

SUNY DOWNSTATE MEDICAL CENTER
POLICY AND PROCEDURE

No. HIPAA-11

Subject: COMPLIANCE TRAINING

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Original Issue Date 2/2008

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Supersedes:

Effective Date: 2/2008

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I. PURPOSE

The purpose of this document is to outline the Compliance training requirements and follow up processes for State University of New York (SUNY) Downstate Medical Center (DMC) workforce members.

II. POLICY

It is DMC's policy to provide Compliance related training, as appropriate for each workforce member's role within the organization, within a reasonable timeframe after the individual joins the workforce. DMC will also provide training to workforce members whose functions have been affected by a material change in the applicable regulations, policies, procedures or requirements within a reasonable time after the material change becomes effective.

III. DEFINITIONS

Health Insurance Portability & Accountability Act of 1996 (HIPAA) Training Program- Provides training on the appropriate safeguarding of protected health information (PHI), as well as the permitted uses and disclosures of such information.

Professional Compliance Training Program- Provides training on the coding, documentation and billing requirements for the Professional component of billing to prevent fraud and abuse.

Corporate Compliance Training Program- Provides training on the coding, documentation and billing requirements for the Hospital, as well as general training on DMC's Compliance program and risk areas.

Deficit Reduction Act (DRA) False Claims & Whistleblower Protections Training Program- Provides an awareness of claims for Federal/ State healthcare programs that can be rendered as false, as well as the mechanisms and protections for reporting a suspected false claim.

IV. RESPONSIBILITIES

The Office of Compliance & Audit Services (OCAS) is responsible for administering the Compliance training programs. It is the responsibility of DMC workforce members to comply with DMC's training requirements. Workforce members include employees of New York State, University Physicians of Brooklyn (UPB) & the Research Foundation (RF), as well as physicians, allied health professionals, residents, interns, fellows, students, trainees, volunteers, consultants, contractors and subcontractors.

Specifically, the following is an outline of the Compliance role based training requirements (See also attached Compliance Course Requirement Matrix):

- A. **Hospital Revenue Cycle Personnel** (Includes Admitting, Outpatient Registration, Health Information Management, Quality Management, Case Management/ Utilization Review, Risk Management, Regulatory Affairs, Hospital Finance & Managed Care Departments): HIPAA and Corporate Compliance Training Programs;
- B. **Physicians, Residents, Physician Billing Administrators & Non Physician Practitioners**: HIPAA and Professional Compliance Training Programs;
- C. **Students** (Colleges of Medicine, Nursing & Health Related Professions and School of Graduate Studies): HIPAA Training Program;
- D. **Other Workforce Members**: HIPAA and DRA Compliance Training Programs.

V. PROCEDURE/GUIDELINES

OCAS utilizes the Health Care Compliance Strategies (HCCS) online training programs for HIPAA, Professional, Corporate and DRA Compliance. This program incorporates multiple tracks designed to provide appropriate training according to each workforce member's specific role and function at DMC. The program is available via any computer with Internet access. With the exception of Nursing personnel and students of the Colleges of Medicine, Nursing, Health Related Professions and School of Graduate Studies, other workforce members are required to complete training within two (2) weeks of receipt of Compliance training information.

The following procedure for Compliance training is effective:

A. New Employee Training

1. **University Hospital of Brooklyn (UHB) Employees-** Compliance training will be provided at Hospital Orientation conducted on a bimonthly basis.
 - a. The day before Hospital Orientation, the Benefits Department will fax OCAS a list of the new employees scheduled for Hospital Orientation.
 - b. OCAS will add these names to its Compliance training database. Based upon the individual's role/ function, as documented on the Orientation List, OCAS will determine the required Compliance training programs and will generate a log- on ID and training packet for each individual. The training packet will include:
 - i. Individualized label containing the employee's log- on information and required Compliance training programs;
 - ii. Compliance Training Instructions Sheet containing the training compliance deadline;
 - iii. DMC's Code of Conduct brochure outlining the ethical conduct expected of workforce members;
 - iv. Compliance Line brochure containing information on the methods available for reporting a suspected legal or ethical violation;
 - v. DRA brochure providing a summary of false claims information and whistleblower protections;
 - vi. Internal Control Program brochure describing DMC's Internal Control & Audit programs; and
 - vii. HIPAA Pocket Guide containing a summary of DMC's specific HIPAA Privacy policies & procedures.
 - c. OCAS will also create a list of those new employees who do not have access to patient information and, therefore, do not have to complete any online program. These individuals are simply required to attend the HIPAA Awareness Video session provided at Hospital Orientation and receive DMC's Compliance Brochures (Code of Ethics, Compliance Line, DRA and Internal Control Program). The following departments do not have access to patient information:
 - i. Academic Affairs;
 - ii. Academic Computing Department;
 - iii. Administrative Support Services;
 - iv. Anatomy;
 - v. Biochemistry;
 - vi. Biomedical Communications;
 - vii. Central Sterile Supply;
 - viii. Central Transport;
 - ix. Continuing Medical Education;
 - x. Employee Assistance Program;
 - xi. Environmental Services;
 - xii. Facilities Maintenance & Development;
 - xiii. Food & Nutrition;
 - xiv. Human Resources/ Labor Relations;
 - xv. Humanities in Medicine;
 - xvi. Institutional Advancement & Development;
 - xvii. Lab Animal Resources;

- xviii. Linen;
- xix. Management Systems;
- xx. Materials Management;
- xxi. Medical Library;
- xxii. Microbiology;
- xxiii. Planning;
- xxiv. State Purchasing Office;
- xxv. Student Affairs;
- xxvi. Union Representatives;
- xxvii. Unit Management;
- xxviii. University Affairs;
- xxix. University Police;
- xxx. Volunteer Services.

- d. On the day of Hospital Orientation, OCAS will provide the Compliance Online Training List, the HIPAA Awareness Training List and the individualized Compliance training packets to the Institute of Continuous Learning (ICL), the department responsible for conducting the orientation. ICL will distribute the packets to each individual required to complete the online training programs and will obtain signature of receipt on the Compliance Online Training List. These individuals will be instructed to report to the Learning Resource Center to access the computers and complete the training. ICL will also conduct the HIPAA Awareness video session for those employees who do not have access to patient information and will obtain signature of attendance on the HIPAA Awareness Training List.
 - e. On Monday following Hospital Orientation, ICL will fax OCAS the general orientation sign- in sheets, the Compliance Online Training List and the HIPAA Awareness Training List containing the signatures of receipt. OCAS will review the general sign- in sheets to ensure that attendees were captured and either received a Compliance training packet or attended the HIPAA Awareness video session. For those names for which a signature of receipt was not documented, OCAS will follow up with the respective department administrator and will provide the individual's Compliance training log- on information and completion deadline via an email communication.
2. **University Physicians of Brooklyn (UPB) Employees-** For those UPB employees who do not attend Hospital Orientation, the following procedure will be followed:
- a. On a monthly basis, the UPB Office will provide OCAS with a list of new employees hired during that time-frame. This list will include the employee name, department and job title.
 - b. OCAS will review the list against its Compliance training database to ensure that the individuals have been captured.
 - c. For those names not listed in the Compliance training database, OCAS will generate log- on ID's and communicate the individual's training information with the respective department administrator via an email communication.
3. **Research Foundation (RF) Employees-** For those RF employees who do not attend Hospital Orientation, the following procedure will be followed:

- a. On a monthly basis, the RF Personnel Office will provide OCAS with a list of new employees hired during that time-frame. This list will include the employee name, department, job title and whether there is access to patient information.
 - b. OCAS will review the list against its Compliance training database to ensure that the individuals have been captured.
 - c. For those names not listed in the Compliance training database, OCAS will generate the following and communicate, via email, with the respective department administrator:
 - i. Employees with access to patient information will receive a Compliance online training program log- on ID and Instructions Sheets for the required training programs;
 - ii. Employees with no access to patient information will be provided with the opportunity to attend the HIPAA Awareness video presented at Hospital Orientation or to complete the HIPAA Awareness track of DMC's online HIPAA training program.
4. **Guidance Agency Personnel-** Guidance Agency personnel are required to complete the HIPAA and Corporate Compliance programs before the start of their assignment at DMC.
- a. Upon appointment of the temporary personnel, the Guidance agency will contact OCAS for training log-on information. Log-on ID number and Instructions Sheets will then be distributed to the individual by the agency and immediate completion of HIPAA & Corporate Compliance courses will be required.
 - b. The Department of Human Resources (HR) will collect certificates/ print outs of completion for both the HIPAA & Corporate Compliance programs before the temporary individual is sent to the assignment location. HR will maintain the completion documentation in the HR Temporary Personnel file.
5. **Locum Tenens & Voluntary Physicians-** Locum tenens and voluntary physicians who receive full DMC Medical Board privileges are required to complete DMC's HIPAA & Professional Compliance training programs. Such physicians will be captured via a monthly report provided by the Medical Board to OCAS that delineates all physicians who have received full clinical privileges. Locum tenens and voluntary physicians who do not receive Medical Board privileges will not be required to complete DMC's training. Rather, such individuals will be required to comply with HIPAA under their individual covered entity status or via a business associate agreement, as applicable.
6. **Voluntary Clinical Researchers-** Individuals who are not DMC employees (via the State, UPB or RF) and do not have DMC clinical privileges, but are performing clinical research related activities, will be required to complete DMC's HIPAA & DRA training programs before the initiation of said activities. The IRB Office will identify such individuals at the time the study is submitted for IRB approval. The IRB Office will refer the individuals who have not completed DMC's training to OCAS for follow up. OCAS will, subsequently, inform the IRB Office when the training has been completed so that the IRB can continue with its review and approval process.

B. Resident Training- Residents are required to complete DMC's HIPAA & Professional Compliance training programs or provide acceptable documentation of training completed at another institution (see below for acceptable documentation).

1. On an annual basis, incoming residents will receive a Compliance training packet at the Graduate Medical Education (GME) Orientation. The Compliance training packet will include the following:
 - a. Individualized label containing the resident's log- on information and required Compliance training programs (HIPAA and Professional);
 - i. Residents who completed one or more Compliance training program(s) as a student in the College of Medicine will not be required to complete the program again.
 - b. Compliance Training Instructions Sheet containing a two (2) week training compliance deadline; and
 - c. DMC's Code of Conduct brochure outlining the ethical conduct expected of workforce members;
 - d. Compliance Line brochure containing information on the methods available for reporting a suspected legal or ethical violation;
 - e. DRA brochure providing a summary of false claims information and whistleblower protections;
 - f. Internal Control Program brochure describing DMC's Internal Control & Audit programs; and
 - g. HIPAA Pocket Guide containing a summary of DMC's specific HIPAA Privacy policies & procedures.
2. Program Directors may opt to train its residents via a lecture- style presentation for HIPAA training only, in lieu of the online training program. It is the responsibility of the Program Directors to contact OCAS to schedule such a presentation and to ensure its residents are in attendance at the training session. Residents that do not attend the session will be required to complete the online HIPAA training program.
3. DMC accepts HIPAA and/or Professional Compliance training completed at another institution if the training was completed via the exact same Health Care Compliance Strategies (HCCS) online training program. Residents who have completed such training may fax their Certificate of Completion to OCAS. OCAS will verify with HCCS to ensure that training has been completed and will notate the individual as compliant in its database.

C. HIPAA Training Follow Up

1. OCAS will track each new individual added to its training database and will determine whether or not training has been completed within the two (2) week time-frame.
2. For those individuals who have not completed the training after two (2) weeks, an initial reminder email will be sent to the Department Administrator/ Director providing notification of the delinquency and requiring training to be completed within another two (2) week time- frame.

3. Thereafter, a second reminder email will be sent to the Department Administrator/ Director.
4. Subsequently, a third reminder email will be sent to the Department Administrator/ Director.
5. If training has not been completed after three email communications, a formal Important Reminder Notice will be hand- delivered to the Department Administrator/ Director (with a cc to the Department Chair/ Administrator) requesting that an attached Employee/ Resident **Reminder Notice** be provided to the delinquent employee/ resident and signature of receipt maintained in the department's file.
6. If training has still not completed, a formal Important Final Notice will be hand-delivered to the Department Chair/ Administrator (with a cc to the Department Administrator/ Director) requesting that an attached Employee/ Resident **Final Notice** be provided to the delinquent employee/ resident and signature of receipt maintained in the department's file.
7. Individuals who fail to complete the Compliance training program(s) after the above communications will be referred for appropriate disciplinary action to the responsible area; to the Office of Labor Relations, GME Office, UPB Office or RF Office.

D. Department Specific Training- OCAS will conduct department specific training, as necessary, to ensure compliance with the regulatory requirements and to provide updated training on revised requirements or processes. These training programs will be in the form of:

1. In- service or refresher training sessions, as identified via audit deficiencies or other reported concerns;
2. Department specific training manuals containing a focused summary of relevant policies and procedures.

E. Training Completion Certificates

1. Individuals who complete DMC's online Compliance training programs may print out a Certificate of Completion upon exiting the courseware for inclusion in the individual's or departmental file.
2. Any individual or department may also contact OCAS for a formal Certificate of Completion for any of the online Compliance training programs.
3. The Medical Board will look up faculty members' Compliance training completion information via OCAS' Compliance training database, as necessary, for the individual's reappointment package.
4. Individuals who completed a training or refresher program via a lecture style presentation will receive a customized Certificate of Completion from OCAS.

VI. ATTACHMENTS

Compliance Course Requirement Matrix, Compliance Training Instructions Sheets (HIPAA Awareness, HIPAA, Deficit Reduction Act, Nursing Services Employees, Professional, Corporate, Guidance Employees)

VII. REFERENCES

Standards for Privacy of Individually Identifiable Health Information, 45 CFR §164.530(b); Deficit Reduction Act of 2006 §6032

	Revision	Required	Responsible Staff Name and Title
March 2009	Yes	No	Shoshana Milstein, AVP Compliance & Audit
	Yes	No	
	Yes	No	
	Yes	No	

COMPLIANCE COURSE REQUIREMENT MATRIX

Category		HIPAA	Corporate Compliance	Professional Compliance	Deficit Reduction Act
Hospital Revenue Cycle Areas	<i>Admitting</i>	X	X		
	<i>Outpatient Department/ Registration Staff</i>	X	X		
	<i>Health Information Mngt</i>	X	X		
	<i>Quality/ Case Management & Utilization Review</i>	X	X		
	<i>Risk Management/ Regulatory Affairs</i>	X	X		
	<i>Hospital Finance</i>	X	X		
	<i>Managed Care</i>	X	X		
Physicians, Residents and Physician Billing Administrators		X		X	
Non- Physician Practitioners (PA, NP, CAN, OT, PT)		X		X	
Other Staff		X			X



HIPAA TRAINING INSTRUCTIONS SHEET (Awareness Only)

Downstate's HIPAA training program is an online program that is available from **ANY** computer with Internet access, whether at home or at work. The Awareness module takes approximately 25 minutes to complete; however, you do not need to complete it in one session. As long as you exit out of the program properly, it will bookmark where you left off so that you can begin at that location upon your next logged in session.

Internet Explorer is recommended to run this program. Please note that **ALL POP-UP BLOCKERS MUST BE DISABLED BEFORE LOGGING ON.**

If you do not have access to a computer with Internet, please be aware that the Learning Resource Center (LRC) in the basement of the library has designated terminals for the Compliance programs. The LRC's hours of operation are as follows:

Mon- Thurs: 9AM-11PM

Fri: 9AM-9PM

Sat: 9AM-5PM

Sun: 12PM-8PM

NOTE: YOU MUST COMPLETE THE HIPAA TRAINING PROGRAM WITHIN 2 WEEKS OF RECEIPT OF YOUR LOG ON ID.

1. Log on to www.downstate.edu. Click on the menu item.



"Compliance & HIPAA Training"

2. Select the link to log on to Compliance Training:

- [HIPAA, Corporate Compliance, Professional Compliance, Deficit Reduction Act Training](#)

3. You will be asked to enter:

- First Name
- Last Name
- User ID

YOU MUST ENTER ALL THE INFORMATION EXACTLY AS IT HAS BEEN PROVIDED TO YOU OR YOUR SUPERVISOR (APOSTROPHES & DASHES CANNOT BE ENTERED).

4. Select the Viewing Option (best determined by the audio/video capabilities of your computer):

- **Text & Graphics** (all computers)
- **Slide-Show with Audio** (Windows media player 6.2+ or RealPlayer 6+, sound card)
- **The Video** (Slide-Show requirements & T-1 or LAN connectivity)

5. Next, select:

- **“HIPAA COMPLIANCE”** course.

6. You will be asked to select *Curriculum Track*. Select:

- **“Dpts with No Access to Patient Info”**.
 - Optional – enter Callback Phone/Fax Number and Email Address.

7. Click on Continue until you begin the program.

8. There are 4 main sections- **Awareness**, Privacy, Security and Transaction & Code Sets. You are required to complete the **Awareness** part **ONLY**.

9. Upon completion of Awareness Module, a check mark will appear next to the Awareness menu icon. (If you do not see a check mark, you have not completed all of the required sub-sections). After completing the Awareness module, a message noting that you have successfully completed the course will appear.

10. If you need technical or operational assistance with the program, call the HIPAA HOTLINE at 718-270-6734 / 2095.

HIPAA TRAINING INSTRUCTIONS SHEET

Downstate's HIPAA training program is an online program that is available from **ANY** computer with Internet access, whether at home or at work. The program takes approximately 110 minutes to complete; however, you do not need to complete it in one session. As long as you exit out of the program properly, it will bookmark where you left off so that you can begin at that location upon your next logged in session.

Internet Explorer is recommended to run this program. Please note that **ALL POP-UP BLOCKERS MUST BE DISABLED BEFORE LOGGING ON.**

If you do not have access to a computer with Internet, please be aware that the Learning Resource Center (LRC) in the basement of the library has designated terminals for the Compliance programs. The LRC's hours of operation are as follows:


Mon- Thurs: 9AM-11PM

Fri: 9AM-9PM

Sat: 9AM-5PM

Sun: 12PM-8PM

NOTE: YOU MUST COMPLETE THE HIPAA TRAINING PROGRAM WITHIN 2 WEEKS OF RECEIPT OF YOUR LOG ON ID.

1. Log on to www.downstate.edu. Click on the  "Compliance & HIPAA Training" menu item.

2. **Select the link to log on to Compliance Training:**

- [HIPAA, Corporate Compliance, Professional Compliance, Deficit Reduction Act Training](#)

3. **You will be asked to enter:**

- First Name
- Last Name
- User ID

YOU MUST ENTER ALL THE INFORMATION EXACTLY AS IT HAS BEEN PROVIDED TO YOU OR YOUR SUPERVISOR (APOSTROPHES & DASHES CANNOT BE ENTERED).

4. On the next screen, you will be asked to select the Viewing Option (best determined by the audio/video capabilities of your computer):

- **Text & Graphics** (all computers)
- **Slide-Show with Audio** (Windows media player 6.2+ or RealPlayer 6+, sound card)

➤ **The Video** (Slide-Show requirements & T – 1 or LAN connectivity)

5. Next, select:

➤ **“HIPAA COMPLIANCE”** course.

6. You will be asked to select **Curriculum Track**.

➤ **Select the applicable area**

○ Optional – enter Callback Phone/Fax Number and Email Address.

7. Click on Continue until you begin the program.

8. There are **4** main sections- Awareness, Privacy, Security and Transaction & Code Sets. Each of these sections have **additional sub-sections**. Make sure you complete **all** required sections and sub-sections.

9. Upon completion of the program, a pop-up screen will appear that says, “Congratulations! You have finished the program.” If you do not get this message, you have not completed all of the required sections. After you receive this message, make sure to exit out of the program properly. The server will upload your information and notate you as complete.

10. When exiting the program, you will be given the opportunity to print out a confirmation of your completion status. Keep this copy for your records.

11. If you need technical or operational assistance with the program, call the Compliance training Hotline at 718-270-2095 / 6734.



DEFICIT REDUCTION ACT (DRA): FALSE CLAIMS & EMPLOYEE PROTECTIONS TRAINING INSTRUCTIONS SHEET

Downstate's DRA training program is an online program that is available from **ANY** computer with Internet access, whether at home or at work. The program takes approximately 20 minutes to complete; however, you do not need to complete it in one session. As long as you exit out of the program properly, it will bookmark where you left off so that you can begin at that location upon your next logged in session.

Internet Explorer is recommended to run this program. Please note that **ALL POP-UP BLOCKERS MUST BE DISABLED BEFORE LOGGING ON.**

If you do not have access to a computer with Internet, please be aware that the Learning Resource Center (LRC) in the basement of the library has designated terminals for the Compliance programs. The LRC's hours of operation are as follows:


Mon- Thurs: 9AM-11PM

Fri: 9AM-9PM

Sat: 9AM-5PM

Sun: 12PM-8PM

NOTE: YOU MUST COMPLETE THE DRA TRAINING PROGRAM WITHIN 2 WEEKS OF RECEIPT OF YOUR LOG ON ID.

1. Log on to www.downstate.edu. Click on the  "Compliance & HIPAA Training" menu item.

2. **Select the link to log on to Compliance Training:**

- [HIPAA, Corporate Compliance, Professional Compliance, Deficit Reduction Act Training](#)

3. You will be asked to enter:

- First Name
- Last Name
- User ID

YOU MUST ENTER ALL THE INFORMATION EXACTLY AS IT HAS BEEN PROVIDED TO YOU OR YOUR SUPERVISOR (APOSTROPHES & DASHES CANNOT BE ENTERED).

4. On the next screen, you will be asked to select the Viewing Option (best determined by the audio/video capabilities of your computer):

- **Text & Graphics** (all computers)

- **Slide-Show with Audio** (Windows media player 6.2+ or RealPlayer 6+, sound card)
- **The Video** (Slide-Show requirements & T – 1 or LAN connectivity)

5. Next, select:

- “Deficit Reduction Act: False Claims & Employee Protections” course.

6. You will be asked to select **Curriculum Track**.

- **Select the applicable area**
 - Optional – enter Callback Phone/Fax Number and Email Address.

7. Click on Continue until you begin the program.

8. There are 3 sections- **False Claims Act Overview (10 minutes)**, **Understanding the False Claims Act (7 minutes)** and **Whistleblower Protections (3 minutes)**. Make sure you complete all three sections before exiting the course.

9. Upon completion of the program, a pop-up screen will appear that says, “Congratulations! You have completed the course.” If you do not get this message, you have not completed all of the required sections. After you receive this message, make sure to exit out of the program properly. The server will upload your information and notate you as complete.

10. When exiting the program, you will be given the opportunity to print out a confirmation of your completion status. Keep this copy for your records.

11. If you need technical/ operational assistance with the program or if you would like to request a training certificate upon completion of the program, please call the Office of Compliance & Audit Services at 718-270-2095/ 6734.

NURSING SERVICES EMPLOYEES: COMPLIANCE TRAINING INSTRUCTIONS SHEET

Downstate's Compliance training programs – HIPAA & Deficit Reduction Act (DRA) - are online programs, available from **ANY** computer with Internet access, whether at home or at work. The HIPAA course takes approximately 110 minutes to complete and the DRA course takes approximately 20 minutes to complete; however, you do not need to complete it in one session. As long as you exit out of the program properly, it will bookmark where you left off so that you can begin at that location upon your next logged in session.

Internet Explorer is recommended to run this program. Please note that **ALL POP-UP BLOCKERS MUST BE DISABLED BEFORE LOGGING ON.**

If you do not have access to a computer with Internet, please be aware that the Learning Resource Center (LRC) in the basement of the library has designated terminals for the Compliance programs. The LRC's hours of operation are as follows:


Mon- Thurs: 9AM-11PM

Fri: 9AM-9PM

Sat: 9AM-5PM

Sun: 12PM-8PM

NOTE: YOU MUST COMPLETE ALL TRAINING PROGRAMS TODAY.

1. Log on to www.downstate.edu. Click on the  "Compliance & HIPAA Training" menu item.

2. Select the link to log on to Compliance Training:

- [HIPAA, Corporate Compliance, Professional Compliance, Deficit Reduction Act Training](#)

3. You will be asked to enter:

- First Name
- Last Name
- User ID

YOU MUST ENTER ALL THE INFORMATION EXACTLY AS IT HAS BEEN PROVIDED TO YOU OR YOUR SUPERVISOR (APOSTROPHES & DASHES CANNOT BE ENTERED).

4. On the next screen, you will be asked to select the Viewing Option (best determined by the audio/video capabilities of your computer):

- **Text & Graphics** (all computers)
- **Slide-Show with Audio** (Windows media player 6.2+ or RealPlayer 6+, sound card)
- **The Video** (Slide-Show requirements & T – 1 or LAN connectivity)

5. Next, select:

- “HIPAA COMPLIANCE” course.

6. You will be asked to select **Curriculum Track**.

- **Select the applicable area**
 - Optional – enter Callback Phone/Fax Number and Email Address.

7. Click on Continue until you begin the program.

8.. Make sure you complete all required sections and sub-sections. Upon completion of the program, a pop-up screen will appear that says, “Congratulations! You have finished the program.” If you do not get this message, you have not completed all of the required sections. After you receive this message, make sure to exit out of the program properly. The server will upload your information and notate you as complete. When exiting the program, you will be given the opportunity to print out a confirmation of your completion status. Keep this copy for your records.

9.. Select *Exit* until you are brought back to the welcome page, showing both course icons as described in step 6. Select:

- “Deficit Reduction Act: False Claims & Employee Protections” **course**.

10. You will be asked to select a **Curriculum Track**. Select:

- **Select the applicable area**
 - Optional – enter Callback Phone/Fax Number and Email Address.

11. Click on **Continue** until you begin the program.

12. Make sure you complete all required sections and sub-sections. Upon completion of the program, a pop-up screen will appear that says, “Congratulations! You have finished the program.” If you do not get this message, you have not completed all of the required sections. After you receive this message, make sure to exit out of the program properly. The server will upload your information and notate you as complete. When exiting the program, you will be given the opportunity to print out a confirmation of your completion status. Keep this copy for your records.

13. If you need technical or operational assistance with the program, call the Compliance training hotline at 718-270-6734.

PROFESSIONAL COMPLIANCE TRAINING INSTRUCTIONS SHEET

Downstate's Professional Compliance training program is a mandatory online program that is available from **ANY** computer with Internet access, whether at home or at work. The program takes approximately 115 minutes to complete; however, you do not need to complete it in one session. As long as you exit out of the program properly, it will bookmark where you left off so that you can begin at that location upon your next logged in session.

Internet Explorer is recommended to run this program. Please note that **ALL POP-UP BLOCKERS MUST BE DISABLED BEFORE LOGGING ON.**

If you do not have access to a computer with Internet, please be aware that the Learning Resource Center (LRC) in the basement of the library has designated terminals for the Compliance programs. The LRC's hours of operation are as follows:

Mon- Thurs: 9AM-11PM

Fri: 9AM-9PM

Sat: 9AM-5PM

Sun: 12PM-8PM

NOTE: YOU MUST COMPLETE THE PROFESSIONAL COMPLIANCE TRAINING PROGRAM WITHIN TWO WEEKS OF RECEIPT OF ID.

1. Log on to www.downstate.edu. Click on the menu item.



"Compliance & HIPAA Training"

2. Select the link to log on to Compliance Training:

- [HIPAA, Corporate Compliance, Professional Compliance, Deficit Reduction Act Training](#)

3. You will be asked to enter:

- First Name
- Last Name
- User ID

YOU MUST ENTER ALL THE INFORMATION EXACTLY AS IT HAS BEEN PROVIDED TO YOU OR YOUR SUPERVISOR (APOSTROPHES & DASHES CANNOT BE ENTERED).

4. On the next screen, you will be asked to select the Viewing Option (best determined by the audio/video capabilities of your computer):

- **Text & Graphics** (all computers)
- **Slide-Show with Audio** (Windows media player 6.2+ or RealPlayer 6+, sound card)
- **The Video** (Slide-Show requirements & T – 1 or LAN connectivity)

5. Next, select:
 - “**FRAUD AWARENESS- PROFESSIONAL COMPLIANCE**” course.
6. You will be asked to select **Curriculum Track**.
 - **Select the applicable area**
 - Optional – enter Callback Phone/Fax Number and Email Address.
7. The subspecialties listed in the program have unique documentation, coding and billing requirements that do not apply to other specialties.
 - Select the **Subspecialty** that applies to you,
Otherwise
 - Select “**Generic/ Other.**”
8. Next, select Exam Type. For the 1997 Documentation Guidelines, choose a specific exam type. Selecting a specific exam type provides access to the documentation requirements for a single system exam. If you do not want a specific exam type, select, “**General/ Multi-system.**”
9. Click on Continue until you begin the program.
10. There are **4 main sections**- Fraud Awareness, Coding & Documentation, Teaching Physician Rules and Referral Guidelines. Each of these sections have additional sub-sections. Make sure you complete all sections and sub-sections.
11. Upon completion of the program, a pop-up screen will appear that says, “Congratulations! You have finished the program.” If you do not get this message, you have not completed all of the required sections. After you receive this message, make sure to exit out of the program properly. The server will upload your information and notate you as complete.
12. When exiting the program, you will be given the opportunity to print out a confirmation of your completion status. Keep this copy for your records.
13. If you need technical or operational assistance with the program, call Ms. Alexandra Bliss at 718-270-2095 or Ms. Jessica Chen at 718-270-6734.



CORPORATE COMPLIANCE TRAINING INSTRUCTIONS SHEET

Downstate's *Fraud Awareness: Corporate Compliance* training program is an online program that is available from **ANY** computer with Internet access, whether at home or at work. On average, the program takes approximately 110 minutes to complete; however, you do not need to complete it in one session. As long as you exit out of the program properly, it will bookmark where you left off so that you can begin at that location upon your next logged in session.

Internet Explorer is recommended to run this program. Please note that **ALL POP-UP BLOCKERS MUST BE DISABLED BEFORE LOGGING ON.**

If you do not have access to a computer with Internet, please be aware that the Learning Resource Center (LRC) in the basement of the library has designated terminals for the Compliance programs. The LRC's hours of operation are as follows:

Mon- Thurs: 9AM-11PM

Fri: 9AM-9PM

Sat: 9AM-5PM

Sun: 12PM-8PM

NOTE: YOU MUST COMPLETE THE CORPORATE COMPLIANCE TRAINING PROGRAM WITHIN 2 WEEKS OF RECEIPT OF YOUR LOG ON ID.

1. Log on to www.downstate.edu. Click on the



"Compliance & HIPAA Training"

2. Select the link to log on to Compliance Training:

- [HIPAA, Corporate Compliance, Professional Compliance, Deficit Reduction Act Training](#)

3. You will be asked to enter:

- First Name
- Last Name
- User ID

YOU MUST ENTER ALL THE INFORMATION EXACTLY AS IT HAS BEEN PROVIDED TO YOU OR YOUR SUPERVISOR (APOSTROPHES & DASHES CANNOT BE ENTERED).

4. On the next screen, you will be asked to select the Viewing Option (best determined by the audio/video capabilities of your computer):

- **Text & Graphics** (all computers)
- **Slide-Show with Audio** (Windows media player 6.2+ or RealPlayer 6+, sound card)
- **The Video** (Slide-Show requirements & T – 1 or LAN connectivity)

5. Next, select:

- **“Fraud Awareness: Corporate Compliance”** course.

6. You will be asked to select **Curriculum Track**.

- **Select the applicable area**
 - Optional – enter Callback Phone/Fax Number and Email Address.

7. Click on **Continue** until you begin the program.

8. Topics are divided into ‘**Compliance Basics**’ and ‘**Advanced Compliance Topics.**’ Each topic may also contain sub-sections. Make sure you complete all required sections and sub-sections.

9. Upon completion of the program, a pop-up screen will appear that says, “Congratulations! You have finished the program.” If you do not get this message, you have not completed all of the required sections. After you receive this message, make sure to exit out of the program properly. The server will upload your information and notate you as complete.

10. When exiting the program, you will be given the opportunity to print out a confirmation of your completion status. Keep this copy for your records.

11. If you need technical or operational assistance with the program, call Ms. Alexandra Bliss at (718) 270-2095 or Ms. Jessica Chen at (718) 270-6734.

GUIDANCE EMPLOYEES COMPLIANCE TRAINING INSTRUCTIONS SHEET

Downstate's Compliance training programs – HIPAA & Corporate Compliance - are online programs, available from **ANY** computer with Internet access, whether at home or at work. Each course takes approximately 110 minutes to complete; however, you do not need to complete it in one session. As long as you exit out of the program properly, it will bookmark where you left off so that you can begin at that location upon your next logged in session.

Internet Explorer is recommended to run this program. Please note that **ALL POP-UP BLOCKERS MUST BE DISABLED BEFORE LOGGING ON.**

If you do not have home access to a computer with Internet, please be aware that computers are available during business hours at the Guidance Agency Office.

NOTE: YOU MUST COMPLETE COMPLIANCE TRAINING PRIOR TO THE START OF YOUR ASSIGNMENT AT DOWNSTATE MEDICAL CENTER.

PROOF OF COMPLETION WILL BE REQUIRED.

1. Log on to www.downstate.edu. Click on the menu item.



“Compliance & HIPAA Training”

2. Select the link to log on to Compliance Training:

- [HIPAA, Corporate Compliance, Professional Compliance, Deficit Reduction Act Training](#)

3. You will be asked to enter:

- First Name
- Last Name
- User ID

YOU MUST ENTER ALL THE INFORMATION EXACTLY AS IT HAS BEEN PROVIDED TO YOU OR YOUR SUPERVISOR (APOSTROPHES & DASHES CANNOT BE ENTERED).

4. On the next screen, you will be asked to select the Viewing Option (best determined by the audio/video capabilities of your computer):

- **Text & Graphics** (all computers)
- **Slide-Show with Audio** (Windows media player 6.2+ or RealPlayer 6+, sound card)

- **The Video** (Slide-Show requirements & T-1 or LAN connectivity)

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5. Next, you will see icons for both required courses – HIPAA and Corporate Compliance. Select:

- **“HIPAA COMPLIANCE”** course

6. You will be asked to select a **Curriculum Track**. Select:

- **Hospital Support Dpts**
 - Optional – enter Callback Phone/Fax Number and Email Address.

7. Click on ***Continue*** until you begin the program.

8. Make sure you complete all required sections and sub-sections. Upon completion of the program, a pop-up screen will appear that says, “Congratulations! You have finished the program.” If you do not get this message, you have not completed all of the required sections. After you receive this message, make sure to **PRINT A COPY TO PROVIDE SUNY DOWNSTATE AT THE START OF YOUR APPOINTMENT.**

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9. Select *Exit* until you are brought back to the welcome page, showing both course icons as described in step 6. Select:

- **“Fraud Awareness: Corporate Compliance”** course.

10. You will be asked to select a **Curriculum Track**. Select:

- **VP/Admin/Director/Mgr - General**
 - Optional – enter Callback Phone/Fax Number and Email Address.

11. Click on ***Continue*** until you begin the program.

12. Make sure you complete all required sections and sub-sections. Upon completion of the program, a pop-up screen will appear that says, “Congratulations! You have finished the program.” If you do not get this message, you have not completed all of the required sections. After you receive this message, make sure to **PRINT A COPY TO PROVIDE SUNY DOWNSTATE AT THE START OF YOUR APPOINTMENT.**

13. If you need technical or operational assistance with the program, call Ms. Jessica Chen at (718) 270-6734 or Ms. Alexandra Bliss at (718) 270-2095.