

Learning Management System (LMS) • Quick Reference Sheet

Your hub for **Provider Education, Training, and Support**

Accessing the LMS

Access Paths

- ✓ Preferred path: Use Provider Portal to single sign on
- ✓ If unavailable, go directly to healthplanresources.com/learn
- ✓ Use the same Provider Portal username and password

Registration Essentials

- ✓ Username, password, unique email, first and last name
- ✓ Branch, role, TIN, and group/practice details
- ✓ Choose the role that best describes your work

What You'll Find Inside

My Learning Journey

- Starting point for required and elective training
- Role-based learning

Course Catalog

- Orientation, Provider Portal, prior authorization, and much more
- A provider-centered library of tailored courses

Provider Education Series

- Provider-focused learning custom to your market
- Covers commonly identified educational needs

Search by Topic

- Use search and topic filters to quickly find training
- Open courses, plans, resources, and materials

BUILT SPECIFICALLY FOR PROVIDERS

Custom Content | Practical Support | Continuous Improvement

Provider-Driven Training

- ✓ Developed using provider feedback, common questions, and operational insights
- ✓ Relevant, practical education for provider workflows
- ✓ New topics are added as needs evolve

Feedback Drives Change

- ✓ Feedback helps refine existing training content and navigation
- ✓ Share feedback from the LMS home screen or course surveys
- ✓ Support trends and knowledge gaps inform future resources

THE TEAM BEHIND YOUR TRAINING

Provider Engagement Team

Develops Training In-House

- Built and maintained internally

Provides Ongoing Support

- Responds to LMS support requests

• Tailored to the provider community	• Helps users navigate the platform
✔ Maintains Content Quality • Annual content review • Aligned to current processes and provider needs	🔄 Continuously Improves • Uses feedback, support trends, and updates • Enhances trainings and develops new resources
Customized Training • Practical Resources • Dedicated Support	

NAVIGATE CONFIDENTLY

Core Features Available From the LMS Homepage

🔍 Search & Discover • Find courses, plans, resources, and materials • Open content directly from search results	🔔 Stay Connected • Review notifications, alerts, and updates • Track badges, points, and achievements
📊 Track Progress • View enrolled, in-progress, and completed courses • Monitor required training, badges, and transcripts	📁 Resources Menu • Access Tools, user guides, provider resources, and education • Choose the category you need from the drop-down

OFFICE MANAGER FEATURES

Tools for Group Training Oversight

👥 Verify Group Members • Confirm providers are tied to the correct Tax Identification Number (TIN) • Export lists to CSV or Excel	📊 Monitor Completion • Review enrollment and completion dashboards • Identify Not Started or In Progress training
✔ Attest to Completion • Update records for providers under the group TIN • Update one or many providers to Completed	📁 Reporting & Documentation • Access dedicated reports and resources • Support compliance tracking and onboarding

NEED HELP?

Support Is Available in the LMS and by Email

Ways to Get Support ✓ Select “Have a question or need help? Click here” in the LMS ✓ Email LMS support for questions or technical assistance ✓ Contact your Provider Engagement Representative for additional personalized support	Include in Support Requests ✓ Name (first and last), and username ✓ Provider National Provider Identifier (NPI) and Tax ID ✓ Detailed description of the issue or concern
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