



Minnesota Health Care Programs Provider Portal Training Plan

Anticipated Go Live: Monday, December 5, 2022

Module 1 – Provider Portal Administrator Training

30-minute session

6 sessions

This training will be for provider administrators who will be responsible for adding and managing users for local management. **All times listed below are CST.**

Date	Time	Registration Links	Module
Monday, November 28	3:00pm	Register Here	Provider Portal Login
Tuesday, November 29	9:00am	Register Here	Provider Multi-Factor Registration
Thursday, December 1	12:00pm	Register Here	Provider Administrator Role
Friday, December 2	9:00am	Register Here	– How to add and manage users
Monday, December 5	8:00am	Register Here	– Reset accounts
Tuesday, December 6	12:00pm	Register Here	

Module 2 – Provider Portal Training – UM Providers

60-minute session

10 sessions

This training will be for all users to learn how to submit a request and how to manage request once submitted. This training encompasses all portal functionality. **All times listed below are CST.**

Date	Time	Registration Links	Module
Wednesday, November 30	12:00pm	Register Here	Provider Portal Login, MFA Registration
Thursday, December 1	3:00pm	Register Here	Submitting New Requests
Friday, December 2	11:00am	Register Here	Completing Saved Requests
Friday, December 2	1:00pm	Register Here	Submitted Request Status
Monday, December 5	9:00am	Register Here	Determination Letters
Monday, December 5	12:00pm	Register Here	Uploading Additional Clinical Documentation
Tuesday, December 6	8:00am	Register Here	Authorization Revisions
Wednesday, December 7	12:00pm	Register Here	Sending/Receiving Messages
Thursday, December 8	3:00pm	Register Here	Requesting Reconsideration
Friday, December 9	9:00am	Register Here	Setting Preferences
			Changing Provider Context
			Forgot/Reset Password