



Learning Management System (LMS) Registration and Navigation Job Aid for Providers



TEXAS MEDICAID & HEALTHCARE PARTNERSHIP
A STATE MEDICAID CONTRACTOR

v2020_1016

Learning Management System (LMS) Registration and Navigation Job Aid for Providers

Accessing the LMS:

- 1) Go to learn.tmhp.com.



Note: If you are using a Virtual Private Network (VPN) to access the LMS, you may need to disable it. Once you are connected to the LMS, you can reconnect to your VPN.

- 2) When you are ready to create an account, click **Don't have an account? Sign up here**. A New User Registration window will open.

A screenshot of the TMHP LMS home page. The page has a header with the text "Welcome to the TMHP LMS" and a sub-header "This Learning Management System provides access to the education opportunities that are offered by Texas Medicaid & Healthcare Partnership." Below this, there is a list of bullet points: "Run computer-based training modules.", "Listen to or read transcripts of past webinars.", and "Access supplemental information." To the right of the text is a login section titled "Account Login" with fields for "Login" and "Password", a "Forgot Password?" link, and a "Log In" button. Below the login section is a link that says "Not ready to create an account? Click here to browse the LMS." The page also includes a "Don't have an account? Sign up here" link in the login section and a "Click here to browse the LMS" link at the bottom of the page.

Note: If you are not ready to create an account, but want to browse the topics that are available in the LMS, click **Click here to browse the LMS**. You will be able to view titles and descriptions of training activities, but please note that this content is not available to unregistered users.

- 3) Enter the following account information in the New User Registration window:
- a) Username: We suggest using your email address.
 - b) Password: Create a password that is at least 7 characters and contains at least one special character (!@#\$%^&*), one letter, and one number.
 - c) Confirm Password: Re-enter your password.
 - d) Profile Picture: This is an optional field. If you would like to add an image to your profile, click the **Choose File** button and select a picture stored on your local computer.


New user registration

Account

Username *

Password *

Confirm Password *

Profile Picture 

- 4) Complete the **General** section. All fields are required.

General

First Name *

Last Name *

Timezone *

Email *

- 5) Complete the **Contact** section. These fields are optional.

Contact

Work Phone

Mobile Phone

City

State / Province / Region

Zip / Postal Code

6) Complete the **Custom** section. These fields are required.

Custom

User Type *

None

Role in Provider Office *

None

Business Name *

Provider Type *

None

NPI Number *

If "Other" please specify

Note: Fields marked with a * are required

Register

Cancel

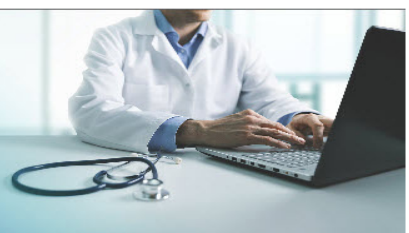
7) Click **Register**.

Register

Cancel

8) The Welcome page will open.

Welcome to the TMHP LMS
This Learning Management System provides access to the education opportunities that are offered by Texas Medicaid & Healthcare Partnership.





Welcome to the TMHP Learning Management System for Texas Medicaid Providers, Managed Care Organizations, and Other State Health-Care Program Providers


Use the icons below to select training by categories. You can also use the top navigation menu to access training materials. If you need technical assistance, contact TMHPTrainingSupport@tmhp.com.

Below is an explanation of each link.

- The **Welcome** link displays this page.
- The **Home** link displays a list of featured courses.
- The **Browse** link displays courses by category.
- The **Plan** link displays a list of courses you are currently enrolled in.
- The user icon in the upper right opens a menu of additional options, including **Help** and **My Profile**. From this view, you can also review your **History**, which is a list of all courses you have completed or dropped.


Computer Based Training


Webinars


Supplemental Information

Selecting Courses in the LMS

- 1) Log in to the LMS at learn.tmhp.com with your login and password. The Welcome page will open.

Account Login

Login

Password

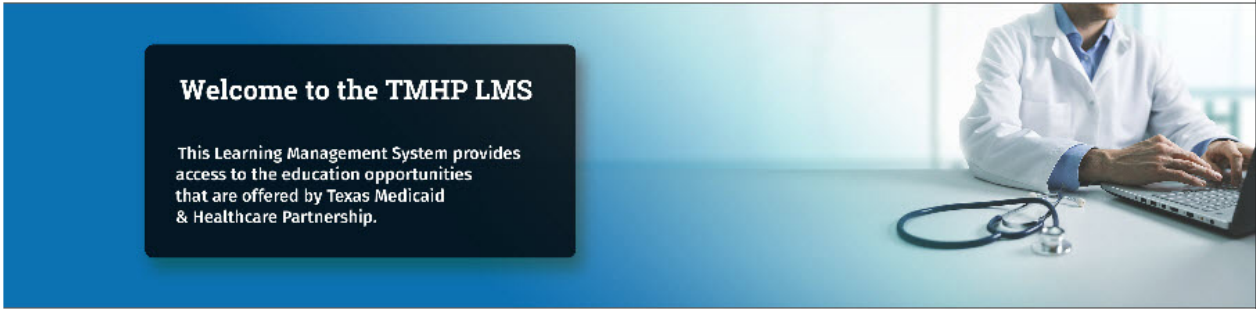
[Forgot Password?](#)

Log In




 or [Don't have an account? Sign up here.](#)

Not ready to create an account? [Click here to browse the LMS.](#)

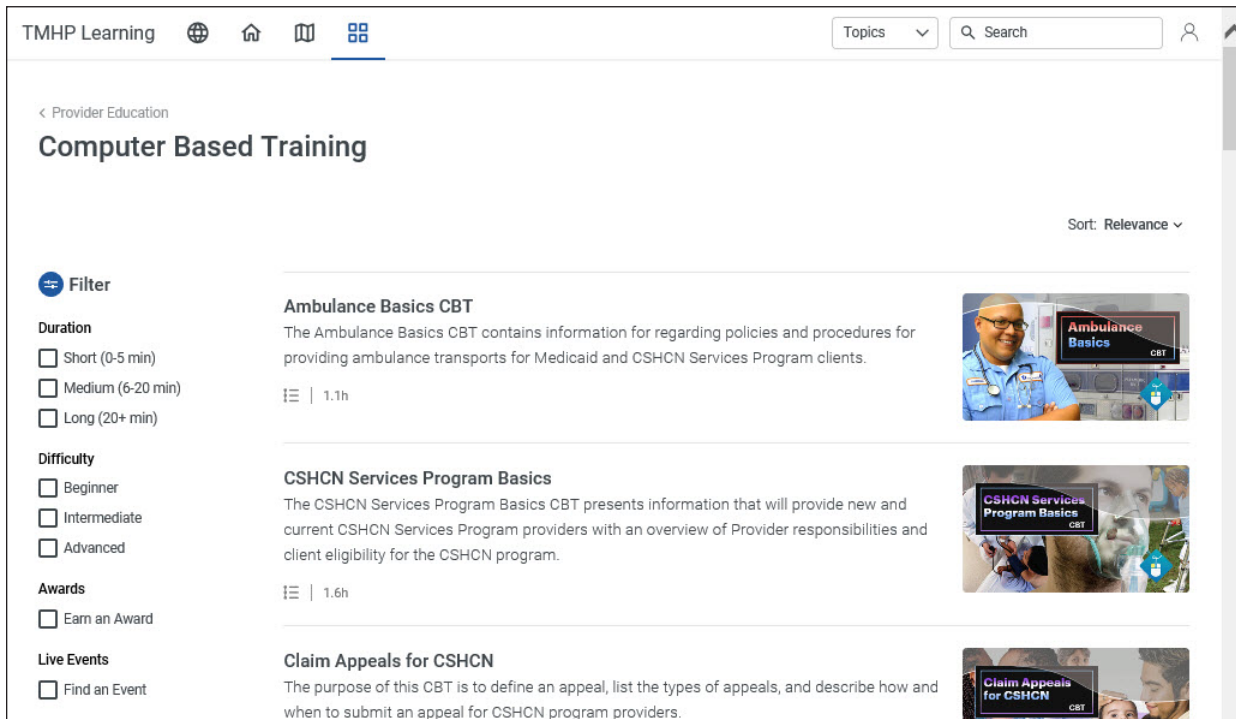
- 2) On the Welcome page, there are three large icons: **Computer-Based Training**, **Webinars**, and **Supplemental Information**. Click the icon for the type of training you would like to view. Selecting one of the icons will take you to a list of available content.



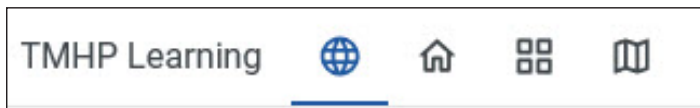
The screenshot shows the 'Welcome to the TMHP LMS' page. At the top, there is a dark blue banner with a white text box that reads: 'Welcome to the TMHP LMS. This Learning Management System provides access to the education opportunities that are offered by Texas Medicaid & Healthcare Partnership.' To the right of the text box is a photo of a doctor in a white coat sitting at a desk with a laptop and a stethoscope. Below the banner, the main heading reads: 'Welcome to the TMHP Learning Management System for Texas Medicaid Providers, Managed Care Organizations, and Other State Health-Care Program Providers'. A small text line says: 'Use the icons below to select training by categories. You can also use the top navigation menu to access training materials. If you need technical assistance, contact TMHPTrainingSupport@tmhp.com.' Below this, it says: 'Below is an explanation of each link.' followed by a bulleted list: '• The **Welcome** link displays this page.', '• The **Home** link displays a list of featured courses.', '• The **Browse** link displays courses by category.', '• The **Plan** link displays a list of courses you are currently enrolled in.', '• The user icon in the upper right opens a menu of additional options, including **Help** and **My Profile**. From this view, you can also review your **History**, which is a list of courses you have completed or dropped.'

		
Computer Based Training	Webinars	Supplemental Information

- 3) You can scroll down the list and select the content you are interested in. You will be taken to that content's preview page.



- 4) In the top left corner of the screen, you will see the following TMHP Learning icons, which are described on the welcome page:



Globe Icon: Welcome — Returns you to the Welcome Page.

House Icon: Home — Returns you to the Home Page.

Grid Icon: Browse — Allows you to browse the Provider Education Topics.

Map Icon: Plan — Allows you to create an individual training plan.

- 5) Click on the **Browse (Grid) Icon**.



6) The **Browse Icon** will open the Provider Education screen.

Provider Education



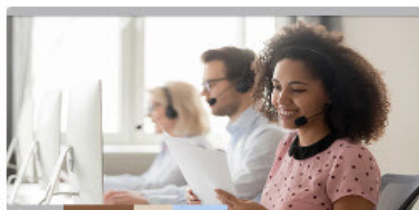
Children with Special Health Care Needs (CSHCN)



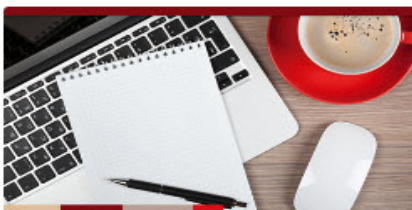
Claims and Appeals



Electronic Visit Verification (EVV)



Prior Authorization



Provider Enrollment



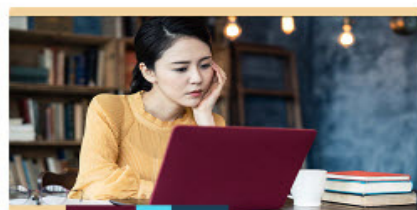
Long Term Care



Medical Transportation Program (MTP)



TexMedConnect



Computer Based Training



Webinars



Supplemental Information

7) Click on the image for the topic you are interested in. For example, click **Claims and Appeals**.

Provider Education



Children with Special Health Care Needs (CSHCN)



Claims and Appeals



Electronic Visit Verification (EVV)

8) This will open the courses available under the Claims and Appeals topic.

< Provider Education

Claims and Appeals

Search Topic

Sort: Relevance ▾

Filter

Duration

- ☐ Short (0-5 min)
- ☐ Medium (6-20 min)
- ☐ Long (20+ min)

Difficulty

- ☐ Beginner
- ☐ Intermediate
- ☐ Advanced

Awards

- ☐ Earn an Award

Live Events

- ☐ Find an Event

Administrative Appeals Job Aid

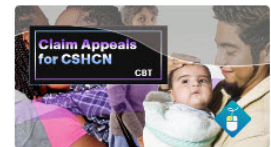
Updates to programs, policies, and procedures discussed in this job aid can be found on the TMHP website in the current published provider manuals, web articles, and banner messages.



Claim Appeals for CSHCN

The purpose of this CBT is to define an appeal, list the types of appeals, and describe how and when to submit an appeal for CSHCN program providers.

25m



Claim Appeals for Medicaid

How and when to appeal a claim, and when to escalate an appeal.

31m



- 9) Click on the course you are interested in to open the Learning Path for that course. For example, click **Claim Appeals for Medicaid**.

Plan Favorites

Claim Appeals for Medicaid

By Provider Training Services Published: Jul 28, 2020 31m  Report

Claims and Appeals Computer Based Training

The Claim Appeals CBT contains information for Medicaid providers regarding policies and procedures for claim appeals and includes the following modules:

- Claim Appeals Introduction
- Claim Appeals Overview
- Managed Care Organization Appeals
- Appeal Levels
- Appeal Methods
- Electronic Appeals
- Automated Inquiry System
- Paper Appeals
- Medical Necessity Appeals

Updates to programs, policies, and procedures discussed in this activity can be found on the TMHP website in the most currently published provider manuals, web articles, and banner messages.

Get Started >

Content

- ☐ Claim Appeals Introduction
- ☐ Claim Appeals Overview
- ☐ Managed Care Organization Appeals
- ☐ Claim Appeal Levels
- ☐ Claim Appeal Methods
- ☐ Electronic Appeals
- ☐ Automated Inquiry System
- ☐ Paper Appeals
- ☐ Medical Necessity Appeals

10) Click the blue button to access the specific content or the learning path. Click on any of the available content to open that specific content.

Get Started >

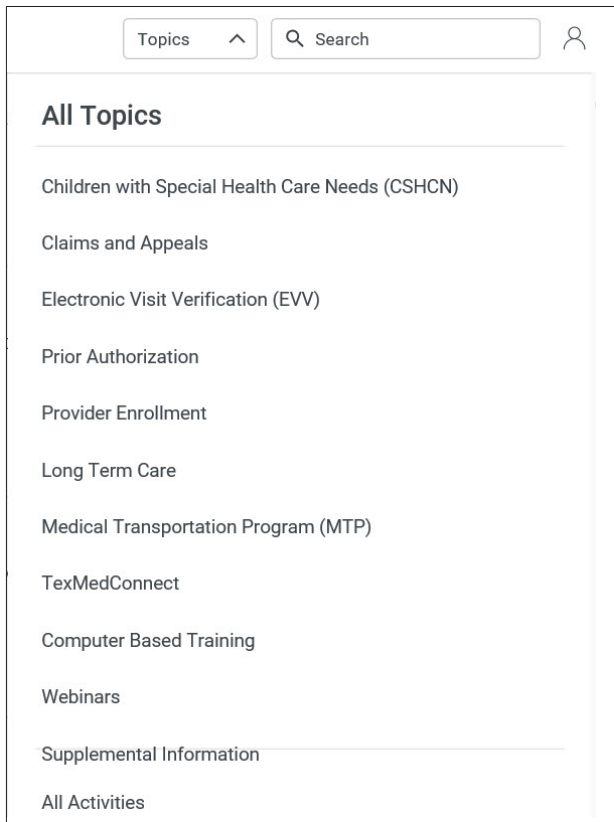
Content Complete 1 in any order

- ☐ Claim Appeals Introduction
- ☐ Claim Appeals Overview
- ☐ Managed Care Organization Appeals
- ☐ Claim Appeal Levels
- ☐ Claim Appeal Methods
- ☐ Electronic Appeals
- ☐ Automated Inquiry System
- ☐ Paper Appeals
- ☐ Medical Necessity Appeals

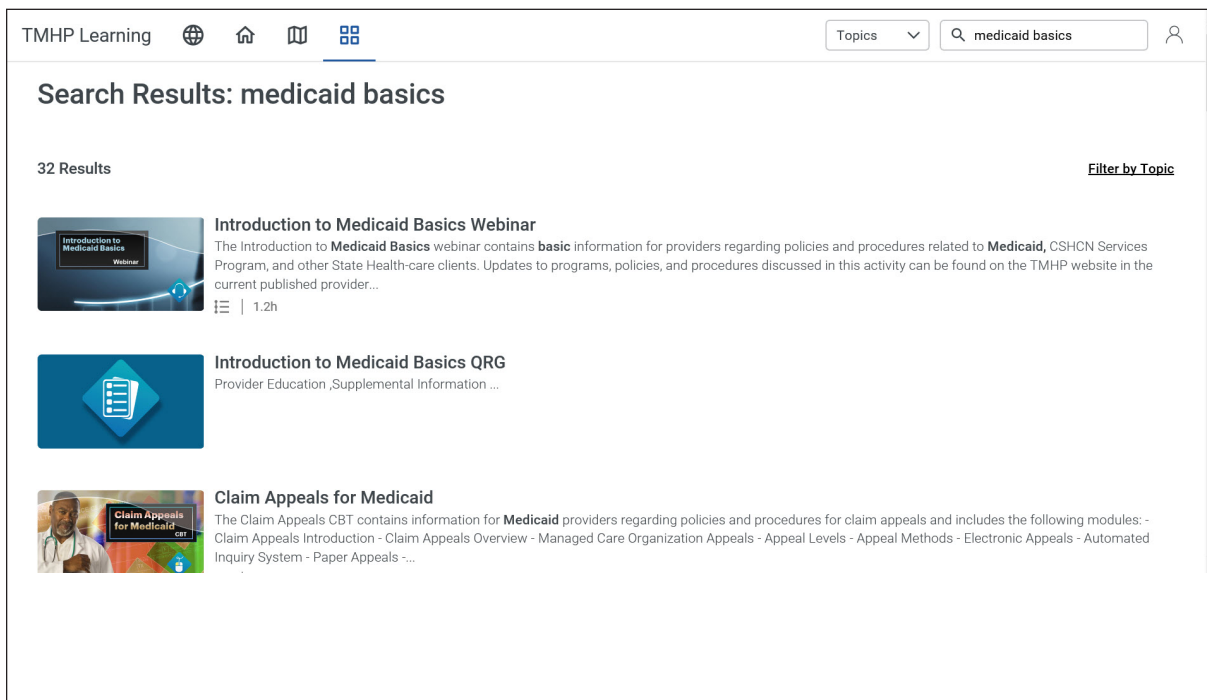
Note: The blue button's label will change depending on the content or materials you access.

Note: Some documents that accompany a Computer Based Training (CBT) or webinar are Americans with Disabilities Act (ADA) compliant and are accessible using assistive technologies (e.g., screen readers).

- 11) You can also use the **Topics** drop down or the **Search** field in the top right corner of the screen to help you find the content you are looking for.



- 12) Select the picture or title for the material you would like to access.



13) The Learning Path for the course selected will open. Click the blue button to start.

 Plan  Favorites

Introduction to Medicaid Basics Webinar

By Provider Training Services Published: Jul 19, 2020 1.2h  Report

Webinars

The Introduction to Medicaid Basics webinar contains basic information for providers regarding policies and procedures related to Medicaid, CSHCN Services Program, and other State Health-care clients.

Updates to programs, policies, and procedures discussed in this activity can be found on the TMHP website in the current published provider manuals, web articles, and banner messages.

Get Started >

Registration Assistance

For help with registering for the LMS, contact [TMHP Training Support](#).

For help with registering for ILT courses, contact [State Training Request Mailbox](#).