Gainwell-Indiana Health Coverage Programs (IHCP) Learning Management System (LMS)

The Gainwell Indiana Title XIX account has implemented a new Learning Management System (LMS) to streamline learners' experience when taking courses. The new Gainwell-IHCP LMS is now available to state employees, Gainwell staff, and the state Medicaid vendor staff who have access to the Core Medicaid Management Information System (*Core*MMIS).

All the *Core*MMIS and Provider Healthcare Portal courses that were available in the legacy LMS were migrated to the new Gainwell-IHCP LMS. Each of these courses to is now Section 508 compliant and follow Gainwell branding guidelines.

What is Section 508 Compliance?

Section 508 of the *Rehabilitation Act of 1973*, as amended by the *Workforce Investment Act of 1998*, requires federal agencies to make their electronic and information technology (EIT) accessible to people with disabilities. Section 508 guidelines are applied to our eLearning initiatives, making sure that all our courses are easily accessible to people with disabilities, especially those with vision and hearing-related disabilities.

How to Request Access to the Gainwell-IHCP LMS

LMS access requests should come from a manager or supervisor.

To request LMS access for any of your staff, just send an email to the INXIX Training Support mailbox and include the following information for each user:

- Name
- Email Address
- Department
    - FSSA Staff – Please indicate the Family and Social Services Administration (FSSA) division the user supports.
    - OMPP Staff – Please indicate the specific Office of Medicaid Policy and Planning (OMPP) department the user supports.
    - Other State Agencies – Please indicate the name of the agency.
    - State Vendors – Please indicate the name of the organization.

NOTE: We may inactivate users' LMS access after 90 days of inactivity, but if they need to take any course afterward, they just need to contact us to reactivate their access.

As a manager or supervisor, you can indicate in the LMS access request email what specific courses you want your staff to take. The INXIX Training Support team can enroll them in those courses.

When users are granted access to the LMS, they will receive the following emails:

- Subject line: It may show either *Absorb LMS Password Reset* or *Gainwell-IHCP Password Reset*

o This is a system-generated email that contains the user's LMS login credentials (username), with a link to set their login password and a note that the link will expire in seven days.

- Subject line: *Welcome to the Gainwell-IHCP Learning Management System (LMS)*

    o This email provides additional instructions on how to log in to the LMS and take courses.

LMS Dashboard (Home Page)

When users log in to the LMS, the LMS dashboard displays (*see Figure 1*). Most of the LMS functions are initiated from this page. The *Gainwell-IHCP Learning Management System (LMS)* quick reference guide, which is included in the welcome email that users receive when they are granted access to the LMS, provides instructions on how to navigate the LMS.

Figure 1 – LMS Dashboard
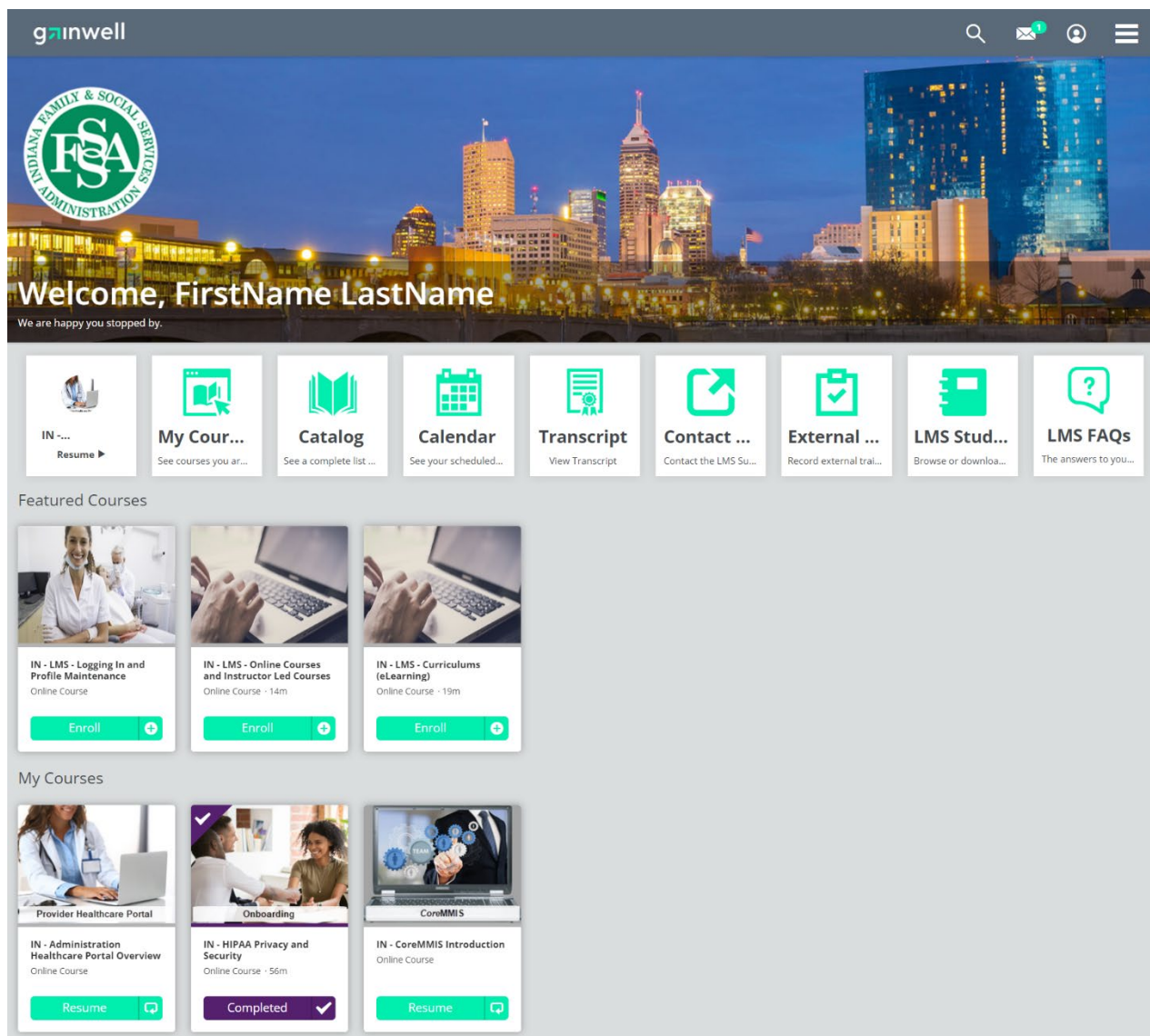
Searching for Courses

There are two ways users can search for courses:

- Using the **Search icon** (magnifying glass) located at the top of the LMS dashboard (Home Page) as shown in Figure 2. The Search Results section displays all the courses that contain the keywords or match the course title the user entered in the Search field.

- Using the **Catalog** by clicking the Catalog tile located in the Tile ribbon (*see Figure 2*). When users access the Catalog page, all the courses available in the LMS are displayed. However, to help users narrow the search, they can also search by categories.

For detailed instructions on how to search for courses, users should refer to the *Gainwell-IHCP Learning Management System (LMS)* quick reference guide.

Figure 2 – LMS Dashboard – Search Icon and Catalog Tile
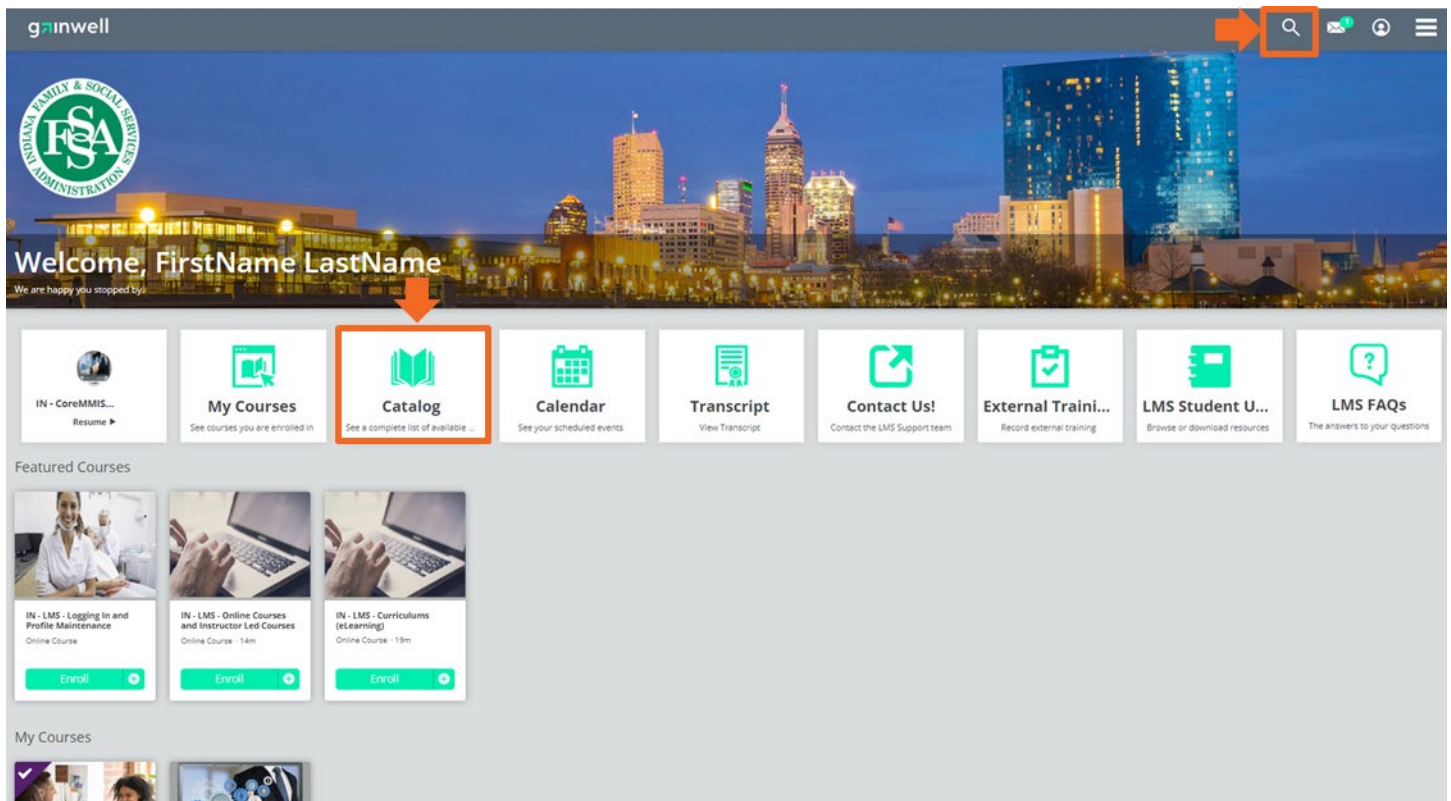
Enrolling in Courses

When users find the course, they want to take, they can easily enroll in the course by clicking the **Enroll** button on the course tile (*see Figure 3*). If they want to view a description of the course before enrolling, they can click the course link to display the course description information. From this screen, users can also enroll in the course by clicking the **Enroll [+ icon]** button (*see Figure 3*).

Figure 3 – Course Tile (Displaying the Course Link and Enroll Button) and Course Description Information
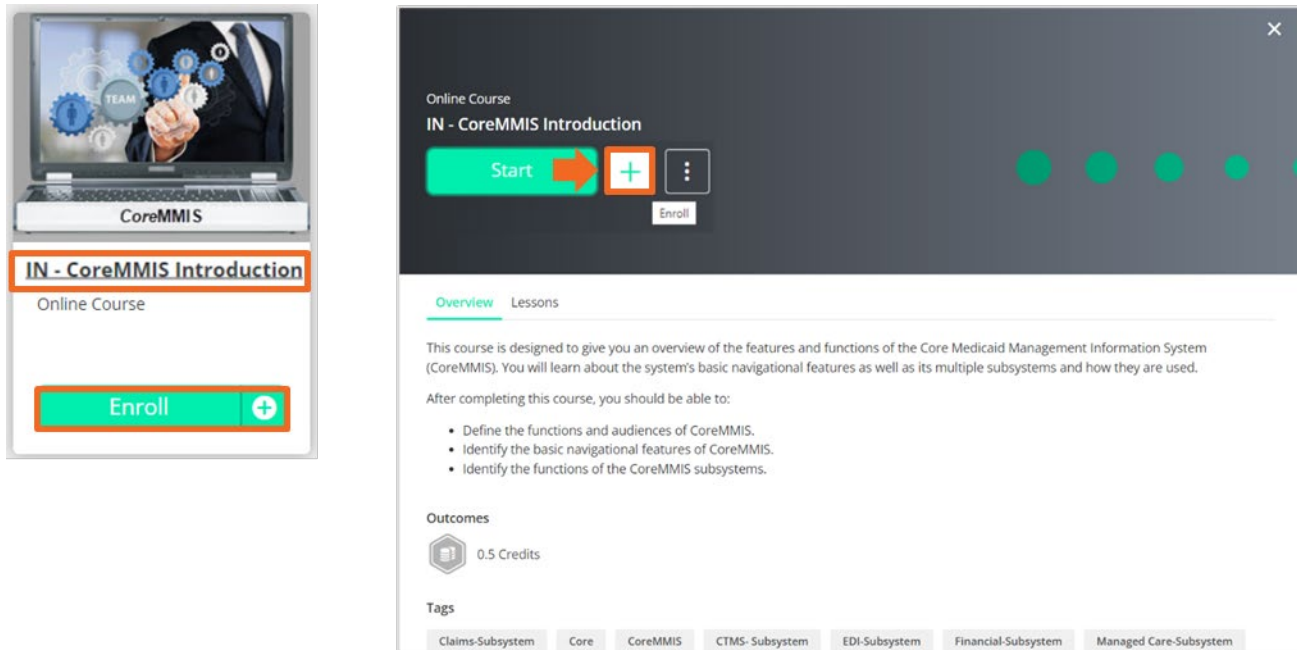
Accessing and Viewing Courses

Users can access and view the courses they have enrolled in by going to the **My Courses** section on the LMS dashboard *(see Figure 4)*. From this section, they can do the following:

- Start a course in which they are enrolled and have not yet started. These courses display the **Start** button.
  - o When users enroll in a course, the **Enroll** button is replaced with **Start**.
  - o To view (take) the course, they just need to click **Start**.

- Resume a course they have already started, but not yet completed (still in progress). These courses display the **Resume** button.
  - o When users start a course but need to stop and exit the course before they complete it, the **Start** button is replaced by **Resume**.
  - o When users click **Resume**, they are given the option to continue the course where they left off or restart the course.

- View (launch) a course they have already completed. These courses display the **Completed** button.
  - o After a course has been completed, if the user needs to revisit the course, they can launch the course by clicking **Completed**.
  - o Refer to the *Gainwell-IHCP Learning Management System (LMS)* quick reference guide for additional steps.

Figure 4 – My Courses Section (LMS Dashboard)

Viewing User Transcript

Users can view their LMS course enrollment and completion history by selecting the Transcript tile on the LMS dashboard (*see Figure 5*).

Figure 5 – Transcript Tile (LMS Dashboard)
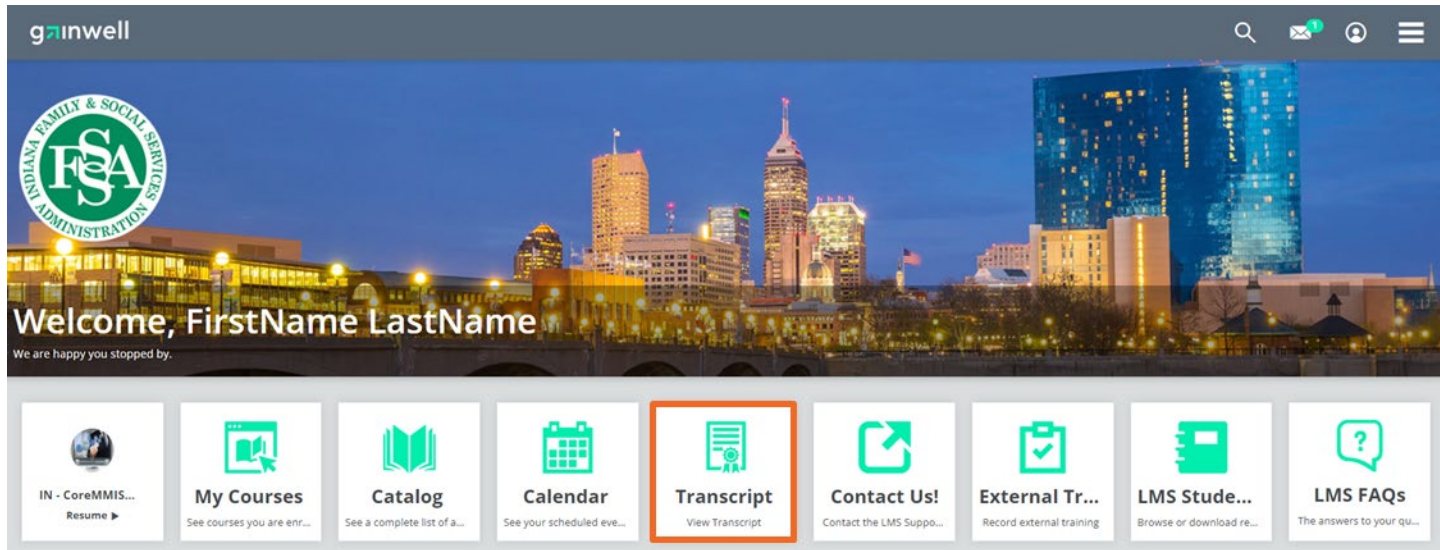
Need Help?

If you or your staff needs assistance or have any training-related questions, please contact the INXIX Training Support Mailbox.