



Healthcare Partner Instructions for Entering L.A. Care University

L.A. Care Health Plan has established L.A. Care University to extend learning to our healthcare partners. We use the Success Factors Learning Management System (LMS) to provide this service. Inside of L.A. Care University, our partners will find required training and continuing education in a self-serve environment.

In order to enter L.A. Care University and complete training, a healthcare partner must do the following:

Steps to Complete Training

1. [Use the provided **Registration Code** from L.A. Care's communication letter.](#)
2. [Register as a **New User** on the L.A. Care University site.](#)
3. [Find the curriculum or course you want to take.](#)
4. [Self-assign the curriculum or course.](#)
5. [Complete the curriculum or course.](#)

Registration Codes

Healthcare partners can use the **Registration Code** provided by their L.A. Care representative when registering on the site. Because L.A. Care Health Plan has a vast network, we use the registration codes to manage the number of people registering in the system. Registration Codes have date and usage limitations, please contact your L.A. Care representative if your code does not work.

Registering As a Learner

NOTE: If you have already registered in L.A. Care University and have a User ID and Password you **DO NOT** need to register again, simply login to the system for access to L.A. Care's available learning catalog.

After obtaining a registration code, learners can go directly to the learning site using the link below:

<https://lacarehea.plateau.com/learning/user/portal.do?siteID=LACareUniversity&landingPage=login>



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On the login page, you will also see a link to register as a **New User**. If this is your first time to our new site, you will need to register, otherwise, you can use your User ID and Password to login.

The screenshot shows the L.A. Care University login page. On the left is the L.A. Care UNIVERSITY logo. Below it is a 'Welcome' section with instructions for new users and a note about browser requirements. On the right is a login form with fields for 'User ID' and 'Password', and a 'Submit' button. A red arrow points from the right side of the page to the 'New User?' link in the login form.

New User?
Are you a new user? [Click here to register.](#)

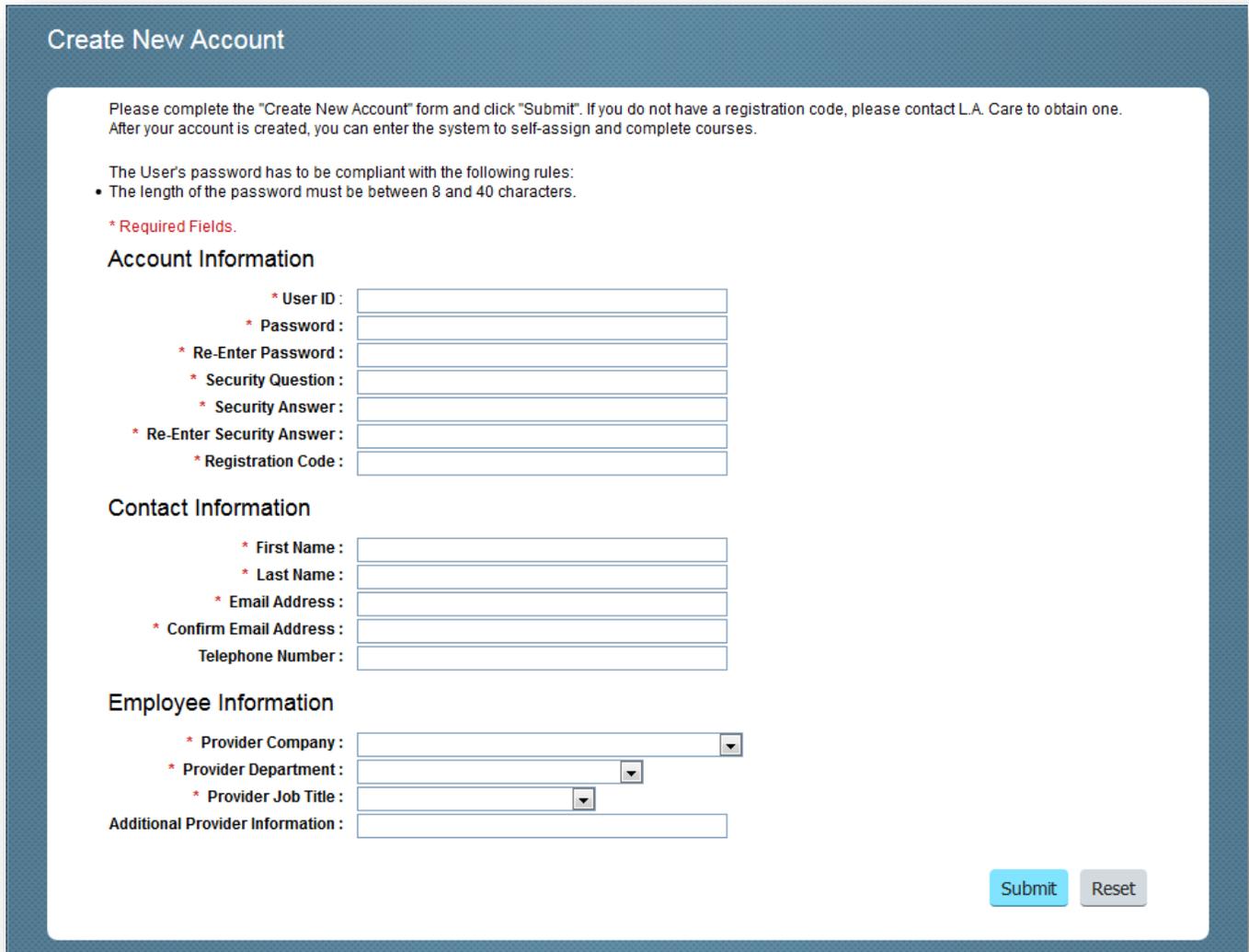
Login
User ID

[Forgot User ID?](#)
Password

[Forgot your password?](#)

New User Registration

On the **Create New Account** page, enter all required fields to create your user account. Items with * are required fields.



Create New Account

Please complete the "Create New Account" form and click "Submit". If you do not have a registration code, please contact L.A. Care to obtain one. After your account is created, you can enter the system to self-assign and complete courses.

The User's password has to be compliant with the following rules:

- The length of the password must be between 8 and 40 characters.

* Required Fields.

Account Information

* User ID :

* Password :

* Re-Enter Password :

* Security Question :

* Security Answer :

* Re-Enter Security Answer :

* Registration Code :

Contact Information

* First Name :

* Last Name :

* Email Address :

* Confirm Email Address :

Telephone Number :

Employee Information

* Provider Company :

* Provider Department :

* Provider Job Title :

Additional Provider Information :

Account Information - You will need to create a User ID and password as well as a security question. Please make note of your credentials so you can access the system.

Contact Information – Enter your first name, last name, e-mail address, and telephone number.

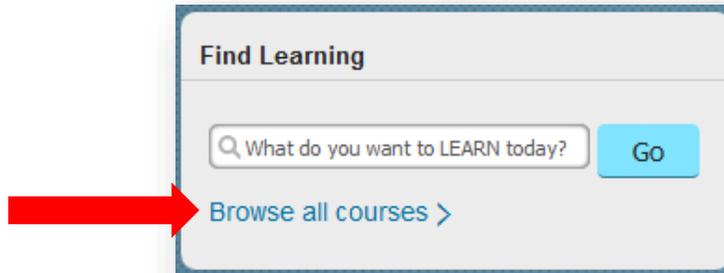
NOTE: Please do not use a personal e-mail address; we will need your company e-mail address to be entered here so we can contact you during business hours.

Employee Information - To enable accurate reporting for L.A. Care and your PPG/MSSP, etc., please use the drop down menus provided to enter consistent information. This includes your company, department and job title. Use the "Additional Provider Information" field to enter any missing provider information.

Once you have entered all required information, click the **Submit** button. You will have instant access to L.A. Care University.

Find the Curriculum or Course You Want to Take

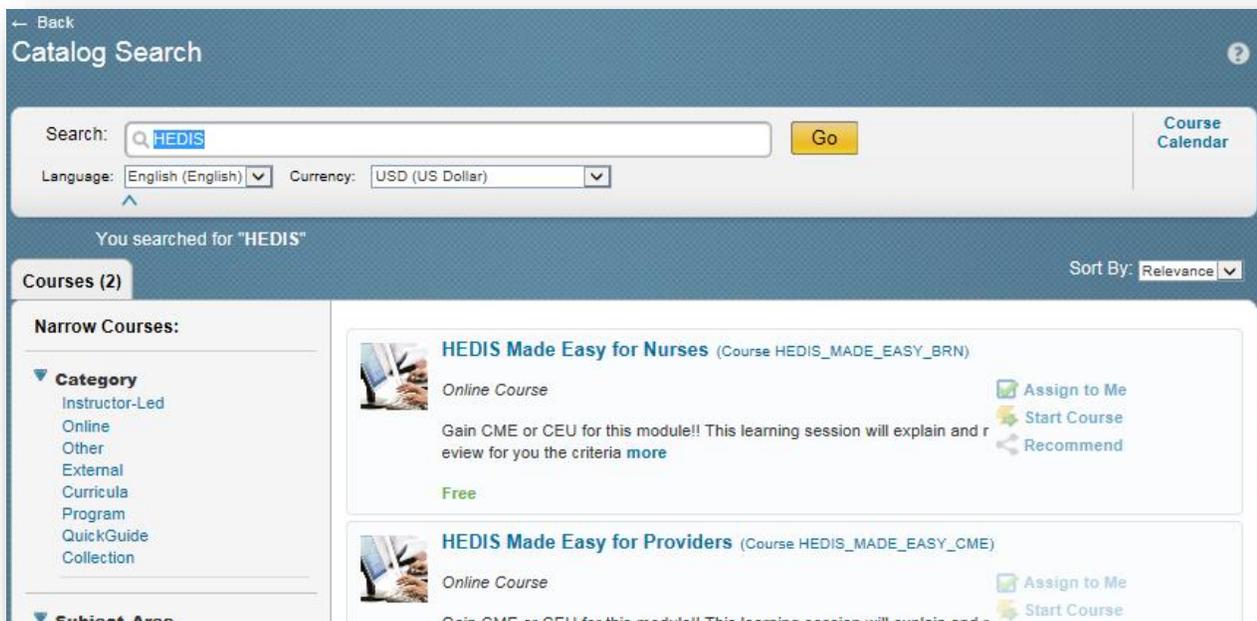
Once inside L.A. Care University, you can click on “Browse all courses” in the **Find Learning** tile. This will take you to the catalog.



When inside the course catalog, you can use the “Search” function to find the curriculum or course you need to complete.



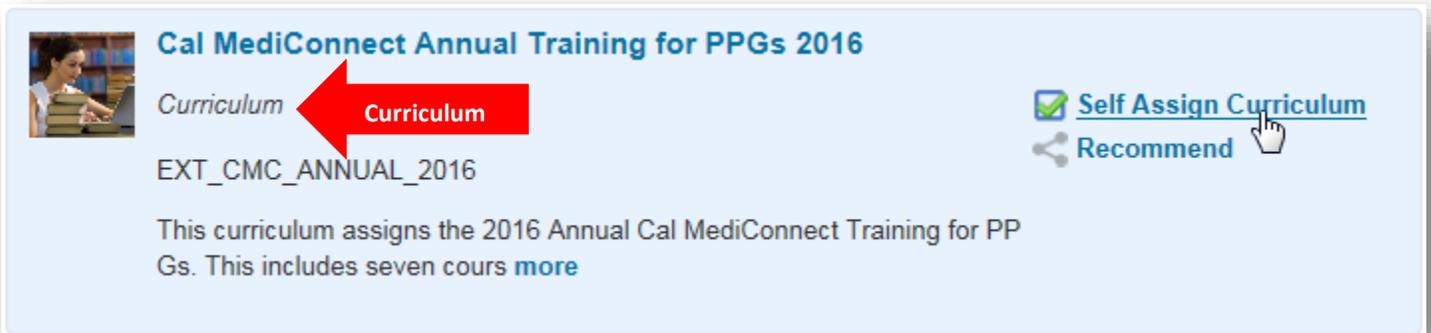
Once you find your curriculum or course, you can move on to the next step.



Self-Assign the Curriculum or Course

After finding the curriculum or course you want to take in the catalog, mouse over the entry.

FOR A CURRICULUM, **Self Assign Curriculum** will appear when you mouse over the entry in the catalog. If you click on **Self Assign Curriculum**, you will be taken to the curriculum page where you can start the course(s) required to complete the curriculum.

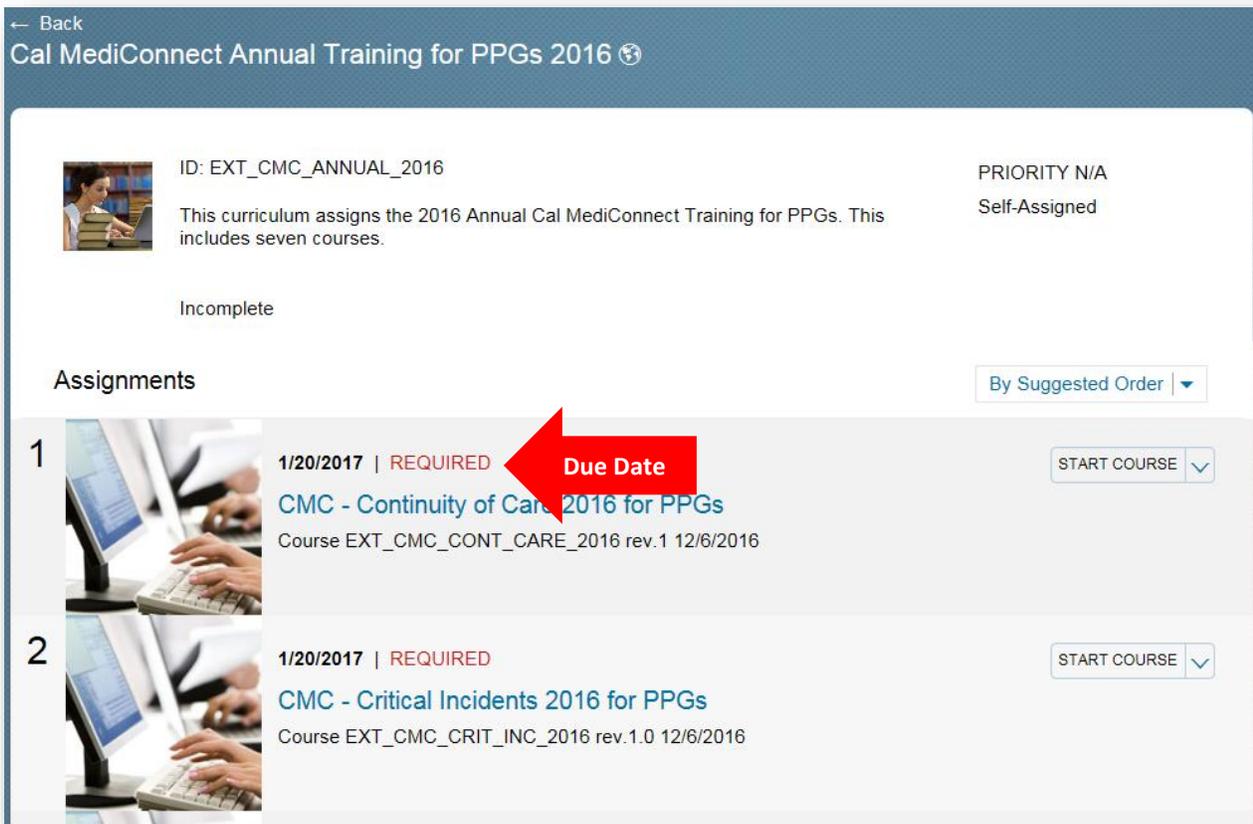


Cal MediConnect Annual Training for PPGs 2016
 Curriculum **Curriculum**
 EXT_CMC_ANNUAL_2016

[Self Assign Curriculum](#)
 [Recommend](#)

This curriculum assigns the 2016 Annual Cal MediConnect Training for PPGs. This includes seven courses [more](#)

NOTE: A curriculum can include multiple courses. The due date will be listed above the course title.



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 Cal MediConnect Annual Training for PPGs 2016

ID: EXT_CMC_ANNUAL_2016
 PRIORITY N/A
 Self-Assigned

This curriculum assigns the 2016 Annual Cal MediConnect Training for PPGs. This includes seven courses.

Incomplete

Assignments By Suggested Order ▾

- 

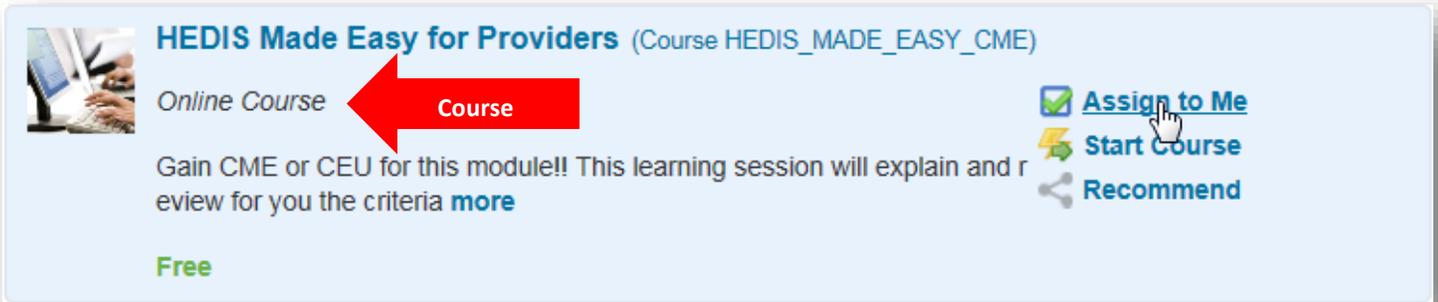
1/20/2017 | **REQUIRED** **Due Date**
 CMC - Continuity of Care 2016 for PPGs
 Course EXT_CMC_CONT_CARE_2016 rev.1 12/6/2016

START COURSE ▾
- 

1/20/2017 | **REQUIRED**
 CMC - Critical Incidents 2016 for PPGs
 Course EXT_CMC_CRIT_INC_2016 rev.1.0 12/6/2016

START COURSE ▾

FOR A COURSE, **Assign to Me** and **Start Course** will appear when you mouse over the entry in the catalog. If you click on **Assign to Me**, it will be added to your **Self-Assigned** tile on your home page (see below). If you click on **Start Course**, you will open the course immediately.



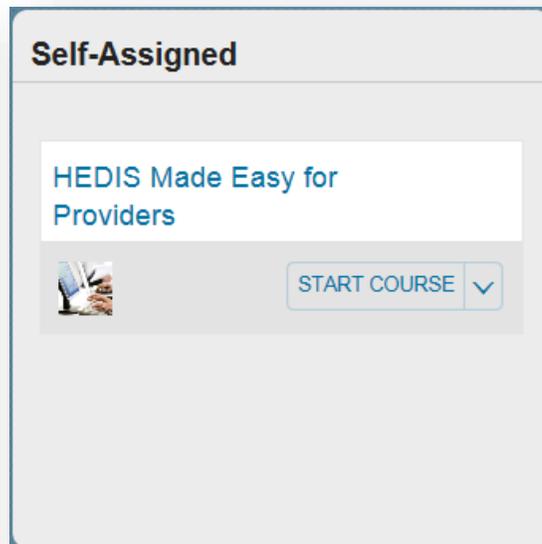
HEDIS Made Easy for Providers (Course HEDIS_MADE_EASY_CME)
Online Course **Course**

Gain CME or CEU for this module!! This learning session will explain and review for you the criteria [more](#)

Free

[Assign to Me](#)
 [Start Course](#)
 [Recommend](#)

All course(s) that are self-assigned as part of the curriculum or individually will also be added to your **Self-Assigned** tile on your home page. This allows you to start a course right away or have it available to complete later.



Self-Assigned

HEDIS Made Easy for Providers

 [START COURSE](#) ▾

If you click **Start Course**, you will be taken to the **Online Content Structure** page. Follow the instructions to start the course. **NOTE:** Some courses include multiple items that must be completed in order to received credit.

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Online Content Structure ?



HEDIS Made Easy for Providers 🌐

Course HEDIS_MADE_EASY_CME

Revision: 1.0 - 11/29/2016 04:30 PM America/Los Angeles

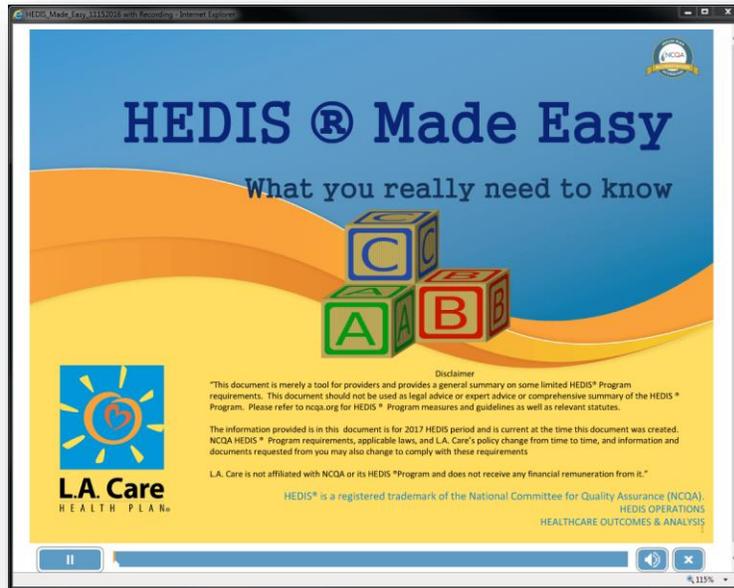
i The sub-objects need to be completed in sequential order

[Click Here to Launch HEDIS Made Easy](#)
In this courses, users will learn about HIPAA, what the Healthcare Effectiveness Data Information Set (HEDIS) is, their role in HEDIS, the annual HEDIS calendar, medical record requests, and hybrid HEDIS measures. The number one goal of this course i...more

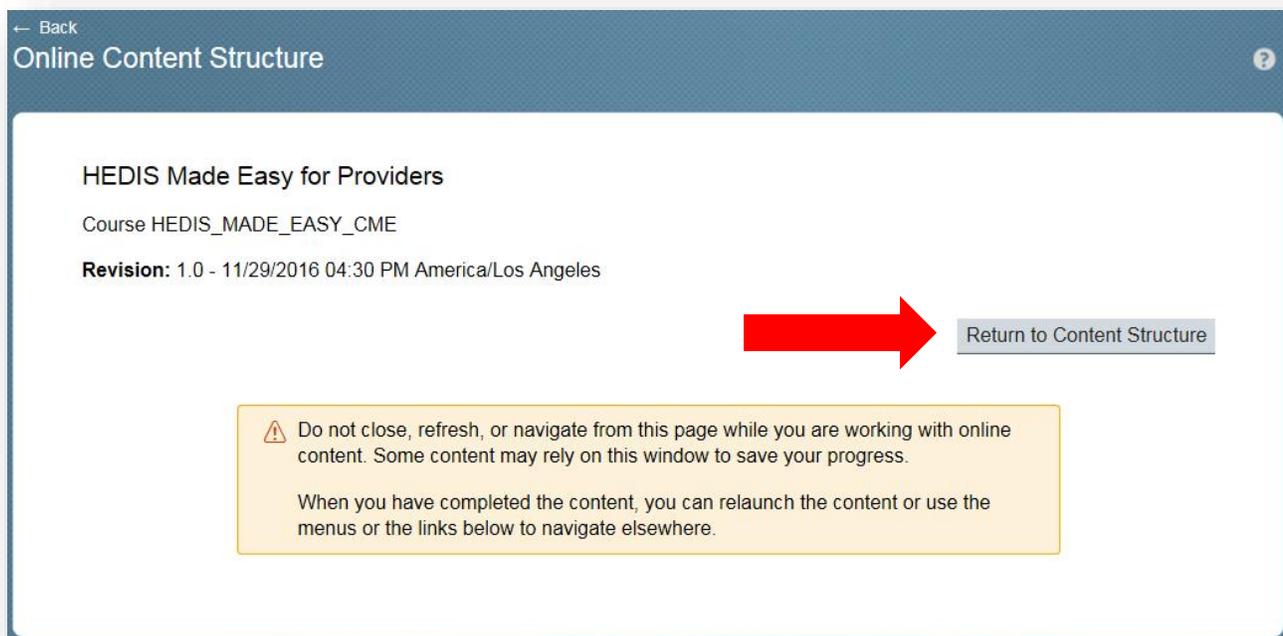
 HEDIS Made Easy Quiz

Complete the Course

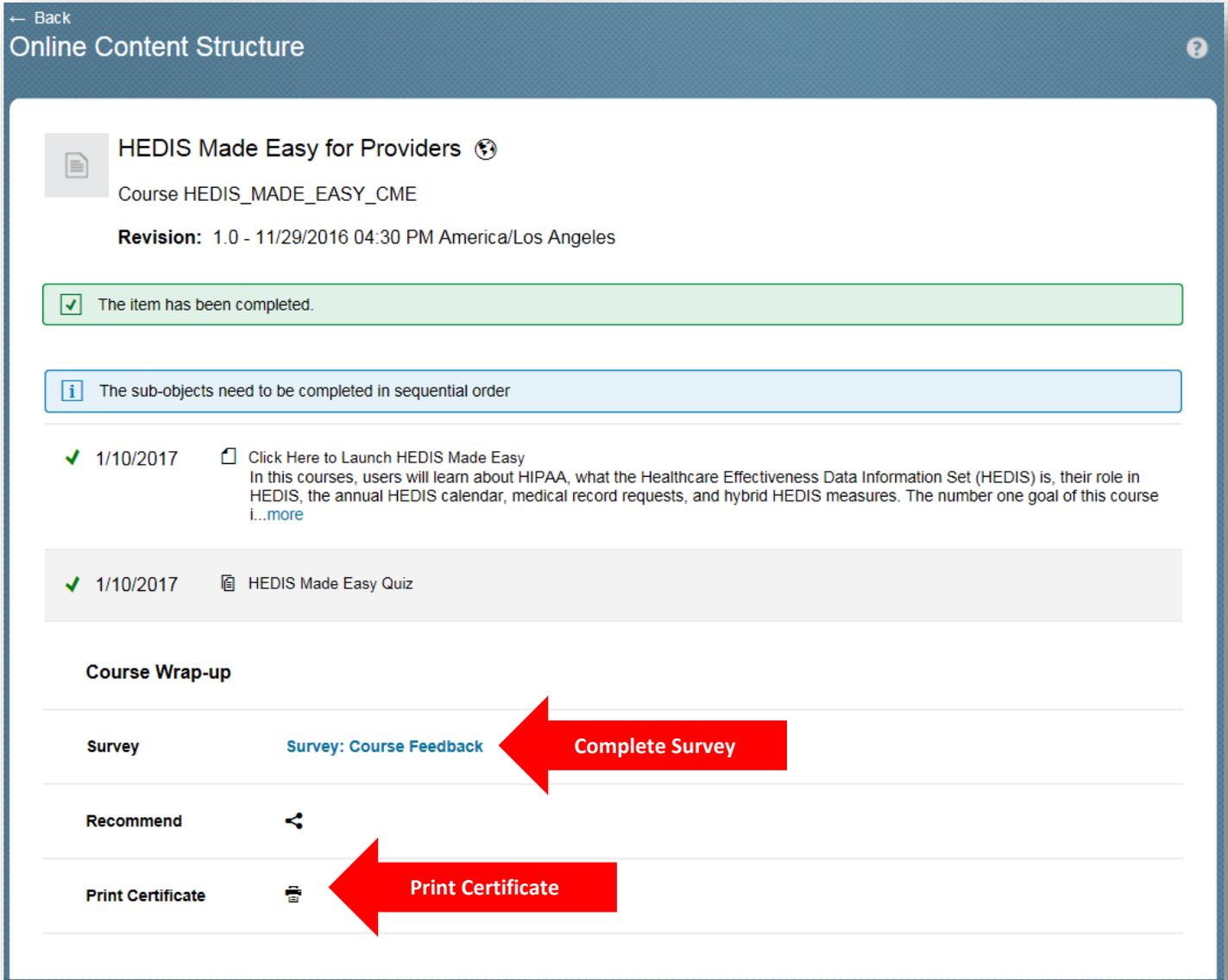
Course content typically opens in a new window and may take some time to load. Follow all instructions for completing a course.



After you are finished with the content, click the **Return to Content Structure** in the 'Online Content Structure' page.



After successfully completing all the content, your course will show as complete, and you will have the option to complete a survey (if applicable) or print a certificate.



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Online Content Structure

 **HEDIS Made Easy for Providers** 

Course HEDIS_MADE_EASY_CME

Revision: 1.0 - 11/29/2016 04:30 PM America/Los Angeles

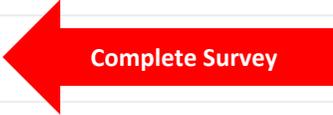
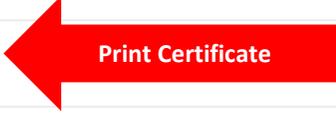
The item has been completed.

 The sub-objects need to be completed in sequential order

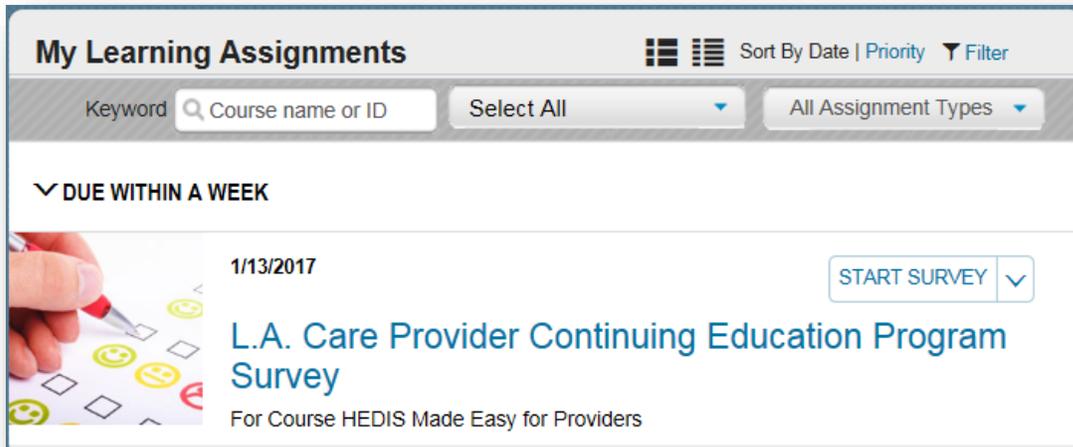
1/10/2017  [Click Here to Launch HEDIS Made Easy](#)
In this courses, users will learn about HIPAA, what the Healthcare Effectiveness Data Information Set (HEDIS) is, their role in HEDIS, the annual HEDIS calendar, medical record requests, and hybrid HEDIS measures. The number one goal of this course i...more

1/10/2017  HEDIS Made Easy Quiz

Course Wrap-up

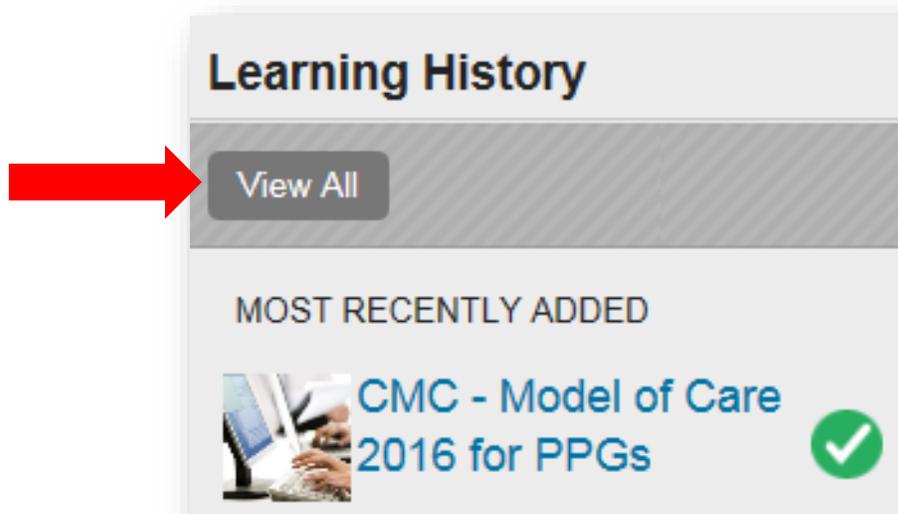
Survey	Survey: Course Feedback	 Complete Survey
Recommend		
Print Certificate		 Print Certificate

NOTE: If a survey is available for a course that you have completed, a survey item will appear in your **My Learning Assignments** tile. You will also receive an automated e-mail requesting your participation in the survey.



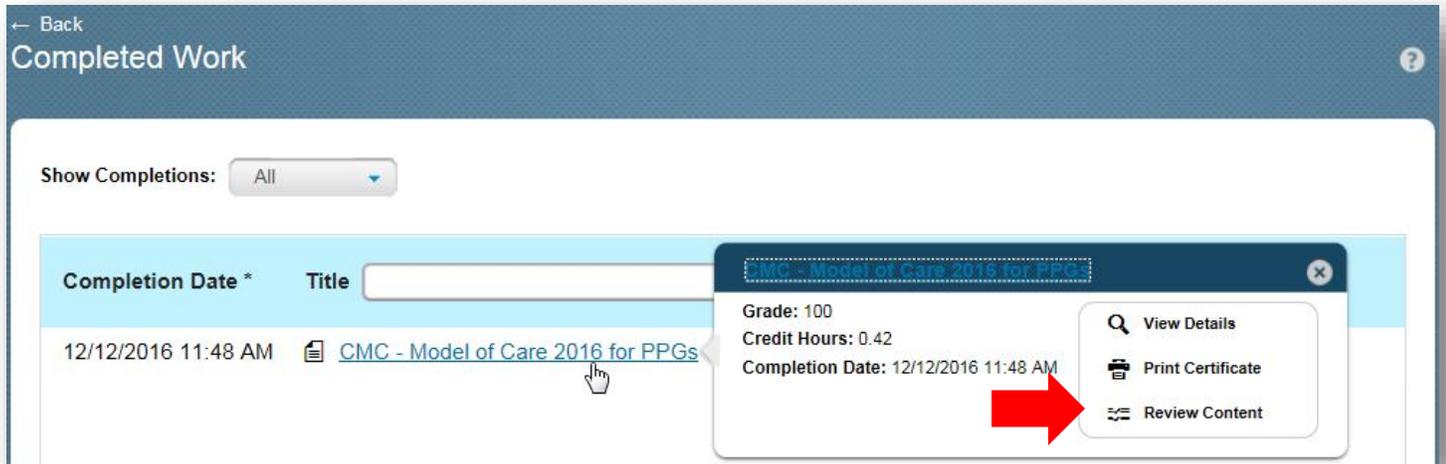
The screenshot shows the 'My Learning Assignments' interface. At the top, there is a search bar with the text 'Keyword Course name or ID', a 'Select All' dropdown menu, and an 'All Assignment Types' dropdown menu. Below this, there is a section titled 'DUE WITHIN A WEEK'. The main content area features a survey card for 'L.A. Care Provider Continuing Education Program Survey' with a due date of '1/13/2017' and a 'START SURVEY' button. The card also includes a small image of a hand writing on a document and the text 'For Course HEDIS Made Easy for Providers'.

You can view your list of completed courses in the **Learning History** tile. Click on **View All** to be taken to the “Completed Work” page.

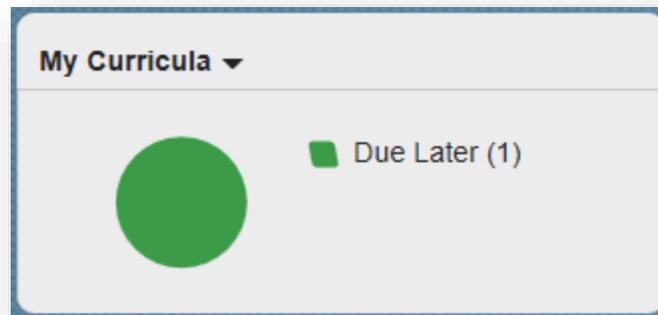


The screenshot shows the 'Learning History' tile. A red arrow points to a 'View All' button. Below the button, the text 'MOST RECENTLY ADDED' is displayed. The main content area features a course card for 'CMC - Model of Care 2016 for PPGs' with a green checkmark icon indicating completion. The card includes a small image of a person working at a computer.

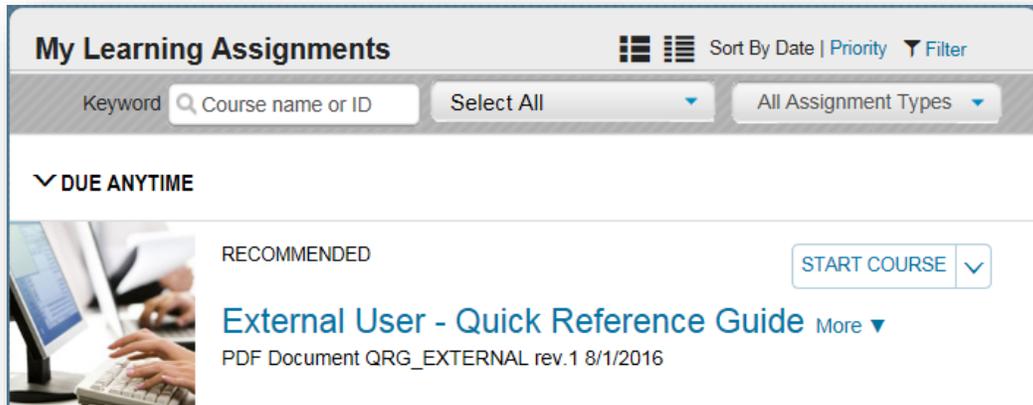
On the “Completed Work” page, mouse over the course you would like to review and click **Review Content** to review the content again or **Print Certificate** to print your certificate.



You can view the status of your curricula in the **My Curricula** tile.



A “Quick Reference Guide” will be added to your **My Learning Assignments** tile and you can view it for additional assistance in navigating the system.



Assistance

If you require assistance registering or navigating the system, please e-mail lacareuniversity@lacare.org. If you need a registration code, please contact your L.A. Care representative.