

College of Medicine—*Jacksonville*  
Office of the Senior Associate Dean for Clinical Affairs

653-1 West 8<sup>th</sup> Street  
4<sup>th</sup> Floor, LRC, Box L15  
Jacksonville, FL 32209-6511  
904-244-3131

**TO:** All Established Faculty and Non-Physician Practitioners

**FROM:** Guy Benrubi, M.D., Senior Associate Dean for Clinical Affairs



**DATE:** June 1, 2010

**SUBJECT:** 2010-2011 Mandatory Provider Education Sessions

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The University Of Florida College Of Medicine Jacksonville Billing Compliance Plan calls for ongoing education of providers in order to provide and reinforce understanding of ever-changing coding rules and government regulations. Since the organization continues to view this education as critical to our success, educational modules will continue to be offered this fiscal year to help providers fulfill their mandatory education requirements.

As an **ESTABLISHED PROVIDER** (those faculty, ARNPs, CRNAs and Physician Assistants hired *before* 5/01/10 and who have attended the educational modules in a previous fiscal year), you must complete **Module A** (Evaluation and Management Documentation Guidelines) & **Module C** (Billing Compliance) between July 1, 2010 and June 15, 2011 (there is no Module B).

The required annual instruction has to this point consisted of live sessions only. As of the 2010-2011 fiscal year, however, providers will have the option of receiving the required annual education by either:

- 1) attending a general multi-departmental live session\*,
- 2) attending a department-specific live session, or
- 3) **\*\*\*viewing the education online using the web-based HealthStream Learning Center.\*\*\* (NEW)**

***Note: Regardless of which of the above instructional methods is chosen, all providers must, as of the 2010-2011 fiscal year, pass the Module A and C tests in the HealthStream Learning Center in order to complete their educational requirements for the fiscal year. Attending a live session will no longer, by itself, satisfy the annual completion requirement for each module.***

*\*Because of the uniqueness of the training provided to members of the Departments of Anesthesiology, Emergency Medicine, Pathology, and Radiology, as well as the Division of Oral and Maxillofacial Surgery, it is recommended that these providers NOT attend a general multi-departmental session. Instead, they should either attend a department-specific live session or complete the modules in their entirety using the web-based HealthStream Learning Center.*

## Live Sessions

**General multi-departmental live sessions** will be offered on a quarterly basis throughout the fiscal year for those providers choosing this educational option. The dates of these sessions are as follows:

- Thursday, July 8, 2010
- Thursday, October 14, 2010
- Tuesday, January 11, 2011
- Wednesday, April 13, 2011

To schedule attendance at one of the quarterly multi-departmental live sessions, please contact Yvonne Smith at 244-5360 or [yvonne.smith@jax.ufl.edu](mailto:yvonne.smith@jax.ufl.edu). The schedule and locations of these multi-departmental live sessions are provided as an appendix at the end of this memo.

Departments will continue to be offered the opportunity to schedule **department-specific live sessions** for Modules A (E/M) and C (Compliance) as an alternative to the *general multi-departmental* live sessions. Department members who are not able to attend a special live session(s) scheduled by the department will be required to either attend one of the quarterly multi-departmental live sessions or complete the modules online via HealthStream.

## The HealthStream Learning Center [Section Revised 1/18/2011]

In the 2010-2011 fiscal year, providers will have the new option of receiving the program education in its entirety via the web-based HealthStream Learning Center. As mentioned previously, if a provider chooses to attend a live session to receive the instruction, they will still be required to pass the tests for Modules A and C via the HealthStream Learning Center in order to receive full completion credit for each of the modules.

Providers access the HealthStream site using the following link: <http://www.healthstream.com/hlc/shands>. Attendings (and those few NPPs employed by the UF-COM) will log in using their 8-digit UFID number **with no dash** as their user id, and the last 6 digits of their social as their password. NPPs employed by UFJHI will use their employee ID number with “UF” attached at the beginning (ex: UFXXXX) as their user id and the last 6 digits of their social as their password.

After logging in, the assigned Module A and Module C courses can be found under the “My Learning” tab in the “My Assignments” area of the screen. After clicking on the name of each course, providers will be taken to the contents page of the course where they will complete each course component in order. All courses consist of educational slide sections which are each followed by a brief test. A provider may exit the course after completing it partially and complete the remainder of the course at a later time. A provider may pause a test in order to go back to a previous section of the course to review certain slides. If any test is not passed, a provider must retake the test (which on subsequent attempts will include different questions) until a passing score is achieved. After all mandatory components of the course are completed, a certificate of completion may be printed.

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In rare cases, multiple Module A and/or C courses may appear in a provider's "My Assignments" area, in which case they should complete the one with the shortest serial number in the course title. If either Module A or Module C are missing from a provider's "My Assignments" area, or if providers encounter any difficulties or have general questions regarding the online courses, the provider should contact the Education Department at 244-9643, 244-9641, or 244-9644 for assistance.

**APPENDIX**

**TIMES AND LOCATIONS OF THE GENERAL MULTI-DEPARTMENTAL LIVE SESSIONS**

<p><b>Module A</b>  <i>Evaluation and Management Documentation Guidelines</i>  <b>Mason Room (2nd Floor of the Towers)</b></p>
<p><b>9:00 a.m.–12:00 p.m.</b>                  (may not take full 3 hours—depending on attendees)</p>
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> General Documentation Guidelines</li> <li><input checked="" type="checkbox"/> Evaluation and Management Categories of Service</li> <li><input checked="" type="checkbox"/> Selecting the Level of the Service Based on the 1997 Guidelines</li> <li><input checked="" type="checkbox"/> The Global Surgical Package and Modifiers</li> </ul>

<p><b>Module C</b>  <i>Billing Compliance</i>  <b>Mason Room (2nd Floor of the Towers)</b></p>		
<p><b>1:00 p.m.–3:00 p.m.</b></p>		
<table border="0"> <tr> <td style="vertical-align: top;"> <p><b>NPPs &amp; Faculty (including OPS)</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Self-Pay Policy</li> <li><input checked="" type="checkbox"/> Financial Hardship Policy</li> <li><input checked="" type="checkbox"/> Compliance Overview</li> <li><input checked="" type="checkbox"/> Billing Services of Non-Physician Practitioners</li> <li><input checked="" type="checkbox"/> Teaching Physician Regulations</li> </ul> </td> <td style="vertical-align: top; padding-left: 20px;"> <p><b>Residents</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Self-Pay Policy</li> <li><input checked="" type="checkbox"/> Financial Hardship Policy</li> <li><input checked="" type="checkbox"/> Compliance Overview</li> <li><input checked="" type="checkbox"/> Teaching Physician Regulations</li> </ul> </td> </tr> </table>	<p><b>NPPs &amp; Faculty (including OPS)</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Self-Pay Policy</li> <li><input checked="" type="checkbox"/> Financial Hardship Policy</li> <li><input checked="" type="checkbox"/> Compliance Overview</li> <li><input checked="" type="checkbox"/> Billing Services of Non-Physician Practitioners</li> <li><input checked="" type="checkbox"/> Teaching Physician Regulations</li> </ul>	<p><b>Residents</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Self-Pay Policy</li> <li><input checked="" type="checkbox"/> Financial Hardship Policy</li> <li><input checked="" type="checkbox"/> Compliance Overview</li> <li><input checked="" type="checkbox"/> Teaching Physician Regulations</li> </ul>
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