



Hewlett Packard
Enterprise



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Medicaid & Medical Assistance

Delaware Medicaid Enterprise System

LMS Instructions

How to Register for the LMS

1. Go to the HPE LMS Login page at <https://lms-de.myhcplatform.com/>.
2. From the Login page, click the “register here” link to create an account.

The screenshot shows the LMS login page with the following elements:

- Header: inquisiq r4 Learning Management System
- Navigation: HOME
- Message: Welcome to DMES and Provider Portal training! Please click the link below for important instructions on how to self-register, enroll in a course, and view and print certificates.
- Link: [LMS Instructions](#)
- Language: YOU ARE NOT LOGGED IN LANGUAGE: English
- Form fields: Username, Password (case-sensitive)
- Buttons: Login, [register here.](#) (highlighted with a red box and arrow), I forgot my password.

3. Complete the listed fields. Required fields are marked with a red asterisk (*).

The registration form is titled "Details" and includes the following fields and instructions:

- Name:** * First Name: * Last Name:
- * Email:**
- * Username:**
 - Must be at least 6 characters and no more than 25 characters.
 - Cannot contain 'admin' or 'administrator'.
 - Cannot contain a social security number.
- * Password:**
 - Must be at least 6 characters and no more than 25 characters.
 - Cannot contain 'password', '123456', '654321' or contain the username.
 Confirm by entering again:
- Phone Number(s):** Primary Phone:
- * Authorization Code:** You would have received an email with your Authorization Code.
- * National Provider Identifier/Delaware Medicaid Identifier or Program Provider ID (MCD):**
 - Please enter your National Provider Identifier (NPI) or Delaware Medicaid Identifier or Program Provider ID (MCD)
 - If you are an HPE or State employee, please put "HPE" or "State" respectively.
- * Department/Division:** -- Select

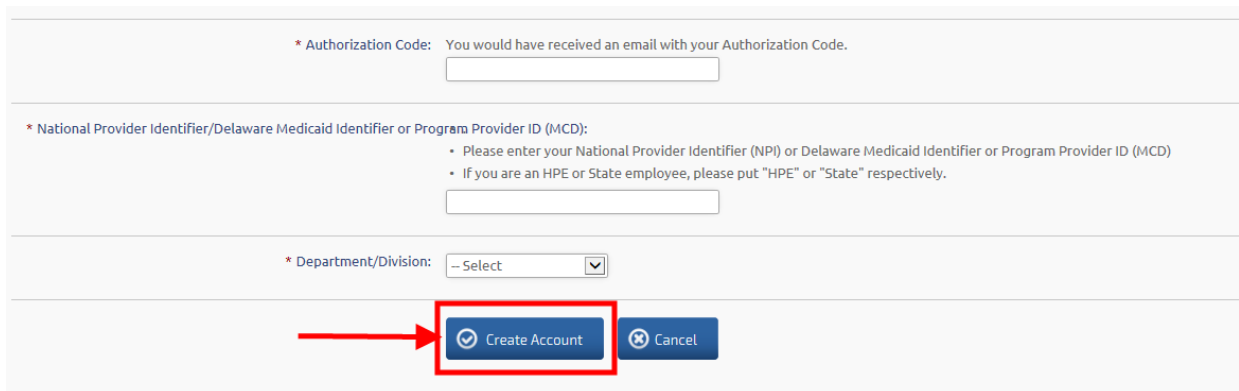
Buttons:

NOTE: Make sure to correctly enter your authorization code in the **Authorization Code** field. The code has been communicated to you previously.

In the **National Provider/Identifier/Delaware Medicaid Identifier or Program Provider ID (MCD)** field:

- If you are a Provider, enter your National Provider Identifier/Delaware Medicaid Identifier or Program Provider ID (MCD).
- If you are an HPE employee, then enter "HPE".
- And if you are a State employee, then enter "State".

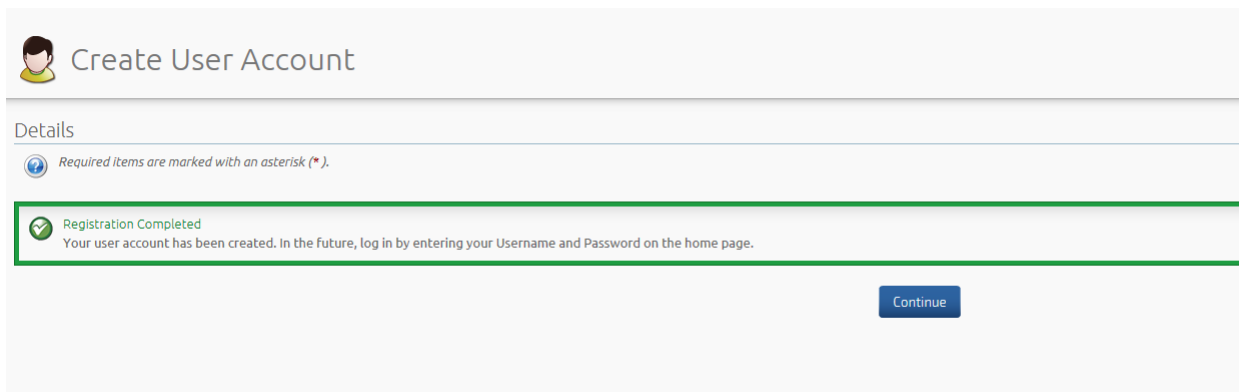
4. Once you have entered all your information, click the "Create Account" button.



The screenshot shows a registration form with the following fields and controls:

- * Authorization Code:** A text input field with the placeholder text "You would have received an email with your Authorization Code."
- * National Provider Identifier/Delaware Medicaid Identifier or Program Provider ID (MCD):** A text input field with instructions: "Please enter your National Provider Identifier (NPI) or Delaware Medicaid Identifier or Program Provider ID (MCD). If you are an HPE or State employee, please put 'HPE' or 'State' respectively."
- * Department/Division:** A dropdown menu currently showing "-- Select".
- Buttons:** A blue "Create Account" button with a checkmark icon and a blue "Cancel" button with an 'X' icon. A red arrow points to the "Create Account" button, which is also enclosed in a red rectangular box.

5. You will receive a "Registration Completed" message to let you know your account has been successfully created.



The screenshot shows the "Create User Account" confirmation page with the following elements:

- Header:** "Create User Account" with a user icon.
- Section:** "Details"
- Message:** "Registration Completed" with a green checkmark icon. Below it, the text reads: "Your user account has been created. In the future, log in by entering your Username and Password on the home page."
- Button:** A blue "Continue" button.

How to Enroll in a Course

Descriptions of course types

ILT (Instructor-Led Training): an in-person classroom training session

WBT (Web-based Training): a virtual session led by a trainer via Skype

CBT (Computer-based Training): a self-paced online training with no live instructor

1. Login to the HPE LMS with the Username and Password that you created. Click the “Login” button.

NOTE: The HPE LMS credentials are NOT the same as your DMES credentials. More details about the DMES credentials are discussed in the [Practice What You've Learned](#) section of this document.

YOU ARE NOT LOGGED IN
LANGUAGE: English

Welcome to DMES and Provider Portal training!
Please click the link below for important instructions on how to self-register, enroll in a course, and view and print certificates.
[LMS Instructions](#)

Username:
Password (case-sensitive):
Login
To create an account, register here.
I forgot my password.

2. Once you are logged into the LMS, click on the “Course Catalog” link at the top of the Home page.

HOME MY ACCOUNT COURSE CATALOG

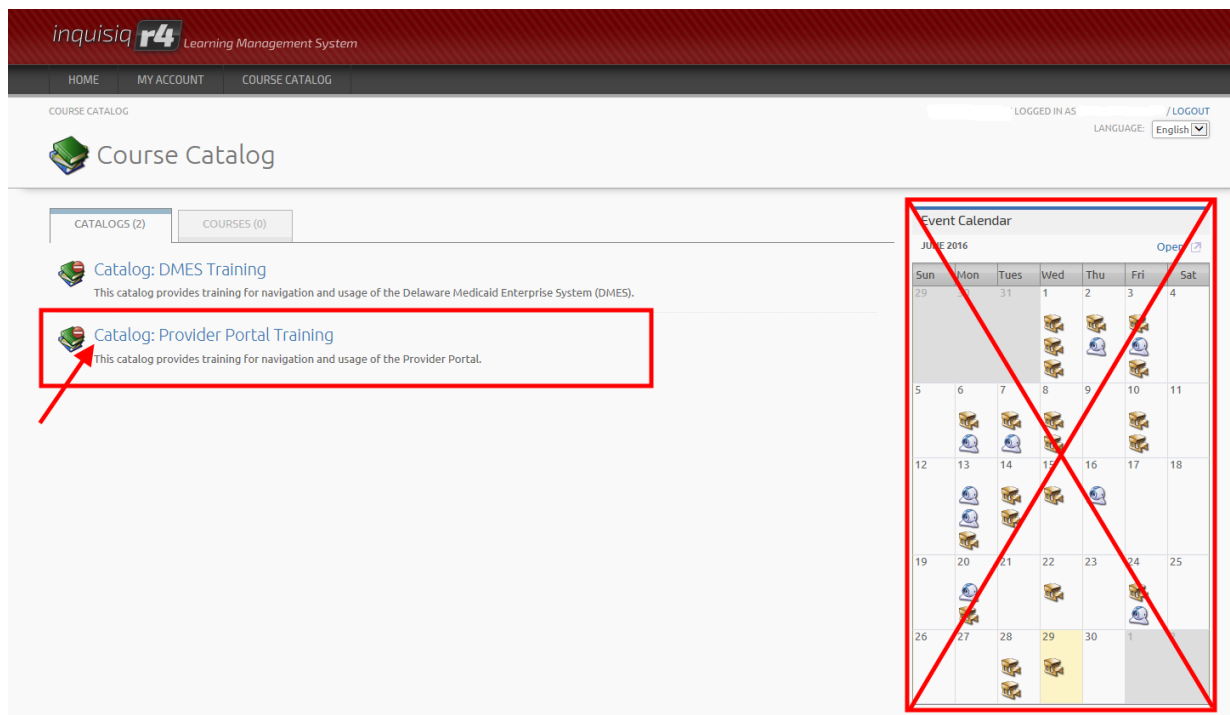
LOGGED IN AS / LOGOUT
LANGUAGE: English

Welcome to DMES and Provider Portal training!
Please click the link below for important instructions on how to self-register, enroll in a course, and view and print certificates.
[LMS Instructions](#)

- Click on the link for the desired course catalog. For example, click “Catalog: Provider Portal Training”.
Catalog: DMES Training: contains the list of courses for the DMES interChange system.
Catalog: Provider Portal Training: contains the list of courses for the new HealthCare Portal for Providers.

NOTE: Depending upon your user role, you may or may not have the DMES Training catalog available in your account.

NOTE: You cannot register for trainings via the Event Calendar. The Event Calendar is display-only, shows when ILTs or WBTs are available, and provides information about those training sessions. *To register for trainings, you MUST select a course catalog.*



- Click on the link of the course you wish to register for. For example, click “Portal Overview CBT.”

NOTE: The Event Calendar can also be seen here. *To register for trainings, you MUST select a course link from the catalog list.*

The screenshot shows a web interface for a Course Catalog. At the top, there are navigation links: HOME, MY ACCOUNT, and COURSE CATALOG. Below this, the page title is 'COURSE CATALOG // PROVIDER PORTAL TRAINING'. On the right, there are options for 'LOGGED IN AS' and 'LOGOUT', and a 'LANGUAGE: English' dropdown menu.

The main content area is titled 'Course Catalog' and includes a 'BACK TO PARENT CATALOG' link. Under the 'Description' section, it states: 'This catalog provides training for navigation and usage of the Provider Portal.' There are two tabs: 'CATALOGS (0)' and 'COURSES (20)'. The 'COURSES (20)' tab is active, and a red box highlights the first course, 'Portal Overview CBT'. A red arrow points to the course title. Below this course, there are three other courses: 'Portal Overview ILT', 'Portal Overview WBT', and 'Provider Portal Reference Guide Repository'. Each course has a brief description and a note about completing the course and receiving a certificate.

On the right side of the page, there is an 'Event Calendar' widget for 'JUNE 2016'. The calendar shows dates from 29 to 2. A large red 'X' is drawn over the entire calendar widget.

- 5. The course page provides basic information about the course itself, including a description, objectives, lessons, and if there are any prerequisite courses that must be completed before you can register for the course that is currently displayed.

Example of a course with an incomplete prerequisite:

The screenshot shows a course page with the following elements:

- Course Title:** Portal How to Review & Submit a Claim CBT
- Navigation:** A link for "BACK TO PARENT CATALOG" with a left-pointing arrow.
- Warning:** A box with a red border and a yellow background containing a warning icon and the text: "Alert To enroll in this course you must have completed at least one of the prerequisites listed below." Red arrows point from this box to the "Prerequisites Incomplete" icon and the "Prerequisites" section.
- Prerequisites Incomplete:** An icon of an apple with a bite taken out of it, labeled "Prerequisites Incomplete".
- Description:** "This course provides guidance to providers to review and submit a claim through the Provider Portal. Specifically, status and attachments." Below this is a link: "Click here to continue to the Training Environment".
- Objectives:** "The learning objectives for participants of this course are to navigate Provider Portal to:"
 - Perform member-focused and basic claims searches
 - Review the claim, status, and payment details
 - Create and submit new claims
 - Void and resubmit (adjust) claimsA red arrow points from this section to the "Prerequisites" section.
- Prerequisites:** "To enroll in this course you must have completed at least one of the following courses:"
 - Portal Overview CBT
 - Portal Overview ILT
 - Portal Overview WBT
- Lessons:**
 1. Portal How to Review & Submit a Claim CBT
 2. Portal How to Review & Submit a Claim Survey
- Certificates:**
 1. Portal How to Review & Submit a Claim

6. Click the Enroll link/red apple icon to register in the course.

NOTE: DO NOT click the “Click here to continue to the Training Environment” link. This will be covered in the [Practice What You've Learned](#) section of this document.

Portal Overview CBT

[BACK TO PARENT CATALOG](#)

Enroll

Description
This course provides guidance to providers to navigate the Provider Portal
[Click here to continue to the Training Environment](#)

Objectives
The learning objectives for participants of this course are to navigate Prov

- Navigate pages
- Access resources from the Login page
- Register as a new user and log in
- Access tools and resources from the My Home page
- Utilize special features

Lessons

1. Portal Overview CBT
2. Portal Overview Survey

Certificates

1. Portal Overview

If you are registering for an ILT or WBT course, you will also have to choose the session you would like to attend. Use the radio buttons to select the session then click the “Continue” button.

DMES Claims ILT

Lesson	Sessions
DMES Claims Test ILT :	<input type="radio"/> April 18, 2016 @ 3:00 PM - 4:00 PM Local Time Location: [Not Available] Status: Seat(s) Available (20/20)
	<input type="radio"/> April 21, 2016 @ 12:45 PM - 1:45 PM Local Time Location: [Not Available] Status: Seat(s) Available (20/20)
	<input checked="" type="radio"/> I will choose later.

Continue

7. The “Enrollment Successful” message shows that you are now enrolled in the course. You will also have access to any course materials once you have enrolled in the course.
To take your course, see the section [How to Launch a Course](#) for steps.

Portal Overview CBT

[BACK TO PARENT CATALOG](#)

Enrolled

Enrollment Successful
Go to [My Account](#) to launch the course.

Description

This course provides guidance to providers to navigate the Provider Portal. Specifically, participants will learn how to search and view details.
[Click here to continue to the Training Environment](#)

Objectives

The learning objectives for participants of this course are to navigate Provider Portal to:

- Navigate pages
- Access resources from the Login page
- Register as a new user and log in
- Access tools and resources from the My Home page
- Utilize special features

Course Materials:

- [Portal Overview Participant Guide \(119 KB\)](#)
- [Portal Overview Reference Guide \(2.37 MB\)](#)

Lessons

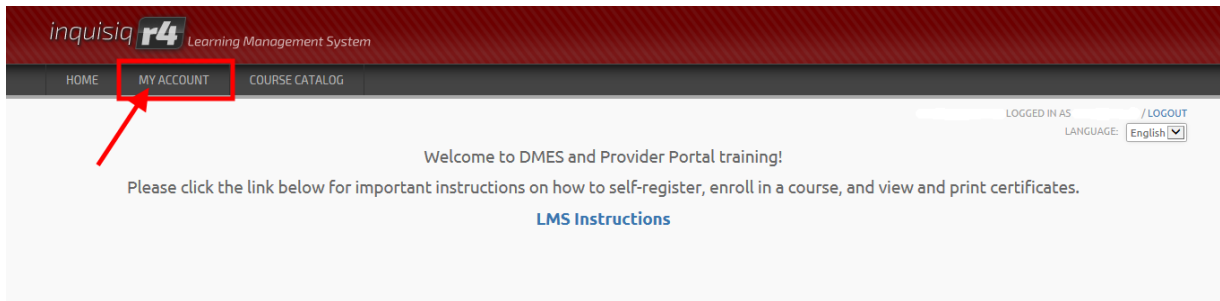
1. Portal Overview CBT
2. Portal Overview Survey

Certificates

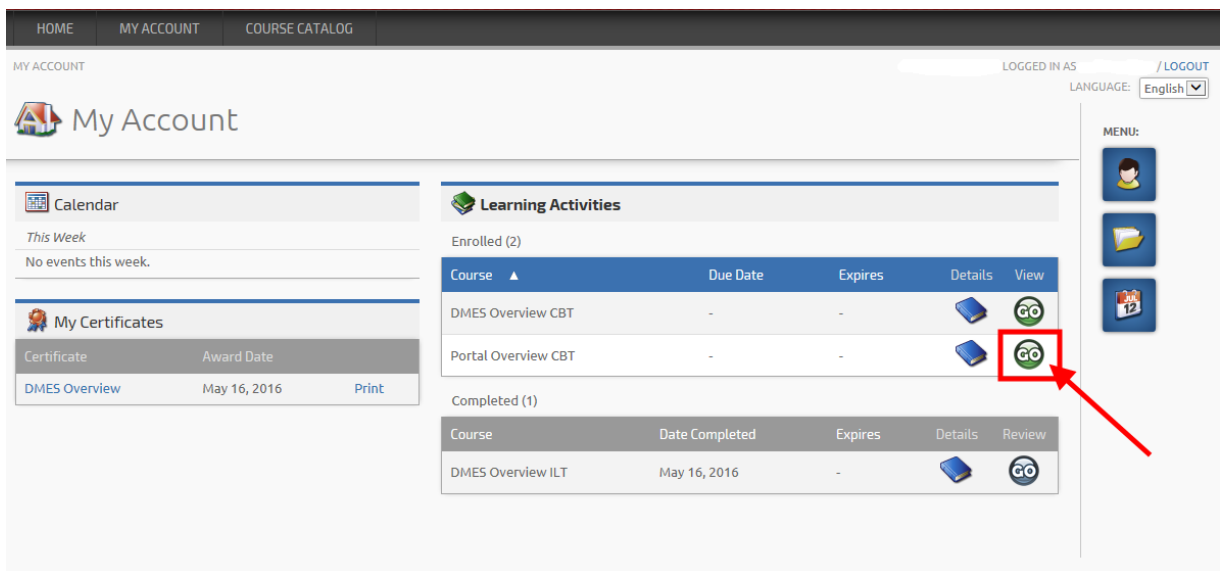
1. Portal Overview

How to Launch a Course

1. Go to the “My Account” page.



2. Under “Learning Activities,” click on the green GO icon next to the course you wish to take. For example, click the green GO icon next to “Portal Overview CBT.”



- Click on the green GO icon of the lesson you wish to launch. Once the course or session is finished, then you can come back and click the GO icon to complete the course survey.

NOTE: DO NOT click the “Click here to continue to the Training Environment” link. This will be covered in the [Practice What You've Learned](#) section of this document.

NOTE: You must finish the ILT, WBT, or CBT lesson AND also the corresponding course survey in order to complete the course and receive credit.

HOME MY ACCOUNT COURSE CATALOG

MY ACCOUNT // LEARNING ACTIVITIES // PORTAL OVERVIEW CBT LOGGED IN AS / LOGOUT LANGUAGE: English

Portal Overview CBT

Status: Enrolled

Description
This course provides guidance to providers to navigate the Provider Portal. Specifically, participants will learn how to search and view details.
[Click here to continue to the Training Environment](#)

Objectives
The learning objectives for participants of this course are to navigate Provider Portal to:

- Navigate pages
- Access resources from the Login page
- Register as a new user and log in
- Access tools and resources from the My Home page
- Utilize special features

Course Materials

- Portal Overview Participant Guide (119 KB)
- Portal Overview Reference Guide (2.37 MB)

Lesson	Type	Status	Score	Action
1. Portal Overview CBT		Not Attempted	-	GO
2. Portal Overview Survey		Not Attempted	-	GO

- The course will load, then launch in a new internet browser window.

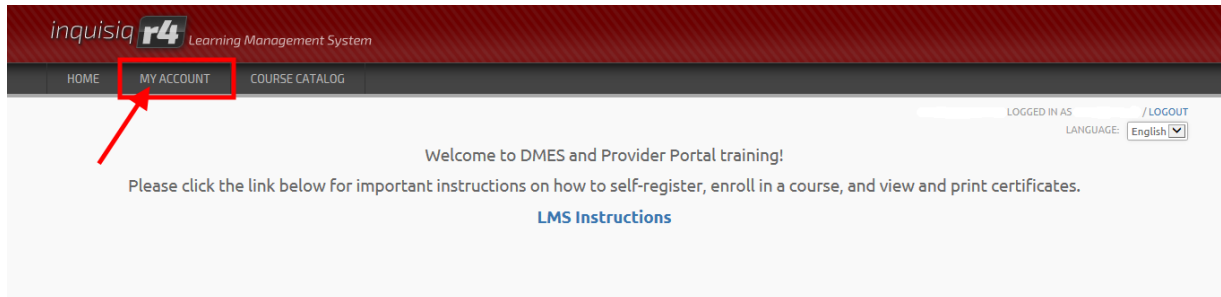
https://lms-de.myhplatform.com/ - Portal Overview CBT - Internet Explorer

Portal - Overview

Continue

How to View Certificates

1. Click "My Account" from the Home page.



2. If you have any certificates available, a "My Certificates" panel will be viewable on the page. Click the name of the certificate to view it. Click "Print" to print your certificate.

NOTE: You must finish the ILT, WBT, or CBT lesson AND also the corresponding course survey in order to complete the course and receive a certificate.

MY ACCOUNT

My Account

Calendar

This Week

No events this week.

My Certificates

Certificate	Award Date	
DMES Overview	May 4, 2016	Print
How to Review & Update Member Eligibility	May 23, 2016	Print
How to Review & Update Member Information	May 23, 2016	Print
How to Review a Claim	Jun 13, 2016	Print
How to Review and Update Pro DUR	Jun 1, 2016	Print
How to Review and Update Provider Information	Jun 21, 2016	Print
How to Use Contract Tracking Management System (CTMS)	Jun 14, 2016	Print
Portal Overview	May 23, 2016	Print

Learning Activities

Enrolled (10)

Course ▲

- DMES Reference Guide Repos
- How to Complete Managed C
- How to Enroll a Provider CBT
- How to Review and Update Pr
- Portal How to Enroll a Provide
- Portal How to Review & Subm
- Portal How to Review & Updat
- Portal How to Review & Updat

Practice What You've Learned

To practice what you have learned from the training sessions and CBTs, and get hands-on experience in the new DMES interChange system, you will need to go to the DMES Training Environment.

Go to the Training Environment login page at <https://dmes-ic-training.dhss.state.de.us/Account/Login.aspx>, or you can click on the "Click here to continue to the Training Environment" link via the Course Enroll page or via the Launch Course page.

Example:

Portal Overview CBT

[BACK TO PARENT CATALOG](#)

Enroll

Description

This course provides guidance to providers to navigate the Provider Po

[Click here to continue to the Training Environment](#)

Objectives

The learning objectives for participants of this course are to navigate P

- Navigate pages
- Access resources from the Login page
- Register as a new user and log in
- Access tools and resources from the My Home page
- Utilize special features

Lessons

1. Portal Overview CBT
2. Portal Overview Survey

Certificates

1. Portal Overview

Example:

How to Review and Update Prior Authorizations CBT

Status: Enrolled

Description

This course provides guidance to create new, process pending, and manage existing prior authorizations (PAs) in Delaware Medicaid Enterprise System (DMES). This course includes an overview of using Workflow to process pending prior authorizations.

The target audience for this course is Delaware Medicaid Enterprise System (DMES) users who process prior authorizations. Additionally, users such as Drug Rebate, Claims Resolution, and call centers who review prior authorizations benefit from learning to search for a prior authorization and understanding how the information is organized in DMES.

[Click here to continue to the Training Environment](#)

Learning Activities


Lesson	Type	Status	Score	Action
1. How to Review and Update Prior Authorizations CBT		Failed	0%	
2. How to Review and Update Prior Authorizations Survey		Not Attempted	-	

Objectives


The learning objectives for participants of this course are to navigate DMES to:

- Create new prior authorizations
- Process pending prior authorizations
- Manage existing prior authorizations

DMES Training Environment Login page:



Notice: This Training Environment does not contain Personally Identifiable Information (PII). All visible data has been de-identified.
Do not enter real information into this system, including names, Social Security Numbers (SSN), account numbers, Member ID numbers, addresses, and Federal Employer Identification Numbers (FEIN), as it may be viewed by anyone with access to DMES.



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Medicaid & Medical Assistance

Username*	<input type="text"/>
Password*	<input type="password"/>
<input type="button" value="Login"/>	

WARNING

This system may contain U.S. Government information, which is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of Title 18, United States Code, Section 1030, and may subject the individual to criminal and civil penalties pursuant to Title 26, United States Code, Sections 7213, 7213A (the Taxpayer Browsing Protection Act), and 7431. This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording, and analysis of all data being communicated, transmitted, processed, or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel.

ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

NOTE: The Training Environment requires your **DMES** username and password. Your **DMES** credentials were created for you and sent to you via an encrypted email from a HPE Helpdesk team member. These credentials are NOT the same as your HPE LMS username and password that you created for yourself in the [How to Register for the LMS](#) section of this document.

If you require your DMES credentials to be sent to you, or if you need your DMES password to be reset, then you will need to [contact the HPE Helpdesk](#).

Contact Information

- If you require assistance with your DMES credentials (such as account unlock or password reset), have questions about DMES features/functions, or have issues with accessing the DMES Training Environment, then contact the:

Hewlett Packard Enterprise (HPE) Help Desk

Email: dexix-helpdesk2@hpe.com

- If you have any questions about enrolling in DMES training courses, course materials, require assistance with your HPE LMS user credentials, or have issues with the HPE LMS website, then contact the:

HPE DMES Training Team

Email: dmestraining@hpe.com