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To: All New Faculty and Non-Physician Practitioners

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

Date: May 27, 2011

Subject: Mandatory Provider Education (Modules A and C) Completion Requirement
               for FY 2012

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 views this education as critical to our success, completion of these educational modules is required in each fiscal year.

As a **NEW PROVIDER** (those faculty, ARNPs, CRNAs and Physician Assistants hired on/after 5/01/11), you must complete two educational modules—**Module A** (Evaluation and Management Documentation Guidelines) & **Module C** (Billing Compliance Training)—within **60** days of your start date (there is no Module B).

In the 2012 fiscal year, all providers will fulfill the required annual education requirement by completing online versions of Modules A and C in the web-based HealthStream Learning Center.

Live Sessions

Departments or divisions may still request department or division-specific live presentations that cover all or some portion of the subjects discussed in Modules A and C, as necessary based on the educational needs of the department/division. However, even in such cases where these live sessions include a complete discussion of the contents of Module A and/or C, attendance at these live discussions will not suffice to fulfill a provider's annual educational requirement. All providers must complete the online Module A/C courses in the web-based HealthStream Learning Center regardless of whether he/she attends a department or division-specific presentation that includes Module A/C content.

The HealthStream Learning Center

As stated above, all providers must complete the online Module A/C courses in the web-based HealthStream Learning Center. New providers will receive an email from the Clinical Data Quality-Education Department advising them that a HealthStream user account has been created and the appropriate versions of Modules A and C have been loaded into their assignment queue and are ready for completion. 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 or some other non-UFJHI-entity) will log in using their 8-digit UFID number* with no dash as their user id, and their badge number (top right corner of badge reverse) 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 their badge number (top right corner of badge reverse) 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.

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 course 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 CDQ-Education Department at 244-9643, 244-9641, or 244-9644 for assistance.

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*A link is available on the HealthStream log-in page (web address given above) to aid providers in accessing a forgotten 8-digit UFID number.

#A UFJHI-employed individual's employee ID number can be found via Lawson ("Employee Self Service" → "Employment" → "Job Profile").