DMA ADMINISTRATIVE LETTER 05-09,
Computer Based Training

DATE: November 13, 2009

SUBJECT: Medicaid CBT Courses

DISTRIBUTION: County Directors of Social Services
                              Medicaid Supervisors
                              Medicaid Income Maintenance Caseworkers

I.   COMPUTER BASED TRAINING (CBT) COURSES

The following are the on-line CBT courses as of November 1, 2009:

MAABD1 - Introduction to Eligibility For Aged, Blind and Disabled Medicaid
DEDUCT - Medicaid Deductibles – Aged, Blind and Disabled
MALTC1 - Long-Term Care Budgeting
FAMILY – Introduction to Eligibility For Family and Children's Medicaid

(MAABD1–Figure I, DEDUCT–Figure II, MALTC1– Figure III, FAMILY-Figure IV,
FEEDBACK Form-Figure V.)

II.   INFORMATION ABOUT COMPUTER BASED TRAINING

Computer-based training (CBT) is an interactive training tutorial program that can be
accessed via any computer connected to the state network. CBT courses present students
with text screens of information on the given topic and asks the student questions based on
the information presented. The student types his answer to a question in the space provided
and the computer provides feedback as to whether the response is correct or incorrect.

The student is given two chances to answer a multiple choice, fill-in-the-blank or short
answer question. The student is given one chance to answer a true/false question correctly.
The first response given to any question is the answer that is scored. If the student answers
the question correctly, feedback at the bottom of the screen praises the student and explains
the answer (as appropriate). If an answer is incorrect, the screen asks him to try again. After
the second attempt, if the student still does not answer correctly, the computer tells the
student the correct answer and explains why it is correct. The course is programmed to
anticipate a wrong answer and common mistakes and takes the opportunity to steer the
student toward the correct answer. For all questions, the course is designed to accept
synonyms of the correct answer as correct and allows expected and ordinary misspellings.
Not every variation can be either expected or programmed. The supervisor may take this
into account when determining whether the student has mastered the course content. At the
course's end, a final exam is used to help the student assimilate all that has been covered.

At the end of every unit and at the conclusion of the course, the student will have access to
his performance score. This score will help the supervisor target the student's weak areas
and offer additional guidance or training.

(II.)

Through CBT, the student has access to courses at his desk, which requires no travel or time away from the office. It is user-friendly and requires no previous experience using a computer. Because the student proceeds through the course at his own speed, he receives individual attention and no one is held back or left behind by a class that is moving at a different pace.

The supervisor is strongly encouraged to use CBT in conjunction with other methods of training such as videotaped interviewing sessions, policy manual training, round table discussions, movies or videos, guest speakers, and other "live" training. In order to plan this additional training, the supervisor is encouraged to take the CBT course before the staff does. To maximize retention of content, the student should complete the course within two weeks of beginning it. The course may be taken again. There is no cost for using these courses.

III.   INSTRUCTIONS FOR USING COMPUTER BASED TRAINING

The county security officer contacts DIRM Customer Support at (919) 855-3200, Option 2, for instructions to enroll students in the courses. The following instructions assist the student in taking the CBT courses.

A. Accessing the Course

From the banner screen, type "DHRCBT" and press ENTER. The DHR TRAINING screen appears.

1.   Enter your RACF ID by "ENTER SIGN-ON ID". Hit the TAB key once. This brings you to the line that reads "ENTER COURSE NAME".

2.   Type in the name of the course that you wish to take: DEDUCT, FAMILY, MAABD1, or MALTC1. The cursor should now be on the line that reads "ENTER PASSWORD".

3.   Type your RACF password and press ENTER.

4.   From here, follow the instructions in the course. If you have a problem signing on, check your id and try again.

5.   If still not working, DHRCBT may be down (this is very rare). Try again later in the workday.

6.   If DHRCBT still will not admit you, follow standard procedures to report a computer problem.

B. Answering Questions

During the course you are presented with text and then questions, which you answer based on the information that is presented to you. Please be careful when typing your answers to the questions. When you type in an answer and press ENTER, the computer takes this as your final answer. Proofread your answer before you press ENTER to make sure that you have typed an answer in all required input fields and that you have not made any typographical errors. Use BACKSPACE or ARROW keys to move your cursor around as needed. In some instances, the computer will move the cursor for you; in others, you may need to use the TAB key. You can change any answer before pressing ENTER. Once you press ENTER, the computer proceeds to evaluate your answer.

HELPFUL HINT: Be sure to use O and 0 (letter o and zero) correctly.

C. CBT Scoring

CBT courses are designed in units. Within each unit, there are one or more objectives.

The first time a student takes a course, the course must be taken in sequential order starting with Unit A, Unit B, etc. You receive a score for each unit and then a final score at the end of the course.

After completion of the course, individual units may be taken again. From the menu you are given 5 choices:

A Start one objective;	D Return to student menu;
B Take all of the objectives;	E Exit course;
C See an objective clarification;	

Unless you select Option B (Take all of the objectives) from this menu, you will not receive a new score for the unit you retake. If Option B is selected, the revised score for the unit replaces the previous score and is incorporated into the overall score for the course.

D. Exiting the Course (SIGNOFF)

To exit from a course, either press the PF3 key and select the SIGNOFF function or type the word SIGNOFF next to the cursor when it is displayed in the bottom left corner of your screen.

1. After you type SIGNOFF and press ENTER, you may be presented with 2 choices: a) sign off, and b) return to units list. Only if you pick choice "a" will the computer "hold your place" so that the next time you sign on you will return to where you left off.

(III.D.)

2.   The computer will not let you sign off during the course introduction or during question items. If you type the word SIGNOFF while you are on a question item, the computer will take this as your answer to the question and you will lose credit for that question.

Wait until you have completed all questions and you are again presented with a text screen before you attempt to sign off.

3.   Always sign off if you will be away from your terminal for more than 5 minutes. Computer time costs money. Please help us reduce costs so that this course and others can be offered to all students at the lowest price possible.

IV.   FEEDBACK

Please provide feedback on the courses using Figure V. Return the completed feedback form to:

Carolyn McClanahan, Chief
Medicaid Eligibility Unit
N.C. Division of Medical Assistance
2501 Mail Service Center
Raleigh, NC 27699-2501

Fax (919) 715-0801

Please make a screen print and describe the problem if you find an error in the course content or if the computer scored an answer "wrong" which you thought was correct. If you do not have screen print capability, write down all of the screen's identifying information located at the lower right of the screen (ex. A 02 a 11) and describe the problem. For technical problems, contact DIRM Customer Support at (919) 855-3200, Option 2.

This letter replaces DMA Administrative Letter No. 06-03 and addenda 1 and 2.

Please direct any questions to your Medicaid Program Representative.

Craigan L. Gray, MD, MBA, JD.
Director

(This letter was researched and written by Sandi Morrow, Medicaid Policy Consultant, Medicaid Eligibility Unit.)