Step by Step Guide for The MHBE Training Portal OE 2017-2018
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**Introduction and Overview**

This document provides Maryland Health Connection’s (MHC) Consumer Assistance Workers (CAWs) a step by step guide for accessing The MHBE Training Portal to complete the required training for the 2017 - 2018 plan year. Follow these instructions in order to fulfill your training obligations.

**Major Training Milestones for the 2017-2018 Open Enrollment Period**

Accessing the required training for MHC consumer assistance workers (CAWs) can be described in four major steps.

1. Create a MHBE Training Portal Account
2. Complete a Program Application specific to your CAW role
3. Once your application has been approved; you will have access to your training applicable to your CAW role. Required training must be completed within in **45 days** once your application is approved.
4. Complete the required training for OE 17-18 (See Chart on pg. 4)

   a. **For new consumer assistance workers seeking initial certification/permit, this will include:**
      i. Complete the CAW pre-credentialing training curriculum in which you are seeking to become credentialed
      ii. Register for a final exam session
      iii. Complete the online system training and assessment curriculum applicable to your role

   b. **For currently certified/permited CAWs, this will include**
      i. Complete the 2017 Annual Training Curriculum
## OE 17-18 Training Requirement Chart (x=required)

### New CAW Seeking Permit/Certification Training Requirements

<table>
<thead>
<tr>
<th>Course</th>
<th>Navigator</th>
<th>Certified Application Counselor</th>
<th>Consolidated Service Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-credentialing Training Curriculum</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Consumer Portal System Training</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Worker Portal System Training</td>
<td>X</td>
<td>N/A</td>
<td>X</td>
</tr>
<tr>
<td>In Person Final Exam</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

### Annual Training Requirements for New and Returning CAWs

<table>
<thead>
<tr>
<th>Course</th>
<th>Navigator</th>
<th>Certified Application Counselor</th>
<th>Consolidated Service Center</th>
<th>Caseworker</th>
</tr>
</thead>
<tbody>
<tr>
<td>(2017 Annual Training Curriculum)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Available until 12-31-2017</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voter Registration</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>N/A</td>
</tr>
<tr>
<td>CAW Compliance</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>QHP Renewals (available until 12-22-17)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>N/A</td>
</tr>
<tr>
<td>Selecting an MCO-Policy</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>Optional</td>
</tr>
<tr>
<td>MCO Plan Selection-System Training</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>Optional</td>
</tr>
<tr>
<td>Annual Training Assessment</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Step-by-Step Instructions

Step One: MHBE Training Portal Account Creation/Application

1). Go to https://mhbe.force.com/training/CustomCommunityLogin: If you already have a MHBE Training Portal Account skip to Step Two.

2). Click on the Register link.
3). Complete the registration form by entering your First Name, Last Name, Email and create a password (Password should be at least 10 characters long and a mix of characters and numbers). Click the submit button.

4). You will receive a confirmation email with the subject “Welcome to MHBE Training Portal”. The email contains the MHBE Training Portal link: https://mhbe.force.com/training/CustomCommunityLogin to complete and submit an application for the Maryland Health Connection CAW role in which you will be working.
5). Click on the link provided in the confirmation email and enter you login credentials you created during registration. Once logged in, click on the Applications tab. Click on the Create New Application button.
6). Select your role in which you are applying for Maryland Health Connection from the drop down menu and click continue.

7). Enter requested information into the application fields (note: There are required fields marked in red that must be answered before you can submit; hover over the orange question marks next to the fields for correct formats and field details ). After you enter in all required information, click save.
8). Please review the entire application. You can upload any requested information or supporting documentation by scrolling to the bottom of the application and clicking the Attach file button. If you are not ready to submit the application, you will be able to log out and come back and edit any information before submitting for approval.
9). Once your application is ready for submission with all requested supporting documentation, you must complete an Application Signature. Please read, click the check box next to “I understand”, and click the Sign button. Submit the application for approval by clicking Submit for Approval.

9). Your application will be reviewed by the program manager assigned to your role. Once your application has been approved, you will receive a confirmation email confirming your application has been approved and the next steps to proceed for the program.
Step Two: Required Training for Returning Staff

This section is for the Consumer Assistance Workers who have already received their permit/certification credentials with Maryland Health Connection. (Skip to Step Three if you are NEW; seeking certification)

Begin by logging in via:
https://mhbe.force.com/training/CustomCommunityLogin using the username and password that was entered during account creation.

You should again be at your home page which looks similar to this:

1. Click on the “Learn” tab
When you click on the “Learn” tab, you should see something similar to this:
2. **Training Tabs:** All of your annual training courses will be added to the “not started” tab of your transcript and will be listed as follows according to your role. Click on any of the course widgets to begin your training course. If you do not finish the course after launching, it will move to the “In Progress” tab. Once courses have been completed, courses will move to the “Completed” tab.
Course Listing for Certified Staff OE 2016-2017

Required Courses for Certified Navigators/Consolidated Service Reps

➤ 2017 Annual Training Curriculum-REQ (Courses included in curriculum are listed below)-Available until 12/31/2017
  • Voter Registration
  • CAW Compliance
  • QHP Renewals
  • Selecting an MCO-Policy
  • MCO Plan Selection 17-18-System Training
  • Annual Training Assessment

Optional Courses

➤ CAW Policy Training 17-18
➤ Consumer Portal Training 17-18-System Training
➤ Worker Portal Training 17-18-System Training

Required Courses for Certified Application Counselors

➤ 2017 Annual Training Curriculum-REQ (Courses included in curriculum are listed below)
  • Voter Registration
  • CAW Compliance
  • QHP Renewals
  • Selecting an MCO-Policy
  • MCO Plan Selection 17-18-System Training
  • Annual Training Assessment

Optional Courses

➤ CAW Policy Training 17-18
➤ Consumer Portal Training 17-18-System Training

Required Courses for Caseworkers

➤ Compliance Training 17-18-REQ (includes PII Acknowledgement post work for course completion of course)
3. **Continuing Education Courses (CE):** If you need to complete Continuing Education (CE) training courses. They will be loaded to your transcript on the “not started” tab. All CE courses will have a CE at the end of the training title.

**CE (Continuing Education) Courses Available** (*denotes course is also a part of your annual training curriculum requirement*)

- Cultural Competency-CE (1 hour)
- *QHP Renewals-CE (Available until 12/22/17) (1 hour)
- *Selecting an MCO-CE-Policy (1 Hour)
- Dental Plans-CE (1 Hour)
- MAGI-CE (1 Hour)
- *Voter Registration-CE (1 Hour)
- Post Enrollment-CE (1 Hour)
- Consumer Portal System Training-CE w/ Assessment (2 Hours)
- Worker Portal System Training-CE w/ Assessment (2 Hours)
- *CAW Compliance 17-18-CE (1 hour)
- Carrier Videos-CE-Available Soon (1 hour)
4. **Course Navigation:**
   
a. Click the “launch” button next to each course in the training course widget. Once you finish a training module, click the “Return to Previous Page” button to continue on with the training curriculum on your transcript.
b. If you are unable to finish a module all at once, you will be able to exit the course and will have the option to return to your last training slide. You will see a pop-up message asking if you wish to return to your last location. Click “OK”. If you wish to start your module over, click “cancel”.
5. **Course Evaluations:** Course Evaluations are required after completion of each training curriculum. A Course Evaluation is at the end of every course. Click the “launch” button and complete the assessment. Please be sure to add any comments at the end. If you don’t have any comments please add N/A.
Step Three: Required Training for New Staff

This section is for the Consumer Assistance Workers who are seeking permit/certification credentials. Begin by logging in via: https://mhbe.force.com/training/CustomCommunityLogin using the username and password that was entered during account creation.

You should again be at your home page which looks similar to this:

1. Click on the “Learn” tab
When you click on the “Learn” tab, you should see something similar to this:
2. **Training Course Tabs:** All of your annual training courses available for your role will be added to the “not started” tab of your transcript and will be listed as follows according to your role. Click on any of the course widgets to begin your training course. If you do not finish the course after launching, it will be moved the “In Progress” tab. Once courses have been completed, courses will move to the “Completed” tab.

**Course Listing for New Staff OE 2017-2018**

**Required (REQ) Courses for New Navigators/Consolidated Service Reps**

- Pre-Credentialing Training Curriculum-REQ *(required before exam registration)*
- Consumer Portal 17-18 System Training
- Worker Portal 17-18 System Training
- **2017 Annual Training Curriculum-REQ** *(Courses included in curriculum are listed below)-Available until 12/31/2017*
  - Voter Registration
  - CAW Compliance
• QHP Renewals
• Selecting an MCO-Policy
• MCO Plan Selection 17-18-System Training
• Annual Training Assessment

**Required (REQ) Courses for New Application Counselors**

➢ Pre-Credentialing Training Curriculum-REQ *(required before exam registration)*
➢ Consumer Portal 17-18 System Training
➢ **2017 Annual Training Curriculum-REQ** *(Courses included in curriculum are listed below)-Available until 12/31/2017*
  • Voter Registration
  • CAW Compliance
  • QHP Renewals
  • Selecting an MCO-Policy
  • MCO Plan Selection 17-18-System Training
  • Annual Training Assessment

**Required Courses for New Caseworkers**

➢ **Compliance Training 16-17-REQ** *(Includes PII Acknowledgement post work for course completion of course)*
3. **Continuing Education Courses (CE):** If you need to complete Continuing Education (CE) training courses. They will be loaded to your transcript on the **“not started”** tab. All CE courses will have a CE at the end of the training title.

**CE (Continuing Education) Courses Available** (*denotes course is also apart of your annual training requirement)*

- Cultural Competency-CE (1hour)
- *QHP Renewals-CE (Available until 12/22/17) (1 hour)*
- *Selecting an MCO-CE-Policy (1 Hour)*
- Dental Plans-CE (1 Hour)
- MAGI-CE (1 Hour)
- *Voter Registration-CE (1 Hour)*
- Post Enrollment-CE (1 Hour)
- Consumer Portal System Training-CE w/ Assessment (2 Hours)
- Worker Portal System Training-CE w/ Assessment (2 Hours)
- *CAW Compliance 17-18-CE (1 hour)*
- Carrier Videos-CE-Available Soon (1 hour)
4. Course Navigation:
   a. Click the “launch” button next to each course in the training course widget. Once you finish a training module, click the “Return to Previous Page” button to continue on with the training curriculum on your transcript.
b. If you are unable to finish a module all at once, you will be able to exit the course and will have the option to return to your last training slide. You will see a pop-up message asking if you wish to return to your last location. Click “OK”. If you wish to start your module over, click “cancel”
5. **Course Evaluations:** Course Evaluations are required after completion of each training curriculum. A Course Evaluation is at the end of every course. Click the “launch” button and complete the assessment. Please be sure to add any comments at the end. If you don’t have any comments please add N/A.
Step Four: Register for a Final Exam Session
(Only Individuals Seeking Initial Certification/ Permit-NEW STAFF)

Now that you have completed your pre-credentialing (REQ) training, you can register for a final exam session.

Begin by logging in via:
https://mhbe.force.com/training/CustomCommunityLogin using the username and password you entered when you created your account.

You should again be at your home page which looks similar to this:
1. Go to the **Session Registration** tab on the home page of the MHBE Training Portal. Click on the drop down and click on In-Person Exam Session. You will see all exam sessions available to you. Click on the date, time and location that works best and click the “Register” button. You will get a confirmation email confirming your registration.

When you do, you should see something similar to this:

![Session Registration Tab](image)

**Please Note:** You will not be able to register for an exam session if you did not complete you required pre-credentialing training curriculum listed above.
Step Five: Registering for a System Training Session (If applicable)

If there are Virtual Instructor Led Training Courses (VILT) or in person training Sessions available for your role, you will be required to register for a session. Begin by logging in via: https://mhbe.force.com/training/CustomCommunityLogin using the username and password you entered when you created your account.

You should again be at your home page which looks similar to this:
1. Go to the **Session Registration** tab on the home page of the MHBE Training Portal. Click on the drop down and click on In-Person Training Session. You will see all training sessions available to you. Click on the date, time and location that works best and click the “**Register**” button. You will get a confirmation email confirming your registration.

When you do, you should see something similar to this:
Step Six: Unregister From a Session

If you are unable to attend your training or exam session, please withdraw from the course and schedule another date and time if applicable. Begin by logging in via: https://mhbe.force.com/training/CustomCommunityLogin using the username and password you entered when you created your account.

You should again be at your home page which looks similar to this:

1. Go to the Session Registration tab on the home page of the
MHBE Training Portal. You will see all training sessions available to you and the sessions that you are currently registered for. Click the “UnRegister” button. You will get a confirmation email confirming that you unregistered from the session.
Job Aids

1. Go to the Job Aids tab on the home page of the MHBE Training Portal. You will see all of the documents the MHBE training team has uploaded for your reference. There are a few tag filters if you are looking for a specific document. To access a document, click on the “Click to Download” link next to the document. Once the document is downloaded, you will be able to view, print and/or save to your local drive of your computer.
Help is Available

1. Chatter: The MHBE Training Portal has a function that allows your Program Manager to communicate with you and other CAWs for questions or discussion about your training. Click on the “Chatter” tab. In the field provided, key in the @ symbol and then the name of the person you wish to contact and click share. Please Note: These messages are in a chat news feed and will be visible to your followers.
A. **Chatter Feed Edits**: Click the drop down next to your post to delete it, add topic or bookmark.

Should you experience any difficulties, errors, or other issues in any step of this training process, please contact our MHBE Training Team via email at mhc.trainingsupport@maryland.gov