



CareSource's Learning Management System (LMS) for Providers

 HealthPlanResources.com

2026 IHCP Works Annual Seminar

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Agenda

1

Welcome to the LMS

2

Content within the LMS

3

Registration

4

Navigation

5

Office Manager & Supporting Staff Resources

6

Resources



Objectives

By the end of this walkthrough of the LMS you will be able to:



Understand the LMS — Recognize how HealthPlanResources.com serves as the dedicated home for custom provider education



Register & Access — Complete first-time registration, choose the correct role, and sign in through the Provider Portal



Explore the Content — Find custom trainings, the course catalog, the Provider Education Series, and your Learning Journey



Navigate Confidently — Use the personalized homepage, search, notifications, and menus to track your learning progress



Get Support — Reach the LMS Admin team, use in-platform help, or contact your Provider Engagement Representative



Manage Team Training — As an Office Manager, verify group members, monitor completion, and attest to training across your TIN



Welcome to the LMS

 HealthPlanResources.com

Your guide to getting started.

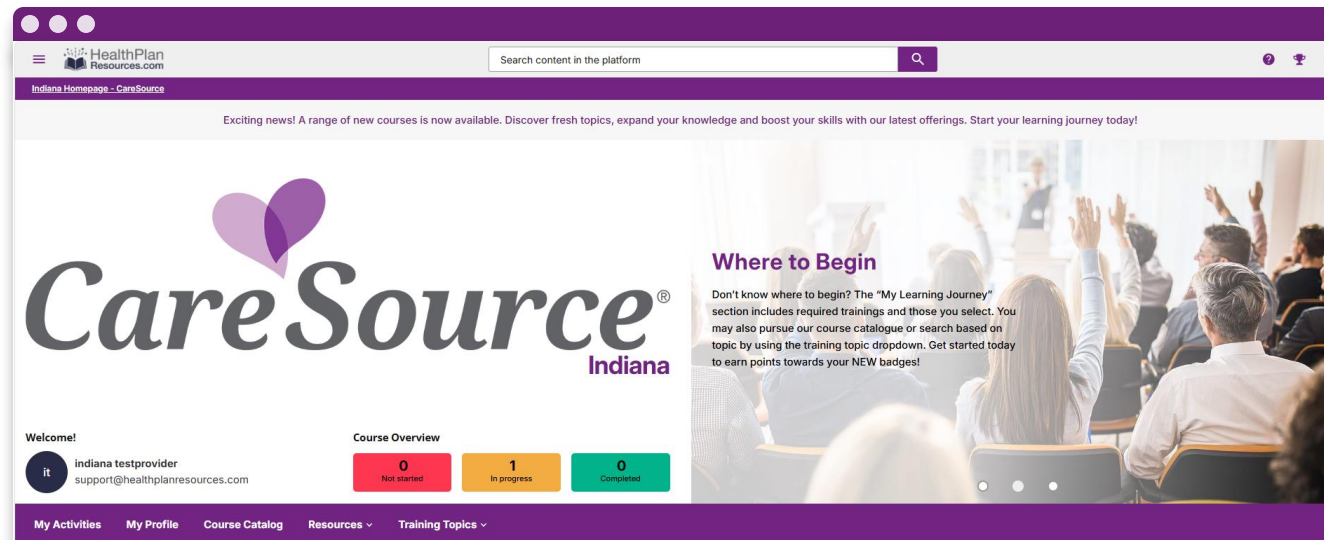


Welcome

YOUR PROVIDER LEARNING HOME

 **HealthPlanResources.com**

To make provider training easier to reach, CareSource created a dedicated learning management system (LMS)—[HealthPlanResources.com](https://healthplanresources.com)—where we house and manage our custom education program.



Content Built for Provider Success

The LMS offers training content that is intentionally designed to support providers with the information, tools, and guidance they need.

OUR FOCUS:

- **Customized to Provider Needs**
- **Driven by Feedback**
- **New Trainings as Needs Evolve**
- **A Focus on Practical Support**



Customized to Provider Needs

Training Designed specifically for our Providers

Every training is thoughtfully developed using direct provider feedback, operational insights, and identified learning opportunities to ensure content remains **relevant, practical, and valuable.**



Driven by Feedback

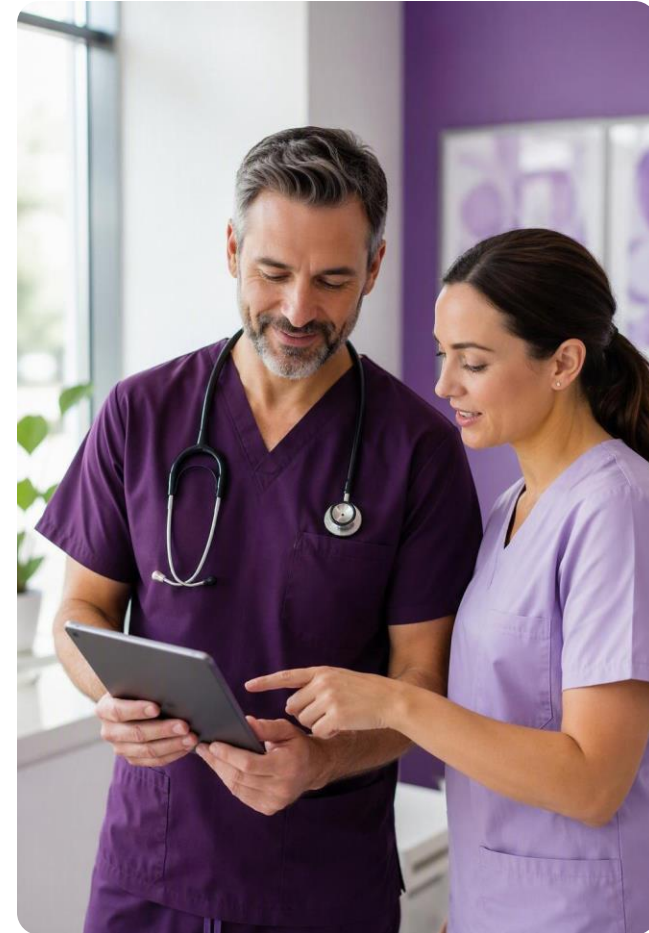
CONTINUOUS IMPROVEMENT

We gather feedback from providers and internal teams to enhance the **LMS experience** and improve our training content.

Your Feedback Drives Change

We use your feedback to:

- Refine and update existing trainings
- Improve the user experience and navigation
- Address knowledge gaps and common questions
- Develop new resources based on provider needs

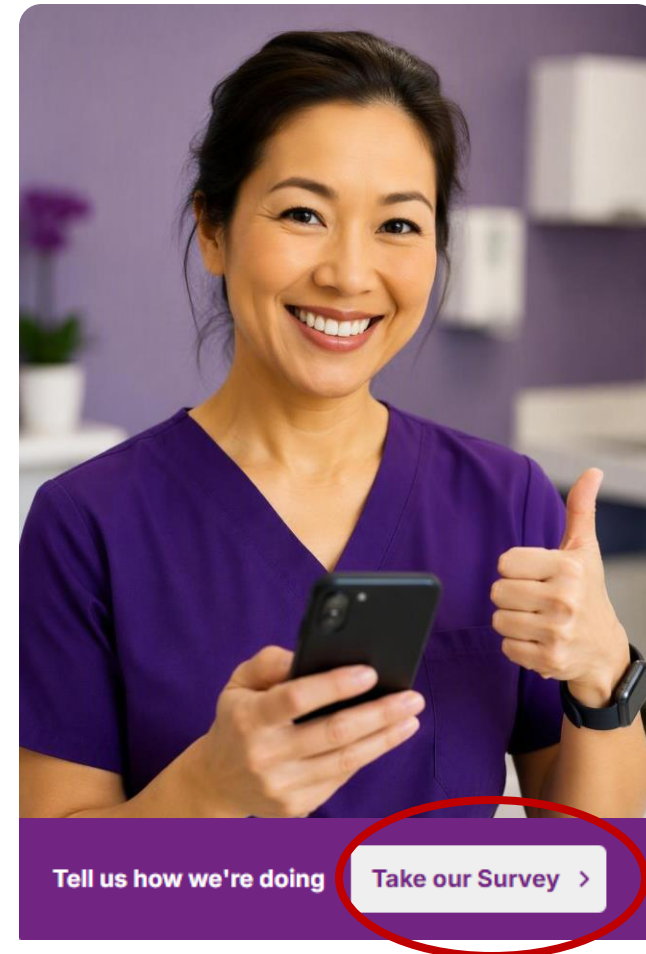


Tell Us How We're Doing

Help shape future training and platform enhancements by completing our surveys:

- ✓ Select “Take Our Survey” on the bottom-left corner of your LMS home screen.
- ✓ Complete the survey at the end of any course training.

*Your feedback helps ensure our trainings remain **relevant, practical, and valuable** for our provider community.*



New Trainings as Needs Evolve

GROWING WITH YOU

As provider needs change, our **library continues to grow**. We regularly develop new courses, resources, and learning opportunities that address emerging questions, process updates, and the information providers need to successfully engage with our programs and systems.

*As our library grows, providers **gain**:*

Resources that reflect current processes and requirements

New learning opportunities

Easy access to training



THE TEAM BEHIND YOUR TRAINING

Provider Engagement Team

The Provider Engagement Team is responsible for developing, maintaining, and delivering the training content available within the LMS.

Our team also manages provider support, helping answer questions and resolve issues to ensure a **positive learning experience**.



PROVIDER ENGAGEMENT TEAM

What We Do



Develop Training In-House

All training materials are created and maintained internally by our dedicated team, ensuring content is tailored specifically to the needs of our market and provider community.



Provide Ongoing Support

We review and respond to LMS support requests, helping providers and employees navigate the platform and access the resources they need.



Maintain Content Quality

Training content is reviewed annually to ensure information remains current, accurate, and aligned with operational processes and provider needs.



Continuously Improve

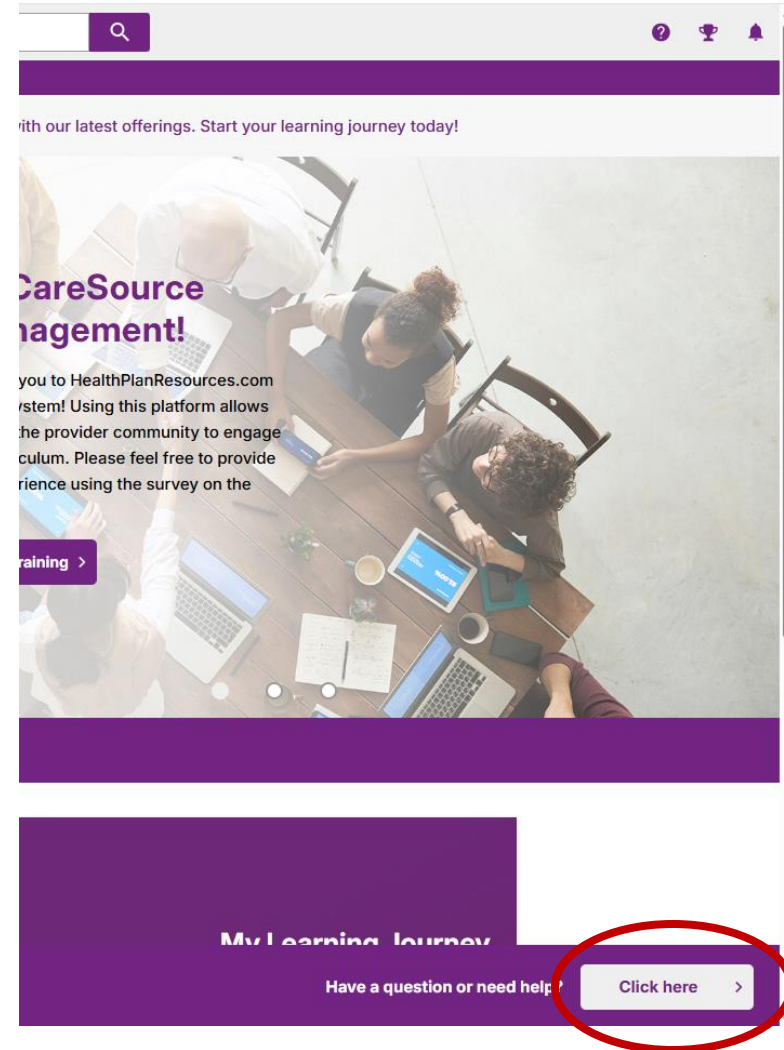
We use provider feedback, support trends, and operational updates to enhance existing trainings and develop new learning opportunities.



Access Support Directly in the LMS

Providers may access support directly through the LMS in three steps:

- 1 Log into HealthPlanResources.com
- 2 Navigate to the **bottom-right corner** of the screen
- 3 Select “**Have a question or need help? Click here**”



Include:



Provider or employee name



Phone number



Provider NPI



Provider Tax ID



Detailed description of the question, issue, or concern

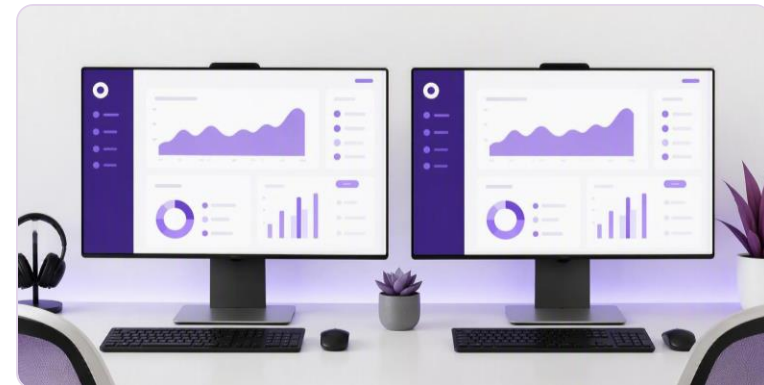


Contact Your Health Partner Engagement Representative

*Providers may also contact their assigned **Provider Engagement Representative** for direct, personalized support.*

They see what you see

The LMS lets Engagement Representatives **emulate the provider's LMS view** — seeing exactly what the provider sees to give more direct, personalized assistance.



Content within the LMS

 **HealthPlanResources.com**

What you'll find inside.



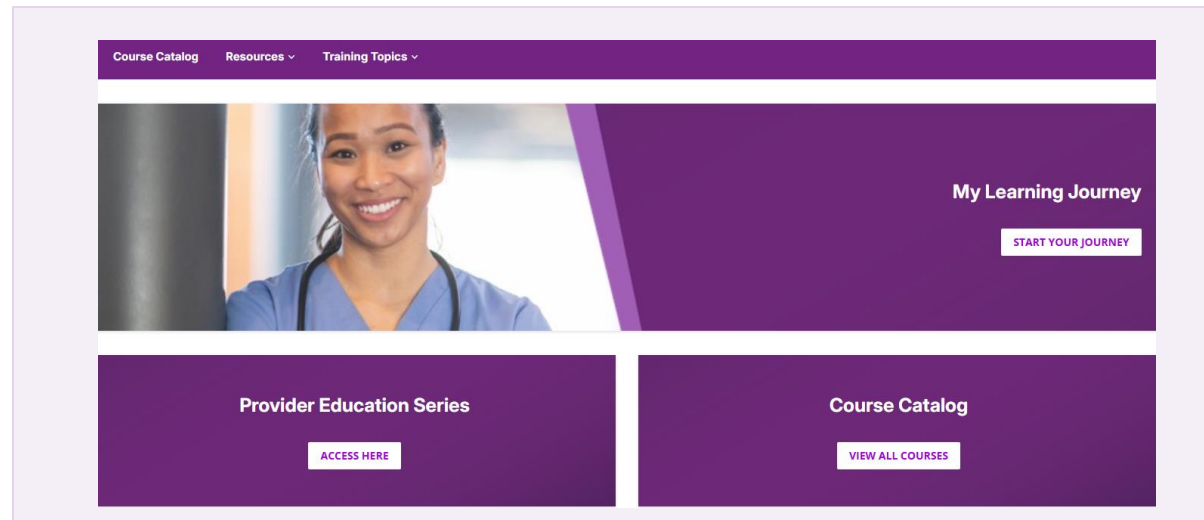
Content | LMS Homepage

 HealthPlanResources.com

My Learning Journey

Provider Education Series

Course Catalog



New to the LMS? Search by topic using the training topic dropdown to find exactly what you need.



My Learning Journey

Don't know where to begin? The My Learning Journey section is your starting point—bringing together the trainings required for your role and the ones you choose to add.

1

Required Trainings

2

Trainings You Select

3

Search by Topic

**Get started today to earn
points toward your NEW
badges!**

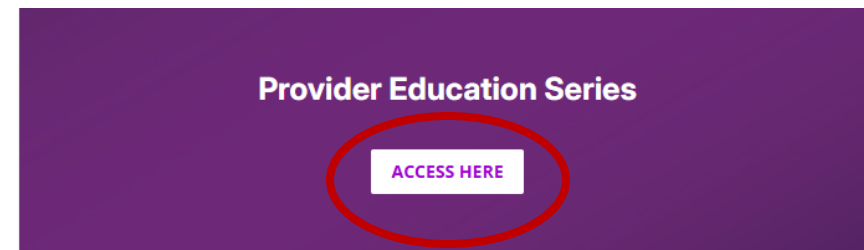
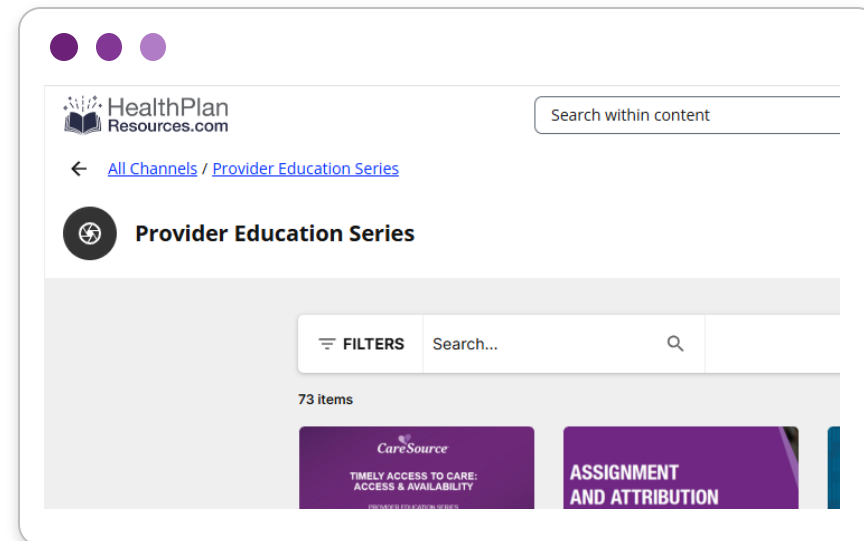


Provider Education Series

CareSource has created a custom library of training and resources on topics important to health care providers. Trainings are short—five to seven minutes—so they easily fit into your busy schedule.

Examples include:

- Contracting and Credentialing
- Screening, Brief Intervention and Referral to Treatment (SBIRT)
- Provider Satisfaction Surveys
- Provider Portal
- Early and Periodic Screening, Diagnosis and Treatment (EPSDT)
- Assignment & Attribution
- Access & Availability Standards
- **Many others!**



Course Catalog | Your Library

The course catalog is made up of a variety of courses designed by us, with you—the provider—in mind. It's where you'll locate and complete Provider Orientation, along with many other tailored courses.

Provider Orientation

Your first stop—get oriented to working with CareSource

Provider Portal

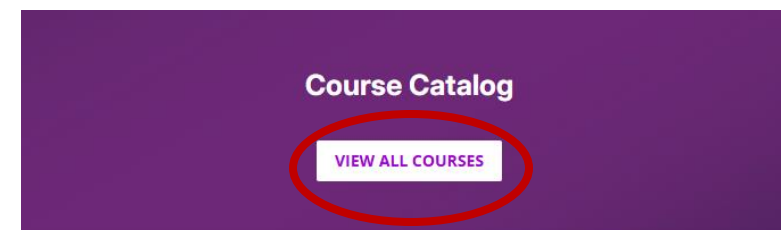
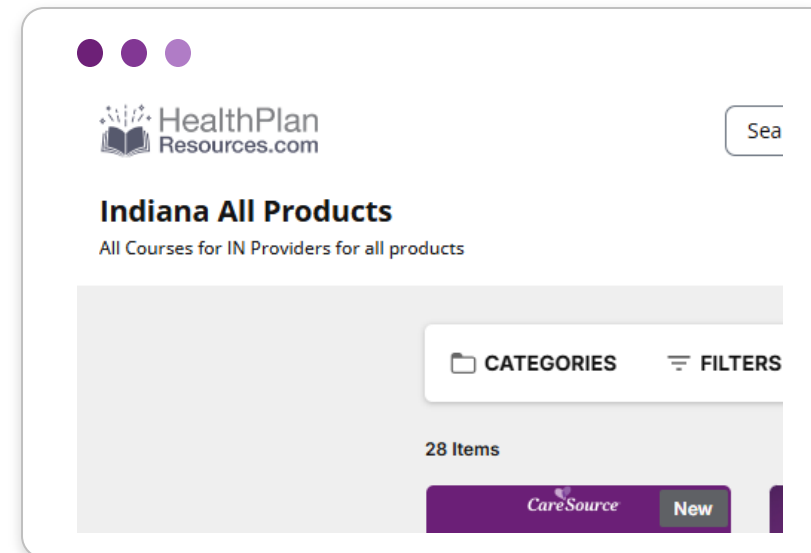
Navigate and get the most from the provider portal

Prior Authorizations

Submitting and managing prior authorizations

...and many more

Tailored courses across the topics you need



Registration

 **HealthPlanResources.com**

Registration and Access



Registration & Access

GETTING STARTED

Use the HealthPlanResources.com link on the Provider Portal whenever possible. If the portal is unavailable, go directly to the site.



PREFERRED PATH Via the Provider Portal

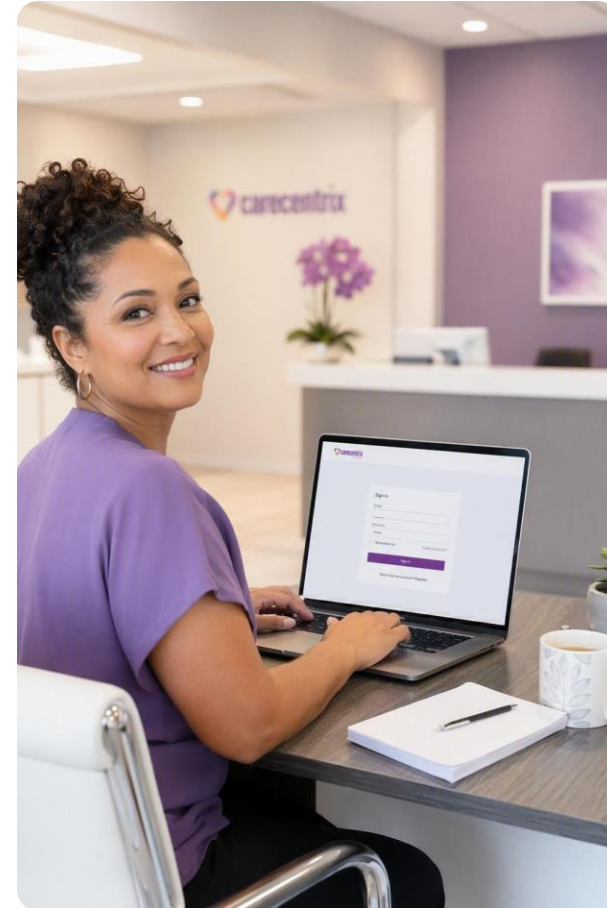
Open HealthPlanResources.com from the link inside the Provider Portal



IF PORTAL UNAVAILABLE Go Directly to the Site HealthPlanResources.com



Important Accessing directly? Use the same Username and Password as your Provider Portal account



Required Registration Information

WHAT YOU'LL PROVIDE WHEN YOU REGISTER

Account Information

- Username (NPI, or email if no NPI)
- Password (may update at first login)
- Unique email address

Personal Information

- First name
- Last name

Location & Role

- Primary state location (Branch)
- User role (Provider, Office Manager/Staff, etc.)

Provider Information

- Tax ID Number (TIN)
- Group or practice name
- Entity/facility name



Choose the Appropriate Role

SELECT THE ONE THAT DESCRIBES YOU

Pick the role that matches how you work with CareSource.

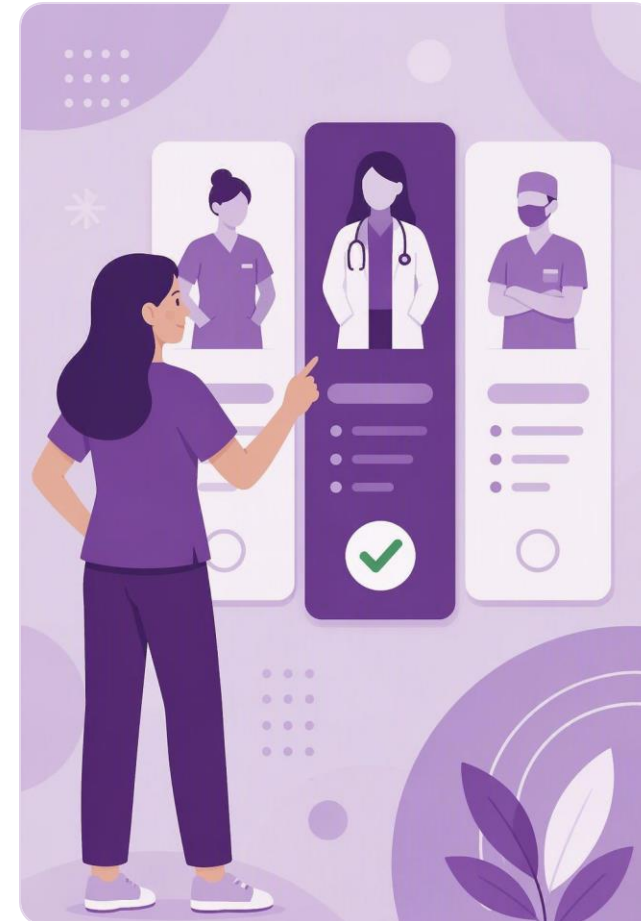
☒ **Contracted Primary Care Provider**

☒ **Contracted Specialty Provider**

☒ **Non-Contracted Provider**

☒ **Provider Office Manager**

☒ **Other**



Keeping Your Information Updated

AFTER REGISTRATION

Once registered, you can review and update certain profile details right inside the platform. Some fields are read-only.



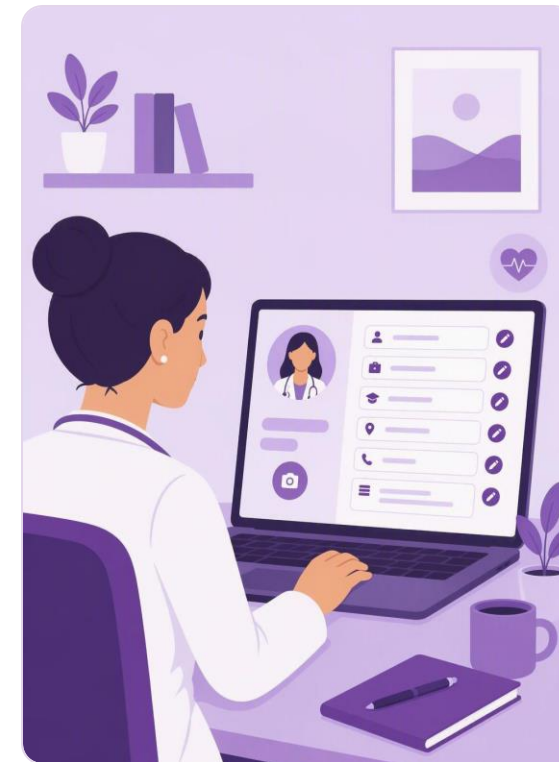
Update Anytime

Review and edit the profile information you're allowed to change directly within the platform, anytime after registration



Read-Only Errors

If read-only information is incorrect, contact support@healthplanresources.com



Navigation

 **HealthPlanResources.com**

Finding your way around



Navigating the LMS

YOUR PERSONALIZED EXPERIENCE

When you log in, your homepage is **personalized to your role and access level** — surfacing the courses, resources, and tools most relevant to you.

Welcome!



indiana testprovider
support@healthplanresources.com

Course Overview

0

Not started

1

In progress

0

Completed

My Activities

My Profile

Course Catalog

Resources ▾

Training Topics ▾



Tip: Return to your homepage anytime by selecting the **HealthPlanResources.com** logo in the upper-left corner

Search & Find Content

Use the Search Bar to quickly locate:



Search content in the platform



Staying Connected & Informed

REAL-TIME ENGAGEMENT & UPDATES

The LMS keeps you engaged and up to date through recognition, notifications, and system-wide alerts.



Gamification

Earn recognition as you learn and complete training.



Badges & points



Leaderboards



Achievements



Notification

Receive timely updates and alerts as they happen.



Real-time updates & alerts



Numbered badge for unread



System Alerts

Prominent banners flag anything you need to know.



Scheduled maintenance



Important platform updates



Tracking Your Progress



STAY ON TOP OF YOUR LEARNING

The platform gives you a clear, real-time view of where you stand.



See your courses

View enrolled, completed, and in-progress courses in one place



Monitor mandatory training

Stay current on required training and deadlines



Learning Plans & Certifications

Access assigned learning plans and earn certifications



Badges & transcripts

Review earned badges, transcripts, and achievements



Accessing Learning & Resources

YOUR NAVIGATION MENU



The navigation menu gives you one-click access to everything you need. **Available options depend on your role.**



Course Catalog

*Browse every
available course*



My Courses

*Open the
courses you're
enrolled in*



My Activities

*Review your
recent learning
activity*



My Profile

*Manage your
account details*



Resources

*Reference
materials and
documents*



Office Manager Resources

Tools for your role

Role-Based



Office Manager & Supporting Staff Resources

 HealthPlanResources.com

Support for your team.



Features

EMPOWERING OFFICE MANAGERS · 1 OF 2

Specialized tools to **monitor, manage, and support provider training compliance** across your organization's TIN.



Verify Group Members

- View providers across one or more TINs
- Verify provider group membership
- Export lists to CSV or Excel
- Save frequent TIN selections



Monitor Training Completion

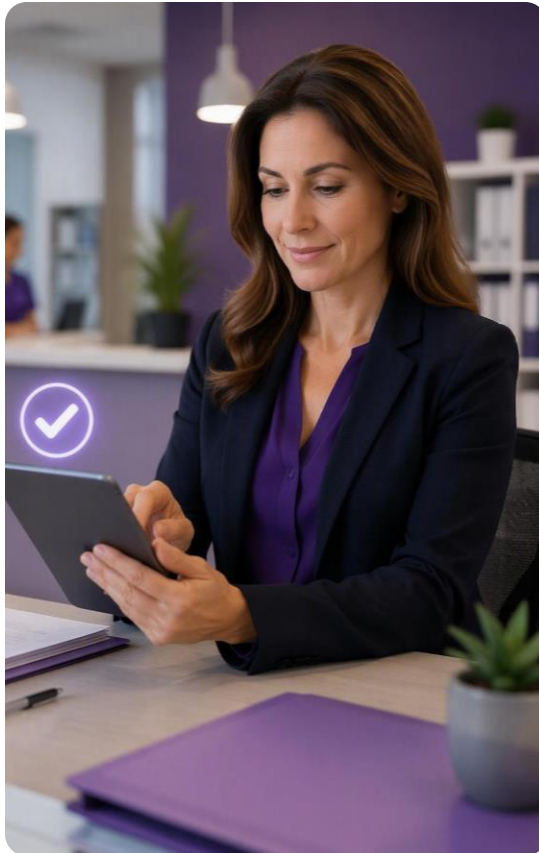
- View training progress dashboards
- Flag providers with incomplete training
- See completion status by provider
- Access enrollment reports



Features Continued

EMPOWERING OFFICE MANAGERS · 2 OF 2

*Specialized tools to **monitor, manage, and support provider training compliance** across your organization's TIN.*



Attest to Training Completion

- Attest on behalf of providers
- Update status to Completed
- Update one or many providers at once
- Maintain organization-wide compliance



Office Manager Resources

- Exclusive For Office Managers menu
- Training oversight and compliance
- Provider enrollment monitoring
- Reporting and documentation



Verify Group Members

VERIFY PROVIDERS ASSOCIATED WITH YOUR TIN

*Before monitoring training or attesting to completion, confirm every provider is linked to the **correct Tax Identification Number (TIN)**.*

✓ HOW TO VERIFY GROUP MEMBERS

- 1 Select **For Office Managers** from the navigation menu
- 2 Click **Verify Group Members**
- 3 Select **Groups** and search by TIN (e.g., 123456789)
- 4 Select all applicable TINs
- 5 Click **Confirm and Save Changes**
- 6 Open the **Preview** tab to review linked providers
- 7 Export the report as **CSV** or **Excel (XLS)**



Why Verification Matters

THE VALUE OF VERIFYING GROUP MEMBERS

*Accurate provider-to-TIN associations keep every downstream step — **training, monitoring, and attestation** — dependable.*



**Every provider is
connected to the
correct TIN**



**Missing or incorrect
associations are
surfaced early**



**A reliable
foundation for
training and
attestation**



Tip Save your TIN selections to streamline future reporting



Monitoring Training Data

VERIFY COURSE COMPLETION STATUS

*The **Course Completion Dashboard** gives a full view of provider training activity and enrollment.*



Access Training Data

Open **Verify Course Completion** for enrollment and completion trends



Identify Training Gaps

Flag courses marked **Not Started** or **In Progress** for follow-up



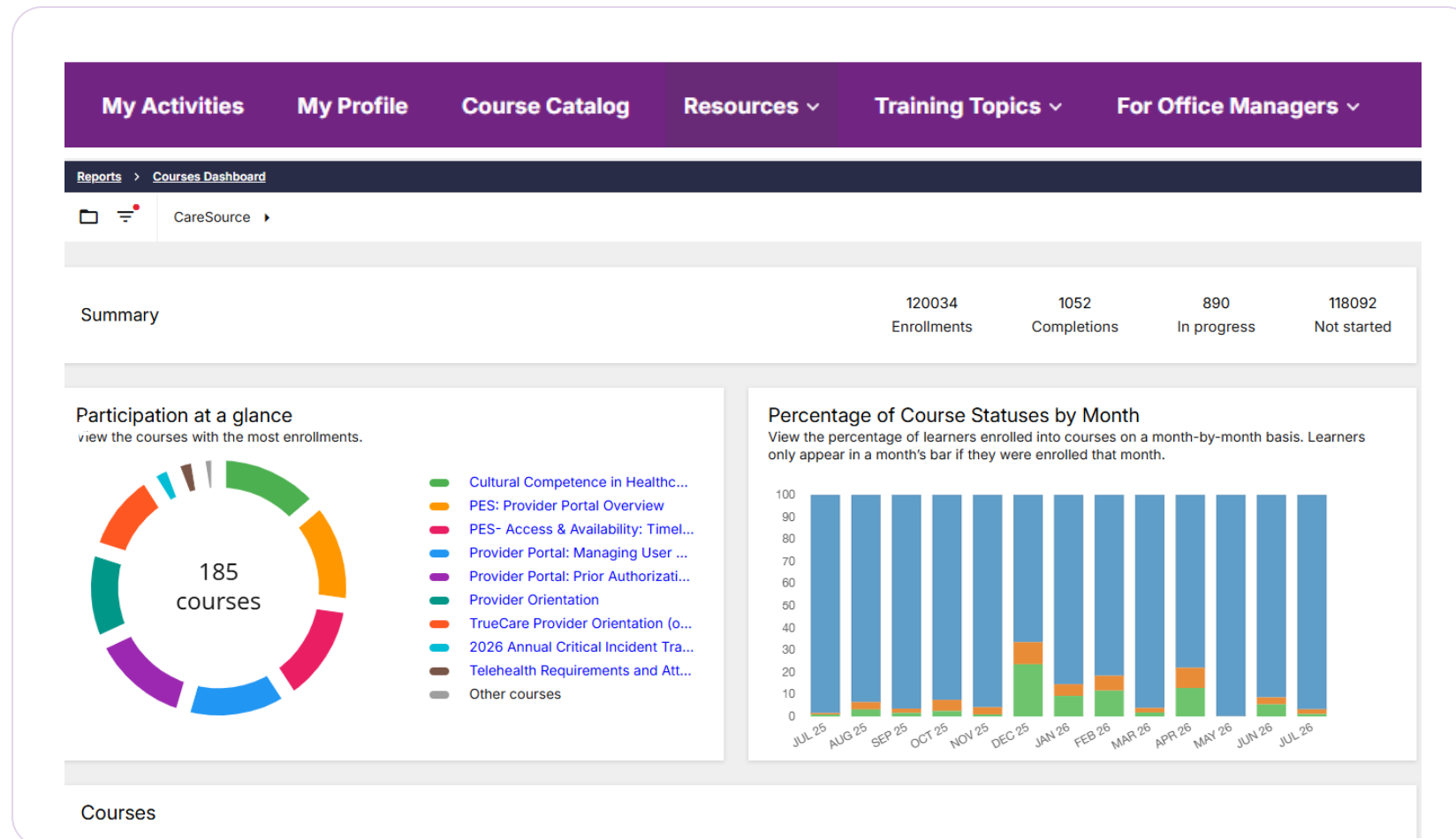
Drill Down for Details

Open a **course title** to see who needs status updates



Data

One view | Enrollment status, completion trends, and per-course provider progress in a single dashboard.



Benefits

WHY IT MATTERS

Tracking completion in one place keeps every provider on track and every group audit-ready.



Spot Incomplete Training Fast

See who hasn't started or finished, instantly



Monitor Group Compliance

Track completion across your whole TIN



Participation at a Glance

Visual dashboards summarize enrollment and trends



Progress for All Providers

Follow every provider's status in one place



Attest to Training Completion – Individual Provider

METHOD 1 • UPDATE AN INDIVIDUAL PROVIDER

Office Managers may update training records for providers under their organization's TIN **after confirming training is complete.**

- 1 Select **For Office Managers**
- 2 Click **Attest to Training for Group**
- 3 Choose the course
- 4 Open the **Enrollments** tab
- 5 Locate the provider
- 6 Select the **three-dot menu**
- 7 Choose **Change Status → Completed**



Attest to Training Completion – Multiple Providers

METHOD 2 • UPDATE MULTIPLE PROVIDERS AT ONCE

*Update several providers in a single action — **ideal after a shared group training session.***

- 1 Select multiple providers using the **checkboxes**
- 2 Choose **Action → Change Status**
- 3 Select **Completed**
- 4 Confirm the change



Attestation



BEST PRACTICES:

- ✓ **Verify completion status before updating records**
- ✓ **Review enrollment information carefully**
- ✓ **Repeat until all provider training records are current**

WHY USE ATTESTATION?

- Simplifies training administration
- Reduces duplicate training efforts
- Helps maintain compliance requirements
- Supports provider onboarding & ongoing education



Reporting

*The LMS includes **exclusive resources** designed specifically for Office Managers and supporting staff.*



Reports & Dashboards

- Verify Group Members
- Verify Course Completion
- Training Status Reports
- Enrollment Tracking



Provider Training Management

- Monitor compliance
- Review training progress
- Support provider onboarding
- Track mandatory training



Resources

*Dedicated help is built into the platform — **everything you need is one click from the homepage.***



Platform Support

- User Guides
- Quick Reference Materials
- Support Resources

How to Reach Support

From the LMS homepage,
select:

Questions or Need Help?



Office Manager Benefits

*Centralized tools that keep provider training **organized, compliant, and easy to oversee.***



Centralized oversight

Manage all provider training from one place



Compliance reporting

Access compliance reports with ease



Office Manager Benefits Continued

*Clear visibility into learning progress that makes group training **simpler to run and easier to track.***



Learning visibility

See provider learning progress at a glance.



Simplified management

Streamline group training activities.

One place to lead training:

Oversight, compliance, visibility, and management come together in a single system.

Less busywork, more confident oversight!



Resources

 **HealthPlanResources.com**

Tools and materials to help



Contact Us

EMAIL SUPPORT

Support@HealthPlanResources.com

**WHEN CONTACTING SUPPORT,
ALWAYS INCLUDE:**

- ✓ Username
- ✓ First Name & Last Name
- ✓ Provider NPI & Tax ID
- ✓ Detailed description of the question, issue, or concern



Tools & Resources

Access helpful tools, reference documents, and materials to support your day-to-day needs.



User Guides

Find step-by-step instructions and quick reference guides for navigating and using the LMS



Provider Resources

Explore provider-specific information, documents, and materials related to programs, processes, and operations



Education

Access educational content, learning materials, and additional resources to support ongoing development



How to Access Resources

From the Homepage:

- 1 Navigate to the Menu Bar at the top of the homepage
- 2 Select Resources
- 3 Choose the appropriate category from the drop-down menu
- 4 Click the resource title to open and view the content



Highlights

- 1 A Centralized Learning Home**
HealthPlanResources.com is the dedicated home for custom-developed provider education, training, and ongoing support.
- 2 What You'll Find Inside**
My Learning Journey, a Provider Education Series of short 5–7 minute modules, and a full Course Catalog.
- 3 Built Specifically for Providers**
Content is developed for providers and refined through feedback, operational updates, and knowledge-gap analysis.
- 4 The Team Behind Your Training**
The Provider Engagement Team develops, maintains, and supports all LMS content and resources.



Key Takeaways

Registration & Access

1

Reach the LMS through the Provider Portal, or at HealthPlanResources.com, using your Provider Portal credentials.

Search & Discover

2

Quickly find courses, learning plans, resources, and frequently used training materials.

Track Your Progress

3

Monitor assigned and required training, learning plans, certificates, badges, and transcripts.

Office Manager Tools

4

Verify group members by TIN, monitor completion, attest to training, and pull compliance reports.



Customer Service

Getting Help

1

Choose “Have a Question or Need Help?” in the LMS or email support; Engagement Reps offer personalized help.

Include in Every Request

2

Your username, first and last name, Provider NPI, Tax ID, and a detailed description of the issue.

Our Commitment

3

Customized to provider needs, driven by feedback, updated as needs evolve, and focused on practical support.

Continuous Improvement

4

Survey feedback improves trainings, navigation, and FAQs, and drives new educational resources.



LMS Quick Reference Sheet



SCAN TO OPEN

Scan to open the LMS Quick Reference Sheet

 **HealthPlanResources.com**



Evaluation QR Code



IN-MED-P-6132052; First Use: 08/31/2026

OMPP Approved: 08/31/2026

