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# Virtual Instructor- Led Training (VILT)

## Long-Term Care

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### Participant Guide for Transformation Phase II VILT

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Health Care & Economic Security  
Staff Development Center



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## Acknowledgments

The Health Care and Economic Security Staff Development (SDC) would like to thank all the individuals and agencies that provided assistance during the development of the Phase II training and continue providing feedback to update material as needed.

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## Introduction

The Health Care and Economic Security Staff Development Center (SDC) presents this guide as a framework for the precision delivery of the Phase II Transformation instructor-led training.

In the spirit of the SDC's vision, which is to provide an efficient, non-duplicative, and responsive training array for staff that promotes an integrated and holistic service delivery system, we are offering this guide to standardize and formalize across Colorado the way county staff are trained. Standardization and precision delivery will assure that all staff receives and attains the same high standard of competency through training.



# Contents

## Contents

- Common Terms and Phrases .....4
- Welcome.....4
  - Course Modules.....4
- Long-term Care Specific pages.....4
  - What Do We Know?** .....5
- Global Search .....5
  - Using Global Search**.....5
- Long-term Care Specific pages.....6
- Logout.....7
- Knowledge Checks .....8
  - Knowledge Check 1.....8
  - Knowledge Check 1.....8
- Additional Support.....9
- Summary.....9



## Common Terms and Phrases

There are terms and phrases found throughout this Guide that have other common names associated with them. These terms and phrases are used based on accuracy, appropriateness, and general understanding to provide consistency. They are listed below with other associated common names.

- **CBMS:** Colorado Benefits Management System
- **Eligibility Worker or Public Assistance Professional:** User, eligibility technician, program specialist, eligibility professional.

## Welcome

### Course Modules

#### Group Expectations/Housekeeping

*Introductions: Just the Facts*

*Participant Note:*

- *Introduce yourself and state your experience in CBMS.*
- *What do you want to learn in this training?*

**Notes:**

## Long-term Care Specific pages

### Objectives:

After this section, you will be able to:

- Use Global Search for a case.
- Navigate to the Long-term Care Specific pages in the new CBMS.
- Review and explain all the pages under Long-term Care Specific pages.

## What Do We Know?

**Goal:**

To navigate through Long-Term Care Specific pages in the new CBMS.

## Global Search

### Objectives:

After this section, you will be able to:

- Use Global Search for a case.

## Using Global Search

Using Global Search: Here we have an overview of the **Home Page**.

- Log in to the practice environment with the help of **Process Manual** provided to you.
- Copy the URL link from the **Chat Pod**.
- Must use **Google Chrome** browser.
- Make sure you are logged in before moving forward.
- If there is a Resident Expert, he/she will provide support to you while logging in.
- Remember all this information is covered in more detail in the Phase I Transformation Training and in the General Navigation/Read Only Web-Based Training (WBT).
- You do not have to add actual data during this training. training but you are encouraged to do so in order to become familiar with the new look and feel of CBMS.

To use **Global Search**, follow the steps below:

1. Enter the **Case Number** that was assigned to you.
2. In the **Case Information section** of the results, click on the blue link for that Case.
3. Upon opening the case, you are automatically directed to the **Members page**.

**Notes:**

- Navigate to Long-term Care Specific pages.
- Review all pages in this queue.

**Navigate to the Long-Term Care specific pages:**

Navigate to and explain the Long-Term Care specific pages: Follow the steps below to navigate to the page:

Some of these pages appear when you click on the **MA Program** tab however, they can also be found in the **Interactive Interview** queue.

- Long-Term Care Institution
- Long-Term Care Level of Care
- Medical Conditions

Follow the steps below, to navigate to the MA Program tab:

1. Open your assigned case.
2. On the Members screen, click a **Member Card** to view the individual-level screens.
3. Click the **MA Program** tab.

**Notes:**

- Long-Term Care Institution (also located in interactive interview)
- Long-Term Care Level of Care (also located in Interactive Interview)
- Medical Conditions

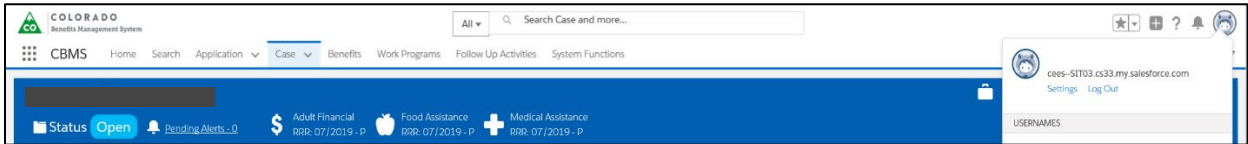
Let us see how to navigate to the Interactive Interview Queue, follow the steps below:

- 1. Open your assigned case.
- 2. On the Members screen, hover over **Actions** and click **Interactive Interview**.

# Logout

Before we log out from the tool, let's;

Revisit the learning before logging out.  
Any questions that you might have before logging out.



## What Did We Learn?

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## Knowledge Checks



### Knowledge Check 1

Q1. Where can you locate Medical Conditions tab?  
Ans:



### Knowledge Check 1

Q2. Write steps to navigate to Interactive Queue.  
Ans:



## Additional Support

There will be an ongoing document for FAQs that you can reference at any time.

This document will be located on CO.Learn.

There are Process Manuals available to assist you in specific tasks you would complete in CBMS. Process Manuals are step-by-step guides that walk you through a specific process in CBMS. They can all be located on TrainColorado.com.

There are also additional WBTs they can take when the participants return to their desks that provide more detail for specific topics. Refer to CO.Learn for updated calendar on the upcoming sessions.

## Summary

Summary
<p>You have reached the end of the course. By now you should be able to:</p> <ul style="list-style-type: none"><li>■ Use Global Search for a case.</li><li>■ Navigate to the Long-term Care Specific pages in the new CBMS.</li><li>■ Review and explain all the pages under Long-term Care Specific pages.</li></ul>