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Overview

UL has partnered with clients in a variety of industries for the past 30 years to provide training and services to build strong learning programs.

We currently maintain over 1,000 online e-learning courses that are written and reviewed by recognized subject matter experts, including the US FDA. In fact, more than one million industry professionals, have completed tens of millions of courses since 2003.

Courses are regularly updated to reflect the most current expectations and requirements of regulators and industry groups. Our global quality and compliance management methodology has resulted in measurable performance and compliance improvements. Our e-learning philosophy is based on Mastery Learning, which has been proven to improve retention and change behavior in adult learners through methods that include interaction with dynamic content and built-in assessments.

Should your organization have unique training requirements, you can rely on our Content Solutions team, which develops thousands of courses each year for our clients. Our team shares best practices as it relates to instructional design and multi-media, such as incorporating your organization's unique content and branding into our standard courses or new custom courses.

Courses are accessible on tablets and other mobile devices and can be translated into almost any language. Courses can be hosted independently on your own LMS, or you can take advantage of UL's industry standard LMS offerings. Learn more about UL's courses and additional solutions at ulehss.com.

Selections:

Libraries: [HealthCare Catalog](#) |

Accurate Company Records

ETHICS24

Companies have a legal obligation to create and retain records that accurately reflect their business transactions. Fraudulent reporting of books, records, or other written communication violates company policy and possibly the law. Topics in this course include: Laws and Regulations, Accurate Timely Records, Accurate Financial Records, and Records Management. After completing this course, learners will be able to recognize their role in recording every company transaction correctly, accurately, and on time. Learners will also be able to recognize the importance of proper management of company records.

Format: eLearning - EduFlex, eLearning - SCORM

- | | |
|--|--|
| Libraries: | Topic/Industry: |
| <ul style="list-style-type: none">• Ethics & Corporate Responsibility Library• HealthCare Catalog• Pharmaceutical Catalog• Medical Device Catalog | <ul style="list-style-type: none">• Corporate Compliance |

Course Objectives:

Recognize our legal obligation to create and retain records that accurately reflect our business transactions.;Recognize the importance of following internal controls to ensure accurate financial records.;Recognize company policies concerning management of company records, and obligations as an employee who is responsible for these records.

Runtime: 30

Active Listening Skills

EHS02

Listening is one of the most important skills for success in life, but it is taken for granted by most people. This course describes how to improve active listening skills and gain an understanding of the significance of listening. Topics in this course include: Communication, Barriers, Benefits, Listening Levels, and Skills. After completing this course, learners will be able to identify the seven listening skills that can help increase productivity as well as improve the ability to work with others.

Languages Available:
Chinese (Simplified)
Japanese
Spanish (Latin America)

Format: eLearning - EduFlex, eLearning - SCORM

- | | |
|--|--|
| Libraries: | Topic/Industry: |
| <ul style="list-style-type: none">• HealthCare Catalog• Pharmaceutical Catalog• Medical Device Catalog• Ethics & Corporate Responsibility Library• HR Compliance & Risk Management Library | <ul style="list-style-type: none">• Professional Development |

Course Objectives:

Recognize how to improve your active listening skills and gain an understanding of the significance of listening. ;Identify the seven listening skills that can help you increase productivity as well as improve the ability to work with others.

Runtime: 45

Affirmative Action in the Workplace (For Employers)

LAV02

Today, federal laws make it illegal to discriminate against a job applicant or an employee because of the person's race, color, religion, sex, national origin, age, disability, or genetic information. This course addresses the essential features of affirmative action requirements for federal contractors. Topics in this course include discrimination laws, responsibilities of a federal contractor, and the equal opportunity clause. After completing this course, learners will be able to recognize Affirmative Action Plans (AAPs) and their role in aiding compliance with these anti-discrimination laws.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries:

- Ethics & Corporate Responsibility Library
- HR Compliance & Risk Management Library
- HealthCare Catalog
- Pharmaceutical Catalog
- Medical Device Catalog

Topic/Industry:

- HR Compliance & Risk Management

Course Objectives:

Recognize when affirmative action requirements for federal contractors are triggered and understand the structure of Affirmative Action Plans (AAPs). ;Recognize how federal contractors can stay in compliance with these anti-discrimination laws.

Runtime: 60

Age Discrimination

LAV01

Age discrimination can be particularly challenging when an employer is reducing employee numbers or is managing an aging workforce. This course describes the federal legislation that prohibits age discrimination in the workplace. Topics in this course include: Legislation, Prohibited Practices, Claims, and Helpful Strategies. After completing this course, learners will be able to recognize provisions of the Age Discrimination in Employment Act (ADEA).

Format: eLearning - EduFlex, eLearning - SCORM

Libraries:

- Ethics & Corporate Responsibility Library
- HR Compliance & Risk Management Library
- HealthCare Catalog
- Pharmaceutical Catalog
- Medical Device Catalog

Topic/Industry:

- HR Compliance & Risk Management

Course Objectives:

Identify the provisions of the ADEA. ;Recognize a fair and equitable working environment for employees.

Runtime: 30

Americans with Disabilities Act

LAV07

The course identifies who is classified as a disabled employee and how these employees are protected under the Americans with Disabilities Act (ADA). This course also discusses the concepts of reasonable accommodation and undue hardship as well as coverage for substance abuse. Topics in this course include: Disability, Legislation, Reasonable Accommodation, and Drugs and Alcohol. After completing this course, learners will be able to recognize who is classified as a disabled employee and how the ADA protects these individuals. Learners will also be able to recognize how to comply with the ADA reasonable accommodation requirement.

Format: eLearning - EduFlex, eLearning - SCORM

Libraries:

- Ethics & Corporate Responsibility Library
- HR Compliance & Risk Management Library
- HealthCare Catalog
- Pharmaceutical Catalog
- Medical Device Catalog

Topic/Industry:

- HR Compliance & Risk Management

Course Objectives:

Recognize who is classified as a disabled employee and how the ADA protects these individuals. ;Recognize how to comply with the ADA reasonable accommodation requirement.

Runtime: 30

Antitrust Law and Competitor Relationships

LAV14

Federal antitrust laws are designed to ensure that the basic promise of a free market economy and effective competition is not undermined by unlawful manipulation or collusion between competitors. This course explains how antitrust legislation regulates contact between competitors, and what employers and employees can do to ensure that they are in compliance with US antitrust laws. Topics in this course include: Legislation, Sherman Act, Clayton Act, Federal Trade Commission (FTC), Illegal Agreements, Competitor Interactions, and Helpful Strategies. After completing this course, learners will be able to recognize the antitrust laws that govern competitor interactions as well as their application to everyday business situations.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries:

- HR Compliance & Risk Management Library
- HealthCare Catalog
- Pharmaceutical Catalog
- Medical Device Catalog

Topic/Industry:

- Corporate Compliance

Course Objectives:

Recognize the antitrust laws that govern competitor interactions as well as their application to everyday business situations.

Runtime: 45

Basics of Business Finance

EHS06

The purpose of corporate financial management is to get everyone pulling together to create value. No company can succeed if its people lack skills in managing its money and assets. This course describes the basics of business finance. Topics in this course include: Funding, Balance Sheet, Income and Cash Flow Statements, Ratios, Forecasting, and Common Language. After completing this course, learners will be able to recognize the fundamentals of corporate finance in simple, easy to understand terms. Learners will also be able to recognize how work activities can and do affect the financial health of an organization.

Format: eLearning - EduFlex, eLearning - SCORM

Libraries: **Topic/Industry:**

- HR Compliance & Risk Management Library
- HealthCare Catalog
- Pharmaceutical Catalog
- Medical Device Catalog

Course Objectives:

Recognize the fundamentals of corporate finance in simple, easy to understand terms. Recognize how work activities can and do affect the financial health of an organization.

Runtime: 45

Broker and Agent Training Exam

MSales06

This is the Broker and Agent Training Exam.

Format: eLearning - Articulate, eLearning - SCORM

Libraries: **Topic/Industry:**

- Medicare Broker/Agent Training Library
- Health Plan Compliance Trainer

Runtime: 60

Building Customer Loyalty

EHS11

This course teaches the skills needed by employees at all levels of a company to create loyalty, and to impact the company's profitability in a positive way. Topics in this course include: Creating Loyalty, Words, Actions, Leadership, Turnoffs, and Rebuilding. After completing this course, learners will be able to recognize the skills needed to build customer loyalty. Learners will also be able to recognize the importance of customer loyalty to them personally as well as to the company.

Format: eLearning - EduFlex, eLearning - SCORM

Libraries: **Topic/Industry:**

- HR Compliance & Risk Management Library
- HealthCare Catalog
- Pharmaceutical Catalog
- Medical Device Catalog

Course Objectives:

Recognize the skills needed to build customer loyalty. Recognize the importance of these skills personally as well as professionally.

Runtime: 45



Business Practices to Protect Personal Health Information

HIPAA05

This course provides all employees and associates with knowledge of the privacy and security practices for health plans, as required by the Health Insurance Portability and Accountability Act (HIPAA). This course includes updated requirements that were included in the Health Information Technology for Economic and Clinical Health Act (HITECH). Employees will learn the basic principles of health information privacy and security, how they impact the organization, and how they apply to everyday work situations. The course also covers patients' rights under HIPAA, and the consequences for violating privacy and security practices.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries: **Topic/Industry:**

- HIPAA Library
- HealthCare Catalog
- HIPAA Trainer

Course Objectives:

Recognize the basics of our privacy and security practices. ;Recognize your roles and responsibilities related to health information.

Runtime: 60

Code of Business Conduct

LAV15

All employees need to be aware of their companies Code of Business Conduct. This course describes the Code of Business Conduct and basic ethical principles and guidelines for conducting business with our partners, clients, and competitors. Topics in this course include: Obeying the Law, Conflicts of Interest, Gift Policies, Protected Information, and Ethical Conduct. After completing this course, learners will be able to identify the basic principles that make up the Code of Business Conduct.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries: **Topic/Industry:**

- HealthCare Catalog
- Pharmaceutical Catalog
- Medical Device Catalog
- HR Compliance & Risk Management Library
- Ethics & Corporate Responsibility Library
- Corporate Compliance

Course Objectives:

Identify the basic principles of our Code of Business Conduct and recognize how to apply those principles to your everyday business activities.

Runtime: 45

Code of Conduct

GHC05

Trust is the cornerstone of any long-term business relationship. Our responsibility is to earn that trust every day by acting in an ethically and legally responsible manner that is beyond reproach. This course addresses the standards of conduct outlined in our Company's Code of Conduct. Topics in this course include: Compliance with the Code, Protecting Information, Conflicts of Interest, Government Contracts, and Reporting Violations. After completing this course, learners will be able to identify our Company's standards which must be applied to activities they perform on a daily basis and help build the crucial foundation of trust that our customers and members rely on every day.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

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|--|--|
| Libraries: | Topic/Industry: |
| <ul style="list-style-type: none">Healthcare: General LibraryHealthCare Catalog | <ul style="list-style-type: none">Health Plan Compliance Trainer |

Course Objectives:

Recognize the standards of conduct outlined in the Code. Identify how these principles apply to the types of activities you must perform on a daily basis, ensuring everything you do helps us build the crucial foundation of trust that our customers and members rely on every day.

Runtime: 60

Computer Workstation Safety

EHS14

Computer workstations can be a source of nagging and debilitating Repetitive Stress Injuries (RSIs). This course addresses causes and symptoms of RSIs at computer workstations and ways to prevent those injuries. Topics in this course include: RSIs, Symptoms, Prevention, Exercises, and Laptop Safety. After completing this course, learners will be able to identify the symptoms of RSIs and find ways to stay healthy and prevent these injuries while working at a computer workstation.

Languages Available:
Spanish (Latin America)

Format: eLearning - EduFlex, eLearning - SCORM

- | | |
|--|--|
| Libraries: | Topic/Industry: |
| <ul style="list-style-type: none">Ethics & Corporate Responsibility LibraryHR Compliance & Risk Management LibraryHealthCare CatalogPharmaceutical CatalogMedical Device Catalog | <ul style="list-style-type: none">EHS ManagerCorporate ComplianceHR Compliance & Risk Management |

Course Objectives:

Identify common RSIs, their symptoms, their causes, and exercises and other safety measures that can help you prevent them.

Runtime: 45

Confidentiality, Intellectual Property Protection, and Information Security

LAV19

Every day, employees may come into contact with information that must be protected. In order to preserve the confidentiality, integrity, and availability of this information, each employee must recognize information that is considered sensitive and be able to protect it. This course defines sensitive information, including intellectual property and trade secrets, and teaches employees how to protect it. Topics in this course include: Legal Protection, Company Protection, and Responses. After completing this course, learners will be able to identify what information is considered sensitive and how they can protect sensitive information and intellectual property, including how to respond to a request by a third party for this information.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

- | | |
|--|--|
| Libraries: | Topic/Industry: |
| <ul style="list-style-type: none">• Ethics & Corporate Responsibility Library• HR Compliance & Risk Management Library• HealthCare Catalog• Pharmaceutical Catalog• Medical Device Catalog | <ul style="list-style-type: none">• Corporate Compliance |

Course Objectives:

Recognize what information is considered sensitive and recognize if you are dealing with it. ;Identify the ways you can protect sensitive information and intellectual property, including how to respond to a request by a third party for this information.

Runtime: 30

Data Integrity for Clinical Research Staff

DATA05

Clinical research staff must be aware of the potential and inherent risks to data integrity. Topics in this course include: FDA Directions, Roles, and Errors. After completing this course, learners will be able to identify the role of clinical staff in maintaining data integrity, and identify various challenges to data integrity.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

- | | |
|--|--|
| Libraries: | Topic/Industry: |
| <ul style="list-style-type: none">• Data Integrity Library• HealthCare Catalog• Medical Device Catalog | <ul style="list-style-type: none">• Pharmaceutical |

Course Objectives:

Identify the role of clinical staff in data integrity. Recognize the importance of data integrity and various challenges to data integrity. Identify risks to data integrity.

Runtime: 20

Languages Available:

Chinese (Simplified)
French (European)
German
Spanish (Spain)

Data Integrity: The Role of Quality Assurance for Data Integrity

DATA03

Clinical trial data integrity has traditionally been an integral part of quality assurance. This course describes quality assurance in the light of new data collection methods and procedures. Topics in this course include: Overall Approach to Quality, Quality Activities, and Documentation. After completing this course, learners will be able to identify the role of Quality Assurance in data integrity, and recognize regulatory compliance auditing and QMS auditing.

Languages Available:

Chinese (Simplified)
French (European)
German
Spanish (Spain)

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries:

- Data Integrity Library
- HealthCare Catalog
- Medical Device Catalog

Course Objectives:

Recognize the definition and importance of a process approach to quality, and recognize activities that help maintain quality of data. Identify examples of deviations and nonconformances that must be recorded.

Runtime: 15

Deficit Reduction Act: False Claims and Employee Protections Training

GHC01

This course covers the Deficit Reduction Act of 2005 (DRA) and provides awareness of the mandates and provisions that must be provided to employees of a healthcare entity. The course also includes information on the Fraud Enforcement and Recovery Act (FERA) that was signed into law by the President on May 20, 2009 and the Affordable Care Act (ACA) signed into law on March 23, 2010. Topics in this course include: Definitions, State Acts, Whistleblowers, and Compliance. After completing this course, learners will be able to recognize both federal and state laws enacted to reduce the amount of fraud and abuse within the Medicare reimbursement system.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries:**Topic/Industry:**

- Healthcare: General Library
- Health Plan Compliance Trainer
- HealthCare Catalog

Course Objectives:

Recognize what the federal False Claims Act is and how it pertains to fraud and abuse in Medicaid programs. ;Identify the provisions for protection of whistleblowers.;Recognize the importance of states enacting their own False Claim Act. ;Identify the resources to remain compliant with federal and state FCA laws.

Runtime: 45

Discrimination and Harassment Free Workplace

ETHICS19

Each of us is responsible for our working environment. Every employee needs to understand the kind of behavior that fosters a positive and productive climate and the unacceptable behavior, such as discrimination and harassment which can negatively affect our workplace. This course addresses the laws and our company's policies related to discrimination, harassment, and diversity, and why they are important. Topics in this course include: Importance, Laws and Policies, Harassment, and Reporting Complaints. After completing this course, learners will be able to recognize how diversity is important to our company's success, the laws and policies that define discrimination and harassment, acceptable and unacceptable behavior, and the proper response to situations of discrimination and harassment.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

- Libraries:**
- Ethics & Corporate Responsibility Library
 - HealthCare Catalog
 - Pharmaceutical Catalog
 - Medical Device Catalog
- Topic/Industry:**
- Corporate Compliance

Course Objectives:

Recognize how diversity is important to our success.;Identify the laws and policies that define discrimination and harassment.;Recognize acceptable and unacceptable behavior so you can avoid situations that violate laws and policies.;Recognize a proper response to situations of discrimination and harassment.

Runtime: 45

Doing Business with the US Government

ETHICS26

This course is designed to help learners understand how laws and company policies are applicable to your job. Topics in this course include: Obeying the Law; US Laws and Regulations; Employee Activities; Relationships with US Government Customers; Lobbying Activities; Relationships with Subcontractors, Suppliers, and Vendors; and Responsibilities and Reporting. After completing this course, learners will be able to identify potential violations of laws and policies that apply to US government contracts and recognize ways to find help.

Format: eLearning - EduFlex, eLearning - SCORM

- Libraries:**
- Ethics & Corporate Responsibility Library
 - HealthCare Catalog
 - Pharmaceutical Catalog
 - Medical Device Catalog

Course Objectives:

Identify potential violations of laws and policies that apply to US government contracts.;Recognize ways to find help.

Runtime: 30



Doing the Right Thing for Customers and Business Partners

ETHICS03

Businesses must be able to demonstrate that they can run their business with integrity and keep their promises. This course explores how to build strong relationships with our customers and business partners through trust, quality and service, privacy protection, and fair treatment. Topics in this course include: Earning Trust, Quality and Service, Protecting Privacy, and Fair Treatment. After completing this course, learners will be able to recognize how to build strong relationships with our customers and business partners.

Format: eLearning - EduFlex, eLearning - SCORM

- | | |
|---|--|
| Libraries: | Topic/Industry: |
| <ul style="list-style-type: none"> • Ethics & Corporate Responsibility Library • HealthCare Catalog • Pharmaceutical Catalog • Medical Device Catalog | <ul style="list-style-type: none"> • Corporate Compliance |

Course Objectives:

Recognize how to build strong relationships with our customers and business partners.;Identify our company's expectations for our relationships with customers and business partners. ;Recognize how to protect the privacy of our customers and business partners.

Runtime: 30

Doing the Right Thing: Anti-bribery

ETHICS09

This course provides basic training on complying with laws;prohibiting bribery, including the US Foreign Corrupt Practices Act (FCPA).;Because of the special circumstances facing employees in the healthcare field,;this course is focused on issues faced in interactions with healthcare;professionals as well as government officials. Topics in this course include;Legal Foundation, Laws, and FCPA in Action. After completing this course,;learners will be able to identify and navigate situations that may be perceived;as bribery. Learners will also be able to recognize requirements of the FCPA.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

- | | |
|---|--|
| Libraries: | Topic/Industry: |
| <ul style="list-style-type: none"> • Ethics & Corporate Responsibility Library • HealthCare Catalog • Pharmaceutical Catalog • Medical Device Catalog | <ul style="list-style-type: none"> • Corporate Compliance |

Course Objectives:

Identify and navigate situations that may be perceived as bribery. ;Recognize requirements of the US Foreign Corrupt Practices Act (FCPA).;Identify the steps to take if you find yourself in a difficult situation.

Runtime: 30

E-Mail and Corporate Communications

ETHICS20

E-mail remains the predominant form of communication in the business world, with estimates ranging in excess of 100 billion e-mails sent and received daily. This course illustrates the use of e-mail in the workplace, including several hot-button issues, such as an employee's expectation of privacy, and electronically transmitted computer viruses. Topics in this course include: How E-mail Works, E-mail Use, and Privacy and Security. After completing this course, learners will be able to recognize the consequences of sending or forwarding an inappropriate e-mail attachment or message.

Format: eLearning - EduFlex, eLearning - SCORM

- | Libraries: | Topic/Industry: |
|--|--|
| <ul style="list-style-type: none">• Ethics & Corporate Responsibility Library• HealthCare Catalog• Pharmaceutical Catalog• Medical Device Catalog | <ul style="list-style-type: none">• Corporate Compliance |

Course Objectives:

Recognize what happens when e-mails are sent and received. ;Identify e-mail privacy and security issues and the dangers of viruses.

Runtime: 30

Fair Labor Standards Act (FLSA) and Equal Pay Act (EPA)

LAV03

The Fair Labor Standards Act (FLSA) is a federal law that establishes;minimum wage, overtime pay, recordkeeping, and youth employment standards. The;Equal Pay Act (EPA) is a federal law that requires men and women in the same;workplace to receive equal pay for equal work.This course provides an overview of the FLSA and EPA with a;concentration on employer concerns. It also covers important distinctions;between exempt and non-exempt employees and between employees and independent;contractors. Topics in this course include: FLSA, Minimum Wage, Overtime, Exempt;Employees, Contractors, Compensatory Time, Child Labor, Nursing Mothers, and;Equal Pay Act (EPA). After completing this course, learners will be able to;recognize the significant aspects and exemptions of both the FLSA and EPA.

Format: eLearning - EduFlex, eLearning - SCORM

- | Libraries: | Topic/Industry: |
|--|---|
| <ul style="list-style-type: none">• Ethics & Corporate Responsibility Library• HR Compliance & Risk Management Library• HealthCare Catalog• Pharmaceutical Catalog• Medical Device Catalog | <ul style="list-style-type: none">• HR Compliance & Risk Management |

Course Objectives:

Recognize the significant aspects of the Fair Labor Standards Act and the Equal Pay Act. ;Recognize the important exemptions specified by the FLSA and EPA that affect employers and many employees who are salaried, work in a specialized industry, or are classified as independent contractors.

Runtime: 45

Fire Safety for Healthcare Workers

EHS31

Fire safety in healthcare facilities is especially crucial because employees are not just keeping themselves safe. They're responsible for the safety of patients as well. This course identifies measures specifically designed to keep workers and patients in a healthcare facility safe. Topics in this course include: Ingredients, Fire Classes, Safe Practices, Regulatory Requirements, and Response and Plan. After completing this course, learners will be able to recognize the sources of heat, oxygen, and fuel that can help start a fire.

Languages Available:
Spanish (Latin America)

Format: eLearning - EduFlex, eLearning - SCORM

Libraries: **Topic/Industry:**

- Healthcare: General Library
- HealthCare Catalog
- EHS Manager

Course Objectives:

Recognize the sources of heat, oxygen, and fuel that can start a fire.;Recognize regulatory considerations for healthcare facilities regarding fire safety.;Identify the appropriate response to a fire at healthcare facilities.

Runtime: 45

Fraud and Abuse Awareness

GHC04

Fighting fraud and abuse within a health plan is important, and associates are valuable assets in anti-fraud efforts. This course describes how an increased awareness of fraud and abuse will help in the prevention and detection of fraud and abuse. Topics in this course include: The Fight against Fraud, Problem Providers, Suspect Subscribers, Victims, Fighting Back, and Responding. After completing this course, learners will be able to identify how to report common types of fraud and abuse. In addition, learners will be able to recognize the negative effects fraud and abuse have on business and our customers.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries: **Topic/Industry:**

- Healthcare: General Library
- HealthCare Catalog
- Health Plan Compliance Trainer

Course Objectives:

Identify the most common types of fraud and abuse. ;Recognize the negative effects that fraud and abuse have on the healthcare business and its customers. ;Recognize how to report cases of suspected fraud and abuse. ;Identify how our organization responds to those cases we confirm.

Runtime: 60

General Data Protection Regulation

DP01

This course covers the European Union's (EU's) General Data Protection Regulation (GDPR), which is a harmonized data privacy law across Europe. Topics in this course include: General Provisions and Principles, Rights of the Data Subject, Data Processors and Controllers, and Other Considerations. After completing this course, learners will be able to recognize the general provisions of the GDPR, and identify data subject rights under the Regulation. Learners will also be able to identify controller and processor obligations related to data privacy and security.

Languages Available:

French (European)
German
Spanish (Spain)

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries: **Topic/Industry:**

- Ethics & Corporate Responsibility Library
- Pharmaceutical Catalog
- Medical Device Catalog
- HealthCare Catalog
- All Industries

Course Objectives:

Recognize general provisions of the GDPR. Identify data subject rights under the Regulation. Identify controller and processor obligations related to data privacy and data security.

Runtime: 30

Global Fair Competition Laws

ETHICS22

Fair competition laws help to preserve a level competitive playing field for companies. This course covers the basic principles and laws governing fair competition. Topics in this course include: Definitions, Horizontal Agreements, Vertical Agreements, Other Key Considerations, Laws, EU Law - General Considerations, and EU Law - Specific Considerations. After completing this course, learners will be able to recognize the principles and laws that ensure fair competition globally.

Languages Available:

Chinese (Simplified)
French (European)
German
Italian
Japanese
Portuguese (Brazil)
Spanish (Spain)

Format: eLearning - EduFlex, eLearning - SCORM

Libraries: **Topic/Industry:**

- Ethics & Corporate Responsibility Library
- HealthCare Catalog
- Pharmaceutical Catalog
- Medical Device Catalog
- Corporate Compliance

Course Objectives:

Recognize the types of agreements that have the potential to restrict competition.; Identify the fair competition laws that govern and often prohibit use of those agreements.; Recognize guidelines for conducting business within the constraints of global fair competition laws.

Runtime: 60



Guidelines of Workplace Safety

EHS53

This course explains how both employees and employers uphold safety in the workplace. Topics in this course include: Causes of Accidents, Accidents and Prevention, Hazards in the Workplace, Employer Role, and Your Role. After completing this course, learners will be able to recognize potential workplace accidents and hazards that may be prevented in order to maintain workplace safety.

Languages Available:
Spanish (Latin America)

Format: eLearning - EduFlex, eLearning - SCORM

- | Libraries: | Topic/Industry: |
|--|--|
| <ul style="list-style-type: none"> • Ethics & Corporate Responsibility Library • HR Compliance & Risk Management Library • HealthCare Catalog • Pharmaceutical Catalog • Medical Device Catalog | <ul style="list-style-type: none"> • EHS Manager • Corporate Compliance • HR Compliance & Risk Management |

Course Objectives:

Recognize potential workplace accidents and hazards.;Recognize the roles of the employer and employee in maintaining workplace safety.

Runtime: 45

Harassment Avoidance Training for California

LAV22

Supervisors and managers must take all complaints and incidents of sexual harassment seriously and should respond quickly and appropriately. This course describes the different types of sexual harassment that can occur in the workplace and how to prevent, monitor, and report these events if they occur. Topics in this course include: Laws and Policies, Types of Sexual Harassment, Prevention and Monitoring, Enforcement, Reporting Harassment, Investigating Harassment, and Retaliation. After completing this course, learners will be able to recognize what actions constitute harassment in the workplace.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

- | Libraries: | Topic/Industry: |
|--|--|
| <ul style="list-style-type: none"> • Ethics & Corporate Responsibility Library • HR Compliance & Risk Management Library • HealthCare Catalog • Pharmaceutical Catalog • Medical Device Catalog | <ul style="list-style-type: none"> • Corporate Compliance |

Course Objectives:

Identify company policies that prohibit sexual harassment. ;Recognize what constitutes harassment and how to apply the laws and company policies to help prevent harassment. ;Identify ways to report harassment.

Runtime: 120

HIPAA Privacy: Role-Based Training I (Incidental PHI Contact)

HIPAA06

This course is designed for employees who do not access PHI as part of their regular duties, but need to know what they should do when they do come into contact with PHI. Topics in this course include: PHI Encounters and Compliance. After completing this course, learners will be able to recognize how to apply HIPAA's privacy requirements to situations they encounter every day.

Format: eLearning - SCORM, eLearning - EduFlex

Libraries: **Topic/Industry:**

- HIPAA Library • HIPAA Trainer
- HealthCare Catalog

Course Objectives:

Recognize how to apply HIPAA's privacy requirements to situations encountered every day.

Runtime: 30

HIPAA Privacy: Role-Based Training II (Internal Uses of PHI)

HIPAA07

This course is designed for employees who are authorized to use protected health information (PHI) as part of their regular duties. Topics in this course include: Handling PHI and Compliance. After completing this course, learners will be able to recognize how to apply HIPAA's privacy requirements to situations they encounter every day.

Format: eLearning - EduFlex, eLearning - SCORM

Libraries: **Topic/Industry:**

- HIPAA Library • HIPAA Trainer
- HealthCare Catalog

Course Objectives:

Recognize how to apply HIPAA's privacy requirements to situations learners encounter every day.

Runtime: 30

HIPAA Privacy: Role-Based Training III (Uses and Disclosures of PHI)

HIPAA08

This course is designed for employees who are authorized to use, disclose, and request PHI as part of their regular duties. After completing this course, learners will be able to apply HIPAA's privacy requirements to situations they encounter every day. Before taking this course, learners must complete one or more of the following: Business Practices for Protecting PHI HIPAA: General Awareness HIPAA: Privacy Standards

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries: **Topic/Industry:**

- HIPAA Library • HIPAA Trainer
- HealthCare Catalog

Course Objectives:

Apply HIPAA's privacy requirements to situations you encounter every day.

Runtime: 30

HIPAA Privacy: Role-Based Training IV (Managers, Supervisors, and Compliance Staff)

HIPAA09

This course is designed for HIPAA privacy officials, supporting HIPAA compliance staff, and managers, including those who have additional compliance responsibilities, such as ownership of PHI sources or information application and system purchases. After completing this course, learners will be able to apply HIPAA's privacy requirements to situations they encounter every day. Before taking this course, learners must complete one or more of the following: Business Practices for Protecting PHI HIPAA: General Awareness HIPAA: Privacy Standards Learners must also complete HIPAA Privacy: Role-Based Training III (Uses and Disclosures of PHI)

Format: eLearning - SCORM, eLearning - EduFlex

Libraries: **Topic/Industry:**

- HIPAA Library
- HealthCare Catalog
- HIPAA Trainer

Course Objectives:

Apply HIPAA's privacy requirements to situations in which your experience and knowledge are required to ensure compliance.

Runtime: 30

HIPAA: General Awareness

HIPAA01

This course is designed to provide all employees and associates with an in-depth overview of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy, security, and data standardization requirements from a health plan perspective. This course describes the updated requirements that were included in the Health Information Technology for Economic and Clinical Health Act (HITECH), which was signed into law February 2009. Topics in this course include: Privacy Standards, Security Standards, Data Standardization, and Enforcement. After completing this course, learners will be able to identify HIPAA regulations and ways to keep members' PHI secure.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries: **Topic/Industry:**

- HIPAA Library
- Medical Device - Sales & Marketing Library
- Pharmaceutical - Sales & Marketing Library
- Ethics & Corporate Responsibility Library
- HealthCare Catalog
- Pharmaceutical Catalog
- Medical Device Catalog
- QA/GMP Trainer
- Corporate Compliance

Course Objectives:

Identify the goals of HIPAA and its Administrative Simplification provisions. ;Identify the entities that are covered under the law and recognize how the law is enforced.;Identify the key privacy and security requirements that apply to the use and disclosure of protected health information (PHI).

Runtime: 60

HIPAA: Privacy Standards

HIPAA02

Health plan members must be able to trust that shared information will be protected and remain confidential. This course provides an in-depth look at the Privacy Standards included in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the requirements of the Health Information Technology for Economic and Clinical Health Act (HITECH). Topics in this course include: Permitted Uses and Disclosures, Authorized Uses and Disclosures, Minimum Necessary, Individual Rights, and Breach Disclosures. After completing this course, learners will be able to recognize the rules governing the use and disclosure of a member's protected health information.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries: **Topic/Industry:**

- HIPAA Library
- HealthCare Catalog
- HIPAA Trainer

Course Objectives:

Recognize the rules governing the use and disclosure of protected health information (PHI). ;Identify when an individual's permission is required and what type of permission is necessary. ;Recognize the minimum necessary provision and how it affects our use and disclosure of PHI. ;Identify individual rights specified in the Privacy Standards that allow health plan members greater control over their health information.

Runtime: 90

Hiring and Firing

LAV04

Hiring is an important factor in creating a solid workforce, and firing is a tool to ensure productivity. This course provides techniques for making good hiring decisions, terminating employees in a consistent and fair manner, and avoiding lawsuits resulting from the hiring and firing process. Topics in this course include: Regulations, Hiring, Interviewing, Testing, and Firing. After completing this course, learners should recognize several tools that will assist in the hiring and firing processes. Learners will also identify how to handle difficult employee situations.

Format: eLearning - EduFlex, eLearning - SCORM

Libraries: **Topic/Industry:**

- Ethics & Corporate Responsibility Library
- HR Compliance & Risk Management Library
- HealthCare Catalog
- Pharmaceutical Catalog
- Medical Device Catalog
- HR Compliance & Risk Management

Course Objectives:

Recognize several tools that will assist in the hiring and firing processes;Identify how to handle difficult employee situations.

Runtime: 30

HP: Compliance Program General Session

GHC02

The Office of Inspector General (OIG) guidance promotes Compliance Programs for all healthcare organizations. This course is designed to fulfill the OIG and Centers for Medicare and Medicaid Services (CMS) requirement for a general training session on effective Compliance Programs. Topics in this course include: Definitions, Core Elements, Standards and Leadership, Training, Communication, Disciplinary Standards, and Monitoring and Responding to Compliance Issues. After completing this course, learners will be able to recognize the elements of an effective Compliance Program, FWA laws, and the resources available for compliance with government regulations.

Format: eLearning - EduFlex, eLearning - SCORM,
eLearning (Editable) - CREATE

- Libraries:** **Topic/Industry:**
- Healthcare: General Library
 - HealthCare Catalog
 - Health Plan Compliance Trainer

Course Objectives:

Identify the reasons for implementing a Compliance Program. ;Identify the seven essential elements that make up an effective Compliance Program. ;Recognize the legal implications of a Compliance Program, including Fraud, Waste and Abuse (FWA) laws that protect government funded programs. ;Identify how to participate in your Compliance Program and how to access resources which provide additional information on these government requirements.

Runtime: 60

HP: Compliance Program Implementation

GHC03

This course provides the learner with a road map and practical information on how to construct an achievable Compliance Program, given sufficient resources. The lesson examines the steps involved in establishing a Compliance Program, which include self-evaluation and assessment, monitoring and periodic auditing, conducting investigations, enforcing compliance, discipline and corrective action, formulating policies and procedures, and education and training.

Format: eLearning - HIP2

- Libraries:** **Topic/Industry:**
- HealthCare Catalog
 - Healthcare: General Library
 - Health Plan Compliance Trainer

Runtime: 45

Improving Productivity

EHS49

Mastering productivity skills will make employees more valuable, and their work more satisfying. This course identifies basic skills for setting goals, prioritizing tasks, and managing time. This course also illustrates how to avoid time-wasters, delegate appropriately, and make efficient decisions. Topics in this course include: Productivity, Values, Becoming a Goal Getter, Planning, Time Wasters, Delegating, Individual Decisions, Group Decisions, Networking, and Teamwork. After completing this course, learners will be able to recognize the basic skills for setting goals, prioritizing tasks, and managing time.

Format: eLearning - EduFlex, eLearning - SCORM

- Libraries:** **Topic/Industry:**
- HealthCare Catalog
 - Pharmaceutical Catalog
 - Medical Device Catalog
 - Professional Development

Course Objectives:

Recognize skills for setting goals.;Identify how to prioritize tasks.;Recognize how to manage time efficiently.

Runtime: 30

Information Security

HIPAA10

Information security is critical for any business, and it is the law for healthcare organizations. This course addresses training on the HIPAA Security Standard for all management and staff and presents healthcare industry current practices as outlined by the HIPAA regulations. Topics in this course include Security Roles, Security Controls, Administrative Safeguards, Physical Safeguards, and Technical Safeguards. After completing this course, learners will be able to recognize the security policies, procedures, and controls that are part of our daily business routine. Learners will also be able to identify suspected security breaches and how to respond to them.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries: **Topic/Industry:**

- HIPAA Library
- HealthCare Catalog
- HIPAA Trainer

Course Objectives:

Recognize the security policies, procedures, and controls that are part of our daily business routine. ;Identify suspected security breaches and how to respond to them.

Runtime: 60

Introduction to Medicaid

PPACA03

This course provides an overview of the Medicaid program and;discusses the changes to the Medicaid program as a result of the Patient;Protection and Affordable Care Act (ACA). Topics in this course include;Entitlement Program, Eligibility and Coverage, Enrollment, Expansion of;Services, and Long-Term Services and Supports. After completing this course,;learners will have a foundation of knowledge of the Medicaid program, including;who is eligible and what benefits are covered. Learners will also be able to;recognize the changes that have occurred to the Medicaid program as a result of;the landmark reform passed in 2010.

Format: eLearning - EduFlex, eLearning - SCORM

Libraries: **Topic/Industry:**

- PPACA Library
- HealthCare Catalog
- Health Plan Compliance Trainer

Course Objectives:

Recognize the requirements for states in administering their Medicaid programs. ;Recognize the changes that have occurred to the Medicaid program as a result of landmark reform passed in 2010 and its application to the changes that will need to be made to business and information technology systems and processes in order to incorporate these new requirements.

Runtime: 60

Making Meetings Work I: Purpose and Preparation

EHS60

This course explores ways to assess the effectiveness of;meetings and skills to enhance the meeting process. Topics in this course;include: Purpose, Meeting Costs, Key Steps, and Prepare. After completing this;course, learners will be able to recognize how to lead meetings, accomplish;goals, and follow up to ensure success.

Format: eLearning - EduFlex, eLearning - SCORM

Libraries: **Topic/Industry:**

- HR Compliance & Risk Management Library
- HealthCare Catalog
- Pharmaceutical Catalog
- Medical Device Catalog
- HR Compliance & Risk Management

Course Objectives:

Recognize how to lead meetings.;Recognize how to accomplish goals.;Recognize follow-up techniques to ensure success.

Runtime: 30

Making Meetings Work II: Leadership

EHS61

The success of any meeting is largely determined by the leadership skills of the key participants. This course discusses the leadership skills necessary to conduct successful meetings. Topics in this course include: Start, Lead, Goals, Common Problems, Conflict, and Finish. After completing this course, learners will be able to recognize how to effectively set up, kickoff, conclude, and follow up a meeting. Learners should take Making Meetings Work I: Purpose and Preparation prior to taking this training.

Format: eLearning - EduFlex, eLearning - SCORM

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| Libraries: | Topic/Industry: |
| <ul style="list-style-type: none">• HR Compliance & Risk Management Library• HealthCare Catalog• Pharmaceutical Catalog• Medical Device Catalog | <ul style="list-style-type: none">• HR Compliance & Risk Management |

Course Objectives:
Recognize how to effectively set up, kickoff, conclude, and follow up a meeting.

Runtime: 45

Managing Conflict

EHS62

As workforce numbers shrink, and individuals are called to interact more intensely with fewer people, the ability to manage conflict effectively becomes more important. This course identifies appropriate responses to conflict. Topics in this course include: Conflict Resolution Styles, Selecting Styles, Collaboration Guidelines, and Application. After completing this course, learners will be able to successfully approach and resolve conflict in the workplace.

Format: eLearning - EduFlex, eLearning - SCORM

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|--|--|
| Libraries: | Topic/Industry: |
| <ul style="list-style-type: none">• Ethics & Corporate Responsibility Library• HR Compliance & Risk Management Library• HealthCare Catalog• Pharmaceutical Catalog• Medical Device Catalog | <ul style="list-style-type: none">• Professional Development |

Course Objectives:
Recognize the five different styles used to handle conflict. Identify how to approach and resolve conflict successfully in the workplace.

Runtime: 45

Managing Job Stress

EHS63

Stress is a major factor in employee attendance, work performance, and Equal Employment Opportunity Commission (EEOC) claims. This course provides participants with an opportunity to assess their stress level at work and learn strategies for coping with that stress. Topics in this course include: Definition, Stressors, Positive Stress, Hassles, Outlook, and Visualization. After completing this course, learners will be able to identify their stress level at work. Learners will also be able to recognize strategies for coping with different problems in the workplace.

Format: eLearning - EduFlex, eLearning - SCORM

- Libraries:** **Topic/Industry:**
- HR Compliance & Risk Management Library
 - HealthCare Catalog
 - Pharmaceutical Catalog
 - Medical Device Catalog

Course Objectives:

Identify your stress level at work ; Recognize strategies for coping with different problems in the workplace.

Runtime: 30

Managing Transition to Teams

EHS64

This course will help team leaders and team members to understand the process of moving from a hierarchical structure and mindset to a more team-oriented approach. Topics in this course include: Differences, Model, Transition, Vision, Coaching, and Example. After completing this course, learners will be able to recognize how to transition successfully from a top-down management approach to one in which team members work together to achieve greater results than could be achieved individually.

Format: eLearning - EduFlex, eLearning - SCORM

- Libraries:** **Topic/Industry:**
- HR Compliance & Risk Management Library
 - HealthCare Catalog
 - Pharmaceutical Catalog
 - Medical Device Catalog

Course Objectives:

Recognize how to transition successfully from a top-down management approach to one in which team members work together to achieve greater results than could be achieved individually.

Runtime: 30

MAO/PDP: Compliance Program Guidelines

MAPD04

Effective compliance programs are a requirement for Medicare Advantage Organizations (MAO) and Medicare Prescription Drug Plans (PDP) that contract to do business with the Centers for Medicare and Medicaid Services; (CMS). This course describes how to properly design and implement an effective compliance program. Topics in this course include: General Requirements; Written Policies; Procedures, and Standards of Conduct; Compliance Officer, Committee, and High Level Oversight; Training and Education; Communication; Disciplinary Standards; Routine Auditing and Monitoring; and Prompt Response. After completing this course, learners will be able to recognize the requirements of an effective compliance program.

Format: eLearning - EduFlex, eLearning - SCORM

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|---|--|
| Libraries: | Topic/Industry: |
| <ul style="list-style-type: none">• HealthCare Catalog• Medicare Advantage Library• Medicare Part D Library | <ul style="list-style-type: none">• Corporate Compliance |

Course Objectives:

Recognize the requirements for implementation of an effective compliance program.

Runtime: 90

MAPD/PDP: Communications and Marketing

MAPD03

This course examines what types of communication materials are regulated, what must be included in the materials and what is prohibited, how the CMS approval process works, the parameters of promotional marketing to beneficiaries, and what role providers and pharmacies are permitted to play in marketing a sponsor's plan. Topics in this course include: Definitions; Marketing Review Process and Required Documents; General Communication Requirements; General Marketing Requirements; Outreach Activities; Websites and Social/Electronic Media; Call Center Requirements; and Marketing and Sales Oversight. After completing this course, learners will be able to identify the communication materials that are regulated by CMS, the information that must be included in the materials, and how the CMS approval process works. Learners will also be able to identify what role providers and pharmacies are permitted to play in marketing a sponsor's plan.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

- | | |
|---|--|
| Libraries: | Topic/Industry: |
| <ul style="list-style-type: none">• HealthCare Catalog• Medicare Advantage Library• Medicare Part D Library | <ul style="list-style-type: none">• Corporate Compliance |

Course Objectives:

Identify the communication materials that are regulated by CMS, the information that must be included in the materials, and how the CMS approval process works. Identify what role providers and pharmacies are permitted to play in marketing a sponsor's plan.

Runtime: 90

MAPD: Disenrollment

MAPD06

To ensure proper member disenrollment, specific standards must be maintained. This course describes processes and procedures for disenrollment from Medicare Advantage (MA) and Medicare Advantage-Prescription Drug (MAPD) health plans. Topics in this course include: Voluntary and Required; Involuntary Disenrollments, Optional; Involuntary Disenrollments: Non-Payment of Premiums, Optional Involuntary; Disenrollment: Behavior, Post Enrollment Activities, and System Reports. After completing this course, learners will be able to identify the key concepts, principles, and the MA plan's responsibility in the disenrollment process.

Format: eLearning - EduFlex, eLearning - SCORM

Libraries:

- HealthCare Catalog
- Medicare Advantage Library
- Medicare Part D Library

Course Objectives:

Recognize the disenrollment methods available to Medicare beneficiaries.; Recognize the reasons why members are involuntarily disenrolled from a Medicare Advantage plan.; Recognize the involuntary disenrollment process.; Identify the requirements and timelines for submitting disenrollment data to CMS.

Runtime: 45

MAPD: Enrollment

MAPD02

To ensure proper member enrollment, specific standards must be maintained. This course describes processes and procedures for enrollment of beneficiaries into a Medicare Advantage (MA) and Medicare Advantage Prescription Drug (MAPD) health plans. Topics in this course include: Member Eligibility, Election Periods, Enrollment Mechanisms, Enrollment Process, and Auto and Facilitated Enrollments. After completing this course, learners will be able to identify the key concepts, principles, and the MA plan's responsibility in the enrollment process, as well as identify requirements for submitting enrollment data.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries:

Topic/Industry:

- HealthCare Catalog
- Medicare Advantage Library
- Medicare Part D Library
- Corporate Compliance

Course Objectives:

Identify the beneficiary eligibility criteria for Medicare Advantage plan enrollment. Identify the key concepts, principles, and the Medicare Advantage plan's responsibility in the enrollment process. Identify the requirements for submitting enrollment data to CMS. Recognize the difference between CMS election periods. Identify requirements for corresponding with beneficiaries.

Runtime: 60

MAPD: Risk Adjustment and Data Validation

MA35

This course identifies the principles and motivation for risk adjustment of capitation payments that the Centers for Medicare & Medicaid Services (CMS) makes to Medicare Advantage (MA) plans. Topics in this course include: History, Goals, Hierarchical Condition Category (HCC), Documentation and Coding Requirements, Data Flow, and Data Validation. After completing this course, learners will be able to identify the components of the risk adjustment process, the requirements for data collection, and the process for submitting data to CMS.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries:
• HealthCare Catalog
• Medicare Advantage Library

Topic/Industry:
• Corporate Compliance

Course Objectives:

Identify the principles and motivation for risk adjustment. ;Identify the components of the risk adjustment process. ;Recognize the requirements for data collection and the risk adjustment data flow. ;Recognize the importance of Risk Adjustment Data Validation (RADV).

Runtime: 45

Medicare Advantage (Part C) and Part D Grievances

MAPARTD01

This course examines the grievance process for both Part C and Part D sponsors. After completing this course, learners will be able to distinguish between the different types of issues received by members and their representatives and identify the steps of the grievance process, including timeframes and documentation requirements.

Format:

Libraries:
• HealthCare Catalog
• Medicare Part D Library

Topic/Industry:
• Health Plan Compliance Trainer

Course Objectives:

Distinguish between the different types of issues: coverage requests, grievances, and appeals. Recognize the sponsor's grievance process responsibilities. Recognize the steps that must be taken to ensure that members' rights are protected.

Runtime: 45

Medicare Advantage: Administration and Management

MA27

This course provides information on the administrative infrastructure and management capabilities required of all Medicare Advantage Organizations (MAOs). Topics in this course include: Basic Responsibilities, Basic Requirements, Specific Requirements, Infrastructure, and Documentation. After completing this course, learners will be able to recognize the critical role of management in operating an MAO, identify the basic administrative infrastructure necessary to do business with CMS in the Medicare Advantage (MA) program, and identify the areas where management must ensure compliance in the MAO.

Format: eLearning - EduFlex, eLearning - SCORM

Libraries:
• HealthCare Catalog
• Medicare Advantage Library

Topic/Industry:
• Corporate Compliance

Course Objectives:

Recognize the critical role of management in operating an MAO. Identify the basic administrative infrastructure necessary to do business with CMS in the Medicare Advantage (MA) program. Identify the areas where management must ensure compliance in the MAO.

Runtime: 30

Medicare Advantage: Claims Processing

MA38

This course explores the Centers for Medicare and Medicaid Services (CMS) regulations and instructions for the processing of Part C medical claims for Medicare Advantage (MA). Topics in this course include: Rules and Requirements, Benefits and Services, Payment (Claim) Organization, Determinations, Claims Processing, and Enrollee Financial Caps. After completing this course, learners will be able to identify the MA plan's responsibilities in monitoring delegated claims processing.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries:
• HealthCare Catalog
• Medicare Advantage Library

Topic/Industry:
• Corporate Compliance

Course Objectives:

Recognize the differences between contract providers and non-contract providers? Medicare requirements for claims and how claims should be processed using the reimbursement methodologies as set forth by Medicare or contract stipulations, MA plan authorization rules, and MA plan member benefits.; Identify the turnaround timeframes required for processing claims.; Recognize the definition of "clean" and "non-clean" claims. ; Identify the roles of other organizations contracted with CMS to process Original Medicare claims.

Runtime: 45

Medicare Advantage: Membership Services

MA28

This course discusses the obligations of a Medicare Advantage Organization (MAO) and of the Centers for Medicare and Medicaid Services (CMS) regarding Member Services. Topics in this course include: Operations; MAO Operational Functions; Classification of Complaints, Appeals, and Grievances; Required Skills; and CMS Call Center Monitoring and Required Disclosures. After completing this course, learners will be able to identify an MAO's Member Services functions, recognize CMS regulatory requirements related to Member Services, recognize the importance of classification of member complaints, and be aware of CMS call center monitoring process and member disclosure requirements.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries:
• HealthCare Catalog
• Medicare Advantage Library

Topic/Industry:
• Corporate Compliance

Course Objectives:

Identify the functions of Member Services in a Medicare Advantage Organization.; Recognize CMS regulatory requirements related to Member Services. ; Recognize how to classify member calls as inquiries, grievance and appeals.; Recognize elements of the CMS call center monitoring process

Runtime: 45

Medicare Advantage: Overview of the Medicare Program

MA29

This course provides an overview of the Medicare Program including what it is, how it is implemented, and how government regulations influence it. This course also describes the Centers for Medicare and Medicaid Services (CMS), which is the agency responsible for developing and implementing Medicare policy. Topics in this course include: Medicare Trends and Legislation, Role of the Centers for Medicare and Medicaid Services, Parts of Medicare and Options for Receiving Services, Medicare Advantage Plans, Payments to Providers in Original Medicare, and Fraud and Abuse. After completing this course, learners will be able to recognize the Medicare coverage options and their eligibility requirements, the role of the federal government in regulating Medicare, and the penalties for violating healthcare fraud and abuse laws.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries:
• HealthCare Catalog
• Medicare Advantage Library

Topic/Industry:
• Corporate Compliance

Course Objectives:

Recognize the purpose of Medicare.;Identify the primary Medicare coverage options and their requirements.;Recognize the role of the federal government in regulating Medicare.;Identify CMS? structure and its influence on Medicare.;Recognize the federal healthcare fraud and abuse laws.

Runtime: 60

Medicare Advantage: Plan Benefit Package and Bid Pricing Tool

MA36

This course covers benefits, plan benefit packages (PBPs), and tools for submitting bids. Topics in this course include: Benefits, PBP Design, PBP Tool, Bid Requirements, and Bid Pricing Tool. After completing this course, you will be able to identify how CMS defines a benefit, recognize how these benefits should be designed to create a PBP, recognize how to use the CMS system for submitting a PBP to CMS, identify who is required to submit a bid, identify what components are required for each bid, and recognize the elements of the Bid Pricing Tool.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries:
• HealthCare Catalog
• Medicare Advantage Library

Topic/Industry:
• Corporate Compliance

Course Objectives:

Identify how CMS defines a benefit.;Recognize how these benefits should be designed to create a plan benefit package (PBP);Recognize how to use the CMS system for creating a PBP.;Identify what components are required for each bid.;Recognize the elements of the Bid Pricing Tool.

Runtime: 45

Medicare Advantage: Provider Compliance

MA34

This course reviews requirements every provider must adhere to, including specific rights and responsibilities, and elements contained in their contract with the Medicare Advantage Organizations. Topics in this course include: Regulatory Requirements and Contract Provisions, Beneficiary Access to Care, Beneficiary Protections, Payment and Government Funds, Compliance Program, and Provider Rights. After completing this course, learners will be able to recognize the responsibilities of providers who contract with Medicare Advantage Organizations in order to be compliant with CMS regulatory requirements.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries:
• HealthCare Catalog
• Medicare Advantage Library

Topic/Industry:
• Corporate Compliance

Course Objectives:

Identify the responsibilities of providers who contract with Medicare Advantage Organizations (MAOs) to deliver healthcare services to Medicare beneficiaries. Recognize the regulatory requirements for providers and administrative services organizations who contract with MAOs. Identify the rights of a contracted provider or administrative services organization.

Runtime: 60

Medicare Advantage: Provider Networks

MA40

This course examines provider networks and the tools associated with their development. It includes an in-depth look at tools that are used in the development and validation of provider networks, critical terms used by the Centers for Medicare and Medicaid Services (CMS), and the usefulness of template contracts and checklists, and credentialing and verification requirements. Topics in this course include: Provider Contracting, MAO Responsibilities, Network Adequacy, Qualification and Selection, and Credentialing Facilities. After completing this course, learners will be able to recognize CMS requirements for MA plans to provide adequate provider networks.

Format: eLearning - EduFlex, eLearning - SCORM

Libraries:
• HealthCare Catalog
• Medicare Advantage Library

Topic/Industry:
• Corporate Compliance

Course Objectives:

Recognize tools that may be used to develop and validate provider networks. Recognize the usefulness of template contracts and checklists. Recognize the requirements for provider qualification and selection. Recognize the importance of access and availability of healthcare services. Identify how Medicare Advantage Organizations (MAOs) ensure that sufficient providers are available and how MAOs ensure continuity and coordination of care.

Runtime: 60

Medicare Advantage: Quality Management and Utilization Management

MA41

This course describes the Quality Improvement (QI);regulatory requirements for a Medicare Advantage Organization (MAO). Topics in this course include: QI Program, CCIP Projects, QI Program Effectiveness, and;Utilization Management (UM). After completing this course, learners will be able to identify the basics of implementing a QI program.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries:
• HealthCare Catalog
• Medicare Advantage Library

Topic/Industry:
• Corporate Compliance

Course Objectives:

Identify the basics of QI program implementation.;Identify the standards of a QI program.;Identify the required components of a UM program.;Identify the requirements for managing delegated services.;Identify the essential elements of a Chronic Care Improvement Program (CCIP).

Runtime: 30

Medicare Health Plan and PDP: Fraud, Waste, and Abuse

MAPD01

Healthcare fraud, waste, and abuse are considered a top;priority to the US government, second only to terrorism and violent crime. This;course addresses fraud, waste, and abuse laws, regulations, and guidelines that;apply to Medicare health plans and Prescription Drug Plans (PDP) also referred;to as plan sponsors. Topics in this course include: Background, Definitions, and;Government Oversight. After completing this course, learners will be able to recognize;the increased government interest in managed care fraud and abuse including;areas of concern and how to combat fraud, waste, and abuse.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries:
• HealthCare Catalog
• Medicare Advantage Library
• Medicare Part D Library

Topic/Industry:
• Corporate Compliance

Course Objectives:

Identify fraud, waste, and abuse risk areas and related laws, regulations, and guidelines that apply to Medicare managed care. Recognize how to detect, correct, and prevent fraud, waste, and abuse.

Runtime: 60

Medicare Part D: Administration and Management

PARTD01

This course describes the Medicare Part D program and details the requirements that companies must meet in order to become Medicare Part D sponsor organizations. This course examines the respective roles of CMS, state governments, the sponsor, and the sponsor's contractors. You will learn how sponsors can meet their regulatory obligation to demonstrate compliance with certain licensure and insurance-related provisions of state law in the states in which the sponsor plans to offer coverage.

Format: eLearning - EduFlex, eLearning - SCORM

Libraries:
• HealthCare Catalog
• Medicare Part D Library

Topic/Industry:
• Health Plan Compliance Trainer

Course Objectives:

Identify Part D program requirements, including how Part D contracts affect our company's relationships with contractors.;Identify the state laws and regulations with which we must comply. ;Identify how organizational structure and changes of ownership will affect a Part D contract.

Runtime: 60

Medicare Part D: Bid and Benefit Package

PARTD03

This course explains the benefits available to individuals who are eligible for Part D and presents the requirements for bidding to become a sponsor. Topics in this course include: Standard Coverage, Alternative Coverage, Bid Requirements, Actuarial Requirements, and Bid Review Process. After completing this course, learners will be able to identify the requirements for successful bidding and recognize what CMS examines during the bid review process.

Format: eLearning - EduFlex, eLearning - SCORM

Libraries: **Topic/Industry:**

- HealthCare Catalog
- Medicare Part D Library
- Health Plan Compliance Trainer

Course Objectives:

Identify the requirements for successful bidding; Recognize what the Centers for Medicare & Medicaid Services (CMS) examine during the bid review process.

Runtime: 45

Medicare Part D: Coordination of Benefits and True Out-of-Pocket Facilitation

PARTD10

This course examines the procedures required by the Centers for Medicare & Medicaid Services (CMS) that Part D sponsors (MAPDs and PDPs) must follow when coordinating benefits with other providers of prescription drug coverage. The course also discusses the Part D true out-of-pocket (TrOOP) facilitation process. Topics in this course include: Purpose, Sponsor Responsibilities, TrOOP Balances, and Claims Processing. After completing this course, learners will be able to recognize CMS' process for coordinating prescription drug benefits among payers and the requirement for calculating and maintaining accurate TrOOP information.

Format: eLearning - EduFlex, eLearning - SCORM

Libraries: **Topic/Industry:**

- HealthCare Catalog
- Medicare Part D Library
- Health Plan Compliance Trainer

Course Objectives:

Recognize CMS' process for coordinating prescription drug benefits among payers; Recognize the requirement for calculating and maintaining accurate TrOOP information.

Runtime: 45

Medicare Part D: Grievances, Coverage Determinations & Appeals

PARTD02

This course outlines the Centers for Medicare & Medicaid Services' (CMS') requirements for the grievances, coverage determinations, and appeals processes. Topics in this course include: Enrollee Protections, Grievances, Coverage Determinations, Exceptions, and Appeals. After completing this course, learners will be able to recognize the sponsors' obligations during the grievances, coverage determinations, and appeals processes. Learners will also be able to identify the components of the grievance and appeals processes.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries: **Topic/Industry:**

- HealthCare Catalog
- Medicare Part D Library
- Health Plan Compliance Trainer

Course Objectives:

Recognize the enrollees' rights; Recognize the sponsors' obligations during the grievances, coverage determinations, and appeals processes; Identify the components of the grievance and appeals processes.

Runtime: 45

Medicare Part D: Medication Therapy Management and Quality Improvement Program

PARTD08

This course identifies primary cost control provisions in detail, including drug utilization management (UM) and medication therapy management programs (MTMPs). Topics in this course include: Utilization Management, Formularies, MTMP: Services, MTMP: Beneficiaries, Quality Assurance, and Quality Improvement. After completing this course, learners will be able to identify primary cost control provisions, quality assurance requirements, and the processes CMS has implemented to conduct oversight of the primary cost control and quality provisions.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries:
• HealthCare Catalog • Medicare Part D Library

Topic/Industry:
• Health Plan Compliance Trainer

Course Objectives:

Identify the primary cost control provisions. ;Identify the quality assurance requirements applicable to Part D sponsors. ;Identify processes CMS has implemented to conduct oversight of the primary cost control and quality provisions.

Runtime: 60

Medicare Part D: PDP Disenrollment and Transaction Processing

PARTD11

The Medicare Part D program provides prescription drug coverage for eligible Medicare beneficiaries. This course describes processes and procedures for disenrollment from a Medicare Prescription Drug Plan (PDP). Topics in this course include: Disenrollment, Mistaken Enrollment/Disenrollment, and MARx System. After completing this course, learners will be able to identify the procedures we must follow to disenroll members from our PDP. Learners will also be able to recognize the features of the processing system for PDP enrollment and disenrollment.

Format: eLearning - EduFlex, eLearning - SCORM

Libraries:
• HealthCare Catalog • Medicare Part D Library

Topic/Industry:
• Health Plan Compliance Trainer

Course Objectives:

Identify the procedures we must follow to disenroll members from our PDP.;;Recognize the features of the processing system for PDP enrollment and disenrollment.

Runtime: 30

Medicare Part D: PDP Enrollment

PARTD05

The Medicare Part D program provides prescription drug coverage for eligible Medicare beneficiaries. This course describes processes and procedures for enrollment in a Medicare Prescription Drug Plan (PDP). Topics in this course include: Member Eligibility, Enrollment Periods, Enrollment Mechanisms, Enrollment Process, and Auto and Facilitated Enrollment. After completing this course, learners will be able to identify the eligibility requirements individuals must meet in order to enroll in a PDP. Learners will also be able to recognize when people may enroll in PDPs, and what information our organization must collect and distribute prior to enrollment.

Format: eLearning - EduFlex, eLearning - SCORM

Libraries:
• HealthCare Catalog • Medicare Part D Library

Topic/Industry:
• Health Plan Compliance Trainer

Course Objectives:

Identify the eligibility requirements individuals must meet in order to enroll in a PDP. Recognize the enrollment periods, enrollment mechanisms and the processes and timeframes for enrolling beneficiaries, including what information our organization must collect and distribute prior to enrollment. Identify the auto and facilitated enrollment processes

Runtime: 60

Medicare Part D: Pharmacy Network

PARTD07

Part D sponsors must develop a network of pharmacies so beneficiaries have convenient access to drugs covered under Part D. Topics in this course include: Pharmacy Types, Access Requirements, and Contract Requirements. After completing this course, learners will be able to identify the types of pharmacies that can be included in a network as well as the requirements Part D sponsors must meet to contract with pharmacies and create a pharmacy network.

Format: eLearning - EduFlex, eLearning - SCORM

- Libraries:** **Topic/Industry:**
- HealthCare Catalog
 - Medicare Part D Library
 - Health Plan Compliance Trainer

Course Objectives:

Identify the types of pharmacies that can be included in a network.;Recognize the requirements Part D sponsors must meet to contract with pharmacies and create a pharmacy network.

Runtime: 30

Medicare Plan: Broker and Agent Training - Beneficiary Protections

MSales04

This is course four in the required series of courses that must be taken by brokers and agents who are interested in marketing Medicare Part C and Part D products and Section 1876 Cost Contracts. This course describes the rights and protections of Medicare plan enrollees in Medicare Advantage Health Plans and Prescription Drug Plans (collectively referred to as Medicare plans in this course) as required by the Centers of Medicare and Medicaid Services (CMS), and the grievance, coverage determination and appeal processes that are required in order to protect the rights of Medicare plan enrollees. Topics in this course include: Basic Rights, Grievance Process, Organization Determinations and Appeals, Part D Determinations and Appeals, and Aggressive Marketing. After completing this course, learners will be able to identify the rights and protections available to Medicare beneficiaries in the Medicare Advantage (MA) and Part D programs. Learners will also be able to identify the grievance process and recognize the appeals process for Part C and Part D.

Format: eLearning - EduFlex, eLearning - SCORM

- Libraries:** **Topic/Industry:**
- Medicare Broker/Agent Training Library
 - HealthCare Catalog
 - Health Plan Compliance Trainer

Course Objectives:

Identify the rights and protections available to Medicare beneficiaries in the Medicare Advantage (MA) and Part D programs.;Identify the grievance process.;Recognize the appeals process for Part C and Part D.

Runtime: 45

Medicare Plan: Broker and Agent Training - Broker/Agent Requirements

MSales01

This course is the first of a series covering brokers and agents marketing and selling Medicare Part C and Part D products and Section 1876 Cost Contracts (collectively referred to as Medicare plans. Topics in this course include: Training, HIPAA, Compliance Program, and FWA. After completing this course, learners will be able to recognize specific requirements related to brokers/agents who want to sell Medicare plan products.

Format: eLearning - EduFlex, eLearning - SCORM

- Libraries:** **Topic/Industry:**
- Medicare Broker/Agent Training Library
 - HealthCare Catalog
 - Health Plan Compliance Trainer

Course Objectives:

Recognize specific requirements related to brokers/agents who want to sell Medicare plan products. Recognize key aspects of HIPAA as it relates to the broker/agent role. Identify key compliance issues.

Runtime: 45

Medicare Plan: Broker and Agent Training - Marketing

MSales05

This is course five in the required series of courses that must be taken by brokers and agents who are interested in marketing Medicare Part C and Part D products and Section 1876 Cost Contracts (collectively referred to as Medicare plans in this course). This module provides the rules related to marketing Medicare plan products as required by the Centers of Medicare and Medicaid Services (CMS).

Format: eLearning - EduFlex, eLearning - SCORM

Libraries: **Topic/Industry:**

- Medicare Broker/Agent • Health Plan Compliance Trainer Training Library
- HealthCare Catalog

Course Objectives:

Identify the key terms used by CMS related to marketing, sales, and educational activities.;Recognize the rules prescribed by CMS that dictate how Medicare products are sold.;Identify the do's and don'ts of Medicare marketing.

Runtime: 45

Medicare Plan: Broker and Agent Training - Medicare Basics

MSales02

This is course two in the required series of courses that;must be taken by brokers and agents who are interested in marketing Medicare;Part C and Part D products and Section 1876 Cost contracts (collectively;referred to as Medicare plans in this course). Topics in this course include: Medicare;;MA Health Plans, Other Plan Types, Prescription Drug Coverage Plans, and Part D;Utilization Management. After completing this course, learners will be able to identify;the differences between Original Medicare, Medicare Advantage, and Medicare;Prescription Drug options. Learners will also be able to recognize a few key;attributes of the various product options. Lastly, learners will be able to;identify who is eligible for various Medicare coverage options.

Format: eLearning - EduFlex, eLearning - SCORM

Libraries: **Topic/Industry:**

- Medicare Broker/Agent • Health Plan Compliance Trainer Training Library
- HealthCare Catalog

Course Objectives:

Identify the differences between Original Medicare, Medicare Advantage, and Medicare Prescription Drug options. Recognize a few key attributes of the various product options. ;Identify who is eligible for various Medicare coverage options.

Runtime: 45

Medicare Plan: Broker and Agent Training - Medicare Part C and Part D Enrollment & Disenrollment

MSales03

This is course three in the required series of courses that must be taken by brokers and agents who are interested in marketing Medicare Advantage Part D (MA-PD) plans, Prescription Drug Plans (PDPs), and Section 1876 Cost Plans. This module describes processes and procedures for enrollment and disenrollment from Medicare Advantage Health Plans and Prescription Drug Plans (collectively referred to as Sponsors in this course). Topics in this course include: Election Periods, Disenrollment, Enrollment Process, Processing the Enrollment Request, and Non-discrimination Requirements. After completing this course, learners will be able to recognize the responsibilities that the brokers and agents working with MA-PD plans, PDPs, and Cost Plans must meet when enrolling and disenrolling Medicare Advantage and Part D plan members.

Format: eLearning - EduFlex, eLearning - SCORM

- Libraries:** **Topic/Industry:**
- Medicare Broker/Agent • Health Plan Compliance Trainer
Training Library
 - HealthCare Catalog

Course Objectives:

Identify the key concepts, principles, and responsibilities in the enrollment and disenrollment process.;Recognize the different enrollment and disenrollment election periods.;Identify voluntary and involuntary disenrollment.

Runtime: 45

Office Safety

EHS65

Hidden dangers lurk in every corner of a workplace. With potential hazards ranging from fire to personal injury, knowing how to identify hazards and avoid accidents can keep everyone safe in the office. This course identifies common hazards that may be present in your office and how to avoid such hazards. Topics in this course include: Emergency Action Plan, Hazard Identification, Safe Work Practices, Office Equipment, Walking Surfaces, Good Housekeeping, and Workplace Violence. After completing this course, learners will be able to describe an action plan, identify potential hazards in the workplace, and recognize methods of hazard avoidance.

Languages Available:
Spanish (Latin America)

Format: eLearning - EduFlex, eLearning - SCORM

- Libraries:** **Topic/Industry:**
- Ethics & Corporate • Corporate Compliance
Responsibility Library • HR Compliance & Risk Management
 - HR Compliance & Risk • EHS Manager
Management Library
 - HealthCare Catalog
 - Pharmaceutical
Catalog
 - Medical Device Catalog

Course Objectives:

Recognize safe work practices that will help you identify and remove hazards that can lead to accidents. ;Recognize how to interpret and follow written emergency action plans. ;Identify the different types of hazards and recognize how to use office equipment safely. ;Recognize how to behave safely on slippery walking surfaces and how to use proper lifting techniques. ;Recognize and prevent violence in the workplace.

Runtime: 60

Overcoming Negativity in the Workplace

EHS95

This course is designed to help learners manage and solve interpersonal conflicts at work or away from work. Topics in this course include: Viewpoints and Approaches, Evaluation, Changing Thoughts, Listening, and Application. After completing this course, learners will be able to identify the approaches and skills required to solve problems. Learners will also be able to recognize how to overcome negativity in the workplace.

Format: eLearning - EduFlex, eLearning - SCORM

- | Libraries: | Topic/Industry: |
|--|--|
| <ul style="list-style-type: none">• Ethics & Corporate Responsibility Library• HR Compliance & Risk Management Library• HealthCare Catalog• Pharmaceutical Catalog• Medical Device Catalog | <ul style="list-style-type: none">• HR Compliance & Risk Management• Corporate Compliance |

Course Objectives:

Identify the approaches and skills required to solve problems. Recognize how to overcome negativity in the workplace.

Runtime: 30

Parts C and D Appeals

MAPARTD03

This course examines the appeals process for Parts C and D Plans. Topics in this course include: Classification of Issues, Reconsiderations and Redeterminations (Level 1 Appeals), Evidence and Request for Case File Content, and Notices and Forms. After completing this course, learners will be able to identify the steps of the coverage decision process, timeframes, and documentation requirements.

Format:

- | Libraries: | Topic/Industry: |
|--|--|
| <ul style="list-style-type: none">• HealthCare Catalog• Medicare Part D Library | <ul style="list-style-type: none">• Health Plan Compliance Trainer |

Course Objectives:

Recognize the plan's responsibilities in the appeals process. Identify the steps that must be taken during the appeals process to protect members' rights. Identify the required notices and their timeframes.

Runtime: 40

Parts C and D Coverage Decisions

MAPARTD02

This course examines the coverage decision process for Parts C and D plans. After completing this course, learners will be able to identify the different types of coverage decisions, recognize the plan's responsibilities in the coverage decision process, and identify the steps of the coverage decision process, including timeframes and documentation requirements.

Format:

- | Libraries: | Topic/Industry: |
|--|--|
| <ul style="list-style-type: none">• HealthCare Catalog• Medicare Part D Library | <ul style="list-style-type: none">• Health Plan Compliance Trainer |

Course Objectives:

Identify different types of coverage decisions. Recognize the plan's responsibilities in the coverage decision process. Identify the steps required for the coverage decision process to protect members' rights.

Runtime: 45

Personal Leadership Power

EHS66

This course presents information about the definition of leadership, how to increase your PLP, and how to apply PLP to increase the productivity of your company. Topics in this course include: Leaders, Key Traits, Barriers, Personal Leadership Power (PLP), Five Principles, Developing Your PLP, and Workplace PLP. After completing this course, learners should be able to identify and apply the five principles involved in increasing and effectively using PLP for themselves and for their organizations.

Format: eLearning - SCORM, eLearning - EduFlex

- | Libraries: | Topic/Industry: |
|--|--|
| <ul style="list-style-type: none">• Ethics & Corporate Responsibility Library• HR Compliance & Risk Management Library• HealthCare Catalog• Pharmaceutical Catalog• Medical Device Catalog | <ul style="list-style-type: none">• Professional Development |

Course Objectives:

Identify and apply the five principles involved in increasing and effectively using PLP for yourself and for your organization.

Runtime: 45

Physical and Network Security

ETHICS21

Information security is critical for any business. This course identifies the types of assets that are at risk, outlines methods to protect them, and examines how every employee can develop a security mindset. Topics in this course include: The Security Mindset, Physical Security, Virtual Data Security, Use of the Internet, and Proprietary Information. After completing this course, learners will be able to recognize security risks to physical and virtual assets, identify their responsibilities for protecting all of these resources, and recognize requirements and guidelines for maintaining physical and network security.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

- | Libraries: | Topic/Industry: |
|--|--|
| <ul style="list-style-type: none">• Ethics & Corporate Responsibility Library• HealthCare Catalog• Pharmaceutical Catalog• Medical Device Catalog | <ul style="list-style-type: none">• Corporate Compliance |

Course Objectives:

Recognize security risks to our company's physical and virtual assets; Identify your responsibilities for protecting all of these resources; Recognize requirements and guidelines for maintaining physical and network security.

Runtime: 45

Languages Available:
Chinese (Simplified)
Japanese
Spanish (Spain)

Preventing Sexual Harassment

ETHICS18

You have a responsibility to yourself and your co-workers to take action when faced with sexual harassment in the workplace. This course describes workplace policies that ensure a harassment-free workplace. Topics in this course include: Definitions, Gray Areas, Taking Action, and Consequences. After completing this course, learners will be able to identify appropriate and inappropriate behavior as defined by the law and company policy.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

- | Libraries: | Topic/Industry: |
|--|--|
| <ul style="list-style-type: none">• Ethics & Corporate Responsibility Library• HealthCare Catalog• Pharmaceutical Catalog• Medical Device Catalog | <ul style="list-style-type: none">• Corporate Compliance |

Course Objectives:

Identify appropriate and inappropriate behavior as defined by the law and company policy. ;Recognize how to respond effectively when faced with sexual harassment. ;Recognize what to do if you feel you have been harassed.;Recognize how to respond in situations where you are not the primary target of sexual harassment.

Runtime: 30

Recognizing and Avoiding Insider Trading

ETHICS23

This course will identify common situations that violate insider trading laws. Topics in this course include: Recognizing Inside Information and Insider Trading Situations. After completing this course, learners will be able to recognize what constitutes inside information, and how to recognize common insider trading violations.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

- | Libraries: | Topic/Industry: |
|--|--|
| <ul style="list-style-type: none">• Ethics & Corporate Responsibility Library• HealthCare Catalog• Pharmaceutical Catalog• Medical Device Catalog | <ul style="list-style-type: none">• Corporate Compliance |

Course Objectives:

Recognize what constitutes as inside information.;Recognize common insider trading violations.

Runtime: 30

Safeguarding Intellectual Property

ETHICS12

This course discusses how to identify and protect the Intellectual Property (IP) assets of a company. It also covers the four primary types of intellectual property with which a company deals. This course explores the business, ethical, and legal consequences of violating IP laws and protections, and an individual's responsibility for safeguarding the IP of a company and that of others.

Format: eLearning - EduFlex, eLearning - SCORM

- | | |
|--|--|
| Libraries: | Topic/Industry: |
| <ul style="list-style-type: none">• Ethics & Corporate Responsibility Library• HealthCare Catalog• Pharmaceutical Catalog• Medical Device Catalog | <ul style="list-style-type: none">• Corporate Compliance |

Course Objectives:

Identify the definition of intellectual property.;Identify the four basic types of IP that our company is involved with.;Recognize the legal and business consequences of failing to protect our IP and that of others.;Identify the basics of IP management, or how to protect our IP and that of others.

Runtime: 60

Sarbanes-Oxley Act: An Overview

ETHICS07

The Sarbanes-Oxley Act of 2002 initiated the biggest change in corporate governance since the Great Depression. This course describes each section of the Sarbanes-Oxley Act along with insights about how it impacts companies and their employees. Topics in this course include: Purpose, Effects, Audit Committees, Executives, Government Agencies, and Crimes and Penalties. After completing this course, learners will be able to identify the purpose and main provisions of the Sarbanes-Oxley Act.

Format: eLearning - EduFlex, eLearning - SCORM

- | | |
|--|--|
| Libraries: | Topic/Industry: |
| <ul style="list-style-type: none">• Ethics & Corporate Responsibility Library• HealthCare Catalog• Pharmaceutical Catalog• Medical Device Catalog | <ul style="list-style-type: none">• Corporate Compliance |

Course Objectives:

Identify the purpose and main provisions of the Sarbanes-Oxley Act.;Identify corporate responsibilities that Sarbanes-Oxley mandates.

Runtime: 45

Section 1557 of the Affordable Care Act

PPACA04

This course discusses the requirements of Section 1557 of the Affordable Care Act. After completing this course, learners will be able to identify the Section 1557 requirements, who they apply to, and consequences for not meeting the requirements.

Format: eLearning - EduFlex, eLearning - SCORM

- | | |
|--|--|
| Libraries: | Topic/Industry: |
| <ul style="list-style-type: none">• PPACA Library• HealthCare Catalog | <ul style="list-style-type: none">• Health Plan Compliance Trainer• HR Compliance & Risk Management |

Course Objectives:

Recognize the rationale for Section 1557 and what's covered under this rule.;Identify the requirements with which health plans must be compliant.;Identify possible consequences of noncompliance with Section 1557.;Recognize possible strategies that health plans can put into place to adhere to Section 1557.

Runtime: 20

Self-Motivation

EHS94

This course covers the five characteristics of self-motivated people and the five skills that are necessary to develop these characteristics. Topics in this course include: Self-Motivation, Skills, Mission Statement, Goals, Creative Thinking, Self-Discipline, and Self-Talk. After completing this course, learners will be able to recognize how to apply the skills and characteristics of self-motivation at work, at home, and in the community.

Format: eLearning - EduFlex, eLearning - SCORM

- | Libraries: | Topic/Industry: |
|--|---|
| <ul style="list-style-type: none">• Ethics & Corporate Responsibility Library• HR Compliance & Risk Management Library• HealthCare Catalog• Pharmaceutical Catalog• Medical Device Catalog | <ul style="list-style-type: none">• HR Compliance & Risk Management |

Course Objectives:

Recognize how to apply the skills and characteristics of self-motivation at work, at home, and in the community.

Runtime: 30

Sexual Harassment Awareness for California Employees

LAV24

Sexual harassment is a serious issue facing employers. This course is designed to educate you about the State of California's and the Equal Employment Opportunity Commission's (EEOC) definition of sexual harassment as well as to present information on identifying harassing behavior, avoiding harassment, and what steps to take should harassment issues arise involving the workplace. Topics in this course include: Definition, Guidelines, Confrontation, and Reporting Incidents. After completing this course, learners will be able to recognize that harassment is a personal issue and that your definition of offensive behavior may differ from that of your coworkers. Learners will also be able to identify behaviors that are considered inappropriate and know how to avoid engaging in inappropriate behaviors.

Format: eLearning - EduFlex, eLearning - SCORM

- | Libraries: | Topic/Industry: |
|--|--|
| <ul style="list-style-type: none">• HR Compliance & Risk Management Library• Ethics & Corporate Responsibility Library• HealthCare Catalog• Pharmaceutical Catalog• Medical Device Catalog | <ul style="list-style-type: none">• Corporate Compliance |

Course Objectives:

Recognize that harassment is a personal issue and that your definition of offensive behavior may differ from that of your coworkers. ;Identify behaviors that are considered inappropriate and know how to avoid engaging in inappropriate behaviors.;Identify ways to report harassment.

Runtime: 60

Sexual Harassment Awareness for Managers

LAV09

This course presents an overview of sexual harassment and emphasizes the specific responsibilities of managers and supervisors in preventing and responding to sexual harassment. Responding appropriately to sexual harassment may reduce the potential liability of employers in this area. It is highly recommended that individuals take Investigating Employee Claims in conjunction with this course. Reviewing Sexual Harassment Awareness for Employees will also be helpful. Topics in this course include: Definitions, Employer Liabilities, Prevention and Response, and Legal Issues. After completing this course, learners will be able to recognize, prevent, and respond to sexual harassment in a responsible manner.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

- | Libraries: | Topic/Industry: |
|--|--|
| <ul style="list-style-type: none">• Ethics & Corporate Responsibility Library• HR Compliance & Risk Management Library• HealthCare Catalog• Pharmaceutical Catalog• Medical Device Catalog | <ul style="list-style-type: none">• Corporate Compliance |

Course Objectives:

Recognize, prevent, and respond to sexual harassment in a responsible manner.

Runtime: 30

Sexual Harassment Awareness for New York Employees and Supervisors

LAV23

Sexual harassment is a serious issue facing employers. This course is designed to educate you about New York and federal laws regarding sexual harassment as well as to present information on identifying harassing behavior, avoiding harassment, and what steps to take should harassment issues arise involving the workplace. Topics in this course include: Guidelines, Confrontation, Reporting Incidents, Supervisor Responsibilities, and Rights and Remedies. After completing this course, learners will be able to recognize that harassment is a personal issue and that definitions of offensive behavior may differ amongst coworkers. Learners also will be able to identify behaviors that are considered inappropriate and recognize how to avoid engaging in inappropriate behaviors.

Format: eLearning - EduFlex, eLearning - SCORM

- | Libraries: | Topic/Industry: |
|--|--|
| <ul style="list-style-type: none">• HR Compliance & Risk Management Library• Ethics & Corporate Responsibility Library• HealthCare Catalog• Pharmaceutical Catalog• Medical Device Catalog | <ul style="list-style-type: none">• Corporate Compliance• HR Compliance & Risk Management |

Course Objectives:

Recognize that harassment is a personal issue and that definitions of offensive behavior may differ amongst coworkers. Identify behaviors that are considered inappropriate. Recognize how to avoid engaging in inappropriate behaviors.

Runtime: 30

SMART Goal Setting

EHS99

Goals that adhere to Specific, Measurable, Attainable, Results-Oriented, and Time-Bounded (SMART) criteria are more likely to lead to completion of tasks and higher satisfaction. This course will help participants understand the impact of goal setting on their lives, and give them a road map they can use to achieve higher personal and professional productivity. Topics in this course include: Goals, Specific, Measurable, Attainable, Results-Oriented, Time-Bound, and Putting It Together. After completing this course, learners will be able to recognize the essential elements of effective goal setting. Learners will also be able to differentiate between well-written and poorly written goals.

Format: eLearning - EduFlex, eLearning - SCORM

- Libraries:** **Topic/Industry:**
- HR Compliance & Risk Management Library
 - HealthCare Catalog
 - Pharmaceutical Catalog
 - Medical Device Catalog

Course Objectives:

Recognize the essential elements of effective goal setting. Differentiate between well-written and poorly written goals.

Runtime: 30

Special Needs Plans: Model of Care

MAPD05

The Model of Care (MOC) is considered a vital quality improvement tool and integral component for ensuring that the unique needs of each beneficiary enrolled in a Special Needs Plan (SNP) are identified and addressed. Topics in this course include: Background, MOC 1: SNP Population, MOC 2: Care Coordination, MOC 3: SNP Provider Network, and MOC 4: Quality Measurement and Performance Improvement. After completing this course, learners will be able to identify the required elements of a Special Needs Plan's Model of Care as well as the scoring criteria that are used as part of the review and approval process.

Format: eLearning - EduFlex, eLearning - SCORM

- Libraries:** **Topic/Industry:**
- HealthCare Catalog
 - Medicare Advantage Library
 - Medicare Part D Library
 - Corporate Compliance

Course Objectives:

Identify the required elements of a Special Needs Plan's Model of Care as well as the scoring criteria that are used as part of the review and approval process.

Runtime: 60



Summary of the California Consumer Privacy Act (CCPA) of 2018

DP03

This course describes the general requirements of the California Consumer Privacy Act (CCPA) of 2018 in comparison to the requirements of the General Data Protection Regulation (GDPR) in place in the EU.

Format: eLearning - EduFlex, eLearning - SCORM*, eLearning (Editable) - CREATE

Libraries:

- Ethics & Corporate Responsibility Library
- HealthCare Catalog
- Medical Device Catalog
- Pharmaceutical Catalog

Runtime: 60

Trade Secrets

ETHICS28

This course discusses trade secrets and keeping a competitive edge in the marketplace. Topics in this course include: Definition, Risks, and Protecting Trade Secrets. After completing this course, learners will be able to identify trade secrets, and recognize the necessary steps to safeguard trade secrets in the workplace.

Format: eLearning - EduFlex, eLearning - SCORM

Libraries:

- Ethics & Corporate Responsibility Library
- HealthCare Catalog
- Pharmaceutical Catalog
- Medical Device Catalog

Course Objectives:

Identify trade secrets. Recognize the necessary steps to safeguard trade secrets in the workplace.

Runtime: 20

US Trade Controls

ETHICS27

US trade control regulations are designed to control access to US products and information that could be misused in ways that are contrary to US interests. This course covers the scope and contents of those regulations. Topics in this course include: Trade Control, Regulatory Environment, Item and Classification, Destination, Receiving Party, High-Risk Factors, Boycotts, End Use, Export License, and Documentation and Disclosure. After completing this course, learners will be able to recognize potential US trade control violations and identify ways to find help.

Format: eLearning - EduFlex, eLearning - SCORM

Libraries:

- Ethics & Corporate Responsibility Library
- HealthCare Catalog
- Pharmaceutical Catalog
- Medical Device Catalog

Course Objectives:

Recognize potential US trade control violations. Identify ways to find help.

Runtime: 45



Violence in the Workplace

LAV11

Disputes between employees, or between employees and their supervisors, are not unusual in a stressful workplace environment. Occasionally, conflicts may escalate into heated exchanges or even a physical confrontation. Every year, a handful of cases involve extreme violence, including the use of firearms, and result in severe injuries or the tragic loss of life. After completing this course, participants will know how to identify individuals prone to violent behavior and apply proven techniques to diffuse dangerous situations.

Format: eLearning - EduFlex, eLearning - SCORM, eLearning (Editable) - CREATE

Libraries:

- Ethics & Corporate Responsibility Library
- HR Compliance & Risk Management Library
- HealthCare Catalog
- Pharmaceutical Catalog
- Medical Device Catalog

Topic/Industry:

- HR Compliance & Risk Management

Course Objectives:

Recognize individuals prone to violent behavior. ;Identify proven techniques to diffuse dangerous situations.

Runtime: 60



About UL Learning

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Our unique partnership with the FDA provides online training tools to train and certify more than 36,000 federal, state, local and global investigators in the areas of quality and compliance. UL and the FDA jointly develop content and deliver it via ComplianceWire®, our award-winning learning and performance platform.

UL is a premier global independent safety science company that has championed progress for 120 years. More than 12,000 professionals are guided by the UL mission to promote safe working and living environments for all people.