Frequently Asked Questions

Web-Based Training Course Questions

Question:
What do I do if I click on a course or lesson and nothing happens?

Answer:
Check to make sure that you are clicking on the underlined title of the course or lesson and not the icon next to it. Also check to make sure that your firewall and pop up blockers are not keeping the course from opening. Clear the cookies in your Internet browser, close your Internet browser and then open your Internet browser and log back in to the course.

The clear cookie option is usually located in the Internet Options section of the Tools drop down menu on your Internet browser.

Question:
May I go back into a course and review the information?

Answer:
Yes, but please keep in mind that if you do not complete that lesson, your certificate will disappear and you will need to complete the lesson for your certificate to reappear.

Question:
The post-test link does not work. How do I fix this?

Answer:
In most cases, the post-test link does not work because a previous lesson is not complete. To check to make sure that you have completed all of the lessons, go to
http://www.cms.hhs.gov/MLNProducts
Click on web-based training modules
Click on My Homepage
Login with your user ID and password
Click on the transcript tab
Scroll down to the course title and click on the underlined word 'details'
If you have an incomplete lesson, please go back into the course and complete that lesson. The post-test link should then be active.
If you still have problems accessing the post-test, send an e-mail that includes your first and last name, course title, and description of the problem to MLN@cms.hhs.gov.

Question:
I passed the post-test but it still shows incomplete. How do I fix this?

Answer:
In most cases, if you passed the post-test and it is still showing as incomplete, you may have closed the window instead following the course instructions. Please retake the post-test and follow the instructions contained within the course. If you still experience a problem completing the post-test completion, send an e-mail that includes your first and last name, course title, and description of the problem to MLN@cms.hhs.gov.

Question:
I am a trainer/educator/manager that requires my students/staff to take some of the Medicare Learning Network courses. May I have access to their scores?

Answer:
No. In order to protect the learner's privacy, we are not permitted to give out their scores to anyone except the learner.

Certificate Questions

Question:
How do I print my certificate?

Answer:
To print your certificate, go to http://www.cms.hhs.gov/MLNProducts
Click on web-based training at the bottom of the page
Click on My Homepage in the left menu
Login
Click on the transcript tab
A link to the certificate appears next to the title of the course

To print the certificate in landscape format:
Click on the certificate link
Click Ctrl + p on your keyboard
Click on preferences
Click on the layout tab
Click on landscape
Click OK
Click print

Question:
It looks like the system did not save the work I did on a course. What do I need to do so I don't have to start over?

Answer:
The Medicare Learning Network web-based training courses are updated frequently. Many times we will deactivate an older version of the course. If you were enrolled in a course and we deactivate the course, you can still access the course and pick up where you left off.

To access a course that you are enrolled in that has been deactivated:
Go to http://www.cms.hhs.gov/MLNProducts
Click on web-based training at the bottom of the page
Click on My Homepage in the left menu
Login using your user ID and password
Scroll down and you will see the courses you are enrolled under the bar labeled web-based training.
Click on the title of the course you want to complete

Question:
What courses do I need to take?

Answer:
All Medicare Learning Network courses are available free of charge to all learners 24 hours a day, 7 days a week. If you are taking the courses for a class or employer, please contact your instructor or employer for specific requirements as to which courses you must take.

Question:
I completed the course and passed the post-test. Why doesn't my certificate show on 'My Homepage'?

Answer:
The most common reasons that a certificate does not show in the transcripts page are 1) the course is not complete or 2) a lesson was inadvertently triggered, causing the lesson to reset. To check to make sure that you have completed all of the lessons, go to http://www.cms.hhs.gov/MLNProducts
Click on web-based training modules
Click on My Homepage
Login with your user ID and password
Click on the transcript tab
Scroll down to the course title and click on the underlined word 'details'
If you have any incomplete lessons, complete them and your certificate should appear.

Question:
How much do the web-based training courses cost?

Answer:
All Medicare Learning Network web-based training courses are available free of charge.

Continuing Education Credit (CEU) Questions

Question:
How do I submit my credit to the American Academy of Professional Coders (AAPC)?

Answer:
When submitting a CMS completed web-based training course to AAPC as part of your recertification, please retain a copy of your CMS certificate and a copy of the course description that contains the AAPC index number and number of AAPC CEUs. The AAPC will request copies of these if you are selected for verification of the CEUs listed on your renewal form. For all other questions, please contact AAPC.

Question:
My certificate says 0.1 CEUs instead of 1 CEU. Is this a mistake?

Answer:
CMS has been reviewed and approved by the International Association for Continuing Education and Training (IACET). IACET calculates CEUs as 1 CEU = 10 hours of learning time, so a course that is one hour of learning time will be 0.1 CEUs. AAPC has reviewed all of our web-based training courses and awarded AAPC CEUs for the courses. The number of AAPC-approved CEUs is in the course description.

When submitting a CMS completed web-based training course to AAPC as part of your recertification, please retain a copy of your CMS certificate and a copy of the course description that contains the AAPC index number and number of AAPC CEUs. The AAPC will request copies of these if you are selected for verification of the CEUs listed on your renewal form.

Question:
I wanted to take the course for CEUs but the No Credit option is selected and I cannot change it. How do I get this changed?

Answer:
If you have already completed the course, send an e-mail that includes your first and last name, mailing address, course title and a statement that you completed the course and need a printed CEU certificate to MLN@cms.hhs.gov.

If you have not yet completed the course, send your first and last name, course title and a statement that you are requesting that the credit type for that course be changed from No Credit to CEU to MLN@cms.hhs.gov.

Medicare Learning Network Product Questions

Question:
What is the charge for Medicare Learning Network products?

Answer:
All Medicare Learning Network products are available free of charge.

Question:
May I order more than one Medicare Learning Network of a product?

Answer:
Yes; however, if you are requesting a large quantity of any one product, we may reduce the quantity we ship to you if our inventory cannot support such a large request. If you require more products, feel free to make any additional copies yourself.

When you prompt the system to add a product to your shopping cart, the default quantity is '1'. You will be given the opportunity to adjust the quantity of any product you order during the final steps of the checkout process.

Question:
How long will it take to receive my order?

Answer:
We require 4-6 weeks to ship product orders.

Question:
Where can I get products to give to my patients?

Answer:
Medicare Learning Network products are designed to educate Medicare health care providers, not patients. To order patient or beneficiary products, please visit www.medicare.gov.

Question:
What does it mean when I get a message that says that quantities for my order have been reduced?

Answer:
We may reduce the quantity we send to you if our inventory cannot support the number you requested. If you require additional copies of products, feel free to make additional copies yourself.

General Questions

Question:
How do I change my e-mail address?

Answer:
To change any of your information, including your e-mail address, go to
http://www.cms.hhs.gov/MLNProducts
Click on web-based training at the bottom of the page
Click on My Homepage in the left menu
Login using your user ID and password
Click on the student record tab
Click on Update profile, correct any of your information and Click submit

Question:
Who do I contact with questions about the Medicare Learning Network?

Answer:
Send your questions to MLN@cms.hhs.gov and please include your first and last name
and the title of the course or product if your question relates to a specific course or
product.

Question:
I forgot my user ID and/or password. How do I get a new one?

Answer:
If you forgot your user ID and password, you do not need a new one. You can go to
www.cms.hhs.gov/MLNProducts and click on web-based training at the bottom of the
page.
Click on My Homepage
Click on Forgot Login or Forgot Password
If you are unsuccessful in getting your login or password, send an e-mail to
MLN@cms.hhs.gov that includes your first and last name and that you have not been
able to get your login or password.