

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

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

TO: All Residents, Fellows and PDAs

FROM: Guy Benrubi, M.D., Senior Associate Dean for Clinical Affairs 
Constance Haan, M.D., Senior Associate Dean for Educational Affairs 

DATE: June 1, 2010

SUBJECT: 2010-2011 Mandatory Provider Education Sessions for Residents, Fellows, & PDAs

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.

RESIDENTS, FELLOWS and PDAs (hereinafter collectively referred to as “Residents”) must complete annual education pertaining to Evaluation and Management Documentation Guidelines (Module A) and Billing Compliance Training (Module C) each academic year based on their status as set forth in the groupings listed below.

Residents Hired Before 7/1/10 (“Returning Residents”)

Returning residents must complete Module A and Module C by September 30, 2010, in accordance with the timeline for completion established by the Office of Educational Affairs. Returning residents have the option of receiving the required annual education by either:

- 1) attending the general multi-departmental live session on Thursday, July 8, 2010*,
- 2) attending a department-specific live session (if one is available prior to September 30, 2010), or
- 3) completing the education online using the web-based HealthStream Learning Center.

Note: Regardless of which of the above instructional methods is chosen, all returning residents must 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 completion requirement for each module for returning residents.

If a returning resident wishes to attend the 7/8/10 multi-departmental live session, his/her attendance must be scheduled in advance. Refer to the “Live Session Scheduling” section of this memo on p. 3.

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**Because of the uniqueness of the training provided to residents in the Departments of Anesthesiology, Emergency Medicine, Pathology, and Radiology, as well as the Division of Oral and Maxillofacial Surgery, residents in these departments should NOT attend the 7/8/10 general multi-departmental session. These residents should choose from options #2 and #3 as listed on p. 1.*

New Residents Hired on 7/1/10 (“On-Cycle New Residents”)

(On-cycle) new residents must complete Module A and Module C by September 30, 2010.

It is expected that the majority of these new residents will complete the modules by attending the live session presented on Wednesday June 30—the final day of New Resident Orientation*. Specific information regarding this session will be distributed by the Office of Educational Affairs.

New residents *who are not able to attend the 6/30/10 New Resident Orientation session* may either:

- 1) attend the general multi-departmental live session on Thursday, July 8, 2010*,
- 2) attend a department-specific live session (if one is available prior to September 30, 2010), or
- 3) complete the education in its entirety online using the web-based HealthStream Learning Center.

An on-cycle new resident’s attendance at a live session will completely fulfill his/her Module A/C education requirement. If a new resident wishes to attend the 7/8/10 multi-departmental live session, his/her attendance must be scheduled in advance. Refer to the “Live Session Scheduling” section of this memo on p. 3.

**Because of the uniqueness of the training provided to residents in the Departments of Anesthesiology, Emergency Medicine, Pathology, and Radiology, as well as the Division of Oral and Maxillofacial Surgery, residents in these departments should NOT attend the 6/30/10 or 7/8/10 live sessions. These residents should choose from options #2 and #3 as listed above.*

New Residents Hired After July 1, 2010 (“Off-Cycle New Residents”)

(Off-cycle) new residents must complete Module A and Module C within 60 days of his/her start date.

Off-cycle new residents may either:

- 1) attend a general multi-departmental live session (if one is available within the resident’s 60-day educational window)*,
- 2) attend a department-specific live session (if one is available within the resident’s 60-day educational window), or
- 3) complete the education online using the web-based HealthStream Learning Center.

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Off-cycle new residents considering option #1 should note that live sessions will be offered throughout the year on:

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

An off-cycle new resident's attendance at a live session will completely fulfill his/her Module A/C education requirement. If an off-cycle new resident wishes to attend one of the above *multi-departmental* live sessions, his/her attendance must be scheduled in advance. Refer to the "Live Session Scheduling" section below.

**Because of the uniqueness of the training provided to residents in the Departments of Anesthesiology, Emergency Medicine, Pathology, and Radiology, as well as the Division of Oral and Maxillofacial Surgery, residents in these departments should NOT attend a general multi-departmental live session. These residents should choose from options #2 and #3.*

Live Session Scheduling

To schedule attendance at a multi-departmental live session, contact Yvonne Smith at 244-5360 or yvonne.smith@jax.ufl.edu. The schedule and location of this multi-departmental live session is provided as an appendix at the end of this memo.

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

In the 2010-2011 fiscal year, residents 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 resident 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.

Residents access the HealthStream site using the following link: <http://www.healthstream.com/hlc/shands>. Residents 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.

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, residents 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 resident may exit the course after completing it partially and complete the remainder of the course at a later time. A resident may pause a test in order to go back to a previous section of the course to review certain slides.

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If any test is not passed, a resident 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 resident'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 resident's "My Assignments" area, or if resident's encounter any difficulties or have general questions regarding the online courses, the resident should contact the Education Department at 244-9643, 244-9641, or 244-9644 for assistance.

APPENDIX

TIMES AND LOCATIONS OF THE GENERAL MULTI-DEPARTMENTAL SESSIONS

Module A <i>Evaluation and Management Documentation Guidelines</i> Mason Room (2nd Floor of the Towers)
9:00 a.m.–12:00 p.m. (may not take full 3 hours—depending on attendees)
<input checked="" type="checkbox"/> General Documentation Guidelines <input checked="" type="checkbox"/> Evaluation and Management Categories of Service <input checked="" type="checkbox"/> Selecting the Level of the Service Based on the 1997 Guidelines <input checked="" type="checkbox"/> The Global Surgical Package and Modifiers

Module C <i>Billing Compliance</i> Mason Room (2nd Floor of the Towers)	
1:00 p.m.–3:00 p.m.	
NPPs & Faculty (including OPS) <input checked="" type="checkbox"/> Self-Pay Policy <input checked="" type="checkbox"/> Financial Hardship Policy <input checked="" type="checkbox"/> Compliance Overview <input checked="" type="checkbox"/> Billing Services of Non-Physician Practitioners <input checked="" type="checkbox"/> Teaching Physician Regulations	Residents <input checked="" type="checkbox"/> Self-Pay Policy <input checked="" type="checkbox"/> Financial Hardship Policy <input checked="" type="checkbox"/> Compliance Overview <input checked="" type="checkbox"/> Teaching Physician Regulations