

Training Academy opportunities

Wellpoint offers many different opportunities for trainings for medical professional teams and support staff.

The *Training Academy* on the Wellpoint provider website

The Training Academy is a dedicated one-stop location for all provider training documents, FAQs, and links to external training platforms. Providers can also use the search function to locate policy updates, new initiatives, and articles on a variety of topics by typing in an area of interest.

<https://provider.wellpoint.com/md> > Resources > Training Academy

***Provider Pathways* digital orientation**

This self-paced, on-demand training platform includes Wellpoint trainings on most frequently used topics such as signing up for Availity, enrolling in EFT/ERA, and authorizations. These trainings are trackable to ensure credit for providers. Register here: [Provider Pathways - MD Registration \(chkmkt.com\)](https://chkmkt.com)

***Elsevier*, a learning management system (LMS)**

In-depth training for LTSS, IDD, foster care, and BH trainings are offered through a collection of education resource colleges including College of Direct Supports, College of Employment Services, College of Recovery and Community Inclusion, and College of Personal Assistance and Caregiving. Many trainings offer CEUs. Ask your Provider Relationship Management representative about registration.

***Availity Essentials* platform**

Through the secure Availity Essentials platform, providers can take trainings on functions of Availity including quality member data, submitting claims, and authorizations. Log on to Availity to review training topics. availity.com/Essentials

***Cultural competency* resources**

This resource expands the way we work with providers and members to help provide individualized care regardless of diverse backgrounds. Collaborative courses and websites help increase cultural and disability competency through a My Diverse Patients website built on known expertise.

mydiversepatients.com

Expert-lead provider collaborations

Quarterly provider collaborations offer providers trainings on identified opportunities of common pain points or requested topics from provider feedback. Many trainings offer CME/CEUs. Check here for upcoming training opportunities [Cisco Webex Meetings - Webinar Series Detail](#)

***Provider experience /one-on-one* trainings**

These trainings are in-person trainings on specific requested topics to a group or provider offered by Health Care Network, Quality Management, Utilization Management, or CDT teams. Ask your Provider Relationship Management representative for more information.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relationship Management representative or call Provider Services at **833-707-0868**.