



# **MICMT Approved Statewide Trainers Orientation**



# Trainer Approval Process

## Submit Individual Trainer/Training Organization Application

Meeting with MICMT Representative to discuss:

- Resume/Qualifications
  - Prerequisites
- Memorandum of Understanding/Training Agreement
  - Financial Disclosure
  - Anticipated Training Dates
  - Modality (in-person or live virtual)
- CE Process / Terms of Social Work(SW) and Nursing Application

Complete remaining prerequisites if not met.

Meeting with BCBSM Representative to discuss billing\*

\* Required for Introduction to Team-Based Care and Foundational CM Code and Billing Opportunities

Meeting with Training Lead or MICMT to review course content  
(train a portion of the course to demonstrate understanding of material)

Meet with MICMT Representative to review details of  
Continuing Education Requirements and overview of MICMT website

**Complete first training events!**



# Process Overview

- 1 Getting your training posted on the website
- 2 Preparing to teach the course
- 3 Uploading your attendance
- 4 Reviewing post-test and evaluation data





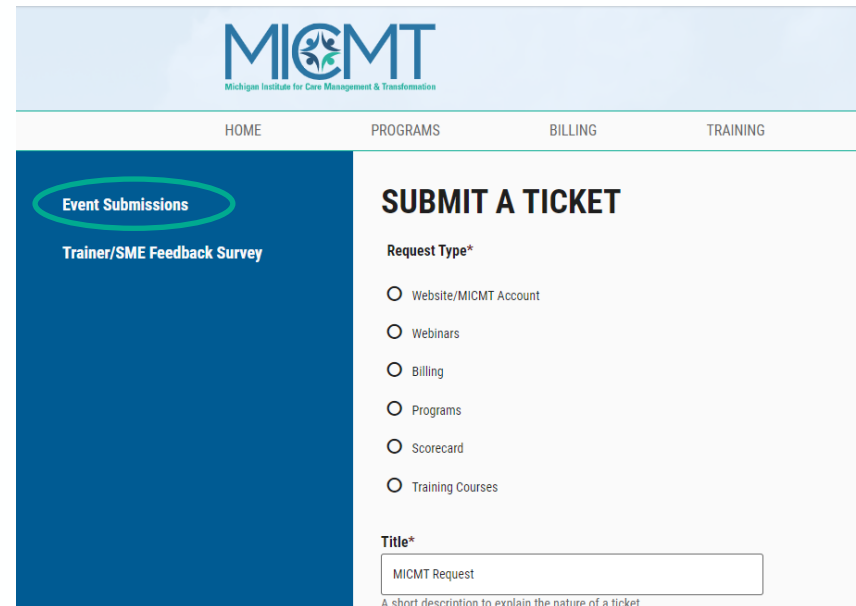
**Getting your training  
posted on the website**



# Submitting Event Information

Please go to <https://micmt-cares.org/contact> and click on Event Submission

- Please submit survey at least **five (5) weeks in advance** for external training and at least one **(1) week in advance** for internal training.
- After your submission is completed, your event will be posted. You will be notified by MICMT when your event is posted on the website.



The screenshot shows the MICMT website interface. The top navigation bar includes the MICMT logo and the text 'Michigan Institute for Core Management & Transformation'. Below this is a secondary navigation bar with links for HOME, PROGRAMS, BILLING, and TRAINING. On the left side, a dark blue sidebar contains the text 'Event Submissions' (circled in red) and 'Trainer/SME Feedback Survey'. The main content area on the right is titled 'SUBMIT A TICKET'. It features a 'Request Type\*' section with radio button options: Website/MICMT Account, Webinars, Billing, Programs, Scorecard, and Training Courses. Below this is a 'Title\*' section with a text input field containing 'MICMT Request' and a small note: 'A short description to explain the nature of a ticket.'



# Survey Fields

General Information	To be completed by all trainers
PO/Organization	Identify your PO or Organization
Contact information	Provide contact information if MICMT needs to reach out with questions about the event.
Training	Select the type of training that you will be providing
What training are you providing	Select the course you will be teaching
Training Details	Date(s) and time of training
Training Description	Any additional details you would like to provide
Will your training be restricted to your organization?	Select no if you would like it to be open to the public
Training Cost	Include any costs per learner
When will registration close?	Provide time and date to close registration
Identify format of training	Live or virtual
<ul style="list-style-type: none"> <li>• If virtual</li> </ul>	You will be asked to provide a webinar link
<ul style="list-style-type: none"> <li>• If in person</li> </ul>	You will be asked to provide information on the location of training
Additional/back up point of contact	Should not be trainer, but an additional contact who is available the day of training
Do you plan to use a flyer?	If yes, you will need to upload a copy of the flyer.
Do you plan to use MICMT Registration?	If no, you will need to provide a link for the external registration If yes, you will need to provide a cap/maximum for participants
Payment Process	Include how learners will provide payment for the course
Special Requests	If you have any pre-work for learners or other special requests, please indicate here





## Preparing to teach the course





# Access course materials - All training material will be made available on each training page:

Training	URL
Foundational Care-Team Billing	<a href="https://micmt-cares.org/training/foundational-care">https://micmt-cares.org/training/foundational-care</a>
Introduction to Palliative Care	<a href="https://micmt-cares.org/training/introduction">https://micmt-cares.org/training/introduction</a>
Introduction to Team Based Care	<a href="https://micmt-cares.org/training/introduction-team">https://micmt-cares.org/training/introduction-team</a>
Patient Engagement	<a href="https://micmt-cares.org/training/patient-engagement">https://micmt-cares.org/training/patient-engagement</a>



# Preparing to teach the course

- ✓ Decide how you will monitor learner attendance.
- ✓ Make sure presentation is at least as long as time allocated in timed agenda.
- ✓ Must use CE Disclosure slide and Course Learning Objectives and Outcome (no modifications allowed). The standardized slide deck may be individualized for PO/practices. Training materials can be located at <https://micmt-cares.org/training>.
- ✓ Test camera and audio before session. Trainer must remain on camera for the entire training.



# Criteria for Learner Attendance

## Trainers must monitor learner attendance

- **Virtual course:**
  - Learner must join by audio and video
  - Attendance is monitored by: video conference/webinar attendance report or roll call at start and end of the course
- **Face to Face:**
  - Must utilize the MICMT sign-in and sign-out sheet
  - A copy of the completed sheet should be sent to [micmt-requests@med.umich.edu](mailto:micmt-requests@med.umich.edu)



# Attendance Requirements (In Person and Virtual courses)

- Trainer Responsibilities
  - Trainer reviews the attendance for the course and submits to MICMT website within 24 hours of course completion ([see instructions below](#)).
  - If learner misses more than 30 minutes of the course, trainer will not check off “attended course”, and the learner will need to take the course in the future.
- Learner responsibilities
  - Learner must have video and audio capabilities for virtual courses.
  - Course evaluations include the required question: “I attest to attending the entire session.”
  - Learners can view the course materials located on MICMT website <https://micmt-cares.org/training>.



3

**Uploading your  
attendance to the  
website**



# Log into your MICMT account



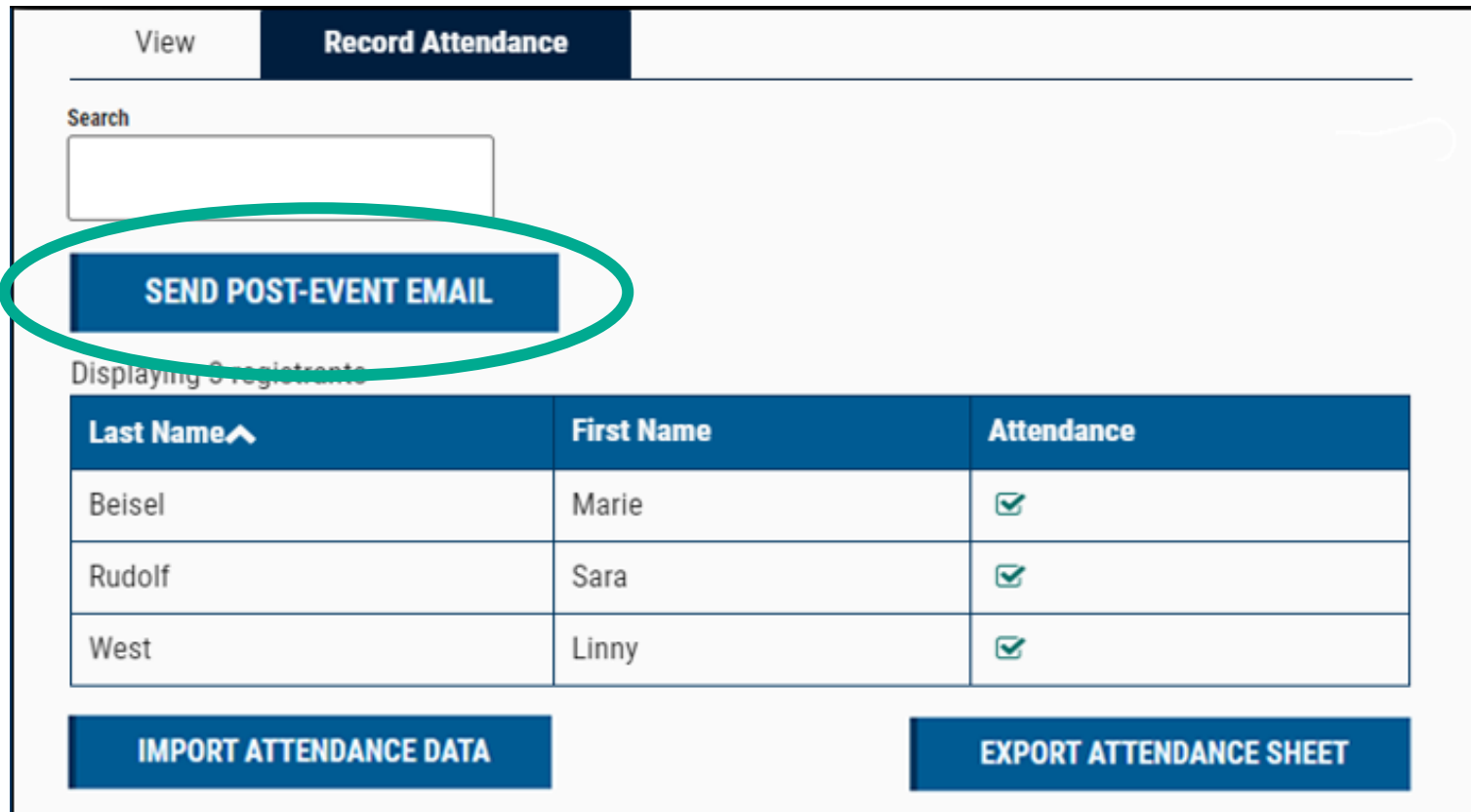
1) Login to your account.

2) Your trainings will appear on your dashboard.

Click on  
**View/Record Attendance.**



# If you have used MICMT for registration:



View **Record Attendance**

Search

**SEND POST-EVENT EMAIL**

Displaying 3 registrants

Last Name^	First Name	Attendance
Beisel	Marie	<input checked="" type="checkbox"/>
Rudolf	Sara	<input checked="" type="checkbox"/>
West	Linny	<input checked="" type="checkbox"/>

**IMPORT ATTENDANCE DATA** **EXPORT ATTENDANCE SHEET**

3) Check off your attendees

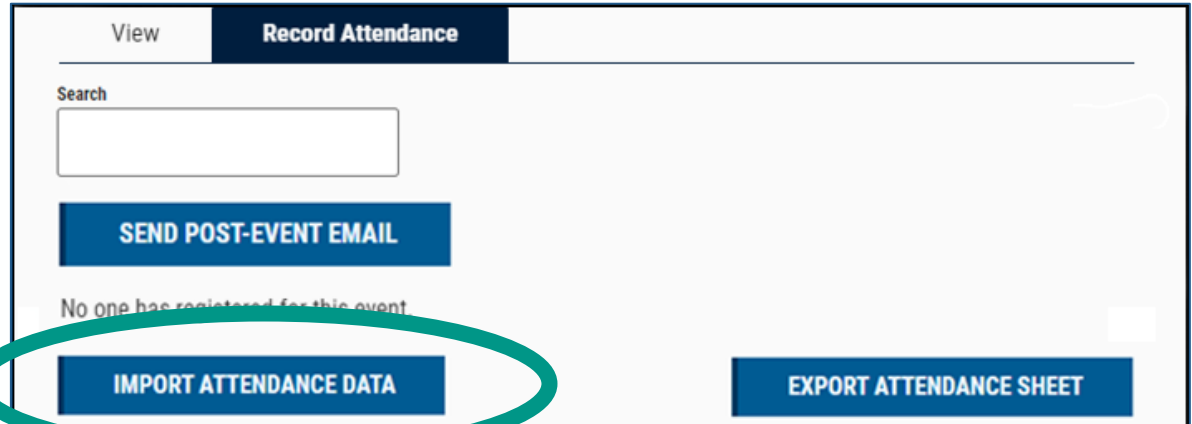
4) click **send post-event e-mail**

**YOU ARE DONE!**



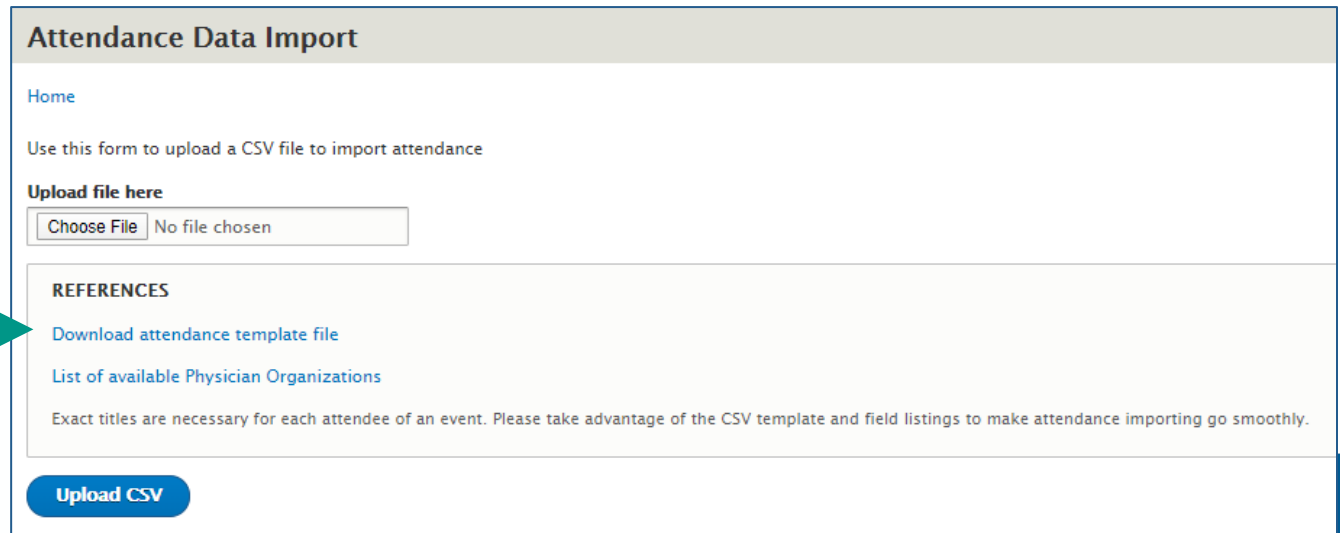
# If you managed your own registration:

3) Click on **Import Attendance Data** account.



The screenshot shows a web interface with two tabs: 'View' and 'Record Attendance'. The 'Record Attendance' tab is active. Below the tabs is a search bar labeled 'Search'. There are three buttons: 'SEND POST-EVENT EMAIL', 'IMPORT ATTENDANCE DATA' (which is circled in green), and 'EXPORT ATTENDANCE SHEET'. A message below the buttons states 'No one has registered for this event'.

4) Download attendance template file



The screenshot shows the 'Attendance Data Import' page. It includes a 'Home' link, a description 'Use this form to upload a CSV file to import attendance', and an 'Upload file here' section with a 'Choose File' button and 'No file chosen' text. Below this is a 'REFERENCES' section with two links: 'Download attendance template file' and 'List of available Physician Organizations'. A note states 'Exact titles are necessary for each attendee of an event. Please take advantage of the CSV template and field listings to make attendance importing go smoothly.' At the bottom is an 'Upload CSV' button. A green arrow points from the text '4) Download attendance template file' to the 'Download attendance template file' link.





# Attendance Template File

	A	B	C	D
1	email	first_name	last_name	po
2				
3				

- Required fields are e-mail, first name, last name, and PO/organization.
- These fields should **match their profiles** in the website.
- This is a CSV file and needs to be remain as a CSV file.
- Watch out for spaces!



## REFERENCES

[Download attendance template file](#)

[List of available Physician Organizations](#)

You can download a list of Physician Organizations to help with completing the template.

	A	B	C	D
1	email	first_name	last_name	po
2	lindsamw@med.umich.edu	Linny	West	MICMT
3	saadkins@med.umich.edu	Sara	Rudolf	MICMT
4	mbeisel@med.umich.edu	Marie	Beisel	MICMT
5				

5) After you complete the attendance log, **save as a CSV**

[Home](#)

Use this form to upload a CSV file to import attendance

**Upload file here**



attendanceImportTemplate.csv

Remove

6) **Choose file** and click **Upload CSV**

**Upload CSV**



View

Record Attendance

Search

SEND POST-EVENT EMAIL

Displaying 3 registrants

Last Name^	First Name	Attendance
Beisel	Marie	<input checked="" type="checkbox"/>
Rudolf	Sara	<input checked="" type="checkbox"/>
West	Linny	<input checked="" type="checkbox"/>

IMPORT ATTENDANCE DATAEXPORT ATTENDANCE SHEET

7) Your attendees will appear and be checked off.

8) Click **send post-event e-mail**

YOU ARE DONE!





## Post-test and evaluation data



# Post-Event Process

After attendance is submitted and email is sent, learners receive link to evaluation and post-test.

Learners have **five business days to complete**. After successful completion, certificates appear on learner dashboards.

Trainers have access to review the training information on their dashboard in real time at any time.

Any questions or issues with accessing the evaluation or post-test should be directed to  
<https://micmt-cares.org/contact>



# Post-Event E-Mail

Thank you for attending [course name] on [date] hosted by [Training Organization]. To receive credit for this course, please complete the evaluation and post-test [here](#). You have (5) business days to complete. If you have questions or concerns, please contact [micmt-requests@med.umich.edu](mailto:micmt-requests@med.umich.edu).

## Patient Engagement »

APR 22, 8:30AM - APR 22, 11:30AM

Trainer:

Credit Hours: 4.00

BCBSM PDCM Learning Credits:

[Evaluation Form »](#)

[Take Test »](#)

## Introduction to Palliative Care »

MAY 1, 9:00AM - MAY 1, 12:00PM

Trainer:

Credit Hours: 4.00

BCBSM PDCM Learning Credits:

[Evaluation Form »](#)

[Take Test »](#)

## CERTIFICATE OF COMPLETION

Marie Beisel

*for completion of the following course*

**Introduction to Team Based Care**

JUNE 3, 2020

Equivalent Contact Hours: 0.00

Course Location: Virtual

Michigan Institute for Care Management and Transformation  
2929 Plymouth Rd. Suite 210  
Ann Arbor, MI 48105

BCBSM PDCM 0.00 Learning Credits



# Additional Tool: Trainer Dashboard



# Trainer Dashboard

## TRAINING OVERVIEW

Number of Trainings Completed: **4**  
Number of BCBSM Learning Credits: **8.00**  
Number of CE Contact Hours: **44.00**

### Patient Engagement

Average Test Score: **87.14%**  
Average LO Evaluation: **92.76%**  
Number of Trainings: **1**  
Number of Attendees: **5**  
[View Course Overview Report »](#)

### Introduction to Team-Based Care

Average Test Score: **85.25%**  
Average LO Evaluation: **95.10%**  
Number of Trainings: **2**  
Number of Attendees: **23**  
[View Course Overview Report »](#)

### Introduction to Specialty Team-Based Care

Average Test Score: **97.00%**  
Average LO Evaluation: **72.73%**  
Number of Trainings: **1**  
Number of Attendees: **9**  
[View Course Overview Report »](#)

Trainers have a summary of learners, evaluations, and test scores organized by each training

## COURSE BREAKDOWN

Only showing the last 3 months. For more details, see the [Course Overview Report »](#)

### Introduction to Team-Based Care (877)

**Nov 9, 8:30am - Nov 11, 10:30am**

Attendees: **12**  
Number of Tests Passed: **8**  
Number of Tests Failed: **0**  
Average Test Score: **88.13%**  
Average LO Evaluation: **93.97%**  
Number of BCBSM Learning Credits: **0.00**  
Number of CE Contact Hours: **0**

[Download all tests »](#)

[Download evaluation submissions »](#)

Trainers also have an individual course breakdown for those trainings completed in the last three months





# Trainer Dashboard

## ACTIVE TRAININGS

### Introduction to Team-Based Care »


NOV 9, 8:30AM - NOV 11, 10:30AM

[View/Record Attendance »](#)

### Patient Engagement »

DEC 7, 8:30AM - DEC 11, 10:30AM

[View/Record Attendance »](#)




Trainers can view and access trainings to monitor registration, obtain contact information, and complete attendance logs

## ALL UPCOMING EVENTS

### Patient Engagement »

DEC 7, 8:30AM - DEC 11, 10:30AM

[View/Record Attendance »](#)



Trainers also have reminders of any upcoming trainings on their dashboard



# Trainer Dashboard

## Course overview

[Log out](#) | [Unmasquerade](#) | [My account](#)

[Home](#) » [Course overview](#) » [Course overview](#)

Event ID  Course  Trainer  Start Date  End Date

Apply

Displaying 1 - 23 of 23

EVENT ID	TITLE	DATE AND TIME	TRAINER(S)	LO EVALUATION AVERAGE	BCBSM LEARNING CREDITS	CREDIT HOURS	FIRST NAME	LAST NAME	ORGANIZATION	TEST SCORE
	Introduction to Team-Based Care	July 31, 2020 8:00am – July 31, 2020 4:00pm		79.31%	0.00	5.00				85.00%
	Introduction to Team-Based Care	July 31, 2020 8:00am – July 31, 2020 4:00pm		96.55%	0.00	5.00				95.00%
	Introduction to Team-Based Care	July 31, 2020 8:00am – July 31, 2020 4:00pm			0.00	5.00				
	Introduction to Team-Based Care	July 31, 2020 8:00am – July 31, 2020 4:00pm			0.00	5.00				90.00%
	Introduction to Team-Based Care	July 31, 2020 8:00am – July 31, 2020 4:00pm		100.00%	0.00	5.00				100.00%

Trainers can see a course breakdown by training, date, time, evaluation average, credits, test scores, and learner.



# Important Reminders

**ALL trainings need to be submitted to MICMT to be able to:**

- Track attendance
- Set up the post-event e-mail with evaluations and post-test
- Attach CE's and Certificates

**Learners should create an account on the website BEFORE the training so they can:**

- Receive the post-event email with links for the evaluation and test
- Complete the evaluation and test to receive their CE's and certificates without delay

**ALL attendance records need to be submitted within 24 hours to be able to:**

- Allow learners the (5) business days to complete the post-test and evaluation
- Ensure learners receive their CE's and certificates





# Everything you need to know about Continuing Education Requirements

Course Title	CE Contact Hours Nursing and SW for License Renewal	BCBSM PDCM Learning Credit Hours
Introduction to Team-Based Care*	5.5	0 (for new Care Managers, as initially required training) 8 (as a refresher)
Patient Engagement*	5.5	8
Introduction to Palliative Care	2.4 (Nursing) 2.5 (Social Work)	4
Foundational Care Management Codes & Billing Opportunities**	3.5	4

\* If you are interested in offering Pharmacy CE for these courses, please contact MICMT

\*\* Also qualifies for AAPC credit hours



# Successful Completion of a MICMT course includes:

Completion of  
entire MICMT  
course  
(in-person or  
virtual)

Completion  
of the MICMT  
course  
evaluation

Completion of  
post- test with a  
score of 80% or  
greater (repeat  
attempts allowed)

Certificate is  
awarded and  
posted on  
Learner's  
Dashboard

**Learner has five (5) business days to  
complete the evaluation and post-test.**



# Sample Disclosure MICMT Patient Engagement Course

The nurse planner, content experts', faculty, and others in control of content have no relevant financial relationships with ineligible companies.

- Successful completion of the Patient Engagement course includes:
  - Attendance the entire course live – attend with audio and see the live slides
  - Completion of the course post test: need to have a score of 80% or greater on the post-test
  - Completion of the course evaluation
  - Participate in a phone practice session with a course presenter

## **Nursing:**

- Upon successful completion of the Patient Engagement the participant will earn 5.5 Nursing CE contact hour.
- Michigan Institute for Care Management and Transformation is approved as a provider of nursing continuing professional development by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91)

## **Social Work:**

- Upon successful completion of the Patient Engagement participant will earn 5.5 Social Work CE contact hours
- Michigan Institute for Care Management and Transformation is an approved provider with the Michigan Social Work Continuing Education Collaborative. Approved provider Number: MICEC 110215



# Optional Course Flyer

**What:** Marketing course flyer with CE Nursing and SW information (available for each course)

**Who:** Statewide Trainers under MICMT's CE Nursing and SW application may use this Flyer template

**How:**

- ✓ Add your logo, course dates, registration, link to your web page for additional course details
- ✓ Due to CE Nursing and SW information, no content modifications to the flyer permitted



<insert your logo here>

## Introduction to Team-Based Care

### The Introduction to Team-Based Care course helps

the learner better understand how to work in a multidisciplinary care team and in collaboration with the patient. Open to all members of the practice to gain foundational knowledge in Team-Based Care. Introduction to Team-Based Care will include:

- Why, What, Who and How: Team-Based Care
- Care Management Process
- Outcomes and Triple AIM
- Billing Applications



*\*This course is required for all care team members new to their role in order to bill PDCM codes.*

### Successful Course Completion includes:

- Attendance at the entire course. If attending live virtual, you must have audio and see the live slides
- Completion of the course post-test: need to have a score of 80% or greater
- Completion of the course evaluation

For additional details, please visit [Michigan Institute for Care Management and Transformation \(MICMT\)](#) or <insert trainer website>



### Registration Details

#### Course Date and Time:

<xxxx>

<xxx am -xxx pm>

Live Virtual



#### To register:

Please visit the [MICMT website](#) or <insert trainer registration page>

Registration open until <XXX>



#### Cost:

<XXX> per person  
Payment details <here>



#### Nursing:

- Upon successful completion of the Introduction to Team Based Care Course, the participant will earn 5.5 Nursing CE contact hours
- This nursing continuing professional development activity was approved by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91)
- ONA Activity# 2020-0000001417
- Expiration date: 7/16/23

#### Social Work:

- Upon successful completion of the Introduction to Team Based Care course, the participant will earn 5.5 Social Work CE contact hours
- Michigan Institute for Care Management and Transformation is an approved provider with the Michigan Social Work Continuing Education Collaborative. Approved provider Number: MICEC 110216





# Review



# Trainer Responsibilities

Complete event posting survey

Access trainer and learner material on training pages

Conduct training, monitor attendance, follow attendance protocol

Upload attendance within one business day and send hard copy sign-in sheets to MICMT

Utilize dashboard to review training results



# MICMT Responsibilities

Receives event posting survey and posts to MICMT website within five business days

Monitors evaluations and post-tests; assist learners as needed

Generate certificates as applicable

Provide evaluation results to trainers



# MICMT CE Responsibilities

Provide required information to CE Approver Organizations

Audit courses to ensure standardization of course content

Generate the appropriate CE certificates for learners who successfully complete the course

Maintain all CE records and documentation as required by Approver Organizations



**I have questions!  
Who can I contact?**



**micmt-requests@med.umich.edu**

