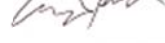# UNIVERSITY of FLORIDA

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

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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: 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.

RESIDENTS, FELLOWS, and POST-DOCTORAL ASSOCIATES (hereinafter collectively referred to as "Residents") must complete two educational modules on an annual basis—**Module A** (Evaluation and Management Documentation Guidelines) & **Module C** (Billing Compliance Training)—based on their status as set forth in the groupings listed below.

Returning Residents (Residents with a Program Start Date Prior to 7/1/11)

Returning residents must complete Modules A and C online in the web-based HealthStream Learning Center between July 1, 2011 and September 30, 2011, in accordance with the timeline for completion established by the Office of Educational Affairs.

New Residents—On-Cycle (Residents with a 7/1/11 Program Start Date)

On-cycle new residents must complete Modules A and C online in the web-based HealthStream Learning Center between June 1, 2011 and June 26, 2011. **Both modules must be completed before DAY 1 of New Resident Orientation (June 27, 2011).**

New Residents—<u>Off-Cycle</u> (Residents with a Program Start Date After 7/1/11)
Off-cycle new residents must complete Modules A and C online in the web-based HealthStream Learning Center **within 60 days** of their program start date.

Live Sessions

Departments or divisions may 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 resident's Module A/C educational requirement. All residents 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 residents must complete the online Module A/C courses in the web-based HealthStream Learning Center. For returning residents and on-cycle new residents, the online Module A/C courses will be loaded into a resident's online training queue by the Clinical Data Quality-Education Department as of the beginning date of a resident's training window (June 1 for on-cycle new residents, July 1 for returning residents). Off-cycle new residents will have their courses loaded and available in HealthStream as soon as possible after their start date, and will receive an individual email from the CDQ-Education Department advising that the courses are available. 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 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, 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. 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.

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

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 course number in the course title. If either Module A or Module C are missing from a resident's "My Assignments" area, or if residents encounter any difficulties or have general questions regarding the online courses, the resident should contact the CDQ-Education Department at 244-9643, 244-9641, or 244-9644 for assistance.