

## ROLE BASED COMPLIANCE TRAINING OVERVIEW: HIPAA, CORPORATE and CMS GENERAL COMPLIANCE

UW Medicine is required to train all workforce members on its policies and procedures concerning:

1. Protected health information (PHI) – Health Insurance Portability and Accountability Act (HIPAA),
2. Coding/billing/documentation/fraud-waste-and-abuse (Corporate Compliance) and;
3. Core compliance program elements, workforce member compliance responsibilities and how to report a compliance-related concern (CMS).

Initial training at onboarding (New Employee Orientation, etc.) addresses the minimum necessary training; however, additional training is required for workforce members whose job duties require exposure, access and/or use of PHI; and function in roles that would benefit from Corporate Compliance and CMS training.

HIPAA requirements are outlined on the UW Medicine Compliance training website:

<https://depts.washington.edu/comply/training-programs/> and the HIPAA Training FAQs are at <http://depts.washington.edu/comply/compliance-programs/hipaa-program/frequently-asked-questions-hipaa-training/>.

Continuing Education Units (CEUs) or Continuing Medical Education (CME) is available to Physicians, Compliance, Coders, and Nursing staff for course completion. CE reciprocal credits are also available for Non-Physician Practitioners. Please review the information at the [Continuing Education FAQ](#) for further details.

**Break-in-Service:** Workforce members returning from a break-in-service are required to take new training content that may have been added since they last completed the training.

**Change in Job Duties:** Workforce members with a change in job duties may be required to complete additional modules.

**Delivery of Role Based Training:** Role-based training is delivered through two portals;

1. UW Medicine Learning Management System (LMS): <https://lms.uwmedicine.org/> (automated registration)
2. Health Care Compliance Strategies (HCCS): <http://hccs.amc.washington.edu/> (non-automated registration)

Access to the UW Medicine LMS is governed by both UW NetID and UW Medicine account. Based on entity, the learner will access the role-based training through one of the portals.

**HCCS Portal:** Workforce members from UW, School of Medicine (SoM) [except residents], Airlift Northwest, and UW Physicians, as well as ALL students, volunteers, observers, temporary staff and academic researchers complete training via the HCCS portal.

**UW Medicine LMS:** Workforce members from Harborview Medical Center, Northwest Hospital & Medical Center, University of Washington Medical Center, UW Neighborhood Clinics and UW SoM Residents access the role-based training via the UW Medicine LMS.

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## Directions for Supervisors to Request Role-Based Training

- Supervisors assist with facilitation of the training registration process for their workforce member. Based on entity, determine which training portal to use for the workforce member.

- REGISTER WORKFORCE MEMBER(S) IN THE HCCS PORTAL:**

- To register a workforce member, go to the UW Medicine Compliance website and complete online registration request: <http://depts.washington.edu/comply/training-programs/register-a-workforce-member-for-hccs-training/>
- To register 5 or more learners at a time (batch), download and complete a registration request form; then send to UW Medicine Compliance at [trgcomp@uw.edu](mailto:trgcomp@uw.edu) for processing.



**REGISTRATION  
FORM for UW Medicine**

- The request will be sent to UW Medicine Compliance at [trgcomp@uw.edu](mailto:trgcomp@uw.edu) for registration in HCCS. UW Medicine Compliance will process within three business days and send login instructions to the supervisor.

- REGISTER WORKFORCE MEMBER(S) IN THE LMS PORTAL:** New workforce members from those entities and or groups identified in Delivery of Role Based Training section above are automatically assigned training in the LMS. Upon registration, learners will receive an email notification from LMS with login instructions. Supervisors should check the LMS to confirm assignment.

- Once registration in either portal is confirmed, supervisors communicate with workforce member:

- Training instructions
- Job track assignment: Refer to grids posted on the UW Medicine Compliance website and identify workforce member role to determine which tracks to assign:
  - HIPAA Compliance Training Job Tracks and Modules:  
[http://depts.washington.edu/comply/docs/HIPAA\\_CurrTracks.pdf](http://depts.washington.edu/comply/docs/HIPAA_CurrTracks.pdf)
  - CORPORATE Compliance Training Job Tracks and Modules:  
[http://depts.washington.edu/comply/docs/Corporate\\_CurrTracks.pdf](http://depts.washington.edu/comply/docs/Corporate_CurrTracks.pdf)
  - CMS General Compliance Training Job Tracks and Modules:  
[http://depts.washington.edu/comply/docs/CMS\\_CurrTracks.pdf](http://depts.washington.edu/comply/docs/CMS_CurrTracks.pdf)
- Completion expectation:
  - HIPAA, Corporate Compliance and CMS Training must be completed within 60 days of hire date.

- Exception for CMS General Compliance Training:
  - New hires with a start date in January 2016 will need to complete training by 3/31/2016.
  - New hires with a start date of 2/1/2016 will need to complete training within 60 days of their hire date.
- Print a completion certificate for department file
  - Print the “Results” page for department file
- UW Medicine Compliance contact information for questions

## Technical Requirements for both HCCS and LMS

### 1. HCCS REQUIREMENTS:

- a. Windows end-user systems are:
  - Windows, 2000, XP, Vista, Windows 7
  - 1024x768 display with 16-bit color (65,536 colors)
  - Internet Explorer 7.0 or higher with JavaScript and cookies enabled<sup>1</sup> or Firefox with JavaScript, cookies, and CSS enabled
  - Sound card and speakers or headphones<sup>2</sup>
  - No multimedia player required for MSIE 9 or higher, Safari, or Chrome<sup>3</sup> as they natively support multimedia playback via HTML5. Windows Media Player 6.2 or higher required for multimedia playback in MSIE 7 or 8. Flash 9 or higher required for multimedia playback in Firefox.
  - Adobe Acrobat Reader
  - Internet connection
- b. Mac end-user systems are:
  - Mac OS X or higher
  - 1024x768 display with 16-bit color (65,536 colors)
  - Firefox or Safari with JavaScript, cookies and CSS enabled
  - Sound card and speakers or headphones<sup>2</sup>
  - No multimedia player required for Safari, or Chrome<sup>3</sup> as they support natively multimedia playback via HTML5. Flash 9 or higher required for multimedia playback in Firefox.
  - Adobe Acrobat Reader or compatible PDF reader
  - Internet connection

### 2. LMS REQUIREMENTS:

- a. Windows end-users systems: Internet Explorer 7.0 or higher with JavaScript and cookies enabled
  - Pop-Up Blocker disabled
  - Sound card and speakers or headphones
  - Adobe Acrobat Reader
- b. Mac end-user systems: Firefox or Safari with JavaScript, cookies and CSS enabled
  - Pop-Up Blocker disabled
  - Sound card and speakers or headphones
  - Adobe Acrobat or PDF reader

**Note:**

- Headphones or speakers are only required for multimedia playback. They are not required for “Text and Graphics” mode.

- Chrome and iPad are “unofficially supported” browsers. These browsers have been tested and work, however HCCS/LMS IT cannot provide technical support for these browsers at this time.

**Disable Pop-Up Blocker** (if applicable): Pop-Up Blocker tool must be disabled (TURNED OFF). If you fail to follow this step, you risk having to repeat the training course as the Pop-Up Blocker tool will interfere with the recording of your training session(s). If you are unable to disable your pop-up blocker, contact IT Services for assistance at 206.543.7012.

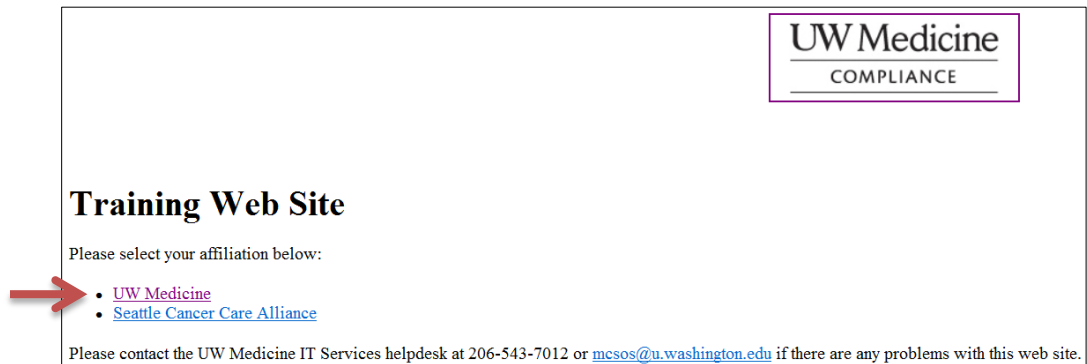
**Help Desk:** If you have difficulty accessing this training, please submit a UW Medicine IT Services Help Desk Ticket by calling 206.543.7012 or email [mcsos@uw.edu](mailto:mcsos@uw.edu). If you have other questions about the training requirements, completion status or other non-technical issues contact UW Medicine Compliance at 206.543.3098 or email [trgcomp@uw.edu](mailto:trgcomp@uw.edu).

**Directions for Workforce Member to Complete Role-Based Training**

1. HOW TO LOGIN

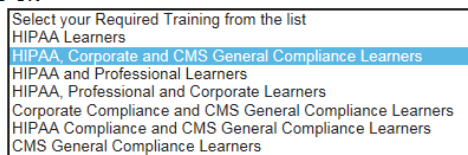
a. HCCS:

- i. Obtain your HCCS login/password from supervisor.
- ii. Go to the HCCS portal at <http://hccs.amc.washington.edu/> and select UW Medicine.
- iii. Enter login information:
  - **First Name** (space ok, no punctuation)
  - **Last Name** (no spaces or punctuation)
  - **Compliance Training ID** (Typically employee ID #/AMC login/UW student #)

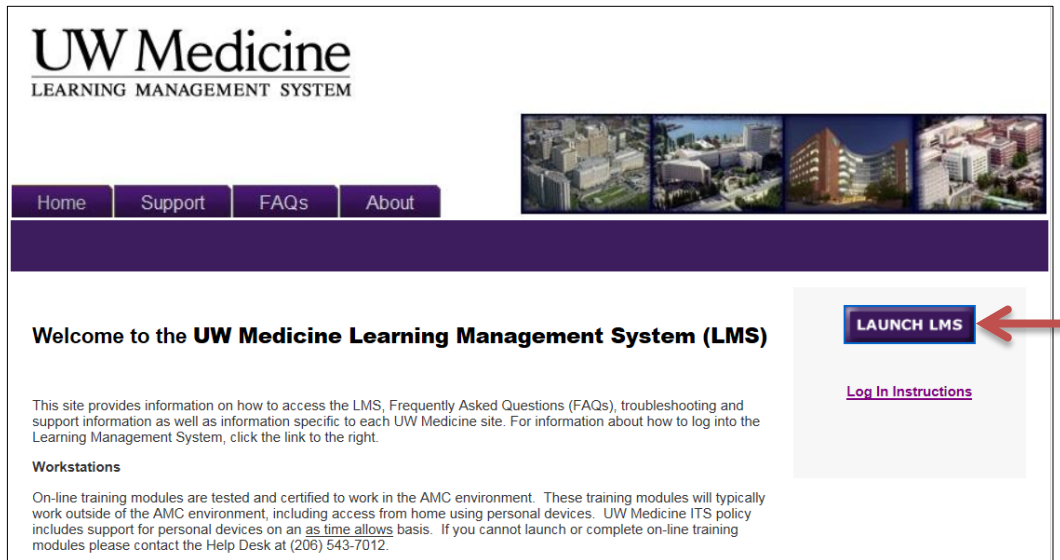


- iv. Select the training you are required to take from the drop down menu:
  - Hospital staff/workforce select: ***HIPAA, Corporate and CMS General Compliance Learners***
  - Workforce members from SoM and UWP as well as ALL students, volunteers, observers, temporary staff and academic researchers select: ***HIPAA Learners***

**LOG-ON**



- b. LMS:
  - i. Obtain LMS login instructions from your email.
  - ii. Go to the LMS portal at <https://lms.uwmedicine.org/>.
  - iii. Enter **UW NetID** and **Password**
  - iv. Click “Launch LMS”






**2. HOW TO START TRAINING:**

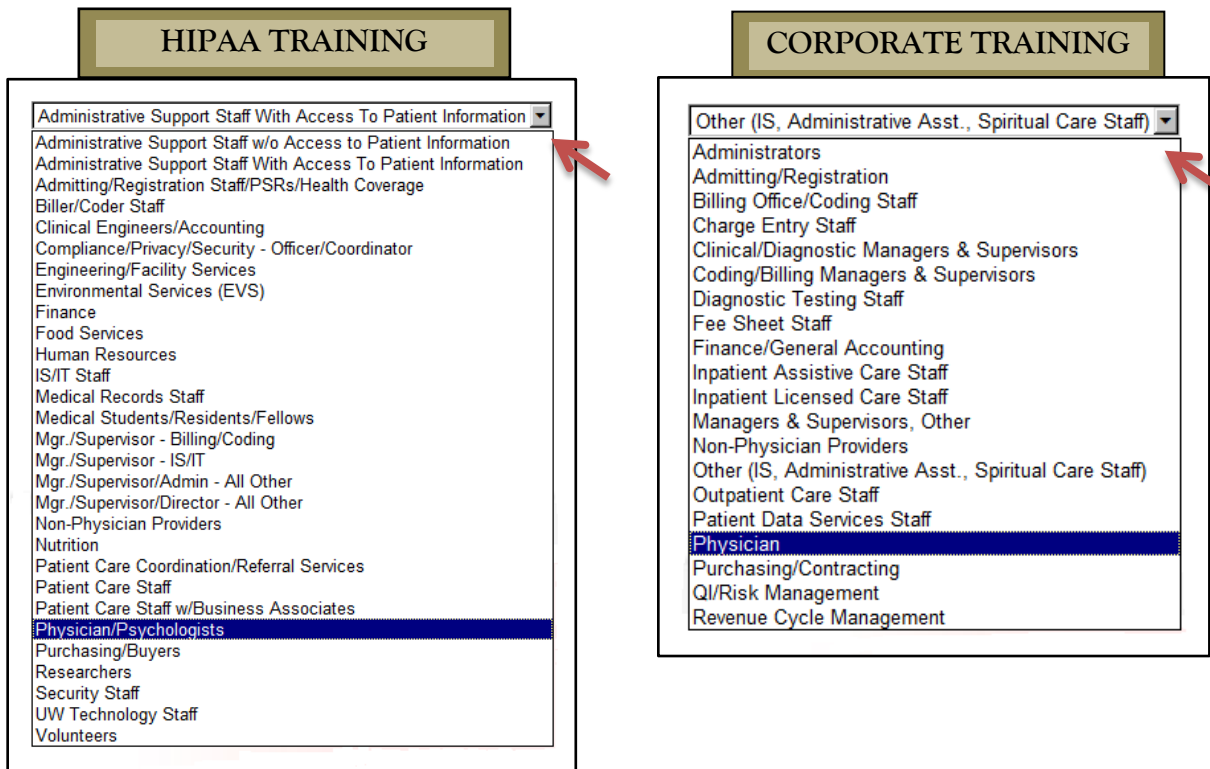
- a. Select a viewing option when you first launch a course – Video with Audio and Text is the preferred viewing method but not required if you do not have speakers or headphones. Click “CONTINUE”.



- b. Click blue hyperlink to select a course. (Upon completion of either course, you will return to this screen and repeat this step by selecting the next required course (if applicable).)

	<a href="#">Fraud Awareness - Corporate Compliance</a>	<b>Completed on December 29, 2015</b> Last Log-in: December 29, 2015
	<a href="#">HIPAA Compliance</a>	<b>Completed on February 2, 2016</b> Last Log-in: February 2, 2016
	<a href="#">CMS General Compliance Training - UW Medicine</a>	<b>Not Started</b> Last Log-in: Not Started

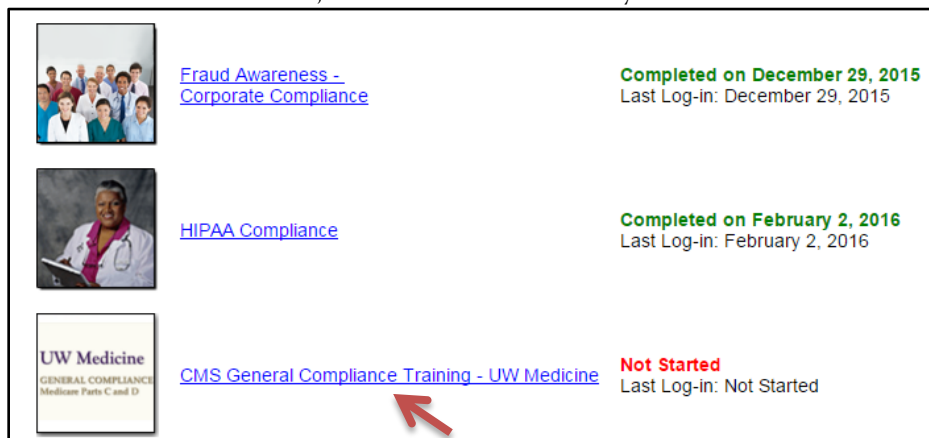
- c. Use the drop down menu to select your CURRICULUM TRACK based on your supervisor’s direction regarding job role and proceed with training. If you do not know the correct track, contact your supervisor for assistance.
  - i. Note: There is only one track for the CMS General Compliance Training, so there is no drop down menu.



- d. Click “Start” to launch course.

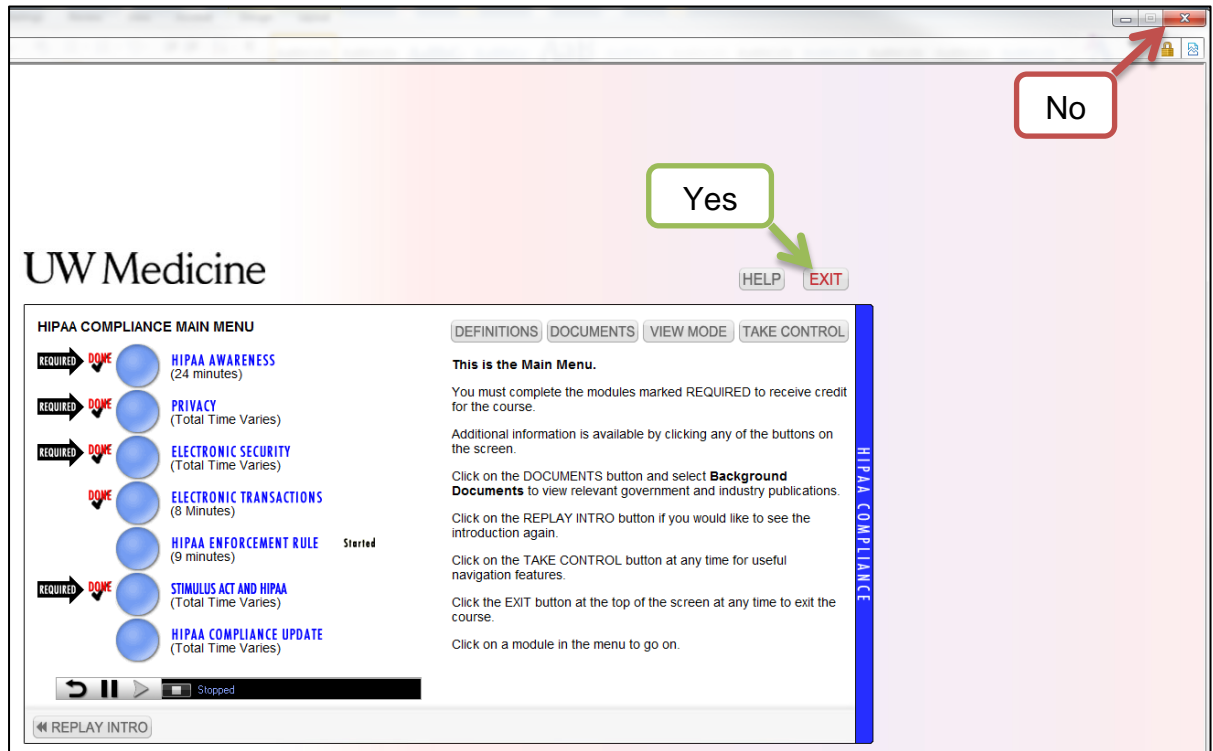
3. NAVIGATION INSTRUCTIONS

- a. On the main learner menu, click on the course name you wish to commence in order to start.

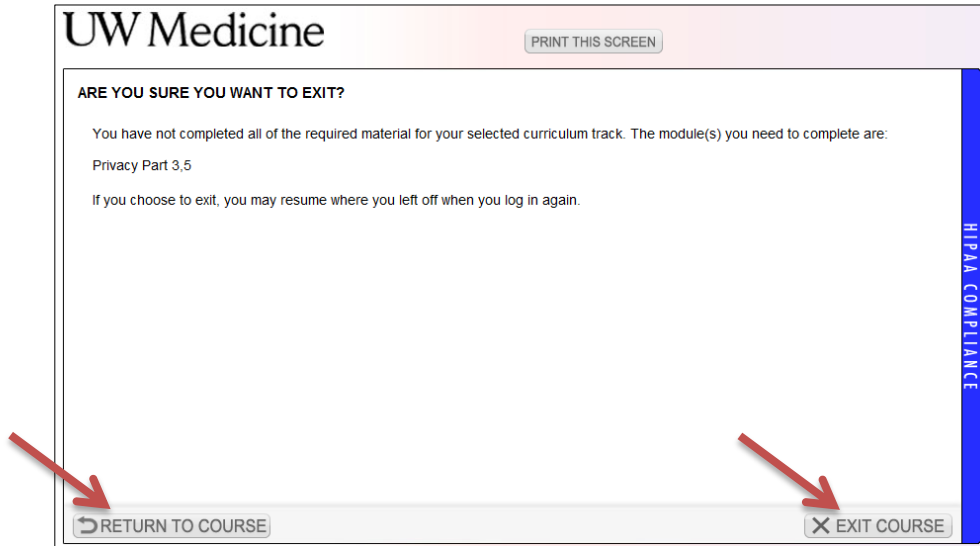


On average, training typically takes approximately 90 minutes for HIPAA, 120 minutes for Corporate Compliance training and 20 minutes for CMS training. Training must be completed within 60 day of start date. Exception to CMS training: If your start date is in January of 2016, you must complete the CMS training by 3/31/16. If your start date is 2/1/16 or after, you have 60 days from your date of hire to complete the training.) The completion deadline for HIPAA and CORPORATE Compliance Training is within 60 days of your hired date. The completion deadline for CMS General Compliance Training is within 60 days for employees hired after

2/1/2016. New employees hired in January 2016 are required to complete training before 3/31/2016. All employees hired prior to 1/1/2016 are required to complete training by 12/31/2016. If you need to stop the training and return later (prior to the 60 day deadline), follow all screen prompts to exit the training module completely. This will ensure your place is automatically bookmarked for you when you choose to continue at a later time. Always use the EXIT button not the browser close button. You will be asked to confirm your exit and close the course.



If you do NOT want to exit, select “Return to Course”.



If you do wish to exit, you will then be asked to close the course.

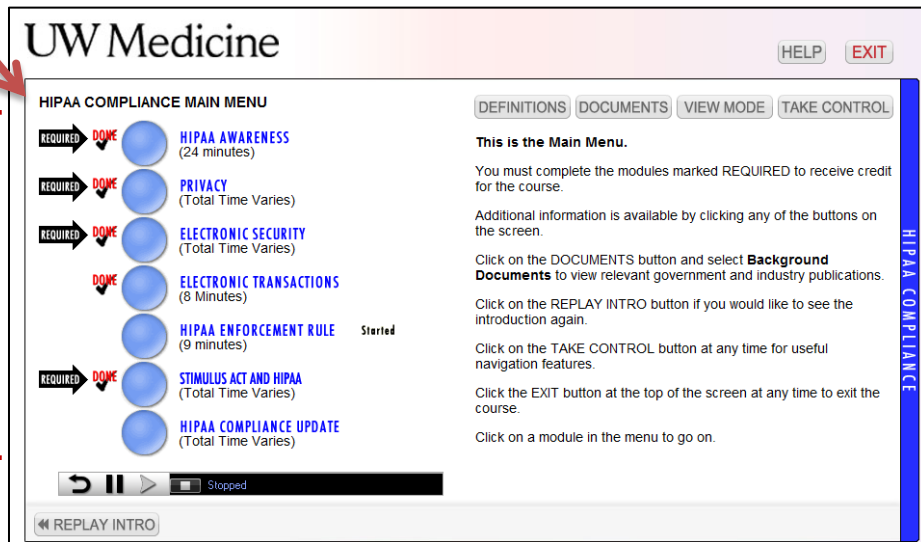




In order to complete a course, you must complete all of the modules that indicate, “Required” next to the title. On the main menu of a course, a red check mark appears next to the “Required” symbol of a module upon completion.

Course Name

Modules



### 3. HOW TO PRINT A CERTIFICATE

- a. HCCS: Upon course completion, click, “Exit”. A new window will open with a blue hyperlink prompting you to “Print” the completion certificate.

Today's session date is December 16, 2014.  
 This course was completed on March 9, 2011.

**You can print a completion certificate by clicking here** or select the "Print" button at the top of the screen. When applicable, you will also be able to print a completion certificate and Continuing Education certificates for HCCB.

You may also opt to click the Print button at the top of the screen in order to print your certificate. Print and submit to your supervisor.



- b. LMS: No certificate needed because transcripts in LMS are the official record for UW Medicine and available to supervisors.

## Training Resources & Frequently Asked Questions (FAQs):

- HIPAA Training FAQs: <http://depts.washington.edu/comply/compliance-programs/hipaa-program/frequently-asked-questions-hipaa-training/>
- HIPAA Curriculum and Job Track Matrix  
[http://depts.washington.edu/comply/docs/HIPAA\\_CurrTracks.pdf](http://depts.washington.edu/comply/docs/HIPAA_CurrTracks.pdf)
- CORPORATE Curriculum and Job Track Matrix  
[http://depts.washington.edu/comply/docs/Corporate\\_CurrTracks.pdf](http://depts.washington.edu/comply/docs/Corporate_CurrTracks.pdf)
- CMS Curriculum and Job Track Matrix  
[http://depts.washington.edu/comply/docs/CMS\\_CurrTracks.pdf](http://depts.washington.edu/comply/docs/CMS_CurrTracks.pdf)
- Online Registration Form for UW Medicine Compliance Role Based Training  
<http://depts.washington.edu/comply/training-programs/register-a-workforce-member-for-hccs-training/>
- For questions, or issues logging in, please email UW Medicine Compliance at [trgcomp@uw.edu](mailto:trgcomp@uw.edu) or call 206.543.3098 and someone will assist you.