is an easy-to-use, interactive browser-based web course environment that does not require users have high-end systems or install new, potentially conflict-causing software. This exciting technology allows you to complete and submit work online, from any computer with a good Internet connection.

Students do not require prior experience participating in online discussions or chat rooms to complete an MLC course successfully. This User's Guide will show you the basics for getting started and provide resources to help you with the successful completion of your courses.

Assumptions

WHAT YOU SHOULD KNOW BEFORE YOU USE THE MEDICAID LEARNING CENTER

You should know how to…

☞   access the Internet from your desktop, notebook, or laptop computer

☞   select and click with your mouse. To use the MLC you only need to left-click or left double click to make selections and navigate the menus. Right-clicking brings up standard Internet shortcut menus.

☞   select from a menu or navigation bar on a web page to get to a different web page.

 If you know how to do these things listed above, you have the basic skills for using the Medicaid Learning Center and its tutorials. You're probably eager to get on your way to learning new things about your work, so let's get started.

Disclaimer

The Medicaid Learning Center (MLC) was prepared as a tool to assist those in or entering the Medicaid space and is not intended to grant rights or impose obligations. Every reasonable effort has been made to assure the accuracy of the information within these pages. The MLC is a general summary that explains certain aspects of the Medicaid Program, but is not a legal document. The official Medicaid Program provisions are contained in the relevant laws, regulations, and rulings. These pages may contain references or links to information such as statutes, regulations, or other policy materials; this is only intended as reference and is not intended to take the place of either the written law or regulations. We encourage learners to review relevant statutes, regulations and other interpretive material for a full and accurate statement of content.

Welcome to the MLC

The MLC is designed to assist those in, or entering, the Medicaid workforce. This unique educational program offers participants the opportunity to quickly and easily learn the basics of Medicaid from programs to funding to information systems.

MLC Users

Some users beginning the courses at the MLC are newcomers to the world of Medicaid—you'll want to be sure to start with the basics presented in the basic Medicaid module while more experienced users may be more interested in the MITA courses.

There are two different types of learners taking courses at the MLC, those who have been provided with a continued education and training programs through their employer and those who have chosen to continue or enhance their education by training on their own. How can you be sure which type of user that you are?

- **Corporate User:** You have been given a customer ID to access the MLC courses. If you have been provided with these courses by your Employer, you will be guided to specific training modules. Please see the Section 2 Getting Started for Corporate User Login Instructions.

- **Single User:** You are purchasing these courses for yourself. If you are a single user purchasing the courses for yourself, there are many course topics to choose from that maybe of interest to you. Please see the Section 2 Getting Started for Single User Login Instructions.

MLC Services

- Online Medicaid Learning Resource Center
- A searchable Medicaid Knowledge Center (MKC)

The MLC offers a simple, study at your own pace, program in Medicaid Basic Training with the Medicaid Basics Module (MBM); and in-depth training on MITA using our MLM (MITA Learning Module).

MLC Objective

The MLC is designed to enhance the understanding Medicaid professionals bring to their work in several key areas, quickly and conveniently. The online tutorials offer self-paced study in the purpose of Medicaid and the value it provides U.S. citizens. The tutorials are followed up with an online test of comprehension that provides on-the-spot corrections.

When you have completed all of the courses in a training module you will receive a certificate of completion that is suitable for framing!

MLC Courses

The Medicaid Basics Module offers an online series of Medicaid tutorials organized into two course modules, each with two different licensing options:

- Medicaid Basics Module with either 60 day or 1 year license
- MITA Learning Module with either 60 day or 1 year license

Prerequisites

All users will begin their course work with a ***Reference Guide and User Manual Course*** that will cover the information contained in this manual to facilitate a more effective and productive learning experience for all users. The Reference Guide and User Manual Course Final Exam must be taken and passed before you can begin work on your program courses. This course is the only prerequisite for the courses in the MLC.

MLC Overview

You have made it this far and now it is time to learn how to access your courses and find your way through the MLC to successfully complete your courses. In this section we will cover everything you need to know to do begin your learning experience, make the most of the courses and resources, and complete your MLC program including:

- **Logging on to the MLC**
  - ▸ **LOGGING ON: CORPORATE USERS**
  - ▸ **LOGGING ON: SINGLE USERS**

- **Orientation to the MLC Menus**

- **Organization of Courses**

- **Accessing the Course VC**

- **Organization of the Virtual Classroom Courses (VCs)**

- **Organization of VC Content**

- **Orientation to Pre-tests**

- **Orientation to Final Exams**

- **Accessing Certificates**

With our guide to the MLC it's easy. Now let's get started!

Logging on to the MLC

The first step in accessing your MLC courses is to log in. How and where you logon to the MLC will depend on the type of user that you are. Corporate users will receive information from their employer about logging in. Single Users need to register, purchase their courses with a credit

card, and set up the login information. We will explain what you need to know to login, depending on the type of user you are.

LOGGING ON: CORPORATE USERS

If your employer has purchased courses for you at the MLC, you will have been provided with access to the website and provided with Login information by your employer. Login at the Medicaid Institute Home Page at: http://mlccorp.prosperitylms.com.

| Corporate Users Step 1 | Corporate Login |

> ☞   If this is your first visit to the MLC, select **Corporate Users Sign up** at the bottom of the page (Figure 1).

> ☞   If you are returning to the MLC, sign in using the e-mail address and password you created when you logged in the first time.

Figure 1 MLC Corporate Login Page.

| *Corporate Users* Step 2 | Create Your Corporate Profile |

1. **Create your password**

Create your password and provide your corporate profile on the ***New Student Registration Form***. You will enter the customer ID that you have been given (Figure 2). If you do not have a Customer ID please check with your supervisor or other company representative that has assigned this course to you.

Remember the log in name and password that you created. You will need this the next time you login to the MLC.

2. **Select Continue**

Select continue to continue to the MLC and begin your courses (Figure 2).

Figure 2 New Corporate User Registration.

LOGGING ON: SINGLE USERS

You have made a great choice in choosing to continue or enhance your education at the Medicaid Learning Center. Education is key to employment mobility and the MLC has much to offer that will be of value to you in enhancing your career. Your Medicaid career path starts here at the MLC Home page at: https://mlc.prosperitylms.com.

Follow these easy steps to get started by selecting your courses, purchasing your courses, and logging in to the MLC to begin your training. Regardless of which course program you select, you will always follow these same steps.

Single User Step 1	Selecting your courses

1. **Select Program of Courses**

The **Course Menu** is listed on the left side of the *MLC Home Page* and new courses will be added as they become available.

Select the Program of Courses you are interested in from the menu (Figure 3):

- Medicaid Basics Module (1 Year)
- Medicaid Basics Module (60 Days)

Or

- MITA Learning Module (1 Year)
- MITA Learning Module (60 Days)

Figure 3 MLC Home Page. Choose the Program of Medicaid courses you would like to take from the MLC home page.

<div style="border: 2px solid red; display: inline-block; padding: 4px;">*Single User* **Step 2**</div>   **Register**

1. **Registration Page**

You will be taken to the **Registration** page that lists the courses available that you have selected and the cost of the package (Figure 4).

Next to each course you can select and view descriptions of each course. Additionally, you will find information about how long you have to complete each course and will have access to the course materials.

The search bar at the top of the page allows you to search for course bundles using the course ID.

2. **Complete Registration**

To complete the registration form select **Register** from the course list on the right (Figure 4).

Figure 4 MLC Course Registration. This page allows you to view the courses you have selected and begin the registration process.

Single User Step 3   Checkout

Review the program of courses that you have selected to make sure it is correct, and you are ready to check out.

- ☞   To complete the purchase of your courses select **Checkout**
- ☞   (Figure 5)

Figure 5 Confirm Purchase. View the courses you have selected and go to the Shopping Cart to complete your purchase.

Single User Step 4   Complete New Student Registration Form

1. **Create your password**

When you have verified your courses and selected Checkout, you will be directed to the *New Student Registration Form* to create your new student profile and create the Login and password that you will use to access your courses at the MLC and complete the registration form.

2. **Write down your user name and password**

Print or Write down your user name and password so that you can remember it once you have purchased your course. You will need the login you have created here to access your courses in the future.

3. **Enter your billing information.** Make sure the address you enter matches the billing address used for your credit card.

As a Single User purchaser at the MLC you will not have a Customer ID so you will leave the number **0** in this field, otherwise complete the registration page, and proceed to the shopping cart to pay for your courses (Figure 6).

Figure 6 New Student Registration.

Single User **Step 5**   **Purchase Your Courses**

1. **Confirm Sign Up**

Select **Continue** and you will be taken to **Student Signup Confirmation** to confirm that your registration information is correct, select:

☛ Confirm

2. **Enter Payment Information**

From here you will be taken to the *Payment Information* page (Figure 7). Follow the directions to enter your credit card information and make your purchase. Depending on your selection, you will be given a 60 day or 1 year license to take the course and use the course materials.

3. **Place your order** (Figure 7)

Figure 7 Payment Information. Enter your credit card information and place your order.

4. **Print your Order Confirmation**

You will receive a confirmation by e-mail as well.

Be sure to print your confirmation and keep your confirmation number for future reference about your course purchase (Figure 8).

5. **Go to Courses**

Now select **Go to Courses** to begin your courses at the MLC (Figure 8).

Figure 8 Order Confirmation. Receive confirmation that you have purchased your courses and begin your courses.

Congratulations! You have either successfully logged into or purchased your first program at the MLC.

Orientation to the MLC Menus

Each time you login to the MLC site you will be taken to the *My Courses* page (Figure 9).

Any time you return to the MLC **Login** page and enter the user name and password you will be directed to *My Courses*.

If you are registered for more than one program under the navigation bar you will see a drop down box and you must choose which program of courses you wish to view.

The ***Reference Guide and User Manual Course*** is a mandatory prerequisite. You must take and complete this course before you will be permitted to begin your Medicaid courses at the MLC. Once you have completed this course you may select any of the courses to begin at the MLC (Figure 9).

Figure 9 My Courses Page. Select from the Navigation Bar (e.g., My Courses) to go open a new web page.

MLC NAVIGATION BAR

The MLC Navigation Bar runs along the top of the page beneath the MLC logo (Figure 9). The page that is open will be italicized on the Navigation Bar to help you identify where you are. Each page of the MLC is summarized below:

- **My Profile** you will maintain your contact information here.

- **My Courses** lists your courses and the status of your course progress. You also access your courses and the follow-up exams from this page (Figure 10).

- **My Programs** is where you can look up which programs you are currently signed up to study.

- **Register for Courses** you may register for additional modules and courses that you would like to complete for certification. This option is for single users only.

- **My Transcript** displays your overall performance, as well as performance in individual courses. You can print this page should you need to document your performance.

- **Medicaid Knowledge Center (MKC)** contains glossaries and other reference materials to help you with your courses.

Organization of MLC Courses

OPENING THE VC

Selecting a course from the *My Courses* page opens the detailed information about the course. Each course consists of three parts, the VC display (materials), pretests or practice exams, and a final exam of your comprehension, which you must pass to complete the course and receive a course completion certificate. Once you select the course to take you will be taken to the *Course Details* page for that course.

Step 1 Materials directs you to the Course Materials page where you will be able to open the VC display.

Step 2 Tests takes you to the Pretest and Exam page to take your exams.

Step 3 Certificate takes you to the Certificates page to print your Course Completion Certificate.

On the **Course Details** page you will also find details about the status of the course including:

- Whether or not you have completed the course
- The option to drop the course if you choose not to take the course
- The date when you began the course
- How long you have to take the course
- The course end date
- How the course materials are available
- Exam information and the number of retakes that you have left
- The course hours
- The actual amount of time that you have spent on the course so far

Select **Expanded Details** to find additional information on the course.

You are provided with an estimate of how long it will take you to complete the course, pretests and final exams. You can take courses and exams any time you want.

You must select ***Step 1 Materials*** at the top of the page to begin the course (Figure 10).

Figure 10   The Course Details Page. This page used to access your Course by selecting Step 1 Materials.

Accessing the Course VC

Go to Step 1 Materials

Select *Step 1 Materials* to go the *Course Materials* page to open the course (Figure 10).

Open the Course

The *Course Materials* page allows you to open the VC for the course that you have selected and offers a link to Student Notes where users can keep notes on the course.

➤   Select Open Course and the VC will open in a new window (Figure 11).
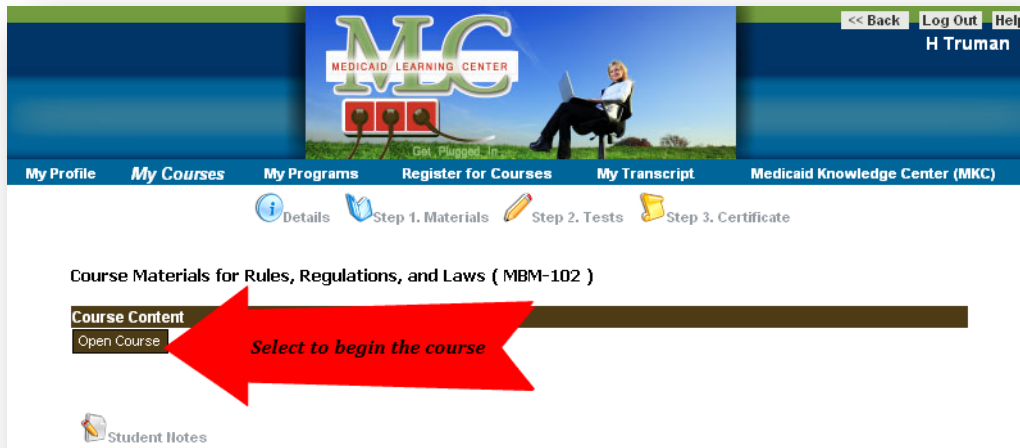
Figure 11 Course Materials. Access the Course from the Course Materials page.

Organization of the VC Courses

NAVIGATING THE VC

The VC's include various features designed to improve the learning experience and accommodate the need of the user. The VC's include audio narration and video enhancements to emphasize or clarify important subjects within a course and access to resources outside of the MLC to provide supplemental information about the topics being covered.

Once you have started working in a VC, you may reenter at any time should you leave before completing the VC. You will be asked if you would like to resume the course where you left off or start the VC over from the beginning.

You may access the VC Materials for the length of the licensing period that you have purchased.

We will now cover important information about using the enhancements and special features in the VC's.

Using Audio Narration

Many pages of the VCs include audio narration with additional information. Please turn on your speakers before opening a VC utilize this feature. You can access this audio in two places. The third menu tab on the left side of the page, **Transcript,** will contain the text of any information that is shared through the audio on that page. An **Audio Transcript** button at the bottom of the screen to the right of the player controls also contains this same information. Press the (N) key to toggle this narration menu. This transcript text is just as searchable as regular page text.

To the left of the player controls, a volume page will allow you to select the desired audio levels (Figure 12). You may control the volume from the page using the audio control icon (Figure 12) and you can also change the volume levels of your computer as well as directly on your speakers, whichever is most convenient for you.

Make sure you have your volume turned on so that you can hear the course narratives. Not all pages of the course will have audio. If a page has audio the audio on indicator icon will be in the upper left corner of the VC page (Figure 12).

If you do not wish to use audio, the same information is available in the narration transcript that is available on every page that contains audio.

Using the Audio and Video Controls

The audio and video controls at the bottom of the screen allow you to play/pause, go back one page, or go forward one page. Note that some pages will auto advance on their own, if this occurs, you can pause the page using the pause control to stop and view the page. Most pages within the course content require that you advance them manually.

New Page Controls

There are four methods available for viewing new pages of the VCs.

- **Using the Menu**
- **Using the Thumbnails**
- **Using the Arrow Keys**

● Searching for information

1. *Using the Menu*

The page *Menu* on the left side of the screen, allows a user to select any page in the VC (Figure 12). You may progress through the pages as quickly or slowly as you like, and you can back up and review pages using the menu. Some pages are organized in a hierarchy on the menu according to topics they fit under. You can view these pages by clicking on the red triangle to expand or collapse these options. You can also open the menu by pressing the (O) key on your keyboard.

You may close the navigation menu using the red square icon at lower right corner of the screen, and view the course full screen. To return the menu back to the screen, select the red square again and you toggle back to the menu.

2. *Using the Thumbnails*

The *Thumbnails* menu is also available on the left. This menu allows you to navigate through the slides visually with the same navigational capabilities that you have with the menu. The Thumbnails include the images of each page with their name and number. Pressing the (T) key on your keyboard will open this menu as well.

3. *Using the Arrow Keys*

The arrow keys on your keyboard allow you to move forward and backward among the pages. These arrow keys will work on all pages except Quick Check pages. The (Spacebar) key on your keyboard will allow you to pause or un-pause on any page that contains audio or animation.

4. *Searching for information*

Users may search the VCs for specific words by using the *Search* menu on the left side of the screen (the fourth tab). This menu is quickly available by pressing the (S) key on your keyboard. To use the search function, simply type in a word or words you wish to find. The VC will list all pages that contain your query. Simply click on one of the search results to jump directly to that page. The search function searches audio transcripts as well as regular text by

default. If you wish to narrow your searches by either audio transcript or text, use the check boxes below the search field to include only one or the other in your next search.

Changing the View

There are several ways to change the viewing environment so users can adapt the classroom to their preferences. The **Screen Control** button in the lower-right corner will toggle the VC through three different views. Some views allow users to focus more on the information or see something larger by hiding the menu. The (V) key will also toggle this view change. Secondly, users can expand or contract the VC player window just like any regular browser window. Expanding the player window will increase the size of the VC content; contracting it will decrease the size.

It is not possible to open a new course in a new window while you have a course open. If you minimize the screen and then open a new course, the new course replaces the first course in the window you have open.
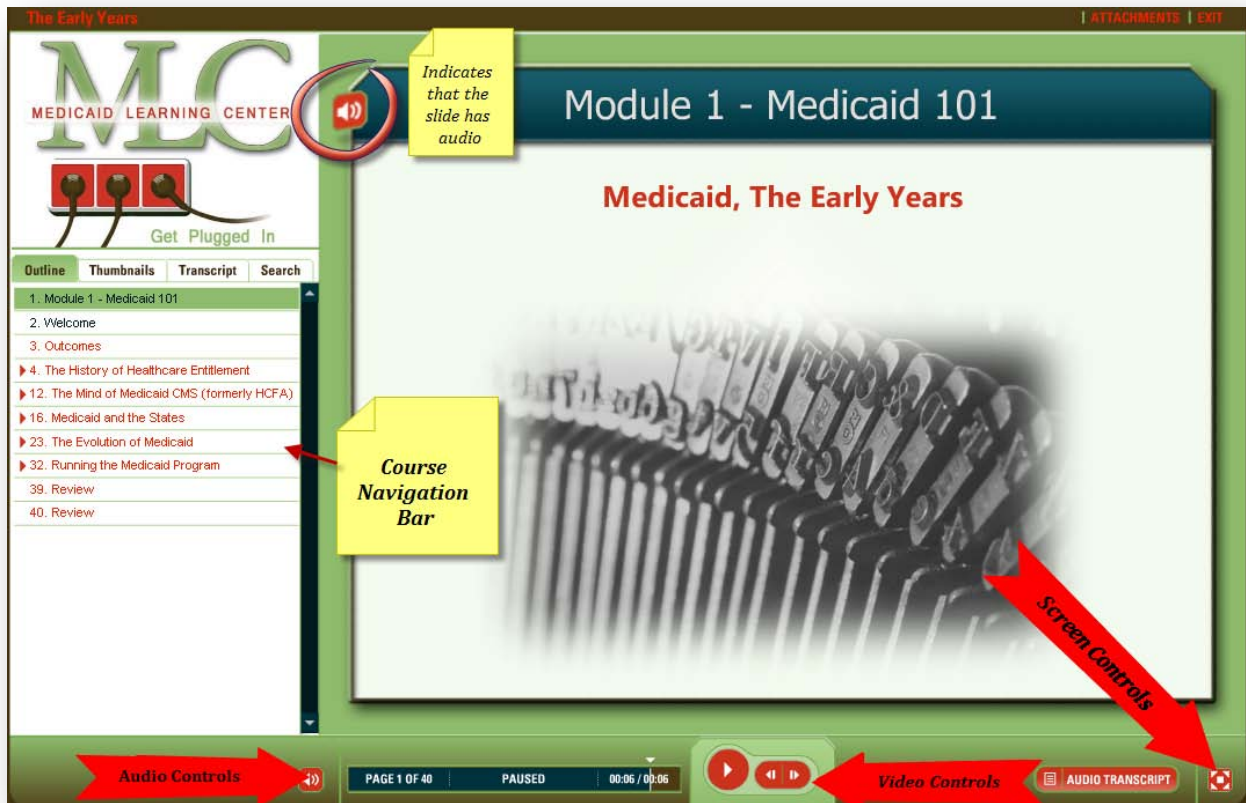
Figure 12 VC Features. The VC's include design features to accommodate the needs of the user including working professionals who may need to complete the courses over several sessions.

Organization of VC Content

Each VC has been structured similarly, and includes one or more objectives, outcomes, un-scored Quick Checks, and a course review.

Objectives

The second page of the course is a ***Welcome*** page that lists the objectives for the course and estimates how much time you'll need to complete the course (Figure 13). Each course states the objectives at the outset. The follow-up exams of comprehension are tied to these objectives.
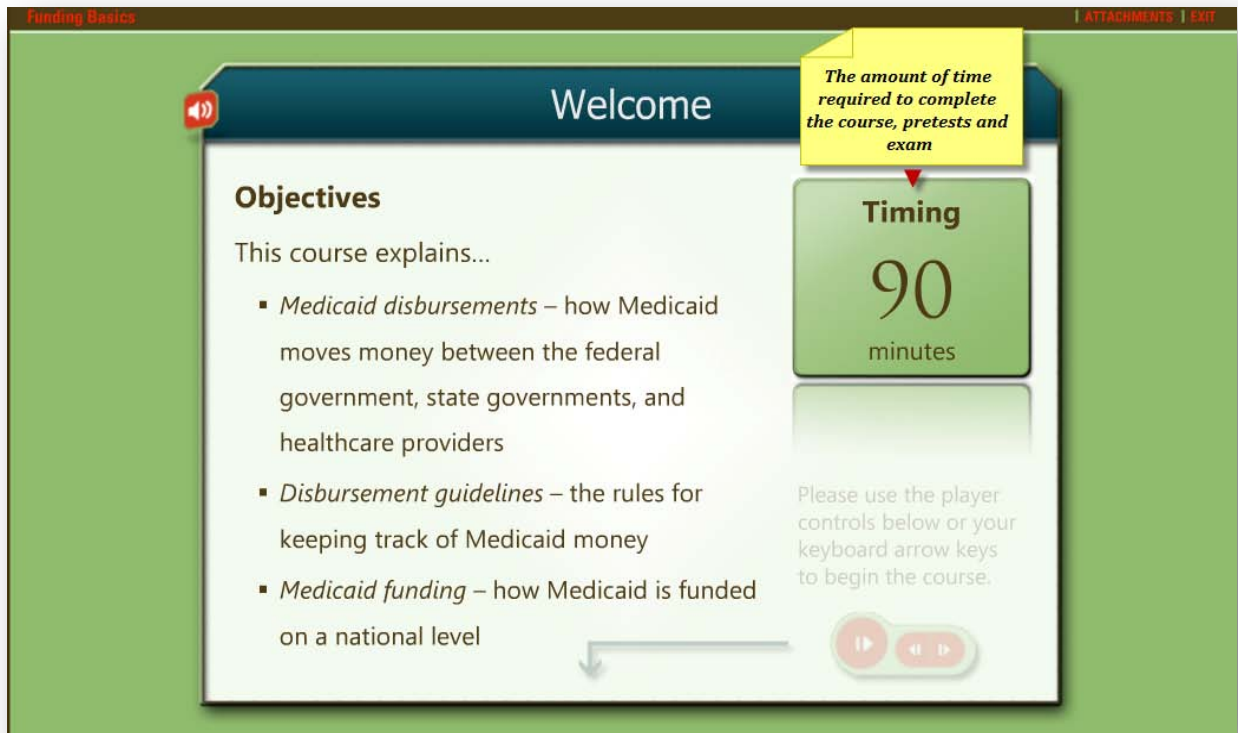
Figure 13 Course Welcome and Objectives.

Outcomes

After the objectives are stated, the course lists the outcomes for students (Figure 14).

Outcomes

By the end of this course you will be able to:

- Understand how federal policies are made

- Describe the purpose of federal Medicaid policy

- Understand how the Medicaid program is regulated by the federal government

- Understand the difference between Medicare and Medicaid

- Explain how federal and state agencies together set rules that guide Medicaid programs

Figure 14 Course Outcomes. A listing the course outcomes helps you to focus on getting what you're supposed to take away from the course.

Quick Checks

Quick Checks are short, informal quizzes scattered throughout each VC that assess and enhance your knowledge about the information that you have just covered (Figure 15). They contain various types of questions: multiple choice, true/false, fill in the blank, and matching. Most questions require you to select an answer and then press the "Submit" button in the lower-right corner to continue to the next question. Most Quick Checks contain about 5 questions, and you are required to get 60% of the answers correct to move on, meaning that you need to get at least three of the questions correct. When you complete a Quick Check, three options near the bottom of the screen allow you to review or retry the quiz by returning through the Quick Check with the correct answers revealed. Select **Retry Quiz** to redo the Quick Check

without revealing the correct answers. Select **Finish Quiz** to continue to the next page if the Quick Check was passed or return to a previous page that begins the information just covered if the Quick Check was not passed.

You may retake a quiz an unlimited number of times, and you may navigate to any other page while you are in the middle of a Quick Check. If you return to a Quick Check, you will always return to the first question. If you want to skip a question, the questions are not in order; you can choose to work on a different question in the Quick Check by clicking on the button in the upper-left corner of the Quick Check page that reads **Question 1 of 5**. Clicking this button will reveal a list of the questions available, and you can click on any one of them to skip to that question. While you can answer the questions in any order, all questions in the Quick Check must be answered before the Quick Check is completed.

Figure 15 Quick Check. Quizzes can be found throughout a VC at the end of topic sections.

Attachments

Some courses include supporting material that can be downloaded to your computer. You may access the attachments for a course by selecting from the drop down box when you select Attachments in the top right of any course page that has attachments (Figure 16). If your Internet browser is set to block pop-ups, you will need to change the browser settings to *temporarily* allow pop-ups from this site in order to download the Attachments content.

Not all courses will have attachments.
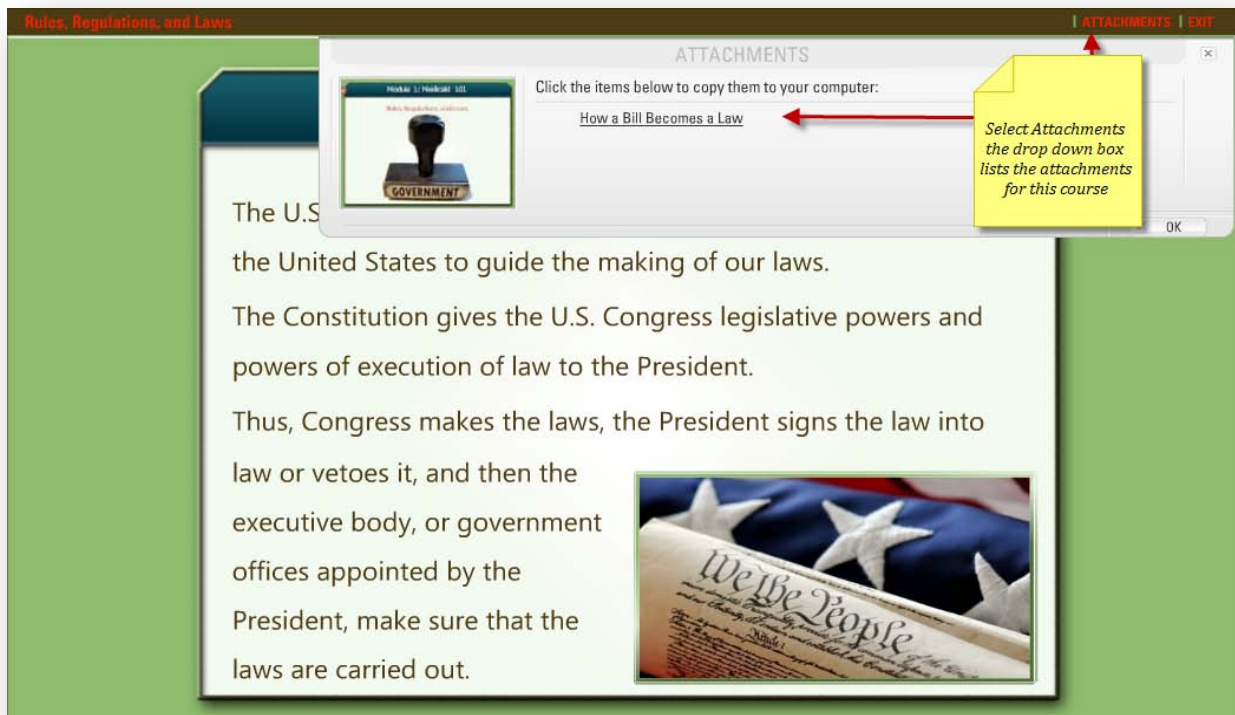
Figure 16 Course Attachments.

Review

You will be able to review the key points of every course before you take the exam for course credit (Figure 17). To take the exam, you will need to exit the course (Figure 17).

Figure 17 Course Review. Each VC provides a Review of the course to prepare you for the final exam with a review of the key concepts covered in the course.

Exit

To exit the course, select the red Exit button in the upper-right corner of the VC player window. Closing the player's window in your Internet browser will safely exit the course as well.

When you exit and return to a course, the VC will remember the page you were viewing and will ask you if you want to return to it.

Orientation to Pre-tests

Go to Step 2 Tests

The Exams are intended to test your comprehension of the material covered in the course. The Pretests and Exams are accessed by selecting a course on the page. Once you have selected and opened the course select *Step 2 Tests* at the top of the page under the MLC Navigation Bar.

The formats for questions include true/false, multiple choice, and fill-in-the-blank. If you answer a question incorrectly in the Pretest, the correct answer is given so that you have it for the re-take.

Pretest practice exams are available at any time and may be taken as many times as you like until you pass the final exam.

Figure 18 Open Pretests and Exams. Pretests and Exams are accessed by selecting a course and then selecting Step 2 Tests.

Pretest and Final exam questions can be answered in any order (Figure 19). The exam will then advance to the next question in order, but you can go to the exam question navigation at the bottom of the page and select any question.

Figure 19 Pretest. The Pretest lists all of the questions at the bottom of the page and they may be answered in any order. Pretests allow you to view the correct answers.

Orientation to Final Exams

Go to Step 2 Tests

You are required to pass the Final Exam in order to complete the course and receive a **Course Completion Certificate**.

Final Exam question formats are the same as in the Pretests, include true/false, multiple choice, and fill-in-the-blank.

Like the Pretests, Final Exam questions can be answered in any order (Figure 20). The exam will then advance to the next question in order, but you can go to the exam question navigation at the bottom of the page and select any question.

When you have completed the exam and submitted the exam using the **Submit** button (Figure 20) in the upper right corner of the screen, your score for the Final Exam will be shown. You may then close the Exam.

Figure 20 Final Exam. The Final Exam is formatted much like the Pretests and provides you with information about the questions completed.

The *Reference Guide and User Manual Course* Final Exam must be taken and passed before you can begin work on your program courses. You must pass the test, confirm that you have completed the course, and submit the exam before you will be allowed to open the Medicaid courses. In the top right corner of the confirmation window choose the **Submit Exam** button.

Pre-tests and Final Exams are no longer available after you have passed the Final Exam. The courses will remain available for review for the remaining period of time that you are registered.

Accessing Certificates

Go to Step 3 Certificate

You must pass the final exam to access your certificates. Once you have passed the exam you can go to *Step 3 Certificate* for the course you have just completed. Select Step 3 at the top of the page to create a certificate and print it.

There are two Certificates of Completion that a user can obtain:

- 🔵 ***Course Completion Certification*** - Certifies that the user has completed the course and lists the course title, name, and date (Figure 21).

Figure 21 Certificate of Course completion can be printed upon completion of each course.

- 🔵 ***Certificate of Completion*** of the full program of Courses – Certifies that the user has completed the full training program and will be issued certifying completion of 25 hours of training if they took the Medicaid Basics Module (Figure 22).

Figure 22 Certificate of Completion of 25 Hours of Course Program.

Grading

Grading for each course exam is as follows:

- ☞ 67% or higher is a passing grade

- ☞ Pre-tests may be taken as many times as you like until you pass the final exam.

- ☞ Final Exams can be retaken only once.

If you do not pass the course on the second try, you will need to register and enroll in the course for a second time.

Course Tracks

Requirements for Course Completion

- ☞ Pass the final exam.

NOTE: Learner may complete the course by taking the exam without completing the VC.

- ☞ Course hours vary by the length and complexity of the course (Credit hours).

MLC Course Content

The Courses

The MLC is organized into programs and the programs contain modules. Within each module are one or more courses that provide instruction on several subjects within those topics. There are two course programs of study currently available at the MLC.

- **Medicaid Basics Module**

- **MITA Learning Module**

Tables 1 and 2 below list the course content and provides a brief summary of the content for these two programs.

Table 1 Medicaid Basics Module

Course Name	Course Overview
Reference Guide/Users Manual	Overview of the MLC and Course's.
Medicaid, The Early Years	This Course familiarizes learners with the history and original purpose of the Medicaid program in the United States from the Medicaid Entitlement Act of 1965 to the Three Legged Stool that the Program has become.
Rules, Regulations and Laws	This Course explains the basics of the state and federal policy

Course Name	Course Overview
	structure and mechanisms that regulate state Medicaid programs.
Medicaid Funding Basics	This Course will answer the fundamental question: "How does the government pay for the Medicaid program?" The overview: a) how Medicaid dollars get turned into services via the "chain of claims"; and b) the greater details behind the flow of dollars between CMS and the states.
The Language of Medicaid	This Course offers the learner the ability to begin the task of learning the unique language of Medicaid, terms, definitions, acronyms, abbreviations, and initialisms.
Acronyms and Other F.Y.I	This Course provides an interactive opportunity to gain knowledge of commonly used acronyms.
Terms to Know	The Terms to Know Course provides the learner with an interactive opportunity to begin the process of learning Medicaid related commonly used terms.
People Groups	This Course provides an overview of the people groups served by the Medicaid program, it describes categorically needy and other special services provided to certain populations.
Access to Assistance	While going through this Course, the learner familiarizes herself with barriers to access to assistance and learns how the Medicaid program aids in overcoming those barriers.
Programs	After completing this Course, the learner will better understand the

Course Name	Course Overview
(Standard, Optional, and Waivers)	Federally mandated standard Medicaid program, the optional services offered by some states, and how states offer specific services via waivers.
The Not So Basic Organizational Chart	This Course explores the business models typically seen in state Medicaid agencies, and explores common structures seen in state government.
Supporting Organizations and Sister Agencies	This Course familiarizes the learner with relationships between Medicaid agencies and other state sister agencies; and the typical interaction seen between agencies to best serve people groups in need.
State Only Model or State/Vendor Models	This Course offers the learners a way to become familiar with the relationship in many states between the Medicaid agency and a Fiscal Agent, and provides information about how typically states are structured when they administer their own Medicaid program (without the assistance of the vendor community).
Fee-For-Service (FFS) & Managed Care	This Course familiarizes learners with the differences between FFS and Managed Care environments including fee structures and services.
Medicaid Supporting Systems	Upon completion of this Course, the learner will be familiar with the history of the MMIS, the typical components of the traditional MMIS; and has an understanding of the types of system supports offered for all aspects of a MITA aligned Medicaid Enterprise.

Course Name	Course Overview
The MMIS Procurement Lifecycle	This Course explains the full life cycle of an MMIS Re-Procurement, offering insight into generally how a state chooses to leverage the assistance of the vendor community at different junctures, the typical timeline associated with a Re-Procurement, and how important to CMS it is to start with the end in mind, the end of the cycle as signaled by the process of CMS certification.
Customer Service	The Customer Service Course familiarizes learners with the activities and attitudes necessary to meet a customer's requirements, needs, and expectations. It includes topics such as Complaint Management, Staff Responsiveness, and Communication.
Vendor Value Add	This Course offers insight into the different types of vendors, in the Medicaid community, available to states to support the Medicaid program. Vendors that offer services such as Enrollment Brokering, Prior Authorization, Claims services, System Development, Data Management, Third Party Recovery, Transportation Services, and Waste Control management.
Introduction to MITA	This Course offers an overview of the MITA 2.0 initiative and framework.

Table 2 MITA Learning Module

Course Name	Course Overview
Introduction to MITA	This Course offers an overview of the MITA 2.0 initiative and framework.
MITA State Self Assessment (SS-A)	The MITA State Self Assessment (SS-A) Course familiarizes learners with the concepts and four major steps necessary for States to complete a MITA SS-A.
The MITA Ratsel (Puzzle)	The MITA Ratsel Course familiarizes learners with the components of the MITA 2.0 Framework and the relevance of those components to the State Self Assessment.
Standards and MITA	In this Course, we explore MITA Governance and the relationships between MITA standards and other industry standard drivers.

Technical Information

If you find Errors/Bugs

If you are having trouble with any of the pages or the VCs advancing through the courses or are hung up on the pre-test questions, you can access the FAQs from any of the main pages by clicking on Help in the upper right corner (Figure 23) and follow the link to the FAQ's. You may also email support@MedicaidLearning.com for assistance.

Connection Speed

The MLC courses contain both audio and video and therefore, perform best when accessed by a high speed Internet connection. A minimum download connection speed of 3MB is recommended. Connections that are less than the 3MB download speed may still work but the audio won't be as clear and precise. Also, if you are using a wireless connection from your machine to your router, this may cause the audio to not perform as well as if you were direct connected with a CAT-5 cable. Regardless of using a slower connection, the slides presented should appear just fine.

Figure 23 Online Help. Help is just a click away.

FAQs

🔵 Please view the Medicaid Institute website for more technical information and FAQs at:

http://www.MedicaidLearning.com

MLC Resource Guide and Online Library

Figure 24 Finding the MKC. Access the MKC from the MLC Navigation Bar.

Medicaid Knowledge Center (MKC) Reference Guide

The MKC is an online resource for learners taking the courses at the MLC.

The MKC is available to everyone registered in a course and may be accessed at any time (Figure 24).

The MKC contains a **Reference Guide and User Manual** for the MLC, a searchable and very extensive glossary of Medicaid terms, a searchable glossary of Medicaid acronyms, initialisms and abbreviations, and links to resources outside of the MLC that provide learners with more information on the subjects covered in a course.

Medicaid Glossaries

There are two glossaries in the MKC that contain terms and acronyms related to Medicaid.

- **Medicaid Glossary of Terms**

- **Medicaid Glossary of Acronyms, Abbreviations and Initials**

Using the glossaries is easy, simply open the PDF and enter either the term or acronym you are looking for or a key word to help you find related terms and hit the enter key on your keyboard or select the arrow next to the search box to find the next instance of the term in the document.

MKC Reference Links

Medicaid Basics

Medicaid the Early Years

- **CMS History and Overview of Medicaid and Medicare**
  http://www.cms.hhs.gov/History/
- **Social Security History**
  http://www.ssa.gov/history/
- **40 years of Medicaid and Medicare – Kaiser Family Foundation**
  http://www.kff.org/medicaid/40years.cfm
- **Wikipedia**
  http://en.wikipedia.org/wiki/Medicaid

Rules, Regulations and Laws

- **CMS**
  http://www.cms.hhs.gov/home/regsguidance.asp
- **HHS**
  http://www.hhs.gov/policies/index.html
- **CFR**
  http://www.access.gpo.gov/nara/cfr/cfr-table-search.html#page1
- **SSA Title XIX**
  http://www.ssa.gov/OP_Home/ssact/title19/1900.htm
- **Federal Register**
  http://www.gpoaccess.gov/fr/

Medicaid Funding Basics

- **Federal Financial Medical Assistance Percentages Page - Official**
  http://aspe.os.dhhs.gov/health/fmap.htm
- **CMS Medicaid Budget & Expenditure System**
  http://www.cms.hhs.gov/MedicaidBudgetExpendSystem/
- **Medicaid-SCHIP Budget and Expenditure Information System - Overview**
  http://www.cms.hhs.gov/MedicaidSCHIPBudExpInfSys/01_Overview.asp
- **Quarterly SCHIP Statement of Expenditures (CMS-21)**
  http://www.cms.hhs.gov/MedicaidSCHIPBudExpInfSys/02_CMS21.asp
- **OMB Circular A-87**
  http://www.whitehouse.gov/omb/circulars/a087/a87_2004.html
- **Centers for Medicare and Medicaid Services Form CMS-64 Quarterly Medicaid Statement of Expenditures for the Medical Assistance Program Summary Sheet, OMB No 0938-0067**
- **MBES/CBES Training Guide**
  http://cms.hhs.gov/MedicaidBudgetExpendSystem/02_CMS64.asp

- **U. S. Department of Health & Human Services Poverty Guidelines, Research, and Measurement**
  http://aspe.hhs.gov/poverty/

The Language of Medicaid

- **CMS Glossary**
  http://www.cms.hhs.gov/apps/glossary/default.asp?Language=English&letter=ALL
- **American Academy of Family Physicians Medicaid Glossary of terms**
  http://www.aafp.org/online/etc/medialib/aafp_org/documents/policy/state/medicaid-glossary.Par.0001.File.tmp/stateadvocacy_MedicaidGlossaryofTerms.pdf
- **Kaiser.org Medicaid Resource Book**
  http://www.kff.org/medicaid/2236-index.cfm
- **PlainLanguage.gov – Improving Federal Government Communication with the Public**
  http://www.plainlanguage.gov/
- **The Plain Language in Government Act of 2008**
  http://thomas.loc.gov/cgi-bin/thomas

People Groups

- **CMS – Medicaid**
  http://www.cms.hhs.gov/home/medicaid.asp
- **Wikipedia – Medicaid**
  http://en.wikipedia.org/wiki/Medicaid
- **Government Benefits Portal**
  http://www.govbenefits.gov
- **Kaiser State Health Facts**
  http://www.statehealthfacts.org/

Access to Assistance

- **Food and Drug Administration (FDA)**
  http://www.fda.gov
- **National Conference of State Legislatures (NCSL) Medicaid Page**
  http://www.ncsl.org/programs/health/h-medicaid.htm
- **NCSL Medicaid and Access to Health Care Resources**
  http://www.ncsl.org/programs/health/accessother.htm
- **Kaiser Health Disparities Report: A weekly look at Race, Ethnicity and Health**
  http://www.kaisernetwork.org/daily_reports/rep_disparities.cfm
- **Kaiser Daily Health Policy Report – Coverage & Access Section**
  http://www.kaisernetwork.org/daily_reports/rep_hpolicy.cfm

Programs

- **CMS – Medicaid**
  http://www.cms.hhs.gov/home/medicaid.asp
- **Wikipedia – Medicaid**
  http://en.wikipedia.org/wiki/Medicaid
- **Government Benefits Portal**
  http://www.govbenefits.gov
- **Kaiser State Health Facts**
  http://www.statehealthfacts.org/

The Not So Basic Organizational Chart

- **A free brainstorming tool you can use to build an organization chart**
  www.bubbl.us/edit.php

Fee-For-Service (FFS) & Managed Care

- **Medicaid and Managed Care**
  http://www.urban.org/publications/309064.html
- **Kaiser Commission on the Uninsured**
  http://www.kff.org/medicaid/managedcare.cfm

Customer Service

- **Department of Health and Human Services**
  **http://www.acf.hhs.gov/programs/cse/pubs/reports/customer_service_report.html#N100
  50**
- **Institute of Customer Service**
  http://www.instituteofcustomerservice.com/
- **American Society for Quality**
  http://www.asq.org/
- **InfoQuest CRM,**
  http://www.infoquestcrm.co.uk/
- **Understanding CRM**
  http://www.infoquestcrm.co.uk/pdfs/qwjune01.pdf

MITA

Introduction to MITA

- **CMS MITA Website**
  http://www.cms.hhs.gov/MedicaidInfoTechArch/
- **MITA Wiki**
  http://mita.wikispaces.com/

MITA State Self Assessment (SS-A)

- **CMS MITA Website**
  http://www.cms.hhs.gov/MedicaidInfoTechArch/
- **MITA Wiki**
  http://mita.wikispaces.com/
- **CMS MITA Framework 2.0**
  http://www.cms.hhs.gov/MedicaidInfoTechArch/04_MITAFramework.asp#TopOfPage
- **CMS MITA White Papers**
  http://www.cms.hhs.gov/MedicaidInfoTechArch/02_MITAWhitePapers.asp#TopOfPage

The MITA Ratsel (Puzzle)

- **CMS MITA Framework 2.0**
  http://www.cms.hhs.gov/MedicaidInfoTechArch/04_MITAFramework.asp#TopOfPage
- **CMS MITA White Papers**
- **http://www.cms.hhs.gov/MedicaidInfoTechArch/02_MITAWhitePapers.asp#TopOfPage**
- **CMS MITA Presentations**
  http://www.cms.hhs.gov/MedicaidInfoTechArch/03_MITAPresentations.asp#TopOfPage

- **HL7 MITA Approved Business Process Templates**
  http://newgforge.hl7.nscee.edu/docman/?group_id=40
- **MITA WIKI**
  http://mita.wikispaces.com/
- **Understanding Service Oriented Architecture**
  http://msdn.microsoft.com/en-us/library/aa480021.aspx
- **Explaining SOA to the Business Audience**
  http://www.cbdiforum.com/cbdi_blog/?filter=full&id=45&display=David+Sprott
- **Federal Enterprise Architecture (FEA)**
  http://www.whitehouse.gov/omb/egov/a-1-fea.html
- **AHRQ/HRSA HIT Toolbox**
  http://healthit.ahrq.gov/portal/server.pt?open=512&objID=1077&&PageID=14253&mode=2&cached=true&wtag=wtag503

Standards and MITA

- **CMS MITA Framework 2.0**
  http://www.cms.hhs.gov/MedicaidInfoTechArch/04_MITAFramework.asp#TopOfPage
- **HL7 Website**
  http://www.hl7.org/
- **HL7 Project Development**
  http://newgforge.hl7.nscee.edu/
- **MITA WIKI**
  http://mita.wikispaces.com/
- **Federal Enterprise Architecture (FEA)**
  http://www.whitehouse.gov/omb/egov/a-1-fea.html
- **AHRQ/HRSA HIT Toolbox**
  http://healthit.ahrq.gov/portal/server.pt?open=512&objID=1077&&PageID=14253&mode=2&cached=true&wtag=wtag503
- **Understanding Service Oriented Architecture**
  http://msdn.microsoft.com/en-us/library/aa480021.aspx