



TRAINER GUIDE OUTLINE FOR FAMILY MEDICAID NEW WORKER 14 DAY TRAINING

PHASE I: FM Policy Only

DAY 1

Introduction
Application Processing

DAY 2

Application Processing
Newborn COA
Low Income Medicaid COA

DAY 3

Low Income Medicaid (LIM) COA

DAY 4

Low Income Medicaid (LIM) COA
Policy Review

DAY 5

Exam 1
Review Exam 1
TMA

DAY 6

TMA
4MCS
RSM COA

DAY 7

RSM COAs
Blended Families

DAY 8

Emergency Medical Assistance (EMA)
Changes
Reviews
Policy Review

DAY 9

Exam II
Review Exam II
Closing
Course Evaluations

PHASE II: FM SUCCESS

DAY 10

Introduction

Customer Service

Introduction to SUCCESS

DAY 11

Low Income Medicaid (LIM)

Transitional Medical Assistance (TMA)

Right from the Start Medicaid (RSM)

DAY 12

Right from the Start Medicaid (RSM)

Temporary Medicaid Cards

DAY 13

Skill Demonstration

Emergency Medical Assistance (EMA)

SUCCESS Scheduling

Alerts

DAY 14

Putting It All Together

Closing

Course Evaluations