Learning Management System (LMS) Job Aid for Providers

How to Select Courses in the LMS

1) Log in to the LMS at http://learn.tmhp.com with your username and password.

2) The Welcome screen will display. Clickable icons for the four different types of training—Computer Based Training, Webinars, Workshops, and Additional and Supplemental Information are displayed. Click one of the icons for the type of training you would like to view. You may also click the Home or Browse icons on the left navigation bar to access training materials.
3) When you select one of the four types of training icons, you will see a listing of courses in that category. From this list you will select the course in which you would like to enroll (for example, **Claim Appeals for CSHCN** or Claim Appeals for Medicaid).
4) Once you have selected a course, the preview screen will display. Depending on the course or the type of material, this screen may display a description of the course, a summary of topics in the course, the approximate length of the course, a publication date, related resources, and more.

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**Claim Appeals for CSHCN**

**By Provider Training Services**  **Published Mar 29, 2020**  **23 mins**  
**Computer Based Training**

**Topic:** The purpose of this CBT is to define an appeal, list the types of appeals, and describe how and when to submit an appeal.

**Length:** 23 minutes

**Published:** 3/26, 2020  Updates to programs, policies, and procedures discussed in this CBT can be found on the TMHP website in the current published provider manuals, web articles, and banner messages.

Specific training modules included in this CBT are:

- Overview of CSHCN Claim Appeals
- Appeal Levels
- First-Level Appeals
- Appeal Methods
- TexMedConnect
- Automated Inquiry System
- Paper Appeals
- Second-Level Appeals
- Fair Hearings

Education materials in this CBT are accurate as of the publishing date (3/26/2015). Be sure to check any attachments associated with this CBT. Updates to policy and program information can be found on the TMHP website in the current TMPPM and CSHCN Services Program Provider manual, web articles, and banner messages.

**Content**

- Claim Appeals for CSHCN

**Resources (Optional)**

- Acronym Dictionary
- Complaints to HHSC for MCO Services
- Exceptions to the 95-day Filing Deadline
- Requirements for Exception Requests
5) To enroll, you must scroll down to the Content section and click the course name. In this example, “Claim Appeals for CSHCN,” is the course name that you must click.

![Claim Appeals for CSHCN](Image)

- **Overview of CSHCN Claim Appeals**
- **Appeal Levels**
- **First-Level Appeals**
- **Appeal Methods**
- **TexMedConnect**
- **Automated Inquiry System**
- **Paper Appeals**
- **Second-Level Appeals**
- **Fair Hearings**

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6) Once you are enrolled in a course, the screen to begin the course will display. To begin the course, click the blue **Launch** button.

7) The course begins when the course player opens in a new window.
Using My Library to View Your Activities

1) Click the **My Library** icon on the left navigational bar to view your current training and course history. A list of activities that you are currently enrolled in will display. You can select an activity to review or resume from this screen.

![My Library Icon](image)

2) On the same **My Library** screen, you can click the **History** link to view previously completed training.

![History Link](image)
To Browse Courses

1) Click the **Browse** icon on the left navigational bar.

2) The Browse screen will display. To view activities for your provider type, click the **Categories** icon.

3) The Provider Education screen displays available training for your provider type (Computer Based Training, Webinars, Workshops, and Additional and Supplemental).
To narrow your types of training, click the **Subcategories** dropdown menu.