



Healthcare learning solutions

Empowering Trust™



Knowledge solutions that help enable healthcare organizations to improve business performance and promote compliance

Key healthcare learning topics:

- General compliance
- Medicare advantage compliance
- Medicare Part D compliance
- Medicare brokers and agent compliance
- HIPAA privacy and security compliance
- Business ethics and corporate integrity
- Patient Protection and Affordable Care Act (PPACA)
- Microlearning courses on functional compliance topics



Learning solutions for healthcare organizations

Healthcare companies are facing several business performance and compliance challenges: tight budgets, shrinking reimbursement rates, the need to assure member satisfaction and escalating regulatory requirements to name a few.

The performance challenge rests on the ability of employees, whether they are supervisors, managers, new hires or reassigned workers, to receive, understand and apply the information necessary to perform their jobs. This includes delivering the right amount of information to employees relevant to their jobs, eliminating C-suite pressure to balance “time-off tasks”.

The compliance challenge requires an organization to change behavior by providing training relevant to the job performed — and then tracking, documenting, evaluating and reporting on all learning activities. The alternative — noncompliance — is costly in fines, penalties, public opinion and patient confidence.

Healthcare learning libraries

UL offers course suites to meet the needs of healthcare organizations for improved business performance and risk reduction. These course suites’ knowledge that drives employees’ comprehension, improve job performance, and track and document training activities which promotes compliance.

- **General Compliance Suite** allows you to meet federal requirements for healthcare organizations, while supporting the need for a consistent corporate message, dependable employee performance, and adherence to company policies and procedures.

- **Medicare Advantage Compliance Suite** helps enable Medicare Advantage Organizations (MAOs) to meet regulatory and corporate policy requirements and goals.
- **Medicare Part D Suite** helps enable compliance with requirements of the Centers for Medicare and Medicaid Services (CMS) and the U.S. Department of Health and Human Services (DHHS) Office of the Inspector General, and helps your employees perform their department-specific functions successfully.
- **Medicare Broker and Agent Training Suite** enables sales and sales support staff to meet the guidelines set forth in regulations as well as CMS's Managed Care Manual, and Medicare Prescription Drug Benefits Manual.
- **HIPAA Privacy and Security Compliance Suite** enables compliance with requirements of the federal Health Insurance Portability and Accountability Act of 1996.
- **Business Ethics and Corporate Integrity Suite** enables compliance with requirements of Sarbanes-Oxley, the Federal Sentencing Guidelines, and other best practices for corporate conduct, as well as the ethical guidelines of your organization.
- **Patient Protection and Affordable Care Act (PPACA) courses** focus on the changing U.S. Healthcare system wrought by the Affordable Care Act and the options that individuals will have to purchase health insurance.
- **Microlearning courses** provide short, direct trainings on specific functional areas of Compliance that CMS has recently focused on in audit observations. These include Appeals and Grievances, Member Services, Member call handling/call logs, to name a few.

Improve business performance

The services team works closely with you to develop a complete, solution that identifies business process improvement opportunities, improves operational processes and enhances business performance. Our proprietary methodologies help you identify the business and performance needs of your organization, functional areas that fail to perform adequately and expanded training required to achieve required competencies. To eliminate unnecessary training time, UL has added the optional "Test Out" capability to our courses to minimize training for those who are veteran to the Compliance topics.

Knowledge assets to improve compliance

Authored by nationally recognized experts, our Healthcare curriculum courses are regularly updated to reflect current regulations and requirements. Our curricula target the knowledge needs of individual job functions, from the basic information needed by new hires to the advanced knowledge required by supervisors and managers – all in a cost-effective training method delivered via the internet. This systematic format promotes ongoing learning by functional area and helps optimal use of employer training resources, while our advanced instructional design principles assure knowledge transfer and behavior change.

Our curricula are customizable, enabling organizations to provide company or site-specific information and communication of a consistent corporate message throughout their organization. All training can be delivered in an efficient and effective manner that assures competency.



Curricula for compliance

General Compliance curriculum

This curriculum teaches the basics needed to understand the importance of compliance as well as how a Compliance Program works. Drawing on the compliance requirements of the US Department of Health and Human Services, the recommendations of the DHHS Office of the Inspector General, the Federal Sentencing Guidelines and your organization's specific Compliance Program, we can fashion a compliance training curriculum that meets your compliance objectives.

The general compliance curriculum includes:

- Compliance program general session
- Deficit Reduction Act: False claims and employee protections training
- Fraud and abuse awareness
- Customized code of conduct
- Customized policies and procedures
- Customized conflict of interest questionnaire

Introduction to Specialty Pharmacy Management Medicare Advantage curriculum

This 15-course curriculum fulfills Centers for Medicare and Medicaid Services and the DHHS Office of the Inspector General regulatory requirements for Medicare Advantage Organization training, education and documentation. The breadth of this curriculum helps facilitate compliance with the regulations and provides in-depth training assuring that employees perform their department-specific functions successfully. This curriculum targets the following functional areas:

- Administration and management
- Grievances, organization determinations and appeals
- Plan bid and benefit package
- Claims processing
- Enrollment and disenrollment
- Fraud, waste and abuse
- Marketing
- Medicare overview

- Members services
- Compliance program guidelines
- Quality management and utilization management

Medicare Part D curriculum

This curriculum not only helps to facilitate compliance with the Medicare Part D regulations, but also provides in-depth training assuring that your employees perform their department-specific functions successfully. The curriculum targets the following functional areas:

- Administration and management
- Appeals and grievances
- Bid and benefits package
- Coordination of benefits and true-out-of-pocket facilitation
- PDP enrollment and disenrollment
- Fraud, waste and abuse
- Marketing
- Pharmacy network
- Quality assurance and Medicare

Therapy management Medicare broker/agent training

This curriculum trains sales internal, external and support staff to assist Medicare beneficiaries in understanding their available options, so they can make the best decision for their organization

- Broker/agent requirements
- Medicare basics
- Medicare Parts C and D enrollment and disenrollment
- Beneficiary protections
- Marketing
- Broker/agent training exam

With CICS, plan-specific information can be shared with the brokers/agents.

HIPAA Privacy and Security curriculum

This curriculum complies with all training requirements established by HIPAA and guidance from the DHHS Office of the Inspector General. The curriculum's three primary components are general training, specialized training for persons interested in greater detail, and training on an organization's policies and procedures. The range of courses includes:

- Business Practices to Protect Personal Health Information
- HIPAA: General Awareness
- HIPAA: Privacy Standards
- HIPAA: Role-based Privacy Courses (four courses)
- Information Security

Patient Protection and Affordable Care Act (PPACA)

This curriculum focus is on the changing U.S. healthcare system after the Affordable Care Act and the options that individuals will have to purchase health insurance.

- U.S. health insurance exchanges
- U.S. healthcare and the impact of healthcare reform
- Introduction to Medicaid

UL Microlearning for Healthcare Compliance

This curriculum focus is on functional areas of compliance that CMS has recently focused on in audit observations. These include:

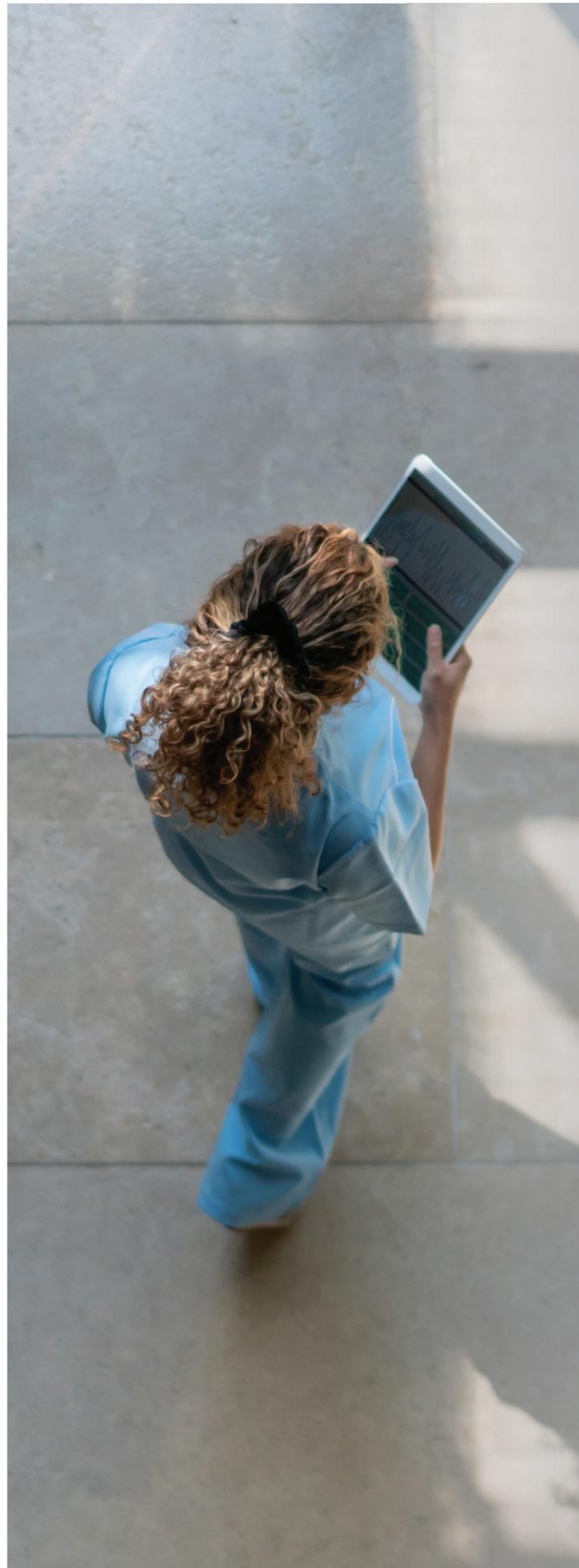
- Classification of copayment Issues
- Grievance best practices
- Quality of care versus quality of service
- Classification of an inquiry, appeal and grievance



Business ethics and corporate responsibility curriculum

This curriculum, which aims to build a culture of ethical compliance, complies with requirements established by the Sarbanes-Oxley Act of 2002 and the revised Federal Sentencing Guidelines, as well as current best practices. It also provides employees with an overview of the fundamental ethics and compliance issues faced by all employees. The curriculum includes targeted scenario-based training to engage employees in situations requiring them to make decisions and follow those decisions to a conclusion. The range of courses includes:

- Multi-Year Skill-Building Approach to Code of Conduct
- Conflicts of Interest
 - Handling Confidential Information
 - Intellectual Property
 - Records Management
 - Foreign Corrupt Practices Act (FCPA)
- Confidentiality and Intellectual Property Protection
- Sarbanes-Oxley Act: An Overview
- Antitrust Law and Competitor Relationships
- Plus a full anti-discrimination and HR curriculum



Customizable for expanded learning

Healthcare courses can be customized using the Create® tool or by UL's team of learning professionals to address your organization's specific needs. All courses can be adjusted to include highly specific information that promotes corporate culture, communicates policies and procedures, and addresses key messages. These key messages may include job-specific requirements, policies and procedures, confirmation of corporate culture, hotline numbers or additional regulatory requirements, as well as your organization's own terminology and graphics.

Improving competency

To maximize productivity, training must be delivered in an efficient manner – one that allows employees to quickly demonstrate competency in specific subject areas and then focuses retraining efforts only on the materials in which they need refreshing. UL has developed Competency-Based Learning (CBL) to allow your employees to do just that. Using CBL, less time is devoted to instruction on topics for which the employee has demonstrated competency, allowing the employee to receive more frequent updates and individual assessments with less “training time.”

Innovative technologies to improve business

ComplianceWire® LMS and the UL content authoring tool Create incorporate innovative technologies that enable behavior change and improve the implementation, administration and management of an organization's learning initiatives.

- Track, document, evaluate, and report on learning initiatives – as required by regulations with ComplianceWire® Learning Management System

Manage all pertinent information in the organization, including policies and procedures, to enable rapid distribution on an as-needed basis. Adding a testing component (via Quiz Creator) will allow you to demonstrate understanding of key elements found within the policy or procedure.

Author client-specific content, quizzes using Exam Creator, enabling you to evaluate employees' comprehension and their ability to apply the training materials.

Use Forms to collect any type of information your organization needs from employees, including Conflict of Interest, attestations, pertinent, required, legal or anonymous survey data

To learn more about our course content, customized solutions, partnership opportunities, and learning management system options, please email ulehss@ul.com or call 609.627.5300.



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