

Litmos FAQ

Getting Started

1. How do I create an account?

- a. Create an account by clicking on this link: <https://sfhp.litmos.com/self-signup>. The code to sign up is: Welcome123

2. Why do I need to take training courses?

- a. Different Provider Trainings are required by different regulators, such as DHCS or CMS.

3. Who is required to complete training courses?

- a. Certain provider training courses are required for **every network provider**, which includes **practitioners** (such as MDs, DOs, Doulas, Electrologists, etc.) **and facility/organizational providers** (such as dialysis centers, transportation providers, Enhanced Care Management (ECM), and Community Supports (CS) providers, etc.)
- b. Facility Site Review (FSR) training courses are required **for every licensed and non-licensed personnel at a site that offers primary care**. Child Health & Disability Prevention (CHDP) training courses are required by everyone seeing patients under 21 years of age.

4. Am I expected to use Litmos, or can I choose to use my medical group training?

- a. Work with your medical group to learn about their specific training requirements and process.

Account Management

1. What is my login and can I change it?

- a. The email address you use to create your account will be your login name and it cannot be changed.

2. How can I get a username and password for new hires to use Litmos?

- a. You can share this link with them: <https://sfhp.litmos.com/self-signup>
This is a public link, so please share it only with individuals who are required to complete training courses.

3. Why is my login page a blank or black screen?

- a. Your computer may be set up to block certain images. If this is disrupting your training, please contact your IT department for assistance. Your IT personnel may need to whitelist Litmos, to inform your computer that Litmos is a safe website.

4. When I signed up, I received a link via email. Why is it not working?

- a. Once you input your email to create a Litmos account, you will receive an email with a link. This is done to confirm the email address exists and that it belongs to you. This is a one-time link, make sure once you click on it you finish your Litmos registration.
- 5. **What if I cannot access Litmos or need further assistance?**
 - a. If you have any issues with Litmos, please contact Provider Training at provider.training@sfhp.org.
- 6. **How do I reset my password?**
 - a. Please contact Provider Training at provider.training@sfhp.org.
- 7. **What do I do if I forget my password?**
 - a. Go to the login page and click on “Forgot my password.” From there, a link will be sent to your email to reset your password.

Taking and Managing Training Courses

1. **How often do we need to complete training courses and how will I know when I am due to retake a training?**
 - a. Different courses have different requirements. Some training can be completed once, while others are required annually, biannually, every three or every four years. Litmos will send you reminders when it is time to take a course.
2. **Will my medical group know when I complete an SFHP training course?**
 - a. Always work with your medical group first to make sure you are following their requirements and process.
If trainings are completed through Litmos, SFHP will share reports showing course completion with them, or you can share the completion certificates received at the end of the training courses.
3. **What if I do not complete the training courses on time?**
 - a. Certain provider trainings are required by regulators such as DHCS and CMS. Completing required training helps support continued participation in SFHP’s network.
Many trainings now require retraining and Litmos will send reminders to you when you are due to complete them.
If you are training through your medical group, they will remind you of any training deadlines and track your training compliance.
4. **How long do I have to complete my training?**
 - a. Some trainings must be completed before your credentialing or recredentialing application will be submitted to SFHP’s credentialing committee for approval. Other trainings and retraining may be required

outside of a credentialing cycle. Completing trainings timely helps support your continued status as an SFHP Network Provider.

5. What happens if I start a training course, but am unable to finish it?

- a. Litmos tracks your progress. Once you log back in, you will be taken to where you left off. If you have not completed the required training, you will receive email reminders.

6. What happens if I do not complete the training courses?

- a. Certain provider trainings are required by regulators like DHCS and CMS. They must be completed to participate in SFHP's network.
- b. If FSR/CHDP training courses are not completed, you will receive a Corrective Action Plan (CAP) during your initial, periodic, or focus FSR and this will need to be addressed within thirty calendar days from the date of review.

7. I just completed training through my medical group. Do I have to do it again through Litmos?

- a. If you complete the required training courses through your medical group, you do not need to repeat those training courses through Litmos. However, if you provide care at a primary care site and/or provide care to members under 21 years of age, you need to create an account because you may have other training assigned to you, such as FSR and CHDP-required training courses.

8. Litmos keeps sending email reminders about trainings I have already completed. What should I do?

- a. Please contact Provider Training at provider.training@sfhp.org for assistance.

9. How do I inform SFHP that I completed a training course?

- a. Litmos tracks course completion. No further action from you is required.

10. Will I get a certificate to document that I completed training?

- a. Yes, after you finish a training course, you can generate a certificate of completion as evidence. It is recommended that you retain copies of the certificates of completion.

11. Can I give the certificates from completed training courses to my medical group to receive credit for them?

- a. Yes, you can.

12. Is there a preferred browser that I should be using?

- a. Litmos works best using Chrome. Microsoft Edge is not recommended.