



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

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To: All New Providers

From: George R. Wilson, M.D., Senior Associate Dean for Clinical Affairs 

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Subject: Mandatory Provider Education (Modules A and C) Completion Requirement for FY 2014

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 attendings, NPPs, and certain other licensed/certified healthcare professionals* hired on/after 5/01/13), 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).

All providers 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 continue to request department or division-specific live presentations that cover all or some portion of the subjects from Modules A and C. However, a provider attending such a session must still access the Module A/C courses online in HealthStream and pass all tests within each course in order to completely fulfill his/her Module A/C educational requirement for the year (the slides within each course may

*Contact the CDQ Education Department if you are unsure as to whether the Module A and C completion requirement as set forth in this memo applies to you.

be quickly scrolled through to get to each test within a module in cases where the provider has already received the slide information via a live session). To schedule a live Module A/C instructional session, contact the CDQ Education Department at 244-9643, 244-9641, or 244-9644.

The HealthStream Learning Center

As stated previously, all providers must complete the online Module A/C courses in the web-based HealthStream Learning Center. New providers will receive an individual email from the Clinical Data Quality Education Department advising them that a HealthStream user account has been created for them 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 and health professionals 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. All courses consist of educational slide sections, each of which is 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.

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