



Training Academy opportunities

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. To access the Training Academy, go to <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 online at <https://bit.ly/3ZfJSwH>.

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.

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 the **My Diverse Patients website** built on known expertise.

Expert-led 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 for upcoming training opportunities online at <https://bit.ly/3y2fnyv>.

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.



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**.

<https://provider.wellpoint.com/MD/>

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