

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. [Obtain a Registration Code from L.A. Care.](#)
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

Your contact at L.A. Care is the first step for gaining access to L.A. Care University. Healthcare partners can obtain a **Registration Code** used when registering on the site.

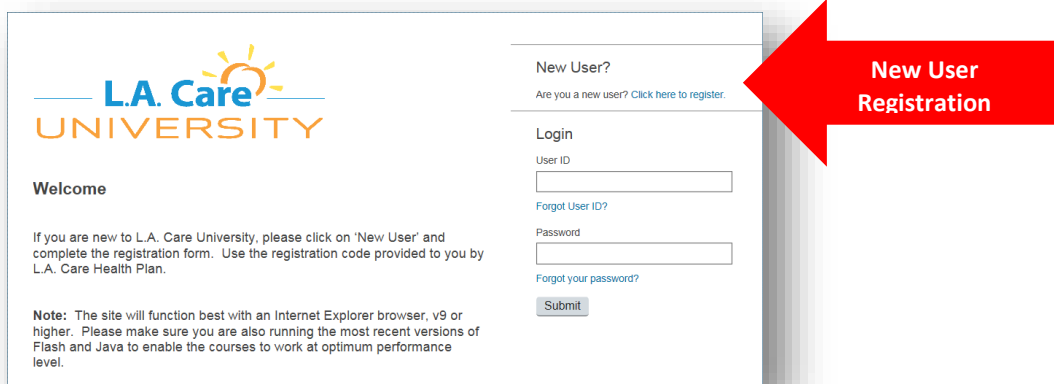
Because L.A. Care Health Plan has a vast network, we use the registration codes to manage the number of people registering in the system.

## Registering As a Learner

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

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

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.



**New User Registration**

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

**Login**  
User ID  
  
[Forgot User ID?](#)  
Password  
  
[Forgot your password?](#)

**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.

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.

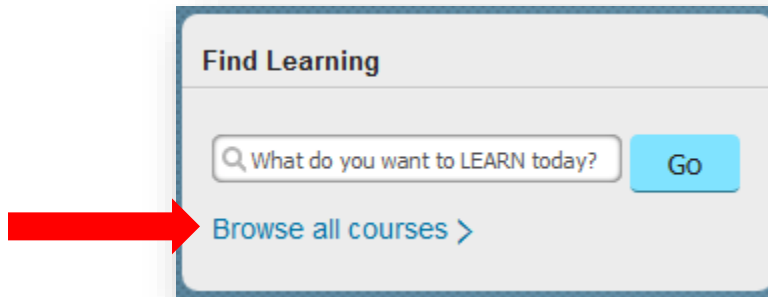
**NOTE:** Please do not use a personal e-mail address; we will need your company e-mail address to be entered here so we can contact you during business hours.

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.

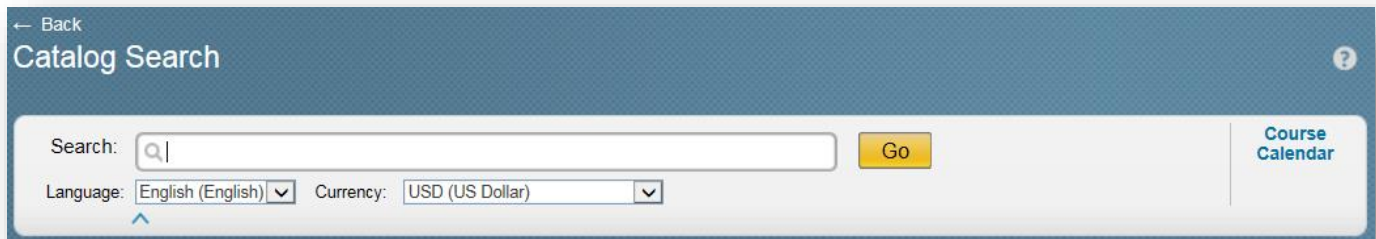
Once you have entered all required information, click the **Submit** button. You will have instant access to L.A. Care University.

## Find the Curriculum or Course You Want to Take

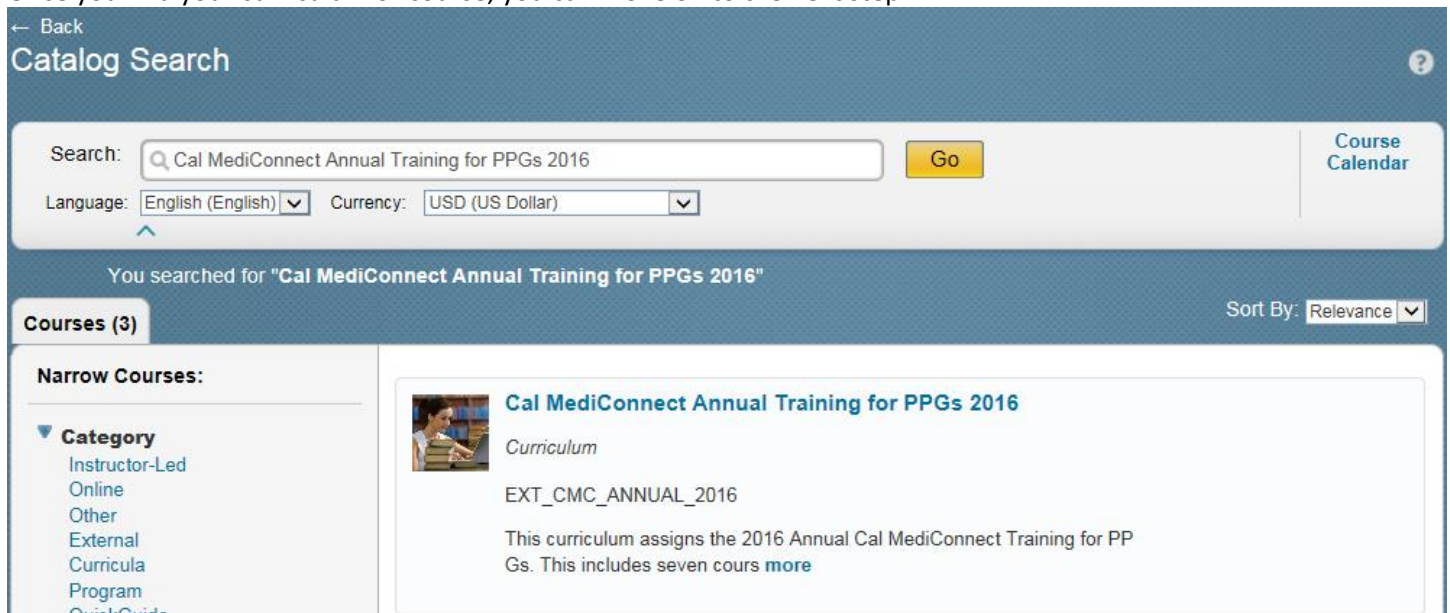
Once inside L.A. Care University, you can click on “Browse all courses” in the **Find Learning** tile. This will take you to the catalog.



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 in the catalog, mouse over the entry. **Self Assign Curriculum** will appear.





### 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](#)

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

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. 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




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

Incomplete

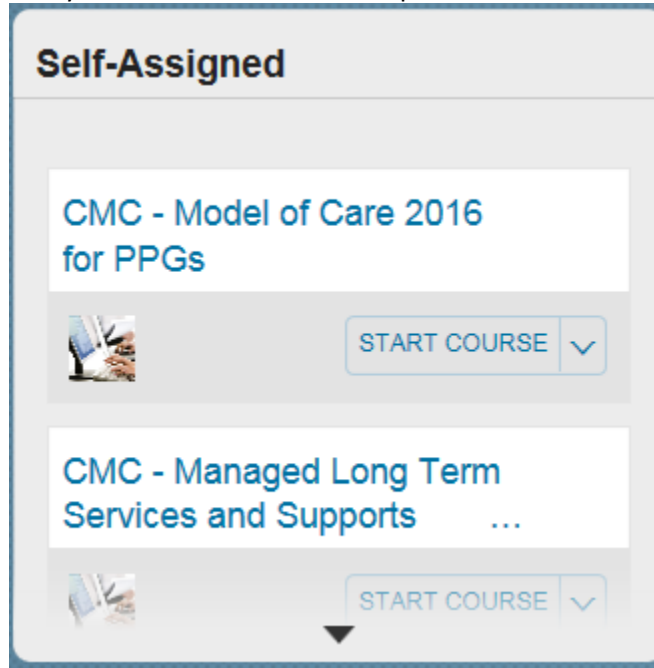
PRIORITY N/A

Self-Assigned

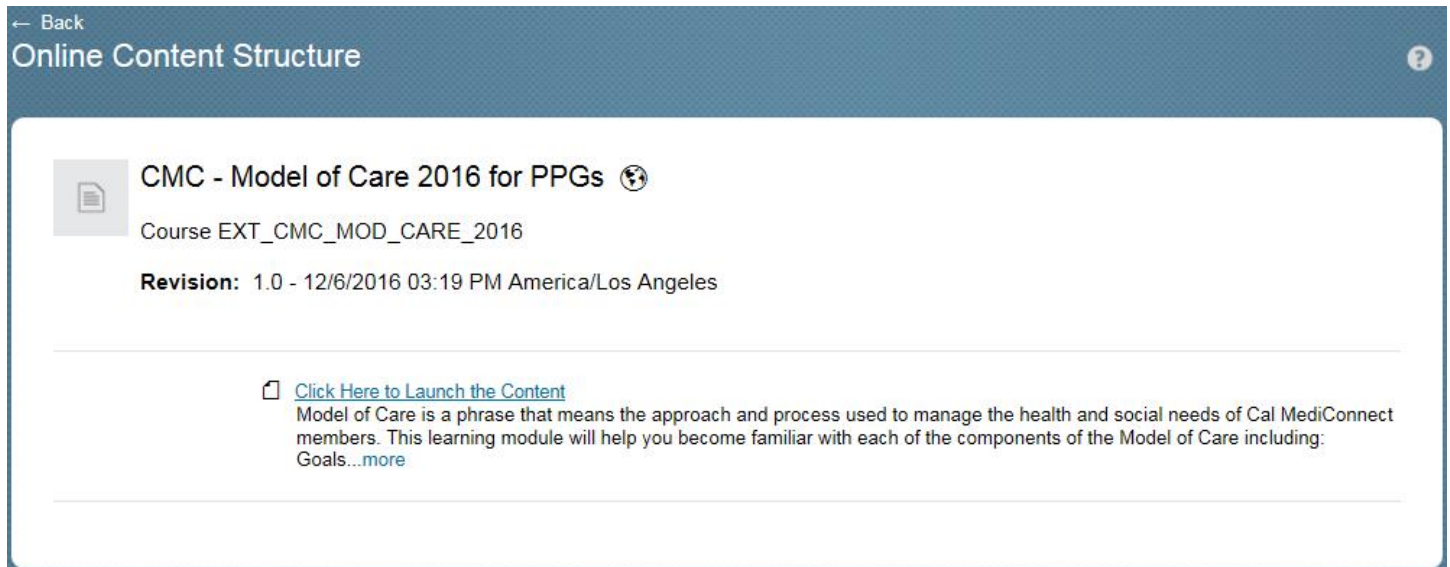
### Assignments By Suggested Order ▾

<b>1</b>		<p>1/20/2017   <b>REQUIRED</b> <span style="color: red; font-weight: bold; font-size: 1.2em;">← Due Date</span></p> <p><b>CMC - Continuity of Care 2016 for PPGs</b></p> <p>Course EXT_CMC_CONT_CARE_2016 rev.1 12/6/2016</p>	START COURSE ▾
<b>2</b>		<p>1/20/2017   <b>REQUIRED</b></p> <p><b>CMC - Critical Incidents 2016 for PPGs</b></p> <p>Course EXT_CMC_CRIT_INC_2016 rev.1.0 12/6/2016</p>	START COURSE ▾
<b>3</b>		<p>1/20/2017   <b>REQUIRED</b></p> <p><b>CMC - Cultural Competency 2016 for PPGs</b></p>	START COURSE ▾

The course(s) that are part of the curriculum 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.



If you click **Start Course**, you will be taken to the **Online Content Structure** page. Follow the instructions to start the course.

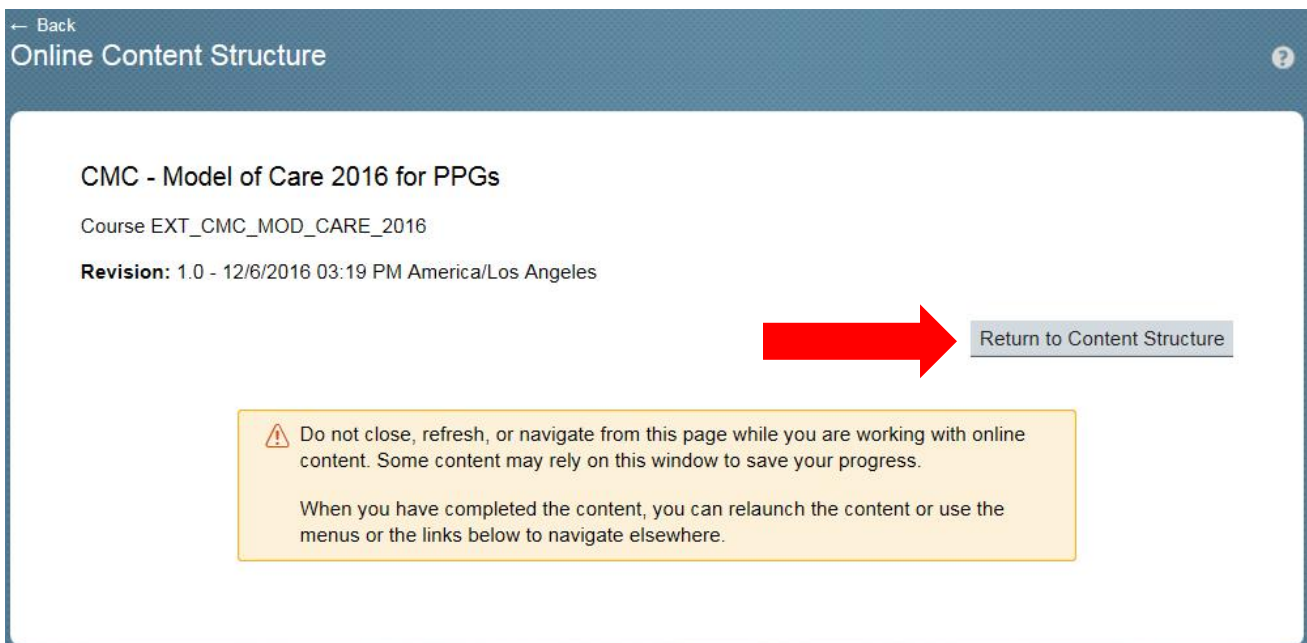


## Complete the Course

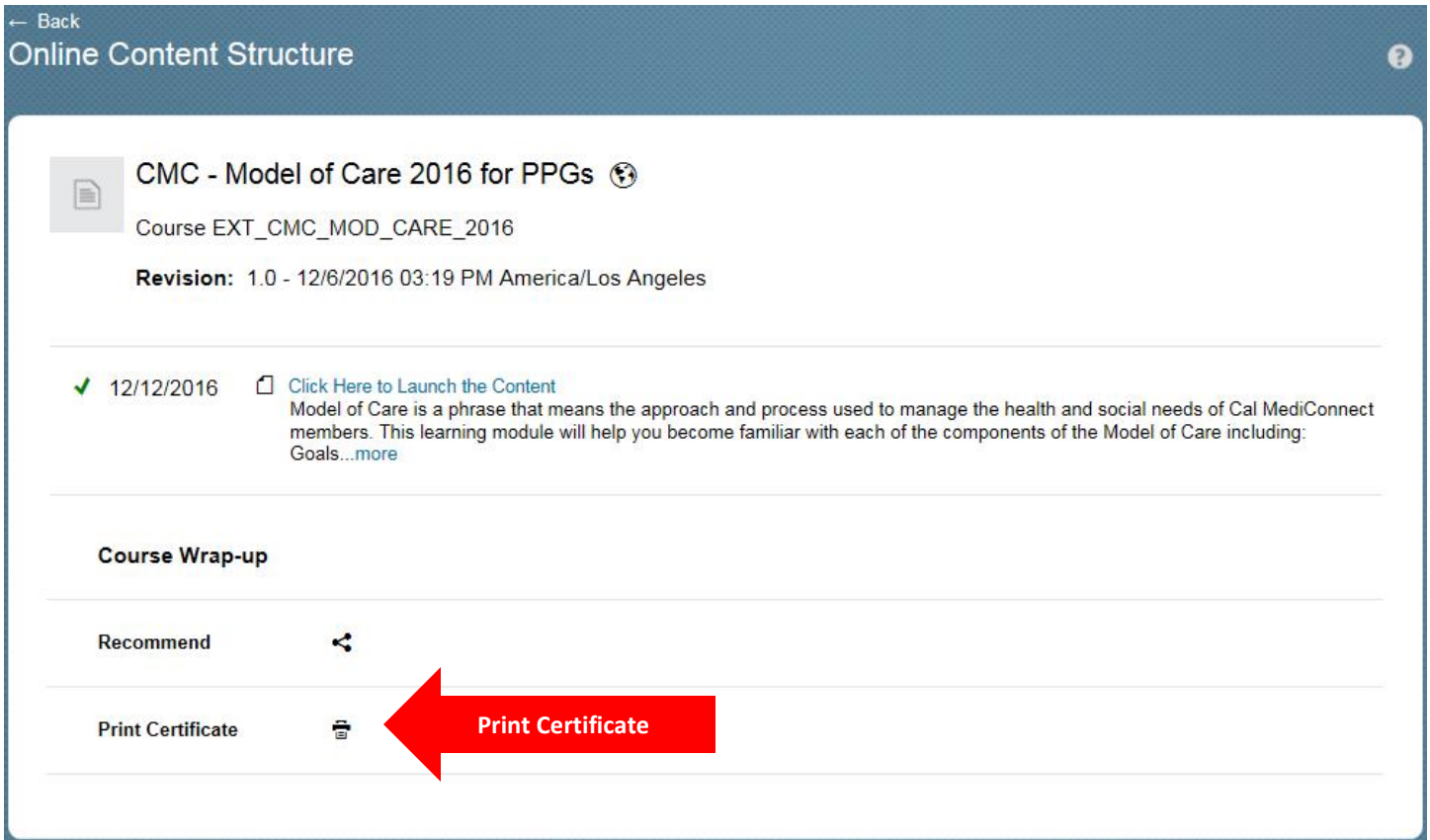
Course content typically opens in a new window. Follow all instructions for completing a course.





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



Your course will show as complete, and you will have the option to print a certificate.



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Online Content Structure

 **CMC - Model of Care 2016 for PPGs** 

Course EXT\_CMC\_MOD\_CARE\_2016

**Revision:** 1.0 - 12/6/2016 03:19 PM America/Los Angeles


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✓ 12/12/2016  [Click Here to Launch the Content](#)  
Model of Care is a phrase that means the approach and process used to manage the health and social needs of Cal MediConnect members. This learning module will help you become familiar with each of the components of the Model of Care including: Goals...more


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**Course Wrap-up**

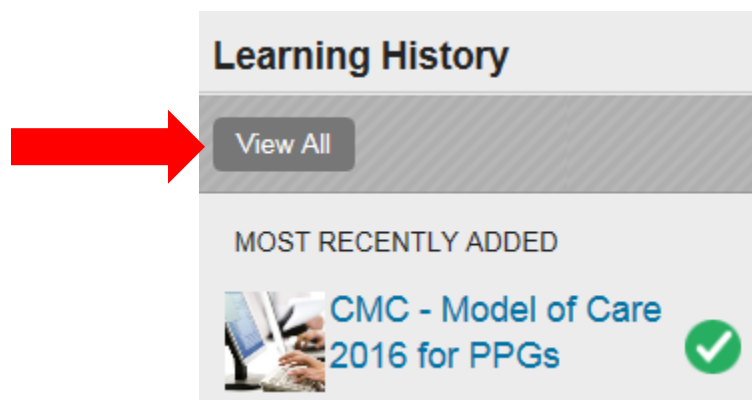
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Recommend 

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Print Certificate  **Print Certificate**



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.



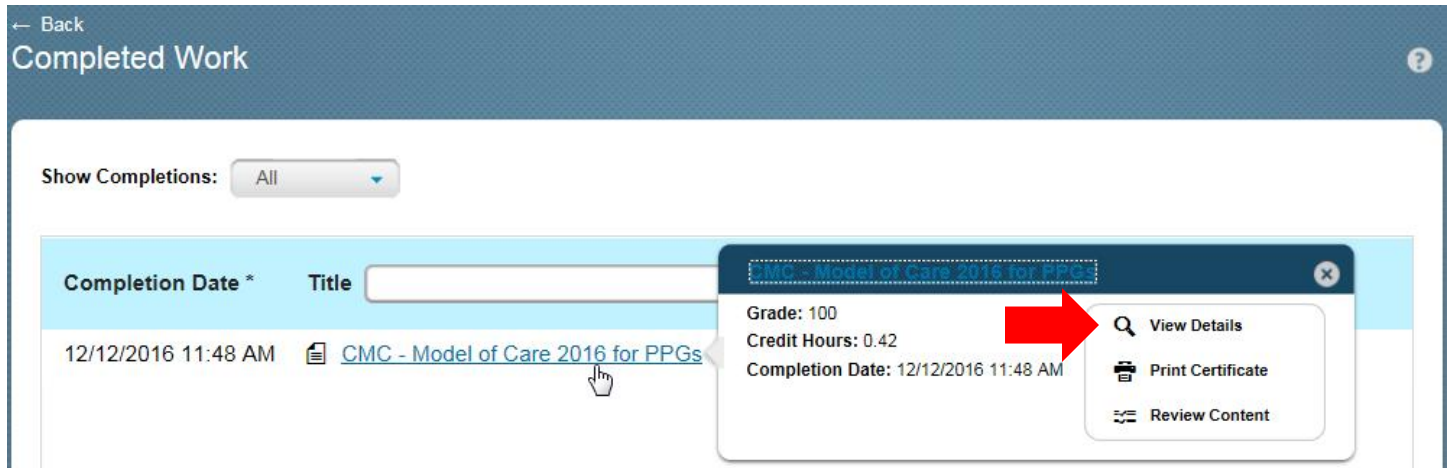
**Learning History**

[View All](#)

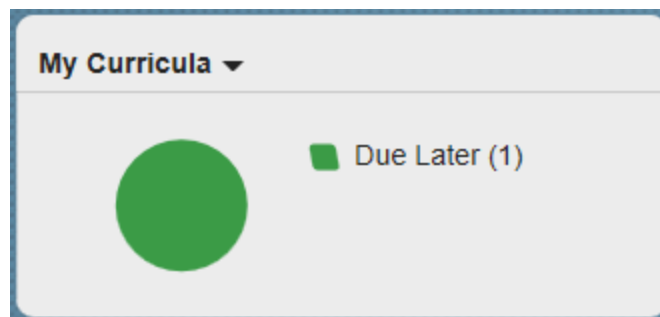
MOST RECENTLY ADDED

 **CMC - Model of Care 2016 for PPGs** 

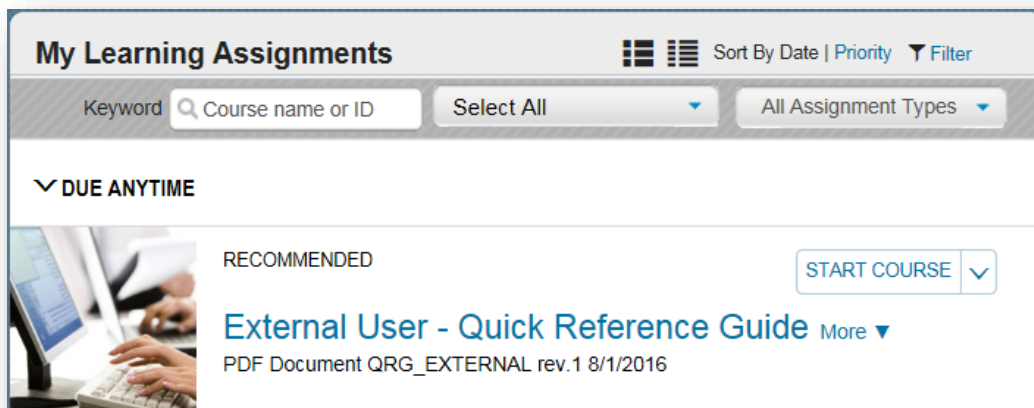
On the “Completed Work” page, mouse over the course you would like to review and click “Review Content” or “Print Certificate”.



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 assistance in navigating the system.







## Healthcare Partner Instructions for Entering L.A. Care University

### Assistance

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