Medicaid Agency Orientation (MAO)
Frequently Asked Questions

Welcome! We're excited that you're considering completing your Medicaid Agency Orientation with Ability Training Services!

We've put together answers to our most frequently asked questions to help you navigate the process and prepare for a successful class experience.

IMPORTANT: Please start by reading our entire MAO website, including all five steps. Be sure to scroll all the way to the bottom of the page. The overview is just the beginning!

Our website includes class schedules, pricing, registration instructions, policies, forms, and other helpful resources.

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1. Where do I start, and how do I register?

Everything begins on our MAO website.

There are five steps on our website. Please work through all five steps in order, following the instructions and reviewing the associated documents. Registration and enrollment are two separate actions.

Registration includes a $150 nonrefundable fee for processing your registration form and Workday official transcript/certificates PDF. Registration alone does not enroll you in a class.

Enrollment requires separate payment of the $600 or $650 class fee (depending on which type of class you choose), after which you will receive an email with the orientation reference materials. See Steps 2 and 5 for pricing and Step 5 for upcoming class dates and options.

2. What is the difference between Pre-Set and Build Your Own classes?

We offer two scheduling options:

> Pre-Set Classes: These are the quickest and simplest option if all the listed dates work for you! All seven MAO sessions are scheduled across four class days. If a Pre-Set class fits your schedule, we generally recommend choosing that option.

Build Your Own: This option allows you to choose from the available dates for each of the seven individual sessions. You can mix and match dates to fit your schedule, and you may be able to complete more than one session on the same day. You can choose how many sessions you take per month. Think of Build Your Own as selecting seven individual sessions from the dates available. Available dates and pricing are listed in Step 5 on our MAO website.

3. What if the dates I need aren't listed yet?

We publish upcoming class schedules quarterly.

The next quarter's class dates are generally posted approximately one month before that quarter begins.

If you're looking for dates farther into the future, please check our website again when the next schedule is released.

4. Can I register right before class begins?

Last-minute registration may be possible when space is available, but we strongly encourage registering early. Remember that registering and paying the $150 nonrefundable processing fee does not complete enrollment.

Registering at least 4 days in advance gives you more time to complete your Workday official transcript/certificates PDF submission. After paying the separate $600 or $650 enrollment fee, you will receive your orientation reference materials by email and can prepare for class, access the testing platform, and check your technology.

5. Can I change my class dates after registering?

Please choose your class dates carefully and make sure you're available for every session you select.

Class and session selections are final. Missing a scheduled session can affect successful completion.

For applicable scheduling and cancellation policies, See MAO Policies & View Forms under Step 4.

6. What if I forgot to select a class on my registration form?

We need your class selection from Step 5 to finish processing your registration form. Registration does not itself enroll you in the selected class.

Please return to Step 5 of our MAO website, review the available options, and email us your selected class or seven Build Your Own session dates.

7. Where can I find my pre-class assignments and instructions?

You'll find information about your pre-class assignments, Workday resources, instructions for preparing your official transcript/certificates PDF, and submission instructions on our website.

See MAO Policies & View Forms under Step 4.

Please review all instructions carefully and submit the requested documentation to mao@abilityts.com.

8. I've already completed some training. Do I need to send those certificates?

Please review the pre-class documentation expectations and submit the Workday official transcript/certificates PDF requested by ATS.

Don't forget to include any previously completed training certificates requested in the instructions, some older trainings may not readily populate. Check that your official transcript/certificates PDF includes all requested records.

For instructions about documentation, See MAO Policies & View Forms under Step 4.

9. What if I can't complete my pre-class assignments on time?

We encourage everyone to begin their preparation as early as possible to avoid last-minute complications.

For information about preparation deadlines, incomplete assignments, and how they may affect your registration, See MAO Policies & View Forms under Step 4.

10. How much time should I set aside to prepare for class?

We strongly recommend reading the entire orientation reference document before your first class.

Then, before each class day, review the sections corresponding to the sessions you'll be attending.

Everyone reads and studies at a different pace, so we can't estimate exactly how much time you'll need.

We recommend planning enough time to become familiar with the materials rather than attempting to review everything at the last minute.

11. What technology do I need for class?

You'll need a device, or combination of devices, that allows you to participate fully using:

- A working camera
- A microphone
- Accessibility for working with Microsoft Teams
- A reliable internet connection
- Accessibility for working with the testing platform Synap

Please test your equipment before class, including your ability to use the chat feature while keeping your camera on.

Some devices automatically turn off the camera when switching screens or applications, so it's important to check this ahead of time.

A stable internet connection is essential throughout the live sessions.

12. How much additional time should I plan for testing?

There is a post-test associated with each of the seven MAO sessions.

Post-tests are completed outside of live class time, so please plan for additional uninterrupted time after your sessions.

The amount of time needed varies from person to person.

For information about test administration and class policies, See MAO Policies & View Forms under Step 4.

13. Can another employee or coworker attend or complete tests with me?

ATS registers, tracks attendance, and evaluates each participant individually.

Each person must attend their own scheduled sessions and independently complete their own post-tests. Another person cannot attend or complete portions of the class or testing on your behalf.

14. What if I'm having problems with Workday?

Ability Training Services does not administer Workday Oregon and cannot troubleshoot accounts, passwords, training access, or technical problems within that system.

We've provided several Workday help documents on our website, including account creation, password assistance, and instructions for downloading your official transcript/certificates PDF.

To access those resources, See MAO Policies & View Forms under Step 4.

If you still need technical assistance, please contact the appropriate state Workday support team.

15. What if I don't receive emails from ATS or PayPal?

Please check your spam, junk, and other filtered folders.

We recommend adding mao@abilityts.com to your contacts or safe senders list and reviewing all registration communications carefully.

If you've paid the registration fee or enrolled and cannot locate our correspondence, please email us with your full name and selected class dates. The orientation reference materials are emailed after payment of the separate enrollment fee.

16. Where do I find your fees, cancellation policies, and other forms?

Our website explains the $150 nonrefundable registration processing fee, the separate $600 or $650 class enrollment fee, cancellation and refund information, class policies, and associated forms.

For policies and forms, See MAO Policies & View Forms under Step 4.

For the separate registration and enrollment fees, review Steps 2 and 5.

17. Can ATS answer questions about agency certification, licensing, or ODDS requirements?

Ability Training Services is an MAO training vendor. We're happy to answer questions about our classes, registration process, payments, scheduling, and other administrative matters.

However, questions about licensing, agency certification, eligibility, administrative rules, or ODDS requirements should be directed to ODDS.

You can find official state resources here:

ODDS Training Resources

ODDS Prospective Provider Information

18. How do I contact ATS if I still need help?

We're happy to help with questions specific to our MAO classes!

Before emailing, please review our entire MAO website, including all five steps, and the FAQs above.

If your question isn't answered there, email us at mao@abilityts.com.

If you've already registered, please include your full name and scheduled class date so we can assist you more efficiently.

MAO Team

Ability Training Services, LLC
Medicaid Orientation/MAO
Learn more about ATS https://abilityts.com/