



MICMT Approved Trainer FAQ

Processes and Continuing Education Under MICMT's Nursing and Social Work Applications

1. How much notice is needed for MICMT to handle registration (i.e. how long before training event)?
Answer: Five (5) week window
2. The Additional Features slides, is this something we are responsible for clicking and filling out? Where are these features located?
Answer: MICMT will put the information from the Qualtrics survey into the website. There is space for additional requests in the survey to customize events.
3. If we have multiple trainers, is the plan to still provide access to both trainers in their account to record attendance, view post test results, etc.? Or will only one trainer have access under their account?
Answer: New functionality just added, MICMT can add as many trainers as needed on an event. All will have the same access.
4. If MICMT handles registration, then learners automatically create a website account when they register? i.e. on the front end?
Answer: Learners who are registering without having an account will be taken to a page to create an account on the front end.
5. How often are learners reminded to complete the post-test?
Answer: No reminders after they get the post-test email. They get a reminder one (1) week before the event with information about course date, time and how to join. An email is sent to the learners after the event informing them they have the five (5) business days to complete the evaluation and posttest (includes web link for the evaluation and post-test).
6. For those that have completed their own CE application for Nursing and Social Work the certificates will come from that organization. We do NOT want a certificate issued for CE from MICMT. Do you have a process for that?
Answer: The MICMT Approved Trainer Organization/Individual Trainer will enter in the Qualtrics Form that they do not want to utilize the CE applications under MICMT. In this scenario, the learner will only receive a certificate of completion from the MICMT website.
7. We do not want MICMT to determine when registration closes. What is your process for the training entity to manage this? We simply want the link to our registration.
Answer: This can be captured in the Qualtrics survey.
8. The Introduction to Specialty Team Based Care participant materials (slide deck) included trainer notes. Can you check to make sure the participant materials do not include the trainer notes?
Answer: Under Learner Materials, the slide decks are in PDF. Under Trainer Materials, the slide decks are in PowerPoint. MICMT is seeking to be transparent about training materials. Please contact MICMT with concerns, micmt-requests@med.umich.edu



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9. Can the trainers get the emails that you send the attendees when they go out, so we can remind them as well? What happens if they don't complete the test?

Answer: Yes, trainers can be registered for the event at the time the event is created if requested in the Qualtrics link.

10. In the raw data, will we know what percentage of participants passed the post test, which didn't? What happens for remediation to allow them to master the content or are they just allowed to pass without consequence? How will trainer know who didn't pass?

Answer: Designed to just revisit key points. The learner may retake the post-test until a passing score of 80% or greater is achieved.

11. Wondering why Introduction to Team Based Care is 5.0 CE contact hours for a full day and Introduction to Specialty Team Based Care is 4.5 CE contact hours for a half day.

Answer: The CE contact hours are calculated based on the course timed agenda and allocated learning time to cover the content. The CE Approver Organizations review the timed agenda for the course and approve the number of CE contact hours based on the timed agenda. In contrast, the designation of half day and full day courses has been set per the BCBSM PDCM training requirements.

To view the BCBSM PDCM training framework webinar: <https://micmt-cares.org/training-framework>

To view the BCBSM PDCM Training Requirements summary: <https://micmt-cares.org/general-resources>

12. Can the BCBSM PDCM learning credit hours also be used for nursing or SW CEs for license renewals?

Answer: No, the BCBSM PDCM learning credit hours are specific only to the health plan training requirements and cannot be used for licensure renewal.

13. Clarify: both BCBSM PDCM and Priority Health Care Management programs count CE contact hours earned from outside trainings and other CE opportunities through different organizations?

Answer: For BCBSM PDCM training requirements, if you do not utilize MICMT website, webinars, courses, etc., you can use external sources to complete educational offerings which provide the CE contact hours and this will count for the BCBSM PDCM. For details, access the BCBSM PDCM Training Requirements summary: <https://micmt-cares.org/general-resources>

14. Will you be seeking MA credits? Certified MAs need CE as well.

Answer: Please see American Association of Medical Assistants (AAMA) information regarding recertification continuing education requirements for Medical Assistants: <https://www.aama-ntl.org/continuing-education/recertify-by-ce> This document describes non AAMA sources for MA continuing education which count toward MA CE recertification requirements.



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15. When it says “must include the standardized slide deck content” how much latitude do we have to adjust work with one’s own flow and manner of presenting?

Answer: You can enhance the content so it is individualized for your practices and helps the learner apply the concepts to their daily work. However, the content and objectives do need to be used to maintain the standardized curriculum. You can change the flow of the content and break a long session into smaller ones over a few days.

16. If we are providing our course virtually over multiple days, how should we calculate our course time? In the timed agenda provided on the training page, it includes lunch and breaks. Should we also take this time into account?

Answer: From CEs point of view, the CE Approver Organizations review and approve the timed agenda which MICMT submits as part of the CE application. The calculation to determine the CE contact hours for the activity is based on the learning time as submitted/approved per the timed agenda. The total learning time for the course excludes breaks, lunch and introductions. You can arrange your presentations the way you’d like but must adhere to the required total amount of time to deliver the course content as indicated in the course timed agenda. The course timed agendas are located in the Trainer material sections here: <https://micmt-cares.org/training>

17. If we aren’t adding the CE information on the flyers, can we send whatever other information we want without approval?

Answer: If you are not using CEs through MICMT, you can market the course in the manner you would like. If you are using the CE application through MICMT, you must use the flyer template provided by MICMT because the Approver Organizations are specific about the marketing verbiage and approved the MICMT flyer template as part of the CE application. CE verbiage must not reside on your website or anywhere else, just used on the flyer template and disclosure slide as provided by MICMT.

For questions: micmt-requests@med.umich.edu