



Medi-Cal Dental Learning Management System (LMS) User Guide

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1 Introduction

This document is the California Dental-Medicaid Management Information System (CD-MMIS) Medi-Cal Dental LMS User Guide for the California Department of Health Care Services (DHCS) Fiscal Intermediary (FI) Dental Business Operations (DBO) Contract #22-20181. DBO will be used to refer to this contract/contractor through the remainder of this document.

The Medi-Cal Dental Learning Management System (LMS) User Guide is intended to be used as the primary LMS Provider training resource for Medi-Cal Dental Providers.

1.1 Purpose

The purpose of this Medi-Cal Dental LMS User Guide is to assist Dental Providers and Staff users through the following activities:

- Accessing and navigating LMS
- Creating a new user account
- Enrolling in seminars through Instructor Led Training (ILT)
- Enrolling in webinars through Virtual Instructor Led Training (VILT)
- Web-based training through the Provider Online Training Catalog
- Obtaining user support

2 Accessing Medi-Cal Dental Learning Management System

Google Chrome is the recommended web browser for the Medi-Cal Dental Learning Management System (LMS).

Note: Other web browsers may cause LMS to not run correctly.

Click this link to access LMS: <https://lms.dental.dhcs.ca.gov>.

2.1 Medi-Cal Dental LMS Home Page

The following is the home screen for the Medi-Cal Dental LMS Home Page before signing in.

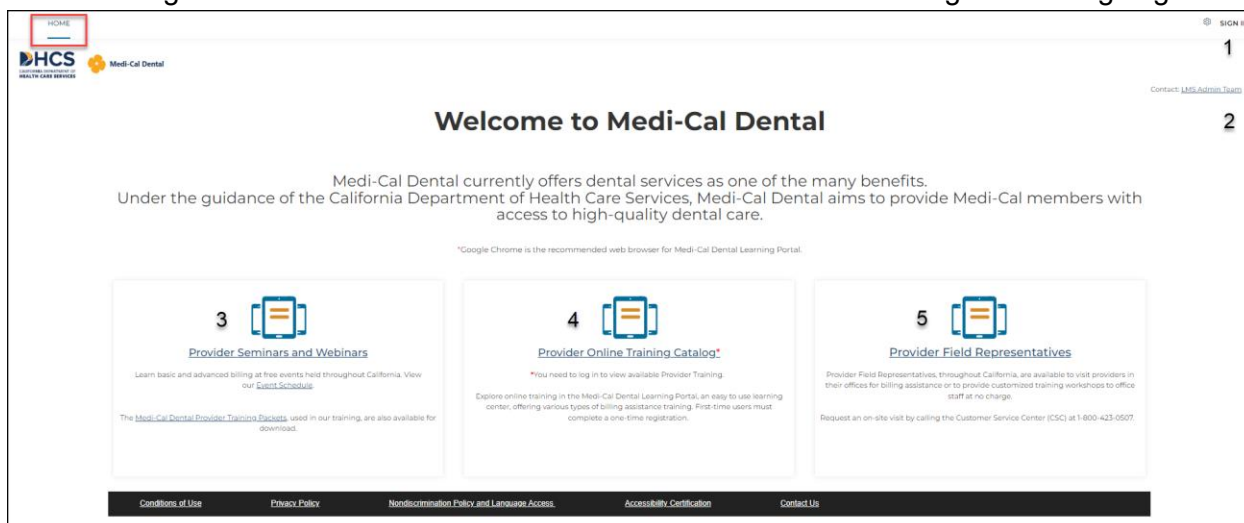


Figure 1. LMS Home Page

The following Items on Figure 1 are identified with the corresponding number on the Figure:

1. Sign In
2. Contact the LMS Administration Team for Technical Support at: CA-dbo.lms.admin@gainwelltechnologies.com
3. Provider Seminars and Webinars
4. Provider Online Training Catalog
5. Provider Field Representatives

The Medi-Cal Dental LMS Home Page footer includes links to the following:

- [Conditions of Use](#)
- [Privacy Policy](#)
- [Nondiscrimination Policy and Language Access](#)
- [Accessibility Certification](#)
- [Contact Us](#)

3 New User Registration

Users can register by clicking the **Sign In** button on the right side of the home screen to start the process.



Figure 2. Sign in Button

3.1 New User Register Now


To create a new account:

1. Select **Sign In** located at the top right corner of the header bar.
2. Select **Register Now**.

Figure 3. Register Now

After selecting **Register Now**, user will be redirected to the New User Registration Page.

HOME

 New User Registration

Fill out the form fields below to register for an account.

Please note:

That all fields marked with an asterisk () are required.*

Information for filling out specific fields is denoted with an (i), click the icon to view requirements.

Figure 4. New User Registration Form Page

3.1.1 New User Registration Form

The New User Registration Form includes four sections: Account Information, Contact Information, Employee Information, and Other Information.

All fields marked with a red asterisk (*) are required. Hover over the information icon (i) to view field requirements.

New User Registration

Fill out the form fields below to register for an account.

Please note:

That all fields marked with an asterisk (*) are required.
Information for filling out specific fields is denoted with an (i), click the icon to view requirements.

Account Information

Account Information
Contact Information
Employee Information
Other Information

FIRST NAME*

LAST NAME*

EMAIL*

RE-ENTER EMAIL (USERNAME)* (i)

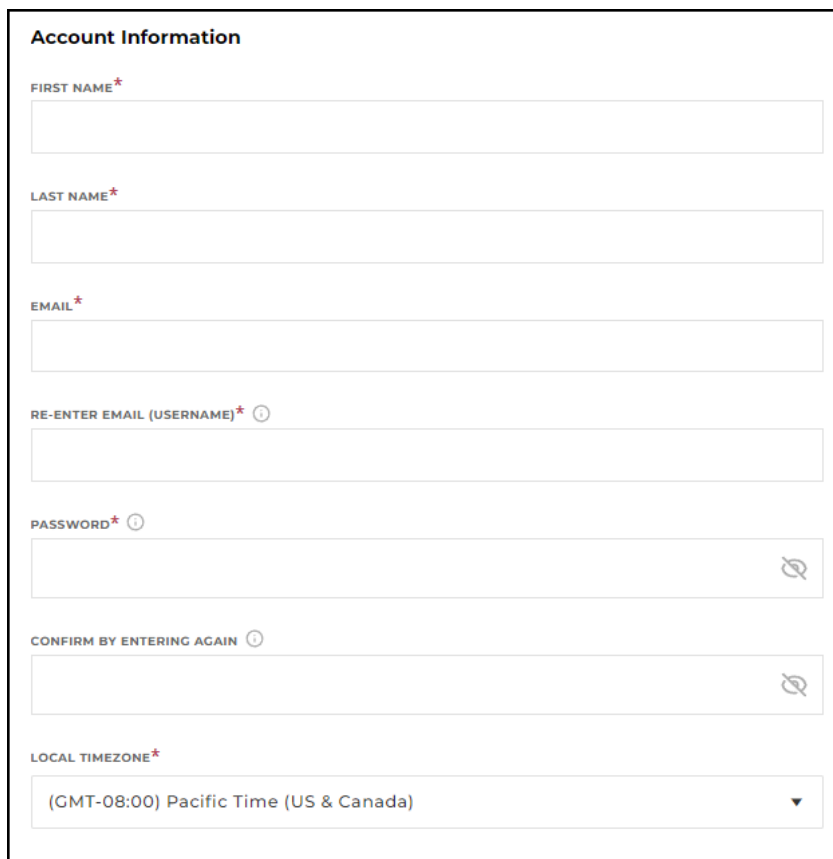
PASSWORD* (i)

Figure 5. New User Registration Form

3.1.1.1 Account Information

Fill in all required information: First Name, Last Name, Email, Password, and Local Time Zone.

The username is your email address. Verify your email address by entering it again in the username field.



The form is titled "Account Information" and contains several input fields. The fields are: "FIRST NAME" with a red asterisk, "LAST NAME" with a red asterisk, "EMAIL" with a red asterisk, "RE-ENTER EMAIL (USERNAME)" with a red asterisk and a help icon, "PASSWORD" with a red asterisk and a help icon, "CONFIRM BY ENTERING AGAIN" with a help icon, and "LOCAL TIMEZONE" with a red asterisk. The "LOCAL TIMEZONE" field is a dropdown menu showing "(GMT-08:00) Pacific Time (US & Canada)". The "PASSWORD" and "CONFIRM BY ENTERING AGAIN" fields have a toggle icon on the right side.

Figure 6. Account Information

3.1.1.2 Contact Information

Fill in information: Company, Street Address, City, State/Province, Postal Code, Primary Phone.

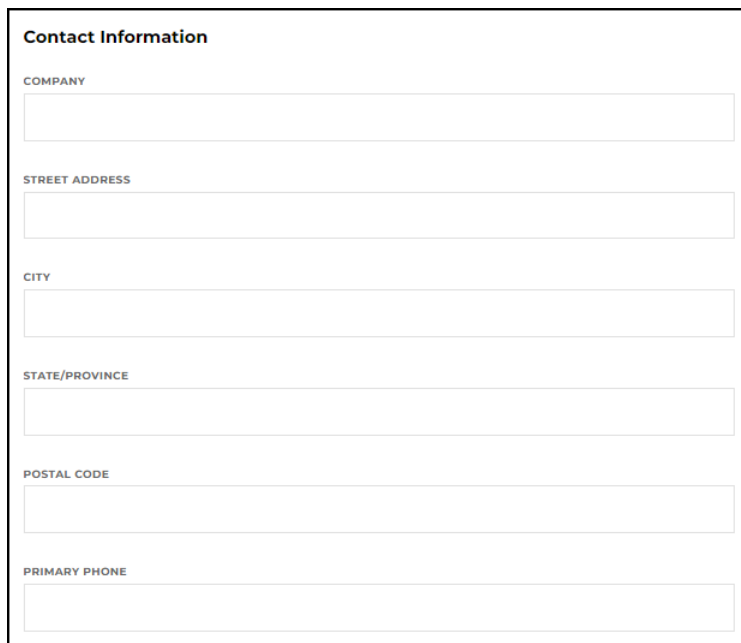
A screenshot of a web form titled "Contact Information". The form contains six text input fields, each with a label above it: "COMPANY", "STREET ADDRESS", "CITY", "STATE/PROVINCE", "POSTAL CODE", and "PRIMARY PHONE". The labels are in a small, uppercase font. The input fields are rectangular and empty.

Figure 7. Contact Information

3.1.1.3 Other Information

Information in this section must be provided to receive Continuing Education (CE) credits. If you wish to earn the CE Credits associated with these seminars, a license number must be provided during the registration process

- **Staff Category:** Select **Dental Providers and Staff**. This grants access to the correct courses. This will be locked after selection. If the wrong category is saved, users must contact the LMS Admin team.
- **License Number:** Dental License Number. This is required for CE credits.
- **License Type:** Use the drop-down menu to select. Please select the type of license: DDS, RDH, RDA, or Other to obtain CE credits.
- **User Agreement:** Read and accept the user agreement.

Other Information

SUPERVISOR

STAFF CATEGORY* ⓘ

- ☐ Call Center Staff Provider and Member
- ☐ DBO - Care Management
- ☐ DBO - Executive / Admin / Security
- ☐ DBO - Financial Management
- ☐ DBO - Member Management
- ☐ DBO - Operations Management
- ☐ DBO - Performance Management
- ☐ DBO - Provider Management
- ☐ DBO - Quality Management
- ☐ DBO - Service Delivery
- ☐ Dental Providers and Staff
- ☐ DHCS
- ☐ FI - ITO

LICENSE NUMBER ⓘ

LICENSE TYPE ⓘ

☐ DDS

☐ N/A

☐ Other

☐ RDA

☐ RDH

COUNTY

USER AGREEMENT: *

This system is for use by authorized users and is subject to being monitored and/or restricted at any time. Unauthorized or improper use of this system may result in administrative disciplinary action and/or civil and criminal penalties. By using this system you indicate your awareness of and explicit consent to these Conditions of Use and Privacy Policy.

☐ I accept the above terms and conditions.

Figure 8. Other Information

3.1.2 Registration Confirmation

After the registration information is successfully saved, users will receive a notification along with a confirmation email. The notification will include a link. Select **click here** to log in.

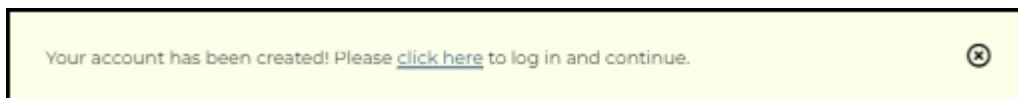


Figure 9. Confirmation Notification

The confirmation email will contain the date the account was created, LMS URL, User ID, a temporary password, and the LMS admin email address.

Welcome Jane Doe,

We're glad you're here!

Your account for the Medi-Cal Dental Learning Management System (LMS) has been created.

The LMS URL: <https://lms.dental.dhcs.ca.gov>

If you were registered by an administrator (did not Self-Register):
Your User ID will be your email address and temporary password:
You will be prompted to reset your password when you first log in.

If you have any questions or concerns, please reach out to our team. We are happy to assist and look forward to supporting your learning journey.

Thank you,
Contact the Medi-Cal Dental Training Team at:
ca-dbo.lms.admin@gainwelltechnologies.com

Figure 10. Confirmation Email

4 Sign In

Users can sign into an existing account or register by clicking the **Sign In** button on the right side of the Home Screen.



Figure 11. Sign-In Button

4.1 Sign in to Existing Account

To sign in to an existing account:

1. Select **Sign In** located at the top right corner of the header bar.
2. Enter your username and password.
3. Click **Sign In**.

Note: Users who already have an account and need to reset their password can do so by clicking **Forgot Password ?**.

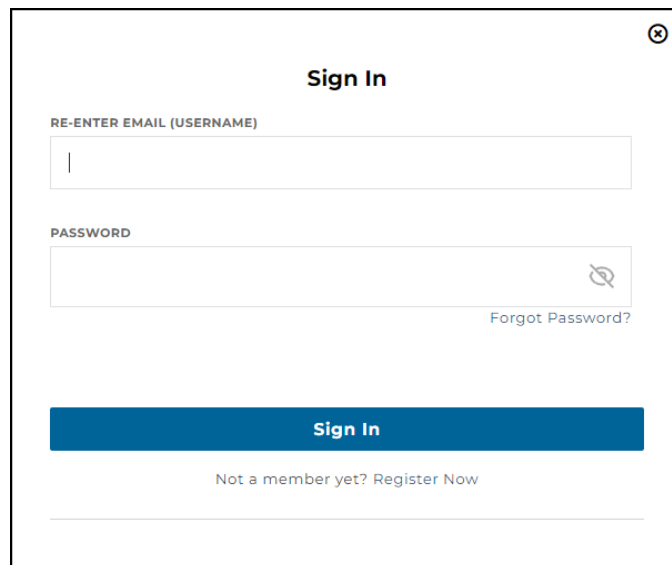
A screenshot of a 'Sign In' modal window. The title 'Sign In' is at the top center. Below it is a text input field labeled 'RE-ENTER EMAIL (USERNAME)'. Underneath that is a password input field labeled 'PASSWORD' with a toggle icon on the right. To the right of the password field is a link that says 'Forgot Password?'. At the bottom is a large blue button labeled 'Sign In'. Below the button is a link that says 'Not a member yet? Register Now'.

Figure 12. Sign In Details

Note: LMS Notification icon will show at the top of the page after sign in if user has notifications.

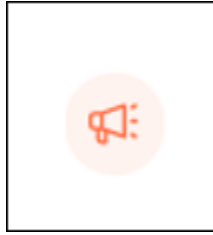


Figure 13. LMS Notifications

5 Navigation

5.1 Home Page After Signing In

The appearance of the header bar will update after a successful sign in. Icons for the user profile and the communication center will appear on the right. On the left, you will find tabs to navigate to **My Activities**, **My Learning**, **Catalog**, and **Home**.

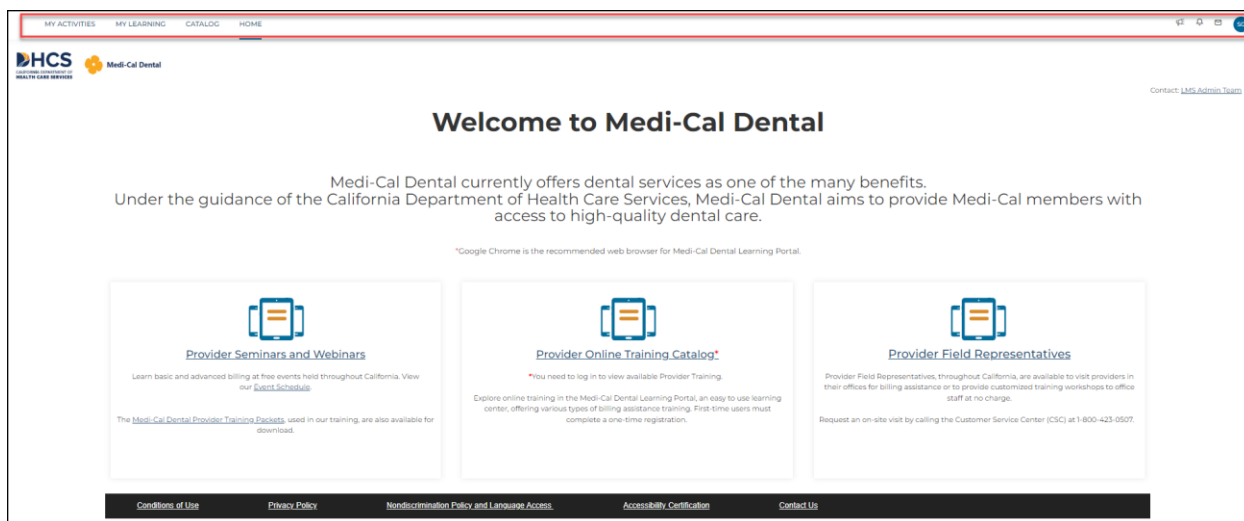


Figure 14. Header Bar Updated

5.1.1 Return to Home Page

You can return to the **Home** Page from any location within LMS by clicking on the **Home** tab in the header bar.

5.2 My Profile

The **My Profile** icon on the right will display the User's initials. Clicking this icon will show options to view the User profile details or sign out. Under **My Profile**, users can update account information, access **My Files**, and set security questions.

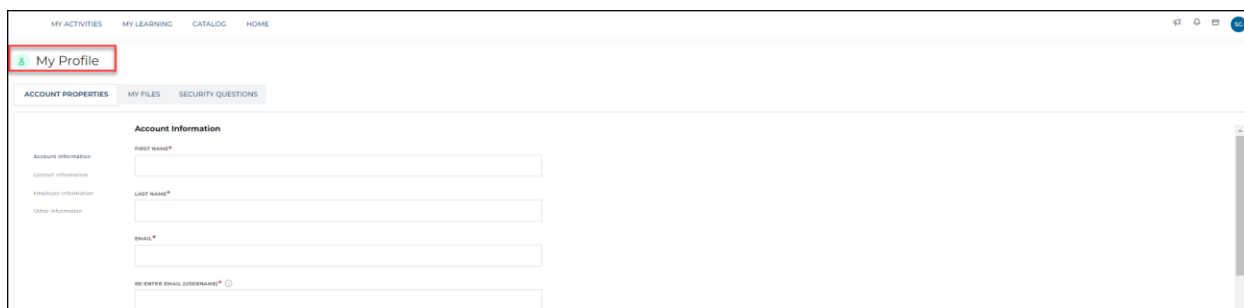


Figure 15. My Profile

5.3 Communication Center

The **Communication Center** contains announcements, notifications, and mail from Medi-Cal Dental. To access these, click on the megaphone, bell, and mail icons located in the upper right corner. These correspond to announcements, notifications, and mail, respectively.

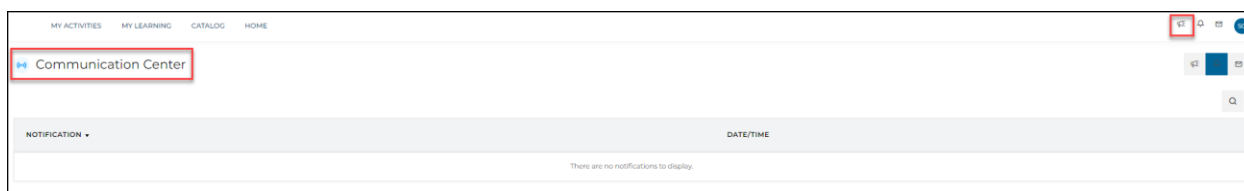


Figure 16. Communication Center

5.4 My Activities

My Activities shows a history of activities, earned certifications, certificates, documents, upcoming events, and learning paths.

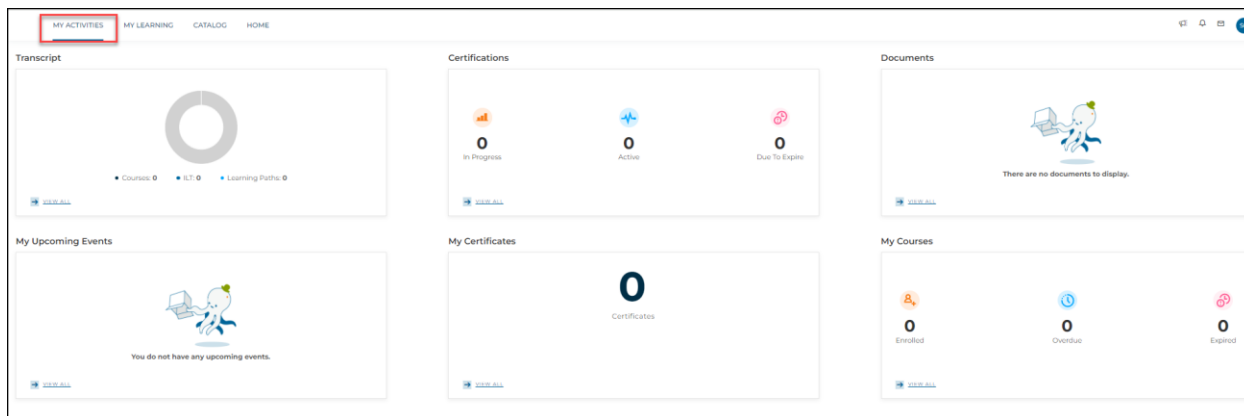


Figure 17. My Activities Page

- **Transcript:** Shows a complete list of all courses you have completed, including the status, the date it was completed, the name, completion status, success status, and the score of each lesson.
- **Certifications:** Shows a list of certifications awarded.
- **Documents:** Shows a list of documents that you have saved
- **My Upcoming Events:** Shows the list of Webinars and Seminars that you are registered or assigned to take.
- **My Certificates:** This shows a list of certificates that you have earned in training.
- **My Courses:** This shows a list of previous courses and upcoming courses.

5.4.1 Locate Continuing Education Certificates

To access Continuing Education (CE) certificates:

1. Go to **My Activities**.
2. Select the **My Certificates** tile to open a list of certificates.
 - a. Use the eye icon to view.
 - b. Use the print icon to print the document.
 - c. Use the download icon to download a copy to your device.

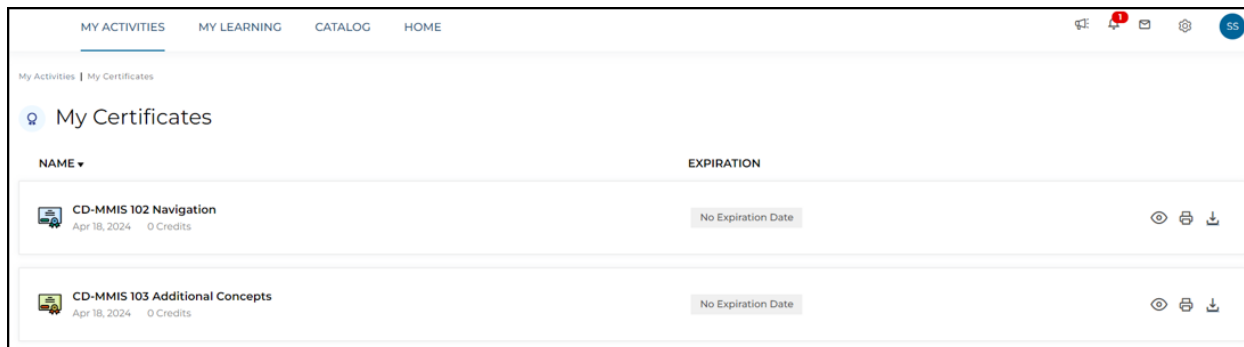


Figure 18. My Certificates

5.5 My Learning Page

The following Figure displays available options on the **My Learning** page. Each number is explained in the text following the figure.

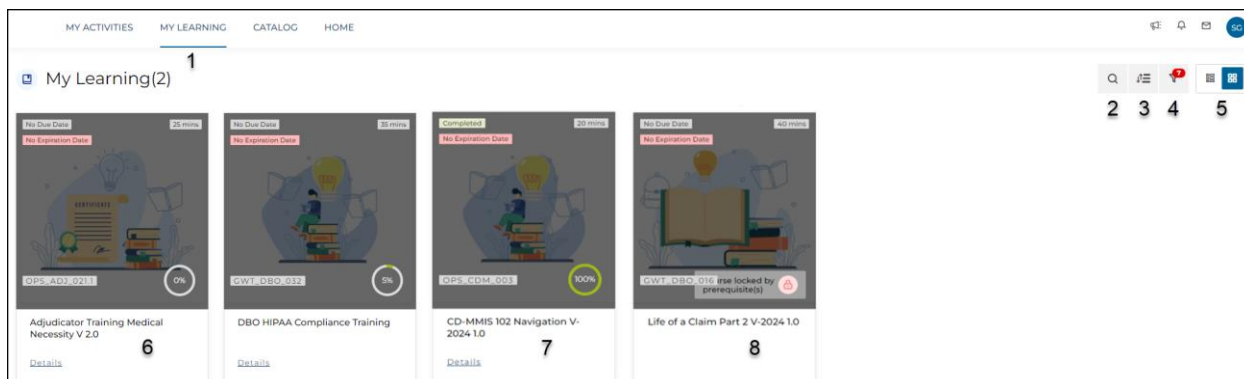


Figure 19. My Learning Page

1. The **My Learning** page displays registered course(s), courses in progress with the percentage of completion, and courses completed. Use the icons in the top right to navigate **My Learning**.
2. **Search:** Click on the magnifying glass and type the course code or keywords into the search field to find a specific course or event.
3. **Sort:** Sort by: Code, Title, Due Date, or Expiration Date.
4. **Filter:** Filter by Enrolled, Overdue, Expired, Completed, and Pending. Also, filter by Courses and Learning Path.
5. **View:** Customize the view by selecting the tile or list options.
6. **Registered Course in Queue:** This course is ready to begin

7. **Completed Course:** Shows a completed course tile, click for more information.
8. **Course with a Prerequisite:** Prerequisites must be completed before beginning a course requiring a prerequisite.

5.6 Catalog Page

The **Catalog** page displays training Courses. It contains links to the **Calendar** view of available trainings.

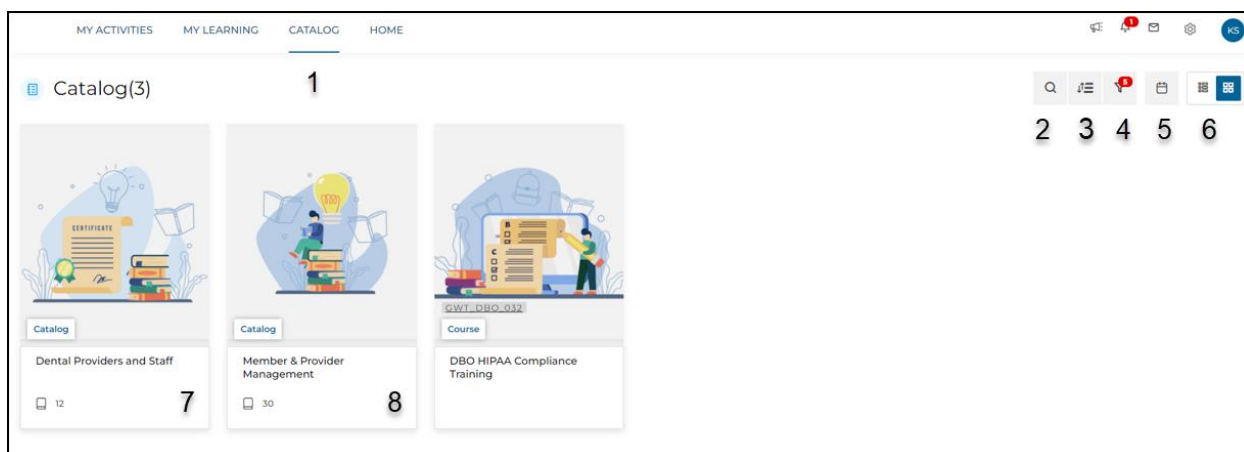


Figure 20. Catalog

1. Navigation buttons to pages.
2. **Search:** Click the magnifying glass to search for a course or event. Type the course code or keywords into the search field.
3. **Sort:** Sort by Default, Title, Code, Type, Rating, Newest to Oldest, Oldest to Newest.
4. **Filter:** Catalog, Course, Learning Path, ILT, Community.
5. **Calendar View:** Click the **Calendar** button to view calendar events.
6. **View:** Customize the view by selecting tile or list options.
7. **Course:** Shows a course for which you can register.
8. **Catalog:** Allows you to register for all training in the catalog or select specific training. This includes webinars and seminars.

5.6.1 Calendar View

The following calendar shows courses available in a specific month.

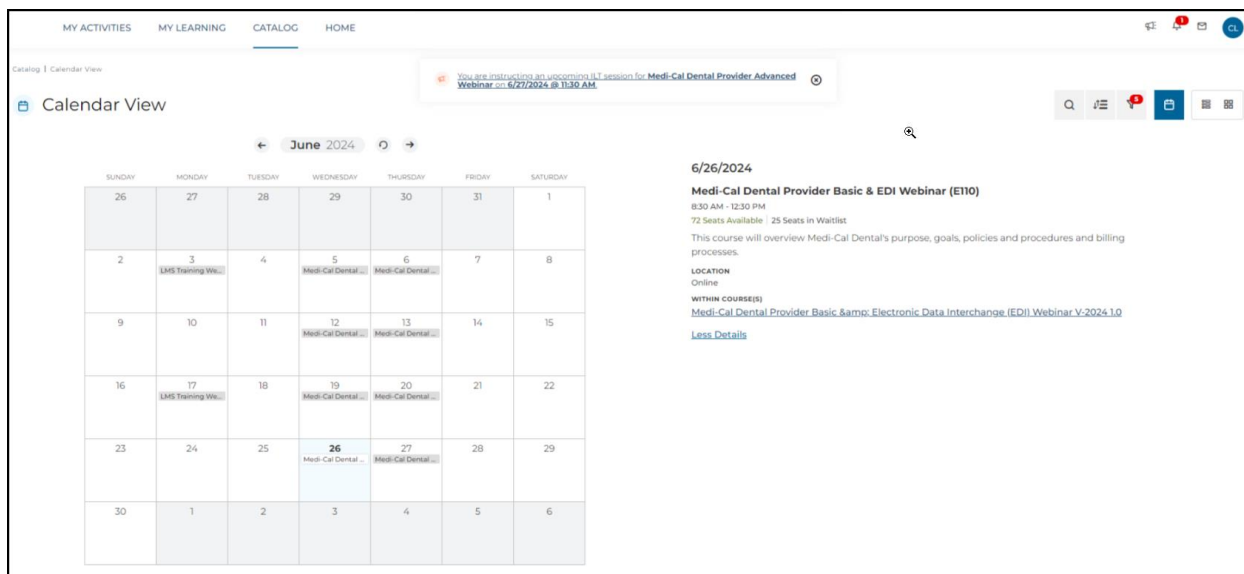


Figure 21. Calendar View

Month: Shows the month and year. Click the back and forward arrows to change the month. Click the **Refresh** button to go back to the current month.

Note: Clicking on the desired date will show **More Details**, such as event location or the type of course(s).

6 Enrolling in a Course

Users can enroll in on-demand web-based training, webinars, and seminars by clicking on the **Catalog** tab and filling out required information.

6.1 On Demand/Web Based Training

On Demand/Web Based training (WBT) can be taken anytime. The courses include the main content training and an evaluation.

1. Under **Catalog**, use the search features in the top right-hand corner to search available courses.

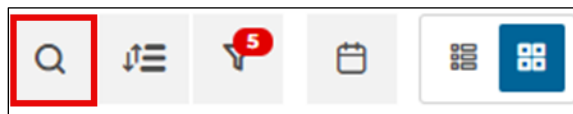


Figure 22. Search Features Bar

2. Click on the **Course** tile or (depending on your view preference) course list to get the course details.



Figure 23. On Demand/WBT

3. Description, Objectives, and Modules for the course show. Confirm it is the course you want and click **Enroll**.

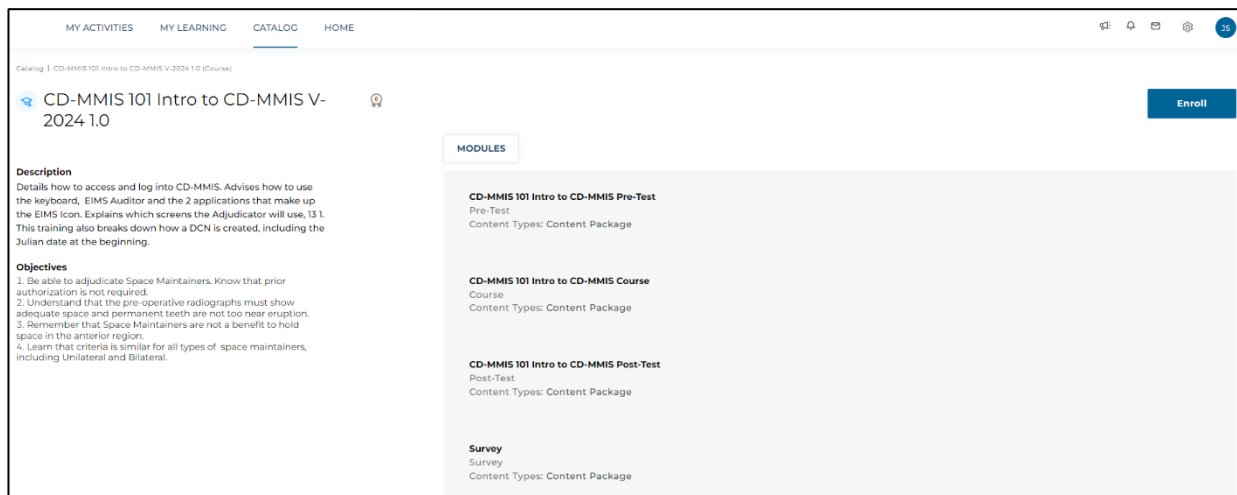


Figure 24. Enroll

4. A pop-up window shows the user has enrolled successfully.

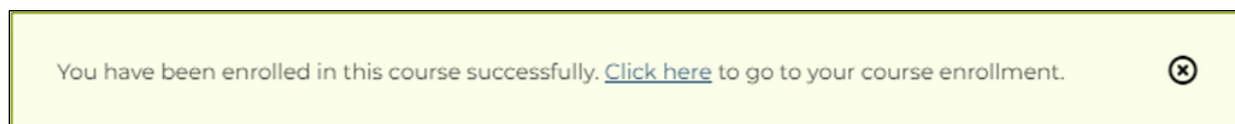


Figure 25. Message States User is Enrolled

5. The course is now ready to start.

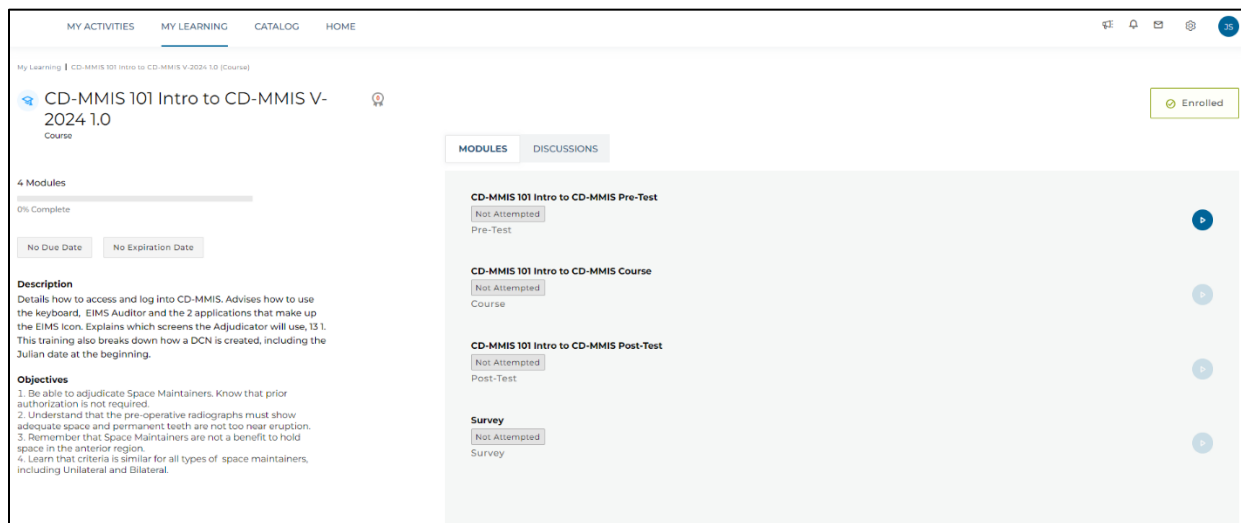


Figure 26. Enrolled Courses Show In My Learning

6. A Course registration confirmation email will be sent to the email on file.

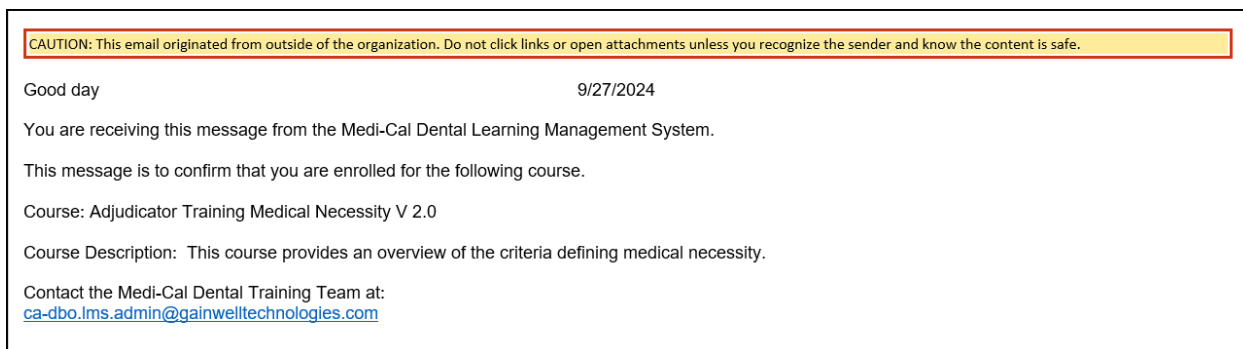


Figure 27. Course Registration Email

6.2 Register for Seminar or Webinar

Seminars and webinars can be located using the search option or the calendar view.

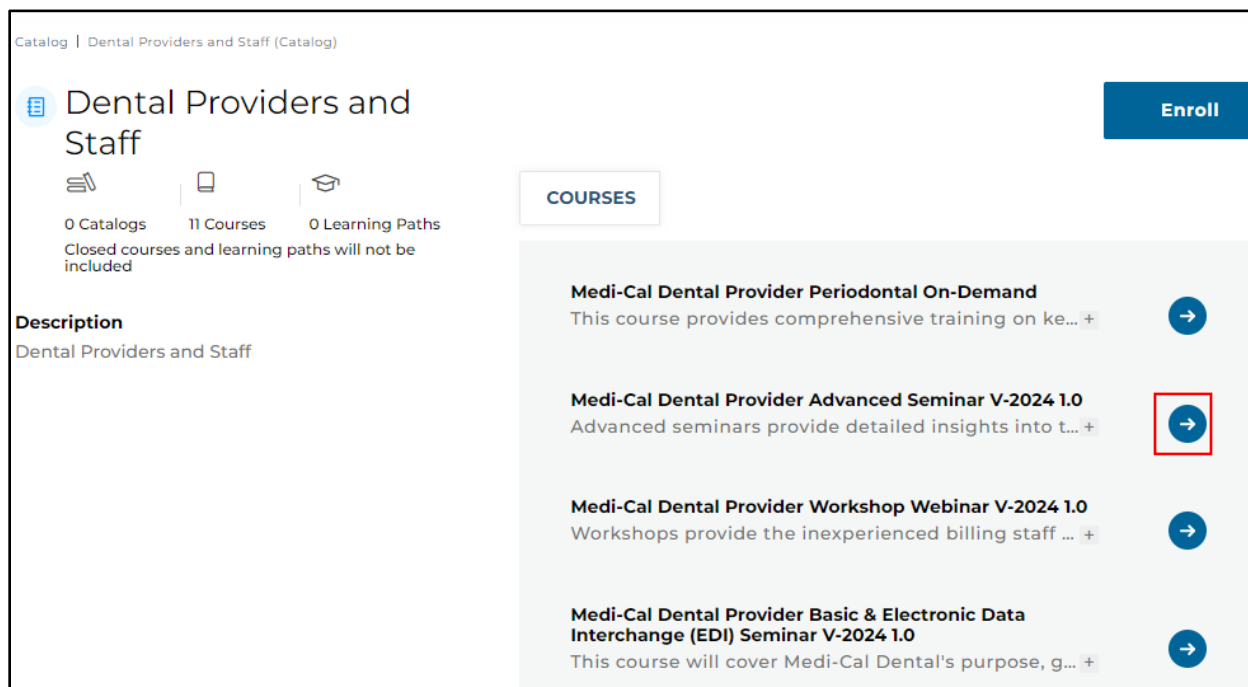


Figure 28. Select Course Name

1. Go to the **Catalog** tab.
2. Select the **Search** icon. In the search field, type seminar, webinar, or the desired topic.
3. Select the course name to open course Description.
4. Select session to attend by clicking the blue arrow.

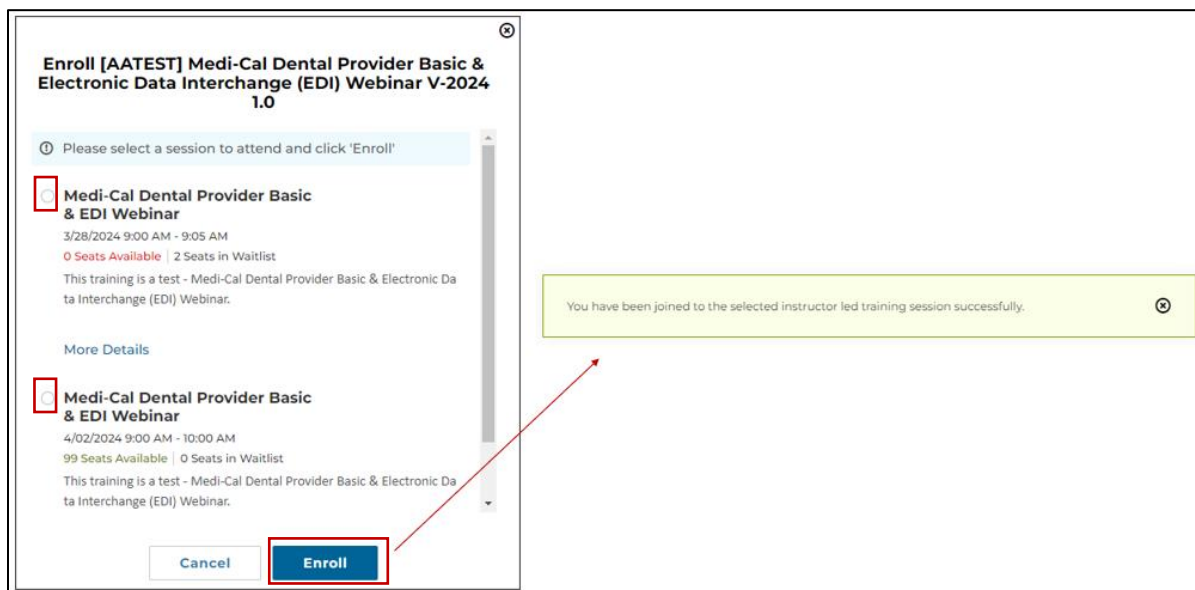


Figure 29. Enrolling in a Webinar or Seminar

Note: Users can register for multiple webinars/seminars and for multiple seminar/webinar waitlists. Users on the waitlist will be enrolled on a first come first serve basis as spots for the event become available.

Only a LMS admin can remove attendees from the webinar/seminar if registered through the waitlist. Users have the ability to remove themselves from a webinar/seminar that was not registered via waitlist.

6.2.1 Seminar Confirmation Email

A Seminar Confirmation Email contains the following information, and a calendar invite with the location in it.

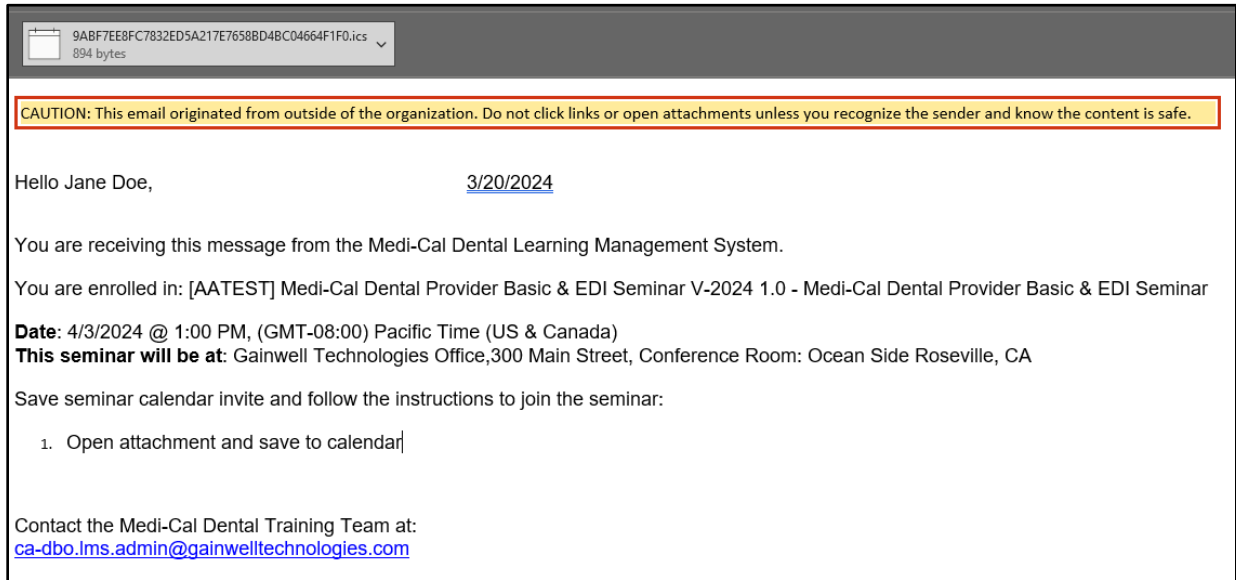


Figure 30. Seminar Confirmation Email

6.2.2 Webinar Confirmation Email

A Webinar Confirmation Email Contains the following information and a calendar invite with the link in it.

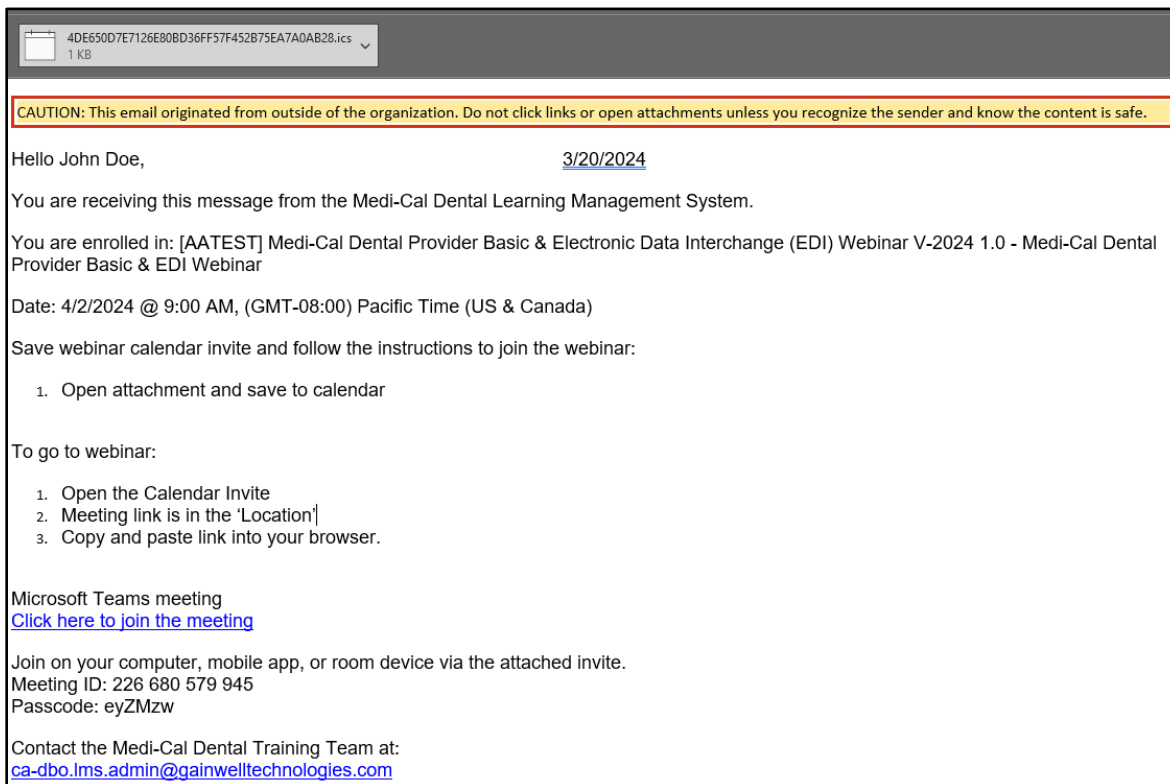


Figure 31. Webinar Confirmation Email

6.3 Unenroll From a Course

NOTE: Only the person who assigned the course can unenroll users – e.g., if a dentist enrolls a staff member/employee, the dentist will have to unenroll the staff member/employee.

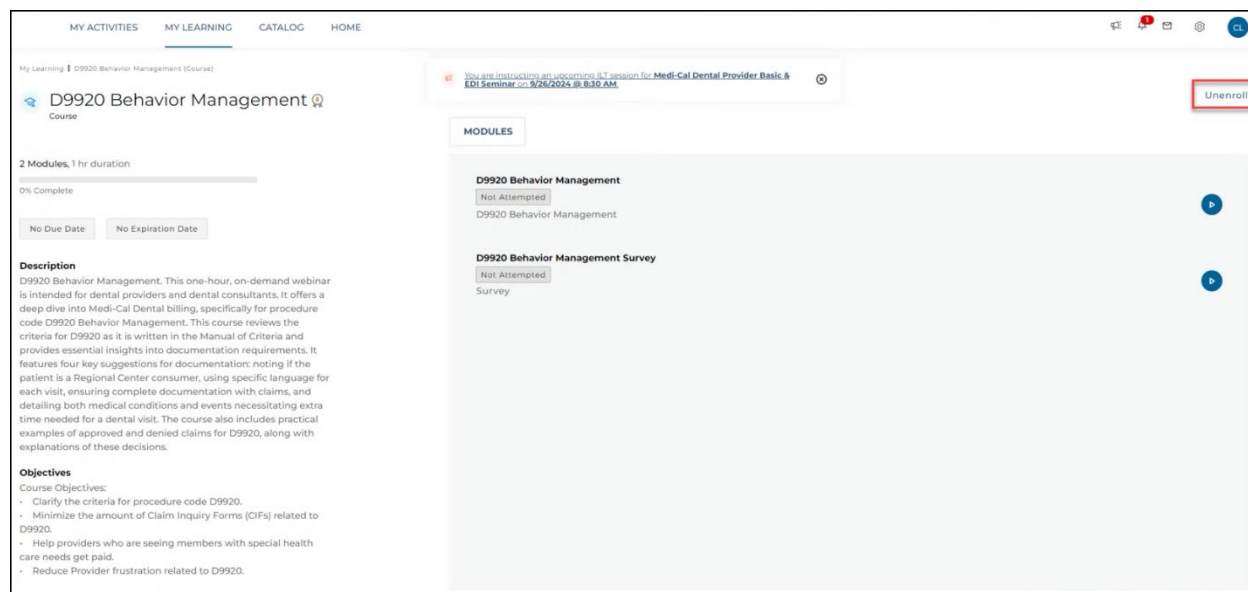



Figure 32. View of Screen for Unenrollment

To Unenroll from a Course follow these steps:

1. Click on the **My Learning** tab.
2. Select the course you wish to unenroll from and click the details icon. 
3. Click the Unenroll button in the top right corner off the screen.
4. Popup window shows the course enrollment is dropped successfully.

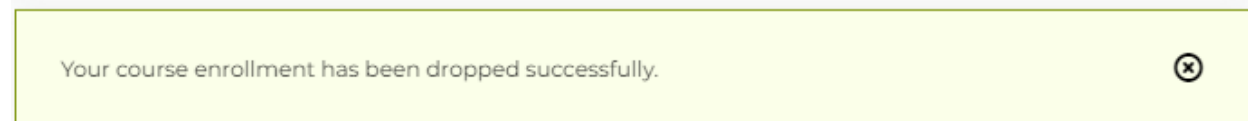


Figure 33. Unenrolled Successfully

6.4 Continuing Education (CE) Credits

License numbers must be provided during the registration process, to earn the CE Credits associated with these seminars. When a seminar is completed, CE Certificates will be available under the **My Activities** on the **Home** Page. Certificates can be downloaded and printed.

CE Credits are available for the following in-person courses:

- Basic Seminar – 4 CE Credits
- Advanced Seminar – 4 CE Credits
- Ortho Seminar – 4 CE Credits
- Workshops – 6 CE Credits

Seminars On-Demand are taken at the users' own pace. To receive CE credits for on-demand/recorded training, providers must watch each video segment of the course and complete the survey. CE Credits are available for the following on-demand courses:

- Basic Seminar – 2 CE Credits
- Advanced Seminar – 3 CE Credits
- Ortho Seminar – 3 CE Credits

To view the number of CE Credits available for each course, open the course, and view the **Description** under the **Catalog** tab or the badge next to the course title.

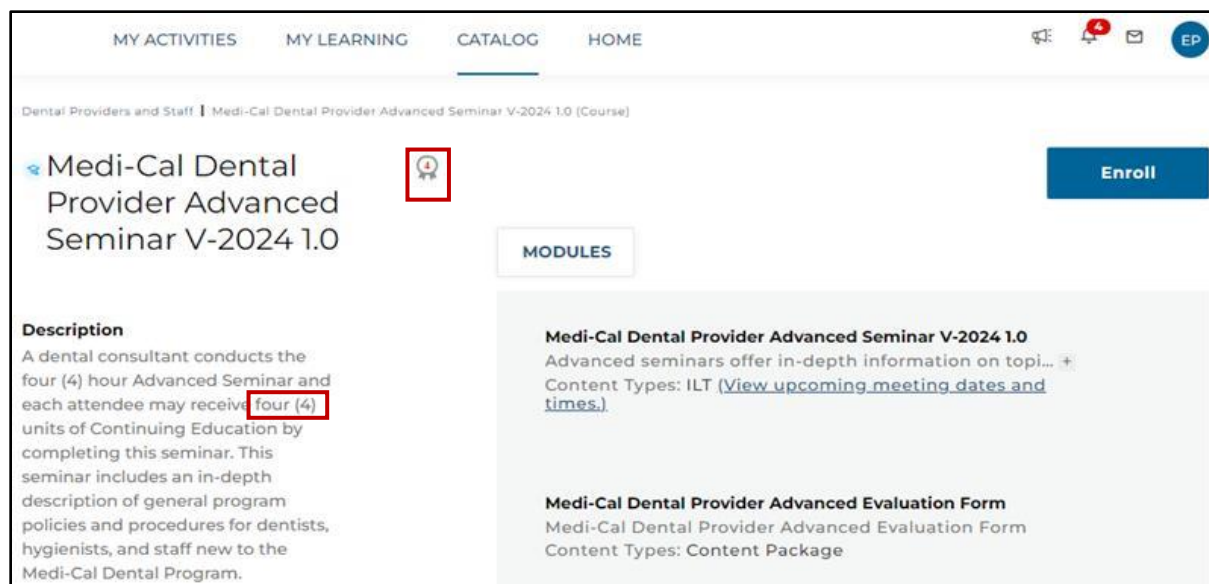


Figure 34. CE Credits

After completing the training course and survey, the Provider will print the CE Certificate from **My Account**. The certificates are available to access at any time under the **My Activities** tab.

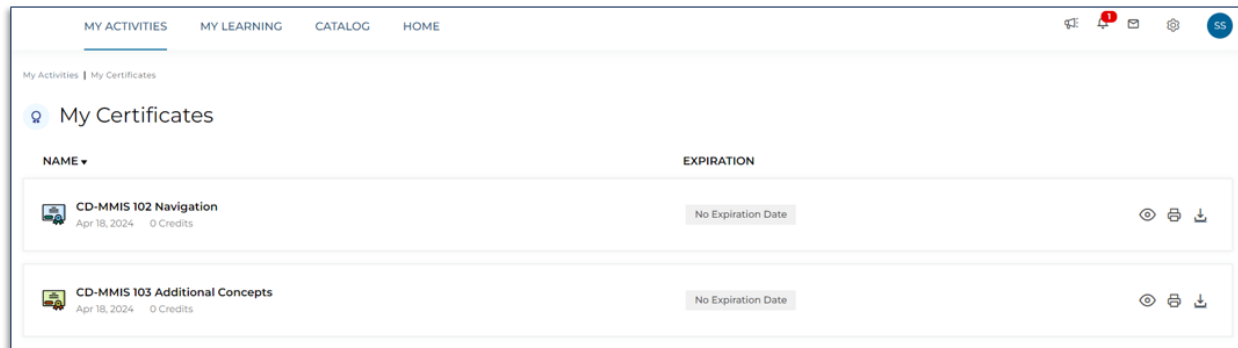


Figure 35. CE Certificates

1. Select the **My Certificates** tile. This will open a list of certificates.
2. Use the eye icon to view.
3. Select the printer icon to print a copy.
4. Click the download icon to download a copy.

7 LMS Support & Provider Training

LMS Support can be reached by emailing:

CA-dbo.lms.admin@gainwelltechnologies.com

Or use the link on the **Home** Page of LMS. Clicking this link will automatically populate a draft email.

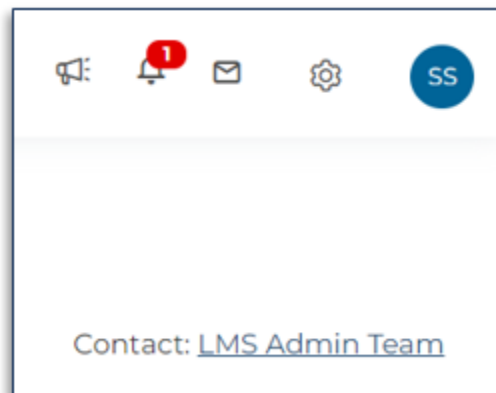


Figure 36. LMS Admin Team Link

For Provider Training assistance contact:

Provider Customer Service Center:

1(800) 423-0507

Provider Training Team Email: MediCalDentalSeminarReservation@gainwelltechnologies.com

8 Revision History

Version #	Date of Publication	Pages Affected	Description of Change	Reason for Change	Edited By	DHCS Approver
2.0	01/30/2026	N/A	No changes with a note that this will be updated with Cornerstone implementation.	Cyclical 2025	E. Pastores-Brown	J. Goldsmith
1.0	12/27/2024	All	Document Creation	New Process		Dana Durham

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