

Managed Care Compliance Conference

January 31 – February 2, 2023 | Virtual

Compliance management for health plan providers involves unique challenges and areas of focus. Hear from experienced compliance leaders with specific knowledge of the topics and issues that matter most in this setting.

Topics include:

- Navigating OIG Oversight
- Cybersecurity and Managing Cyber Risk
- Updates on Mental Health Parity Enforcement
- 2023 Regulatory Changes
- Creating Effective & Engaging Compliance Training
- Best Practices in Medicare Compliance
- CMS Program Audit Strategies



Explore trending topics



Earn CEUs



Network with peers

Mark your calendars to save the date, registration opens in fall of 2022.

Learn more

hcca-info.org/2023managedcare



HCCA
Health Care Compliance
Association

Attend the annual education & networking event for those who manage compliance for health plan providers. Learn the latest practices, share strategies, and connect with peers and mentors who work in the industry.

Who should attend?

- Compliance officers
- Managers of compliance
- Internal auditors
- Fraud examiners
- Human resource managers
- Privacy officers
- Medicare compliance officers
- Inside and outside counsel

What will attendees learn?

Explore issues that are pertinent to industry professionals like you. This year's agenda includes these trending topics:

- State and federal oversight for dual products
- Opioid prescribing, dispensing, and utilization
- Medicaid auditing and monitoring
- Adjusting risk for Medicare Advantage plans
- FWA oversight for small- to mid-sized plans
- Mental Health Parity compliance
- Expanded supplemental benefits

HCCA's mission

HCCA exists to champion ethical practice and compliance standards in all organizations and to provide the necessary resources for compliance professionals and others who share these principles.

Contact us

Please visit us online at hcca-info.org/2022managedcare to learn more about the conference and HCCA's other programs.

Program at a Glance Managed Care Compliance Conference | January 31 – February 2, 2023 • Virtual

All times listed are in Central Time (CT)

Tuesday, January 31

8:25 –8:30 AM	Welcome and Opening Remarks	
8:30–9:30 AM	GENERAL SESSION: As Managed Care Grows, OIG Oversight Continues to Grow	
9:30–9:45 AM	Break	
9:45–10:45 AM	V1: OMG It's the OIG	V2: Not Another FYRE Festival – Don't get stuck on an Island: A Primer on Understanding Compliance with Medicare Marketing Guidelines
10:45 –11:00 AM	Break	
11:00 AM –12:00 PM	V3: Best Practices for Oversight and Monitoring a Medicare Part D Program to Ensure Quality and Compliance	V4: Managing the New Wave of Cybersecurity Compliance Challenges
12:00–1:00 PM	Mid-Conference Break	
1:00–2:00 PM	V5: Best Practices in Identifying and Preventing Medicare Risks	V6: Failing to Prepare = Preparing to Fail: A Three-Phase Approach to Best Position Your Organization for a Successful CMS Program Audit
2:00 –2:15 PM	Break	
2:15–3:15 PM	V7: A Whole New World: Designing and Implementing a New Compliance Program	V8: Establishing an Enterprise ERM/GRC Strategy with Compliance in Mind

Wednesday, February 1

8:30–9:30 AM	GENERAL SESSION: Cyber Threat Awareness and Creative Strategies for Managing Risk	
9:30–9:45 AM	Break	
9:45–10:45 AM	V9: Managed Care Enforcement: Are You Ready for the Next Wave of Audits, Investigations, and Litigation?	V10: Compliance Is a Team Sport: Effectively Engaging Employees in the Compliance Program
10:45 –11:00 AM	Break	
11:00 AM –12:00 PM	V11: Third-Party Administrators and FDR Oversight: What Is Your Responsibility as a Health Plan?	V12: Zero Day Risk to Zero Trust Cyber Strategy
12:00–1:00 PM	Mid-Conference Break	
1:00–2:00 PM	V13: When Compliance Receives Lemons and Makes Lemonade: How Sales Fraud Enhanced a Plan's Reputation with a Regulator	V14: SNP 2023: Are You Ready?
2:00 –2:15 PM	Break	
2:15–3:15 PM	V15: Using the Medicare Lifecycle Playbook to Minimize Risks from and during CMS Audits	V16: Update on Mental Health Parity in Light of Increased Enforcement and Emerging Regulatory Guidance

Thursday, February 2

8:30–9:30 AM	V17: Medicare, Medicaid, and Federal Exchange/Commercial Risk Areas	V18: Better Experiences, Better Outcomes: Understanding the Impacts of 2023 Managed Care Final Rule on Special Needs Plans and Members
9:30–9:45 AM	Break	
9:45–10:45 AM	V19: Virtual Presentation Skills	V20: What Does the Science of Educational Psychology Teach Us about Compliance Training Best Practices?
10:45 –11:00 AM	Break	
11:00 AM –12:00 PM	V21: What's So Risky about Risk Adjustment? A Proactive Approach to Incorporating Compliance into Medicare Advantage Risk Adjustment Strategy	V22: Identifying and Investigating Emerging Fraud Trends to Reduce Risk
12:00–1:00 PM	Mid-Conference Break	
1:00–2:00 PM	V23: The Evolving Environment of Department of Insurance Regulations	V24: Provider Networks in an Era of Mental Health Parity Enforcement
2:00 –2:15 PM	Break	
2:15–3:15 PM	V25: Considering the Impact of and Response to CMS's Proposed Plan Year 2024 Regulations	V26: Coming Drug Price Transparency Requirements and Compliance Implications

Agenda and times subject to change.

Tuesday, January 31

8:25 – 8:30 AM

Welcome and Opening Remarks

8:30 – 9:30 AM

GENERAL SESSION: As Managed Care Grows, OIG Oversight Continues to Grow

Megan Tinker, Assistant Inspector General, HHS-OIG

- Recent OIG work in managed care
- Using data analytics to identify risk areas
- Upcoming OIG work and oversight trends

9:30 – 9:45 AM

Break

9:45 – 10:45 AM

V1: OMG It's the OIG

Level: Intermediate

Eric Rubenstein, Special Agent (ret.), HHS-OIG

Jeanmarie Loria, Managing Director, Advize Health

- Key factors driving OIG Special Agent Investigations: They are not what you have heard/read
- List of complex issues uncovered on investigation and how to mitigate risks to avoid going to jail
- List key statements, data trends and referral patterns to indicate fraudulent activity

V2: Not Another FYRE Festival – Don't get stuck on an Island: A Primer on Understanding Compliance with Medicare Marketing Guidelines

Level: Basic

Susan Anderson, Vice President, Corporate Compliance Officer, CareSource

Deonys de Cardenas, Director, Prevention and Federal Medicare & Marketplace Compliance Officer, CareSource

- This presentation will cover a basic overview of CMS Medicare Marketing Guidelines
- Oversight of sales agents/brokers (scope of appointments, agent/broker compensation and examples of dos and don'ts)
- Communication and marketing requirements (marketing at sales events, nominal gifts, promotional activities)

10:45 – 11:00 AM

Break

11:00 AM – 12:00 PM

V3: Best Practices for Oversight and Monitoring a Medicare Part D Program to Ensure Quality and Compliance

Level: Intermediate

Zachary Contreras, PharmD, Director, Pharmacy Benefits, Sharp Health Plan

Jenny Nguyen, PharmD, Pharmacy Benefits Specialist, Medicare Part D, Sharp Health Plan

Kelly Makay RPH MBA, Senior Health Plan Services Consultant, BluePeak Advisors

- Review Medicare Part D requirements for tracking with a successful program
- Describe oversight and monitoring activities within the Part D space including internal processes and delegation activities
- Describe how these processes ensure compliance with Medicare Part D requirements including corrective action plan assignment and resolution

V4: Managing the New Wave of Cybersecurity Compliance Challenges

Level: Intermediate

Michael Gray, Vice President of IT and Compliance Officer, Eliza Jennings

Jennifer Griveas, Chief Human Resources Officer & General Counsel, Eliza Jennings

- Identify and triage the top threats to data security, including new pandemic-related threats
- Learn effective auditing and monitoring strategies to mitigate threats to data and privacy
- Adopt strategy for data risks associated with telehealth, and mobile and at-home workforces

12:00 – 1:00 PM

Mid-Conference Break

1:00 – 2:00 PM

V5: Best Practices in Identifying and Preventing Medicare Risks

Level: Intermediate

Gail Blacklock, Compliance Officer, Inter Valley Health Plan

Annie Hsu Shieh, Compliance Counsel, Central Health Plan of California

Jennifer Del Villar, Director, Government Programs Compliance, Cambia Health Solutions, Inc.

- Reviewing regulatory guidance to keep abreast of what's changing and what's new
- Utilizing risk assessments that are dynamic to drive robust monitoring and auditing
- Creating good partnerships and communication pathways with operational units and vendors

V6: Failing to Prepare = Preparing to Fail: A Three-Phase Approach to Best Position Your Organization for a Successful CMS Program Audit

Level: Intermediate

Carly Borenkind, Director, Medicare Compliance/Medicare Compliance Officer, EmblemHealth

Debra Lightner, Chief Compliance Officer, EmblemHealth

- Phase 1: Diagnose data—confirm your ability to collect data universes in the required format within strict audit timeframes and analyze data for quality assurance
- Phase 2: Scour samples—review your audit universes through the eyes of CMS
- Phase 3: Remediate risks—fix identified non-compliant conditions and prevent recurrence, prepare your staff to explain the issues during audit webinars, and disclose to CMS

2:00 – 2:15 PM

Break

2:15 – 3:15 PM

V7: A Whole New World: Designing and Implementing a New Compliance Program

Level: Basic

Pamela Cleveland, Director, Healthcare Consulting, Mazars USA, LLC

Megan Grifa, Sr Director, Compliance, Sidecar Health

- Culture shift: How to establish a tone at the top and a true culture of compliance
- Where to start: Designing the roadmap for successful implementation of processes and systems
- Best practices: Sharing wins and lessons learned from experience in implementing new programs

V8: Establishing an Enterprise ERM/GRC Strategy with Compliance in Mind

Level: Intermediate

James Rose, Managing Director, SunHawk Consulting LLC

- Understand the concepts and alignment of enterprise risk management and governance, risk, and compliance
- Learn how to facilitate engagement across governance groups
- Identify the key benefits of an aligned ERM/GRC strategy

Wednesday, February 1

8:30 – 9:30 AM

GENERAL SESSION: Cyber Threat Awareness and Creative Strategies for Managing Risk

Mark Lanterman, Chief Technology Officer, Computer Forensic Services, Inc.

- Learn about the latest trends in the cyber landscape
- Explore the role of the human element in making or breaking a strong security culture
- Understand practical suggestions for improving cybersecurity postures with proactive and reactive strategies

9:30 – 9:45 AM

Break

9:45 – 10:45 AM

V9: Managed Care Enforcement: Are You Ready for the Next Wave of Audits, Investigations, and Litigation?

Level: Advanced

Wayne Gibson, Senior Managing Director, FTI Consulting

Megan Tinker, Assistant Inspector General, HHS-OIG

John Kelly, Partner, Barnes & Thornburg LLP

- The healthcare world is changing and managed care is the new frontier
- Regulatory and enforcement agencies continue to scrutinize MA plans and providers for improprieties
- It is crucial to understand OIG audit findings, enforcement trends, and compliance best practices

V10: Compliance Is a Team Sport: Effectively Engaging Employees in the Compliance Program

Level: Basic

Carissa Lingenhag, Supervisor of Compliance, Network Health

Angela Keenan, Compliance Officer, Network Health

- Learn how one plan engages employees through creative, exciting, and educational compliance events and activities while finding the right balance between having fun and remaining professional
- Discuss how leadership with an open-door policy can drive a positive culture of compliance and encourage reporting of compliance and privacy concerns
- See examples of training and educational materials that shift the common perception of compliance saying no to how can we accomplish our goals and remain compliant

10:45 – 11:00 AM

Break

11:00 AM – 12:00 PM

V11: Third-Party Administrators and FDR Oversight: What Is Your Responsibility as a Health Plan?

Level: Intermediate

Jennifer Lacey, Chief Compliance Officer, Longevity Health Plan

Beth Socoski, Medicare Compliance Director, Longevity Health Plan

- Development and incorporation of enforceable Service Level Agreements: Don't leave your health plan metrics and regulatory requirements to vague, subjective contract language
- Conducting a thorough and meaningful pre-delegation audit: Your TPA's policies and processes directly impact your success
- Build an effective TPA monitoring and oversight program, including SLA dashboards and protocols: The art of influencing cooperation and collaboration through clear oversight

V12: Zero Day Risk to Zero Trust Cyber Strategy

Level: Basic

Uday Ali Pabrai, CEO, ecfirst

- Examine the state of cyber risk today including ransomware and zero-day vulnerabilities
- Evaluate core components of a Zero Trust approach and step through NIST guidance for Zero Trust
- Identify key steps to establish a Zero Trust cyber defense program

12:00 – 1:00 PM

Mid-Conference Break

1:00 – 2:00 PM

V13: When Compliance Receives Lemons and Makes Lemonade: How Sales Fraud Enhanced a Plan's Reputation with a Regulator

Level: Intermediate

Carolyn Barton, VP Regional Compliance, Kaiser Permanente CO & WA

Joaquin Basauri, Lead Investigator, Kaiser Permanente

- Examine allegations and plan risks through the lens of an effective compliance program
- Explore decision points and the investigatory approach which led to a successful outcome
- Share lessons learned that can be leveraged to mitigate sales and marketing compliance risk

V14: SNP 2023: Are You Ready?

Level: Intermediate

Lynn Patterson RN, CCM, Vice President, Clinical Integration, Fallon Health

Nancy Erickson, Director and Senior Consultant, BluePeak Advisors

Lisa Barker, MBA, BSN, CCM, Senior Consultant Lead, Part C, BluePeak Advisors

- Understand new requirements to SNP programs from the final rule and updates to the CFR
- Get ideas for how to implement those new requirements
- Examine how this may impact audits in 2023

2:00 – 2:15 PM

Break

2:15 – 3:15 PM

V15: Using the Medicare Lifecycle Playbook to Minimize Risks from and during CMS Audits

Level: Intermediate

Kim Mullins, Senior Director, Clover Health

Wendy Richey, Medicare Compliance Officer, Clover Health

- Ensure compliance with annual and new CMS requirements with the Medicare Lifecycle playbook that covers the 14-month period from Notice of Intent to Apply to offering benefits in the new plan year
- Gain insight on how to develop and implement your own Medicare Lifecycle playbook, which CMS has recognized as a best practice
- Develop committees to help prevent, detect, and correct potential noncompliance
- Utilize Medicare Lifecycle and committee input to optimize risk assessment and audit plan

V16: Update on Mental Health Parity in Light of Increased Enforcement and Emerging Regulatory Guidance

Level: Intermediate

Bailey Wendzel, Associate, Epstein Becker & Green

Amanda Brown, Vice President, Compliance Solutions, ATTAC Consulting Group

- Discuss recent DOL and CMS work in Mental Health Parity audits and investigations
- Address new and emerging Mental Health Parity and Addiction Equity Act (MHPAEA) regulatory guidance
- Discuss common risk areas, enforcement trends, and lessons learned

Thursday, February 2

8:30 – 9:30 AM

V17: Medicare, Medicaid, and Federal Exchange/Commercial Risk Areas

Level: Intermediate

Laurena Lockner, Director, Monitoring and Compliance, HealthPartners

Stephanie Moschetti, Senior Manager, HealthPartners

Steve Bunde, Vice President, Integrity & Compliance & Internal Audit, HealthPartners

- Identify compliance risk areas from the OIG work plan
- Learn how CMS's Program Audit and Enforcement Report can help you identify compliance risks
- Understand the compliance risks related to the Federal Exchange and other commercial products

V18: Better Experiences, Better Outcomes: Understanding the Impacts of 2023 Managed Care Final Rule on Special Needs Plans and Members

Level: Intermediate

Anne Crawford, Senior Vice President, Compliance Solutions, ATTAC Consulting Group

Sandra Durkin, Member Attorney, Strategic Health law

- Recap new rule, including enrollee advisory committees, HRA changes, and integration opportunities
- Identify system and policy revisions to address new regulatory requirements
- Share successful strategies for operational compliance with model of care contractual requirements

9:30 – 9:45 AM

Break

9:45 – 10:45 AM

V19: Virtual Presentation Skills

Level: Basic

Sondra Reis, Virtual Experience Strategist, Virtualogy LLC

- Discuss critical questions you'll want to ask yourself and decisions you'll make when beginning to design your presentation
- Learn how you can "see" your audience virtually, even if they all have their cameras off
- Explore proven and effective ways to connect and engage with your virtual audience
- Get tips about visuals, pacing, accessibility, and contingency plans

V20: What Does the Science of Educational Psychology Teach Us about Compliance Training Best Practices?

Level: Intermediate

C.J. Wolf, Faculty, BYU

- Discuss application of established principles of education (Knowles' principles of andragogy)
- Examine effective principles of compliance training design
- Analyze key principles of training evaluation (Kirkpatrick's four levels of evaluation)

10:45 – 11:00 AM

Break

11:00 AM – 12:00 PM

V21: What's So Risky about Risk Adjustment? A Proactive Approach to Incorporating Compliance into Medicare Advantage Risk Adjustment Strategy

Level: Intermediate

Sandra Durkin, Member Attorney, Strategic Health law

Elizabeth Lippincott, Managing Member, Strategic Health Law

- Discuss changes in MA risk adjustment (legislative scrutiny, executive oversight, and litigation)
- Understand legal, compliance, and operational challenges facing MA risk adjustment programs
- Discuss practical strategies for compliance professionals to mitigate risk

V22: Identifying and Investigating Emerging Fraud Trends to Reduce Risk

Level: Intermediate

Marita Janiga, Vice President, Investigations, Kaiser Permanente

Tamara Neiman, Executive Director, National Special Investigations Unit, Kaiser Permanente

- Identifying emerging fraud trends
- Investigating fraud schemes and mitigating future risk
- Creating transparency through the communication of investigative findings

12:00 – 1:00 PM

Mid-Conference Break

1:00 – 2:00 PM

V23: The Evolving Environment of Department of Insurance Regulations

Level: Intermediate

Michael Ghobrial, Managing Counsel, Cigna

Jessica Lee, Vice President of Compliance, Managed Health Services, Centene

- Provide an introduction to how DOI regulations apply to various types of insurance plans.
- Deep dive into industry trends: activities being regulated, prohibitions, and expanding oversight.
- Prospective look into jurisdictional expansion efforts as a result of Rutledge ruling.

V24: Provider Networks in an Era of Mental Health Parity Enforcement

Level: Intermediate

Zach Snyder, Senior Director, Government Affairs, Quest Analytics

Kacey Dugan, Director, Faegre Drinker Biddle & Reath

Tricia Beckmann, Director, Faegre Drinker Biddle & Reath

- Understand how network issues can trigger greater mental health parity scrutiny by regulators
- Gain insights from recent Medicaid and commercial market enforcement and policy actions
- Explore how to build, measure, and manage networks proactively through best practices and examples

2:00 – 2:15 PM

Break

2:15 – 3:15 PM

V25: Considering the Impact of and Response to CMS's Proposed Plan Year 2024 Regulations

Level: Intermediate

Stephen Kaplan, CCO, HealthPlanOne, LLC

Helaine Fingold, Partner, Epstein Becker Green

- Review the material portions of the new draft CMS Regulations which will drastically impact marketing and advertising of Medicare Part C and D plans
- Cover the “word on the street” about proposed commentary back to CMS from (a) carriers; (b) FMOs; and (c) the Medicare lead generation industry
- Advise on possible achievement of CMS stated goals in the regulatory preamble in a manner less detrimental to consumers, carriers, FMOs, and marketers)

V26: Coming Drug Price Transparency Requirements and Compliance Implications

Level: Intermediate

Jeffrey Lewis, Director of Compliance, Rx Savings Solution

Tricia Beckmann, Director, Faegre Drinker Biddle & Reath

- Survey the current regulatory landscape and the underlying needs for drug price transparency
- Understand how to comply with new CMS regulations for commercial and Medicare plans with RTBTs
- How RTBTs create savings and curb high costs incurred by plans and beneficiaries

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SECTION 1 Attendee Information

Mr Mrs Ms Dr Other _____ Member/Account ID (if known/applicable) _____

First Name _____ MI _____ Last Name _____

Credentials (CHC, CCEP, etc.) _____ Job Title _____

Organization (name of employer) _____

Street Address _____ City/Town _____

State/Province _____ Zip/Postal Code _____ Country _____

Work Phone _____ Email (required) _____

SECTION 2 Registration

Options

<input type="checkbox"/> Member	\$695
<input type="checkbox"/> Non-Member	\$895
<input type="checkbox"/> Registration + First-Time Membership Offer*	\$920

*Save by joining today (first-time members only). Dues renew at \$325. See "Acknowledgements" below for details.

Group Discount

<input type="checkbox"/> Group Discount for 3-9**	(\$50)
<input type="checkbox"/> Group Discount for 10 or More**	(\$100)

**Subtract the discount amount from your registration price. See "Group Discount Policy" under "Acknowledgements" below for details.

TOTAL (TAX MAY APPLY) \$ _____

HCCA Membership: By selecting the Registration + First-Time Membership Offer, you agree to the full membership Terms and Conditions, including the use of your information, viewable at hcca-info.org/membership/tandc. To see the full use of your information or if you wish to opt-out, visit hcca-info.org/privacy.

Opt-Out: Select if you would like to opt-out of the following:

- Online Member Directory: HCCA's member directory lists first and last name, organization, title, address, and phone number.

SECTION 3 Payment

Online registration with credit card payment at hcca-info.org/2023managedcare

Mail a check to HCCA, 6462 City West Parkway, Eden Prairie, MN 55344 USA (contact HCCA for applicable tax and total)

To register with a check, wire transfer, or purchase order, or to pay with a credit card over the phone, please contact HCCA for an invoice with applicable taxes. Registration is not complete until full payment is received. Payments received with incorrect amounts will be returned. Due to PCI compliance, do not provide credit card information via email.

Email helpteam@hcca-info.org or call HCCA at 952.988.0141 or 888.580.8373.

- Invoice me Purchase Order Number (attach PO) _____
- Wire transfer requested

SECTION 4 Acknowledgements

By registering for this event, you agree to the full event Terms and Conditions, viewable at hcca-info.org/conference/tandc, including the use of your information that may be shared with conference exhibitors, attendees, speakers, affiliates, and partners for promotional and/or networking purposes. To see the full use of your information or if you wish to opt-out, visit hcca-info.org/privacy.

This virtual event registration form allows only the registered attendee to stream, participate, and earn CEUs for the event. If a second person would like to join, they must register themselves and have their own unique login to participate. No audio or video recording by attendees is allowed.

Registration Payment Terms: Tax may apply. Your registration is not complete until the full registration payment is received. Access to the event will not be allowed until all fees have been paid. HCCA reserves the right to cancel your registration if we do not receive payment by the start date of the event.

Group Discount Policy: Registration for group discounts should be submitted online in one transaction. Note that discounts will not be applied retroactively if more registrants are added at a later date, but new registrants will receive the group discount. If submitting via email or mail, registration forms (one for each participant) must be sent together to ensure the discount is applied.

Photo/Video Release: By registering for this event, you grant HCCA, or anyone authorized by HCCA, the right to use or publish in print or electronic format, any photographs or video containing your image or likeness for educational, news, or promotional purposes, without compensation.

New Members: By selecting the Registration + First-Time Membership Offer, you agree to the full membership Terms and Conditions, including the use of your information, viewable at hcca-info.org/membership/tandc.

Frequently Asked Questions

How will I access this event the day it begins?

Before the event starts, you will receive an access email with links to the virtual platform and additional conference information like the presentations. The email goes out 1–3 days prior to the event and is sent to the primary email address on your account. Please be sure to check your spam folder.

What is included in the cost of my attendance?

Virtual access to the sessions, access to any supplemental conference materials, and networking opportunities.

What software is required to attend this event?

We use a variety of platforms based on the needs of each conference, but they are all web-based platforms and require a strong and stable internet connection. We highly recommend testing the platform once the access email is received to confirm you can access the platform, view the video player, and utilize the chat feature. Occasionally, those who access these digital platforms over a VPN can experience technical difficulties. Zoom will be utilized for small group discussions at applicable events, but downloading Zoom is not necessary, as they have a web-based version as well.

Can my co-workers listen in with me using screen sharing or sitting together in the same room?

No, each individual who would like to participate in the conference needs to complete and submit an individual registration form. We do offer group discounts; please see our group discount options below.

Will I receive a recording of this conference?

Yes, registered paid attendees (in-person and virtual) will receive 60 days access to session recordings approximately two weeks after the conference. Beyond 60 days, session recordings will be available for purchase. No audio or video recording by attendees is allowed.

Is there a group discount, and if so, what is it?

Yes, we offer discounts for groups of three or more from the same organization for all our live in-person and virtual events (excluding webinars).

Registration for group discounts should be submitted online in one transaction. Note that discounts will not be applied retroactively if more registrants are added at a later date, but new registrants will receive the group discount. If submitting via email or mail, registration forms (one for each participant) must be sent together to ensure the discount is applied.

For groups of 20 or more, please call 952.988.0141 or 888.580.8373 or email helpteam@hcca-info.org.

What do I get with “Registration + First Time Membership?”

If you’ve never been an HCCA member, you can register as a First-Time Member. This gives you HCCA membership at a discounted rate for your first year. You also receive the member rate for the conference. As a member you receive all HCCA member benefits (discounts, *Compliance Today*® magazine, *Ethikos*® digital quarterly newsletter, member-exclusive webinars, and more). A full list of benefits can be viewed at hcca-info.org/membership. Your membership will begin once payment is received.

Can I get the member rate if I am an SCCE member instead of HCCA or vice versa?

Yes. As a member of SCCE or HCCA, you can receive the membership discount for both organizations’ conferences; however, this cannot be done online. Please send your registration form via email to helpteam@hcca-info.org to complete your registration.

How can I cancel my registration?

If you need to cancel your participation (or send a substitute), your request must be submitted by email to helpteam@hcca-info.org. Cancellations received less than 14 calendar days prior to an event start date are subject to a \$75 cancellation fee. No refunds will be given for cancellations received on or after the start date of the event.

Alternatively, you may choose to send a substitute attendee in your place up to two business days prior to the event date. An additional fee may apply depending upon the membership status of the substitute.

Who can I notify of special needs or concerns prior to the conference?

Please call HCCA at +1 952.988.0141 or 888.580.8373 or email helpteam@hcca-info.org if you have a special need and/or require an accommodation to participate.

Continuing Education

Can I earn continuing education units (CEUs) for attending this conference?

Yes. This conference offers live Compliance Certification Board (CCB)® continuing education units (CEUs) for participation as well as other external credit types. For those attendees seeking these external credit types, you must participate in the conference using the online virtual conference format (not just using the dial-in) for attendance monitoring purposes.

To see the most up-to-date CEU approval information go to HCCA’s website, hcca-info.org/all-conferences, choose this conference, and then select the Continuing Education option on the left-hand menu.

How many CEUs will I earn from attending?

CEUs are assessed based on actual attendance and credit type requested. Should the overall number of education hours you attend or that the conference offers decrease or increase, the maximum number of CEUs available will be changed accordingly.

How do I request CEUs following this conference?

Following this conference, you will be provided the Application for Continuing Education Units (CEUs). To receive CEUs, you must submit this completed application following the conference to ccb@compliancecertification.org. Only registered attendees are eligible to request CEUs for participation.

When will I receive my CEU certificate for participation?

Once your completed Application for Continuing Education Units (CEUs) has been received by our staff, your CEU account will be updated within 2–4 weeks. To view your CCB CEUs and access your certificate, you can login to your online hcca-info.org account, go to your Account Dashboard, and scroll down to View My CEUs.

I would like to sit for one of the Compliance Certification Board (CCB)® exams following this conference; will I qualify?

In order to qualify for a CCB certification exam, you must review the applicable Candidate Handbook found at hcca-info.org/candidate-handbooks to ensure you meet the CEU requirement as well as the work experience requirement.

I have reviewed the Candidate Handbook and want to apply for the exam as soon as the conference concludes; what’s next?

Immediately following the conclusion of the conference, if you have reviewed your Candidate Handbook, submitted your Application for Continuing Education Units (CEUs), and confirmed you will meet the CEU requirements, you can go ahead and apply online for your exam at hcca-info.org/apply-exam.

Can I take my exam remotely?

Yes, CCB offers the flexibility for candidates to take their exam remotely, at a local testing site, or following certain HCCA conferences. To learn more about our various testing options, visit HCCA’s website, hcca-info.org/exam-information.

I have more questions about exams and seeking certification; who can help me?

For more questions about CCB certifications, call to speak to a Certification Specialist at +1 952.988.0141 or 888.580.8373 or email ccb@compliancecertification.org.