April 25, 2016

Re: How to create an Account from the Medicare Learning Management System
        Web Based Training for Fraud Waste and Abuse

Below, please find the create account instructions with guidance on the organization field along with instructions on how to access a web-based training and view your certificate.

Create An Account

1.   Go to the LM/POS Homepage https://learner.mlnlms.com.
2.   Click on "Create Account."
3.   Create a Login ID that you can remember with eight characters.
4.   Your LMS password must comply with the following requirements:

a)   at least eight characters,
b)   at least one number,
c)   one lower case letter,
d)   one upper case letter,
e)   and one of the following symbols: ! @ $ % & ?

5.   Enter information for all the required fields (with the red asterisks) and click "Create."

*NOTE: When you get to the 'Organization' field, click on Select. From the 'Select Organizations' screen, leave the 'Find Organization' field blank and click Search. Select 'CMS-MLN Learners Domain - Organization' and click Save. The Manager field is optional. Additionally for Health Care Provider Type, Facility Type, or Association, you may select "Other" or "None" if applicable.

Also, here are some troubleshooting tips that help with the performance of our learning management training system:

•   The WBTs work best with the Internet Explorer browser.

•   Pop-up blockers—this setting must be turned off.

•   Cookie settings—be sure to allow cookies. Some users' company network settings or individual computer settings are not set to allow cookies, and this has caused problems for them.

Coast Healthcare Management, LLC

Management Company for

**Alamitos IPA ◆ Brookshire IPA ◆ Citrus Valley Physicians Group ◆ Family Care Specialists IPA
Fountain Valley IPA ◆ Good Samaritan Medical Practice Association ◆ Lakewood IPA
Premier ACO Physicians Network, LLC ◆ Premier Health Plan Services, Inc.
Primary Care Associates of California ◆ St. Mary IPA**

4909 LAKEWOOD BLVD., SUITE 200, LAKEWOOD, CA 90712
Phone: (562) 602 - 1563◆Toll Free: (877) 602 - 1563◆Fax: (562) 529 - 8490◆TTY: (888) 486 - 0866
www.coasthealthcare.net

Once you have created an account and logged into the learning management system, you may search under the Training Catalog tab.

To access the WBTs, please do the following:

1.   Go to the LMS Homepage https://learner.mlnlms.com
2.   Enter your login ID and password and click on Log In
3.   Click on Training Catalog
4.   Enter search criteria in the "search for" box and click "search" or select the item from drop down menu
5.   Select the titles of the 2 WBT courses in Provider Compliance
  - Combating Medicare Parts C and D Fraud, Waste and Abuse
  - Medicare Parts C and D General Compliance Training
6.   Click on "Enroll"
7.   Select "Credit" or "No Credit" and choose a course mode option and click "Enroll"
8.   Click on "Open Item"
9.   Take the course!

Also, please advise if you need additional assistance creating an account.

Viewing Your Transcript and Certificates

1.   Go to the LM/POS Homepage https://learner.mlnlms.com.
2.   Enter your login ID and password and click on Log In.
3.   Click on "Transcript."
4.   Search for the title of training.
5.   If you do not see a "View Certificate" button, then you need to complete the evaluation. Click on the title of training.
6.   On the left-hand side, you will see "Web-based Training Evaluation" listed under "Surveys." Click on "Web-based Training Evaluation."
7.   Complete the evaluation and click "Submit."
8.   You will now see a "View Certificate" button. Click on this to view your certificate.
9.   If you haven't already selected your credit type (or if you selected the wrong type before), click on "Select Credit Type" next to the credit type you want.
10.   Click "View Certificate."
11.   When you get a message asking if you want to open the certificate at the bottom of your screen, click "Open."
12.   Your certificate will open in a new window. Select "File" and then either "Save As" or "Print" to save or print your certificate.