CBT TRAINING COURSE TITLE	CBT TRAINING COURSE DESCRIPTION
AVR Overview:	This CBT shows how to access and use the Automated Voice Response (AVR) system
Basic and Advanced Searching:	This CBT ensures learners have knowledge of the search functions of the ND Enterprise MMIS (Medicaid Management Information System)
Changing an AVR PIN:	This CBT shows External users how to reset or change their AVR (Automated Voice Response) PIN (Personal Identification Number)
Checking Member Eligibility:	This CBT ensures external users have the skill & knowledge to check a Member's eligibility for Medicaid services via the ND Enterprise MMIS (Medicaid Management Information System)
CMS1500 Paper Claim Instructions:	This CBT provides field level instruction on how to complete a CMS1500 claim form
Dental Paper Claim Instructions:	This CBT provides field level instruction on how to complete a Dental claim form
Features & Functionality:	This CBT teaches the basic features and functionality of the ND Enterprise MMIS (Medicaid Management Information System)
Finding a Healthcare Provider:	This CBT shows public users how to locate providers on the ND Enterprise MMIS (Medicaid Management Information System)
Finding Information Online:	This CBT teaches how to locate information from within a Provider account in the ND Enterprise MMIS (Medicaid Management Information System)
HCBS/QSP Paper Claim Instructions:	This CBT provides field level instruction on how to complete a HCBS/QSP claim form
Inquiring on Claims and Payment Status Online:	This CBT teaches how to check claims status and payments online through the ND Enterprise MMIS (Medicaid Management Information System)
Introducing ND Health ND Enterprise MMIS:	This CBT is an introduction to the ND Enterprise MMIS (Medicaid Management Information System) for first time users
Maintaining Organization Security:	This CBT provides Organization Administrators with guidance on how to work with security accounts for users within their organization
Managing Claims Online:	This CBT teaches external users how to edit, submit and delete saved claims
Managing Web Access and Passwords:	This CBT enables Organization Administrators to manage users' web access and passwords within their organization
ND Enterprise Login and Navigation:	This CBT shows external users how to login and navigate in the ND Enterprise MMIS (Medicaid Management Information System)
Overview of Pharmacy Management for External Users:	This CBT shows users how to inquire in the pharmacy management system in each ND Enterprise MMIS (Medicaid Management Information System) sub-system
Overview of Submitting Claims Online:	This CBT introduces providers, office staff, and trading partners to the options available for creating, submitting and managing individual professional, institutional, and dental claims online
Provider Message Center:	This CBT shows how to use the Provider Message Center for external users
Receiving Payment by Direct Deposit:	This CBT shows external users how to set up direct deposit

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Registering for ND Enterprise Web Access:	This CBT provides information to providers on appointing and registering Organization Administrators
Requesting a Service Authorization Online:	This CBT shows external users how to submit a request for Service Authorization (SA) online
Security, Passwords & System Messages for External Users:	This CBT ensures learners know how to change their own password and read system messages
Submitting Dental Claims:	This CBT explains to providers, office staff and trading partners how to create, save and submit a new dental claim
Submitting Institutional Claims:	This CBT explains to providers, office staff and trading partners how to create, save and submit a new institutional claim
Submitting Pharmacy Claims for External Users:	This CBT Shows users how to submit and manage Pharmacy claims online in the ND Enterprise MMIS (Medicaid Management Information System)
Submitting Professional Claims:	This CBT explains to providers, office staff and trading partners how to create, save and submit a new professional claim
Travel & Lodging Paper Claim Instructions	This CBT provides field level instruction on how to complete a Travel & Lodging claim form
UB04 Paper Claim Instructions:	This CBT provides field level instruction on how to complete a UB04 claim form
Using Claim Templates:	This CBT shows providers, office staff, and trading partners how to create, search for, edit, and delete claim templates in the ND Enterprise MMIS (Medicaid Management Information System)
Using Online Help:	This CBT presents a high-level tour of the Global Online Help home page and its features and functionality
Using the Internet:	This CBT provides information about the Internet to novice viewers that are not familiar with how to use basic functions
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