



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.

A screenshot of the L.A. Care University login page. The page features the L.A. Care University logo on the left. Below the logo, there is a "Welcome" section with instructions for new users and a note about browser requirements. On the right side, there is a "New User?" section with a link to register, a "Login" section with input fields for User ID and Password, and a "Submit" button. A large red arrow points from the right edge of the page towards the "Click here to register" link in the "New User?" section.

L.A. Care
UNIVERSITY

Welcome

If you are new to L.A. Care University, please click on 'New User' and complete the registration form. Use the registration code provided to you by L.A. Care Health Plan.

Note: The site will function best with an Internet Explorer browser, v9 or higher. Please make sure you are also running the most recent versions of Flash and Java to enable the courses to work at optimum performance level.

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.

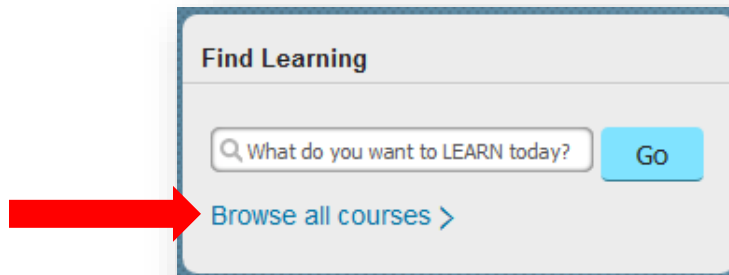
NOTE: Please do not use a personal e-mail address; we will need your company e-mail address to be entered here so we can contact you during business hours.

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

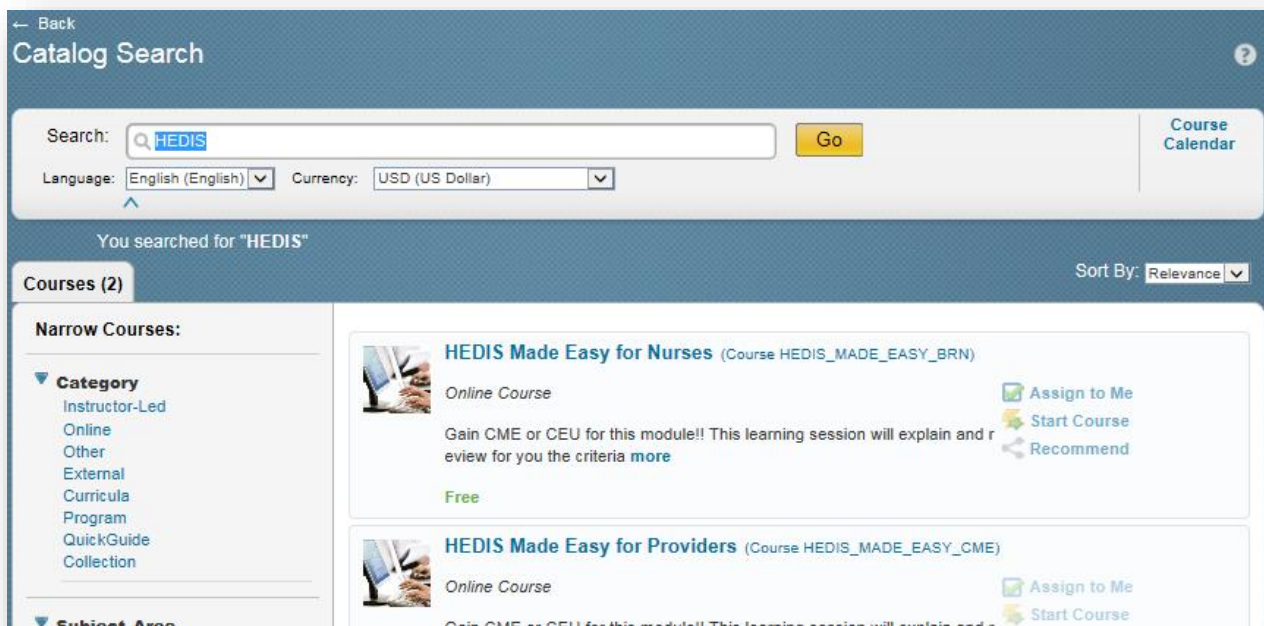
Once inside L.A. Care University, you can click on “Browse all courses” in the **Find Learning** tile. This will take you to the catalog.



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

EXT_CMC_ANNUAL_2016


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.

[← Back](#)

Cal MediConnect Annual Training for PPGs 2016



ID: EXT_CMC_ANNUAL_2016

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


Incomplete

PRIORITY N/A

Self-Assigned

Assignments


By Suggested Order

- 

1/20/2017 | **REQUIRED**

CMC - Continuity of Care 2016 for PPGs

Course EXT_CMC_CONT_CARE_2016 rev.1 12/6/2016

[START COURSE](#)
- 

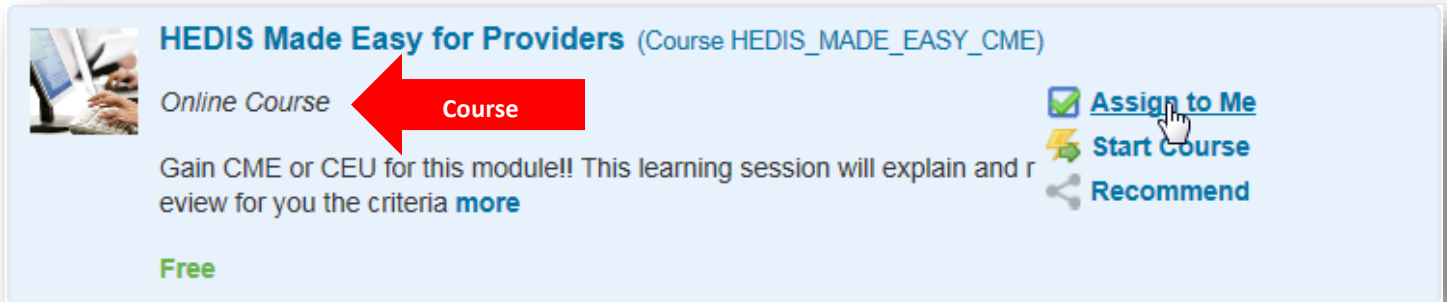
1/20/2017 | **REQUIRED**

CMC - Critical Incidents 2016 for PPGs

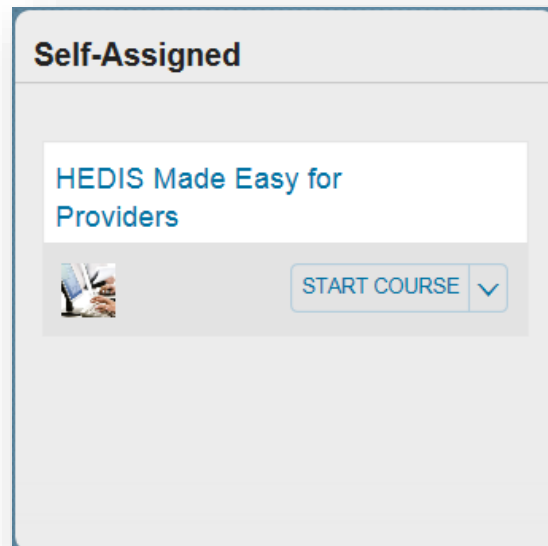
Course EXT_CMC_CRIT_INC_2016 rev.1.0 12/6/2016

[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.

A light blue course tile for "HEDIS Made Easy for Providers (Course HEDIS_MADE_EASY_CME)". It includes a small image of a person at a computer, the text "Online Course", a description "Gain CME or CEU for this module!! This learning session will explain and review for you the criteria more", and a green "Free" tag. On the right, there are three buttons: "Assign to Me" with a checkmark icon, "Start Course" with a play icon, and "Recommend" with a share icon. A red arrow points from the "Assign to Me" button to the course title.



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.

A gray "Self-Assigned" tile. It contains a white box with the course title "HEDIS Made Easy for Providers" and a small image of a person at a computer. To the right of the image is a button labeled "START COURSE" with a dropdown arrow.

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.


[← Back](#)


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

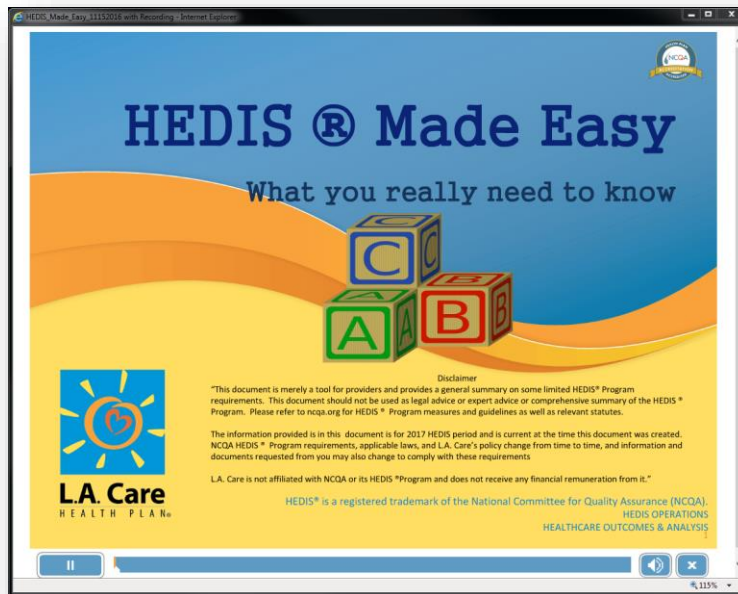
 The sub-objects need to be completed in sequential order

 [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](#)

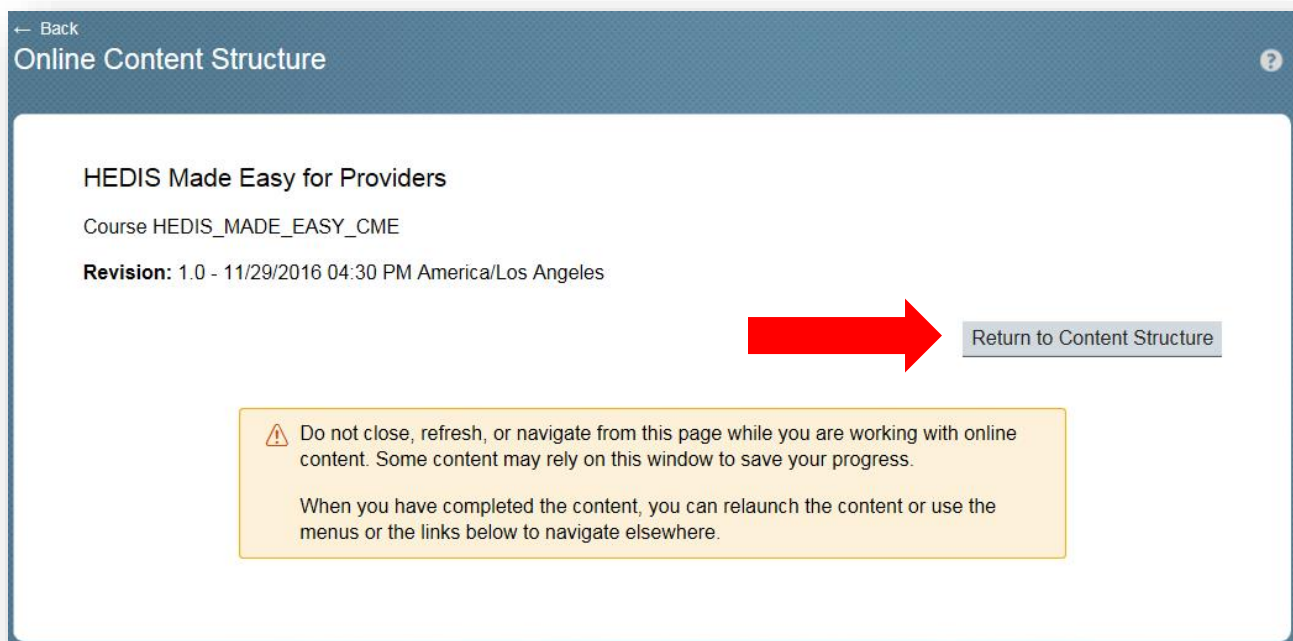
 HEDIS Made Easy Quiz

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.

Back

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.

i
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

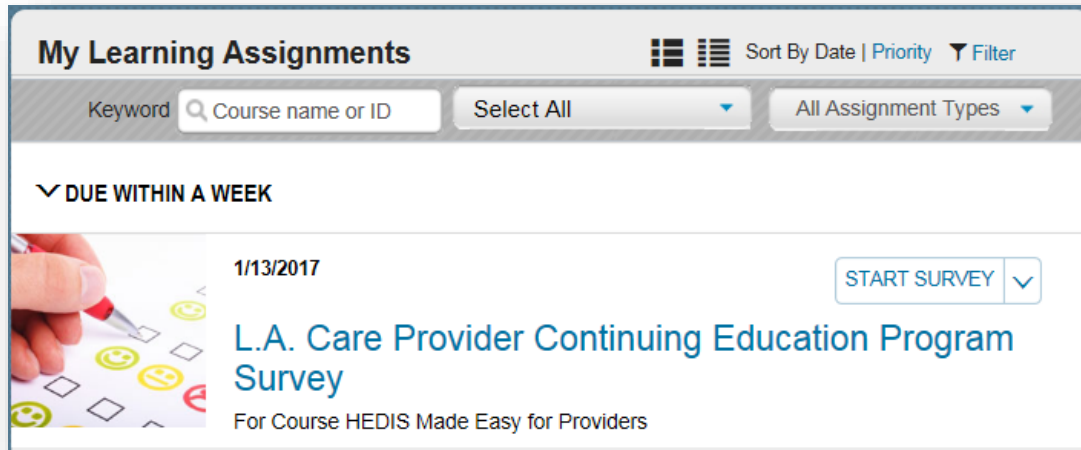


Print Certificate

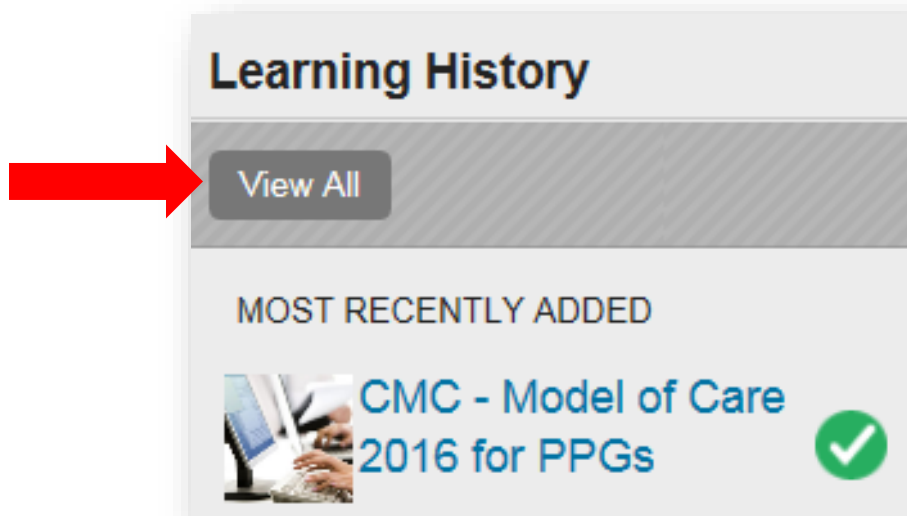


Print Certificate

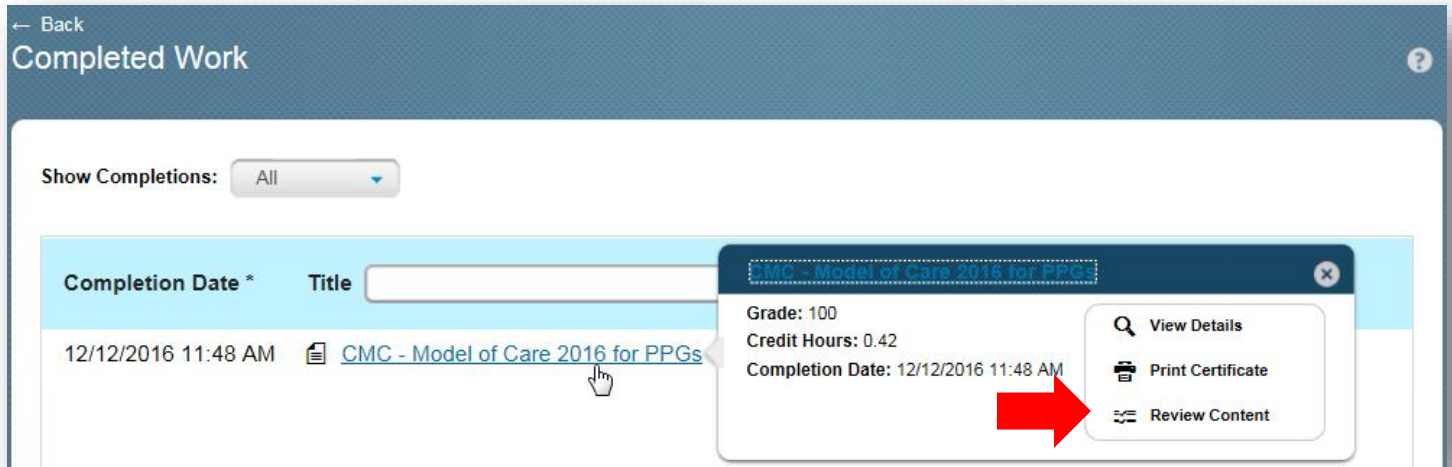
NOTE: If a survey is available for a course that you have completed, a survey item will appear in your **My Learning Assignments** tile. You will also receive an automated e-mail requesting your participation in the survey.



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.



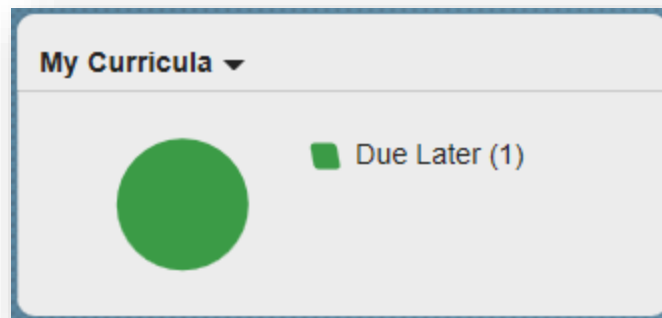
On the “Completed Work” page, mouse over the course you would like to review and click **Review Content** to review the content again or **Print Certificate** to print your certificate.



The screenshot shows the 'Completed Work' page with a 'Show Completions:' dropdown set to 'All'. A table lists completed courses. The first entry is 'CMC - Model of Care 2016 for PPGs' with a completion date of '12/12/2016 11:48 AM'. A mouse cursor is hovering over the course title, which has opened a dropdown menu. The menu displays the following information: 'Grade: 100', 'Credit Hours: 0.42', and 'Completion Date: 12/12/2016 11:48 AM'. At the bottom of the menu are three options: 'View Details', 'Print Certificate', and 'Review Content'. A red arrow points to the 'Review Content' option.

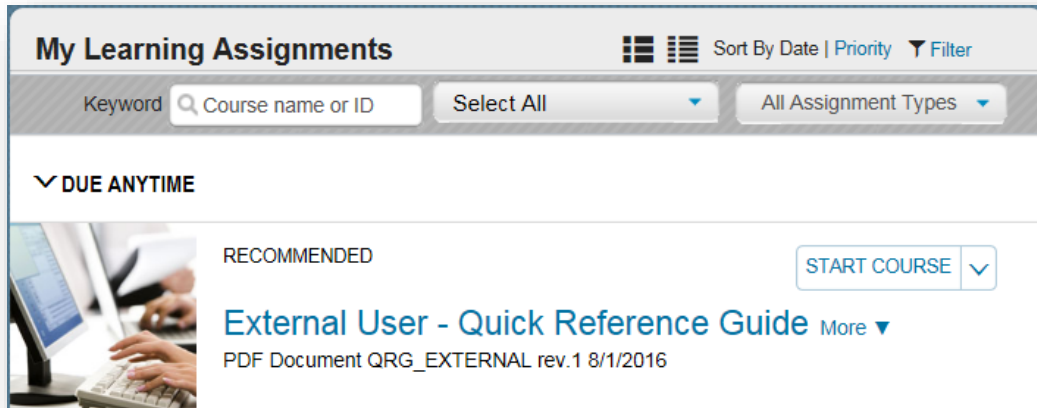
Completion Date *	Title
12/12/2016 11:48 AM	CMC - Model of Care 2016 for PPGs

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



The screenshot shows the 'My Curricula' tile. It has a title 'My Curricula' with a dropdown arrow. Below the title is a large green circle and the text 'Due Later (1)'.

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.