

# Clinical Practice Compliance Conference

VIRTUAL

October 12–13, 2021

- Unite with your colleagues to discuss strategies for facing compliance issues in clinical settings
- Learn about the latest government initiatives and physician integrity trends
- Gain insights to address risk and improve compliance integrity at your organization
- Earn live Compliance Certification Board (CCB)<sup>®</sup> continuing education units (CEUs)



Government  
Initiatives



Physician  
Integrity

Billing & Coding  
Practices



Documentation  
Practices



Learn more

[hcca-info.org/2021clinicalpractice](https://hcca-info.org/2021clinicalpractice)

# About

HCCA's annual Clinical Practice Compliance Conference provides information about the latest government initiatives related to physicians and clinics, and physician integrity trends. Gain insight and strategies to address risk and improve compliance integrity at your organization. New lower pricing is now available! Additional registration discounts apply for SCCE & HCCA members. Group discounts are also available.

Attendees can purchase the conference session recording package for only \$100. Take advantage of this affordable opportunity to hear the sessions you may have missed and earn non-live CCB CEUs.

## Why attend?

Sessions cover a wide range of compliance topics related to clinics. This year, the agenda includes these trending topics:

- Privacy Rule Changes
- Opioid Compliance Programs
- Risk Assessments
- Medical Director Agreements
- Conflicts of Interest
- Information Blocking
- Stark Law
- Compliance Training
- Inpatient Coding and Billing

## Who attends?

This conference is ideal for members of legal, compliance, and physician teams. Past attendees have included:

- Compliance officers
- Coders
- Managers
- Physicians
- General counsel
- Compliance attorneys

# Schedule at a Glance ALL TIMES LISTED ARE IN CENTRAL DAYLIGHT TIME (CDT)

## TUESDAY, OCTOBER 12

8:50–9:00 AM CDT	Opening Remarks	
9:00–10:00 AM CDT	GENERAL COMPLIANCE SESSION <b>GS1</b> What's New at OIG: COVID-19 and Beyond	
10:00–10:15 AM CDT	Break	
10:15–11:15 AM CDT	<b>101</b> Compliance Risk Assessment 101	<b>102</b> Medical Director Agreements: A Valuation and Compliance Perspective
11:15–11:30 AM CDT	Break	
11:30 AM–12:30 PM CDT	<b>201</b> Clinical Compliance and Emergency Management	<b>202</b> Best Practices in Managing Conflicts of Interest
12:30–1:15 PM CDT	Mid-Conference Break	
1:15–2:15 PM CDT	GENERAL SESSION <b>GS2</b> HIPAA Updates	
2:15–2:30 PM CDT	Break	
2:30–3:30 PM CDT	<b>301</b> The Design and Development of an Opioid Compliance Program	<b>302</b> Privacy Rule Changes: What the Proposed Changes Mean to a Physician Practice
3:30–3:45 PM CDT	Break	
3:45–4:45 PM CDT	<b>401</b> Protecting and Securing Your Research Data	<b>402</b> Using a Risk-Based Approach to Identify HIPAA Security Mistakes Before They Happen
4:45–5:30 PM CDT	Social Event: Live Piano Show	

## WEDNESDAY, OCTOBER 13

9:00–10:00 AM CDT	<b>501</b> The DOs and DON'Ts of Communicating Digitally with Patients	<b>502</b> Triage: An Important Part of the Response for Compliance in a Hybrid Workforce
10:00–10:15 AM CDT	Break	
10:15–11:15 AM CDT	<b>601</b> Do the Right Thing: Assuring Compliance with Federal Risk Management Requirements for Federally Qualified Health Centers	<b>602</b> Navigating HIPAA and 42 CFR Part 2: Permissible Disclosures in Clinical, Mental Health, and SUD Treatment Settings
11:15–11:30 AM CDT	Break	
11:30 AM–12:30 PM CDT	<b>701</b> Ethical Obligation to Provide All Necessary Care in the Value-Based Purchasing (VBP) Reimbursement Environment	<b>702</b> Telehealth for Technology-Challenged Populations
12:30–1:15 PM CDT	Mid-Conference Break	
1:15–2:15 PM CDT	<b>801</b> Surprise! What to Do When Research is Uncovered at a Practice	<b>802</b> Tactics to Ensure Accurate and Complete Clinical Documentation of Inpatient Stays
2:15–2:30 PM CDT	Break	
2:30–3:30 PM CDT	<b>901</b> Information Blocking, Interoperability, and What They Mean for Compliance Officers	<b>902</b> Softening the Impact of the Stark Law: Updates Regarding Technical Requirements, Low-Dollar Violations, and Payment Discrepancies
3:30–3:45 PM CDT	Break	
3:45–4:45 PM CDT	<b>1001</b> Stark Law Group Practice Definition and In-Office Ancillary Services Exception: Do We Comply?	<b>1002</b> Mitigation of Risk Through Understanding and Implementation of Security
4:45–5:00 PM CDT	Break	
5:00–6:00 PM CDT	GENERAL SESSION <b>GS3</b> CMS Updates and Compliance Implications	

(agenda subject to change)

## TUESDAY, OCTOBER 12

8:50–9:00 AM

### Opening Remarks

9:00–10:00 AM CDT

#### GENERAL SESSION

##### GS1 What's New at OIG: COVID-19 and Beyond

LEVEL: INTERMEDIATE

**Jonelle Soeffing**

Operations Officer, Investigations Branch,  
U.S. Department of Health and Human Services, OIG

**Benjamin Wallfisch**

Senior Counsel, Industry Guidance Branch,  
U.S. Department of Health and Human Services, OIG

- COVID-19 enforcement priorities
- Industry guidance during the pandemic
- What's on the horizon?

10:00–10:15 AM

### Break

10:15–11:15 AM CDT

##### 101 Compliance Risk Assessment 101

LEVEL: BASIC

**Peiman Saadat**

Vice President, Corporate Compliance Officer, AdvantageCare Physicians

- Essentials to kick off a homegrown compliance risk assessment program
- How to gather reliable info which could lead to actionable items
- Optimization plan vs. corrective action plan

##### 102 Medical Director Agreements: A Valuation and Compliance Perspective

LEVEL: INTERMEDIATE

**A.M. La Penna**

Principal, The La Penna Group, Inc.

- Craft medical director contracts which are in full accord with regulatory standards
- Establish audit processes that assure proper oversight of medical director contracts
- Recognize warning signals that indicate an inappropriate application of a medical director role

11:15–11:30 AM

### Break

11:30 AM–12:30 PM CDT

##### 201 Clinical Compliance and Emergency Management

LEVEL: INTERMEDIATE

**Kim Pardini-Kiely**

Clinical and Operational Excellence Lead, Protiviti

**Radgia Cook**

Associate Director, Protiviti

- Identify the key elements of an emergency management program for clinical services
- Identify three clinical processes for maintaining services in an emergency
- The importance of having clinical business continuity plans

##### 202 Best Practices in Managing Conflicts of Interest

LEVEL: BASIC

**Sarah M. Couture**

Managing Director, Ankura Consulting Group

- What are conflicts of interest (COI) and why is management important?
- Understanding common challenges in COI management
- Developing a program to manage COI and mitigate risk

12:30–1:15 PM

### Mid-Conference Break

1:15–2:15 PM CDT

#### GENERAL SESSION

##### GS2 HIPAA Updates

LEVEL: INTERMEDIATE

**Lesley Morgan**

Investigator, U.S. Department of HHS

**Stephen Goo**

Investigator, HHS Officer for Civil Rights, Pacific Region

- Review OCR updates to HIPAA rules including guidance and notifications of enforcement discretion
- Discuss recent enforcement actions by OCR
- Understanding recurring HIPAA compliance concerns and implementation of best practices to prevent them

2:15–2:30 PM

### Break

# Agenda

ALL TIMES LISTED ARE IN CENTRAL DAYLIGHT TIME (CDT)

2:30–3:30 PM CDT

## 301 The Design and Development of an Opioid Compliance Program

LEVEL: BASIC

**Anne Daly**

Chief Compliance & Integrity Officer,  
Ann & Robert H. Lurie Children's Hospital of Chicago

**Lori M. Hayden, JD**

Compliance Officer, Commonwealth Pain Associates;  
Legal & Compliance Consultant, ConfirmaMD

- Aid the national response to the opioid crisis by facilitating responsive healthcare activity
- Guide your healthcare entity in understanding and complying with state and federal regulations
- Engage your healthcare entity in best practices in both opioid compliance and pain management

## 302 Privacy Rule Changes: What the Proposed Changes Mean to a Physician Practice

LEVEL: INTERMEDIATE

**Marti Arvin**

Executive Advisor, CynergisTek, Inc.

- Identify the proposed changes to the privacy rule and their likely impact on a physician practice
- Recognize the necessary steps to compliance should the proposed changes become final
- Anticipate necessary changes and corresponding resource needs if the proposed changes become final

3:30–3:45 PM  
**Break**

3:45–4:45 PM CDT

## 401 Protecting and Securing Your Research Data

LEVEL: INTERMEDIATE

**Mike Nescot**

Manager, Information Security Office,  
Fred Hutchinson Cancer Research Center

**Susan G. Glick**

Data Governance Program Manager,  
Fred Hutchinson Cancer Research Center

- New risks to privacy and data protection as data intensive medical research methods evolve
- Understand the current data lifecycle in data intensive research and mistakes we made
- Strategies and ideas to preserve data confidentiality, integrity, and availability

## 402 Using a Risk-Based Approach to Identify HIPAA Security Mistakes Before They Happen

LEVEL: BASIC

**Justin Beals**

CEO and co-founder, Strike Graph

- Learn why a risk-based approach is the most cost effective way to avoid security mistakes
- Define and then assess security risks unique to your practice and complete a basic risk assessment
- Identify processes that are in place or that need to be implemented to mitigate each risk

4:45–5:30 PM

## Social Event: Live Piano Show

- Interact and engage with your fellow attendees at this request-driven piano show
- Bring your song requests and a favorite beverage for this musical variety show with thousands of songs spanning many decades and genres

## WEDNESDAY, OCTOBER 13

9:00–10:00 AM CDT

## 501 The DOs and DON'Ts of Communicating Digitally with Patients

LEVEL: INTERMEDIATE

**Wes Morris**

Managing Principal Consultant, Clearwater

- Learn what common mistakes may lead to compliance or data security concerns
- Gain insight on how to adhere to the Office for Civil Rights' Right of Access Initiative
- Understand what the new requirements for sharing data through APIs mean for providers

## 502 Triage: An Important Part of the Response for Compliance in a Hybrid Workforce

LEVEL: INTERMEDIATE

**Valerie T. Cloud**

Assistant Vice President Corporate Compliance, Atrium Health

- Introduction of model for effectively establishing triage process incoming calls into compliance
- Establish common language to communicate and describe incident—and set triage criteria
- Tenets of rubric design, implementation, evaluation of workflow, and consistency managing incidents

10:00–10:15 AM  
**Break**

10:15–11:15 AM CDT

## 601 Do the Right Thing: Assuring Compliance with Federal Risk Management Requirements for Federally Qualified Health Centers

LEVEL: INTERMEDIATE

**Robyn M. Hoffmann**

Corporate Compliance Officer and QI Liaison,  
Fair Haven Community Health Clinic, Inc.

- Identify the key risk management requirements for FQHCs set by the Bureau of Primary Health Care
- Examine key dashboard reporting metrics to inform the board about risk management activities
- Establish risk identification tools: Incident reports, safety huddles, employee surveys, and RCAs

## 602 Navigating HIPAA and 42 CFR Part 2: Permissible Disclosures in Clinical, Mental Health, and SUD Treatment Settings

LEVEL: BASIC

**Urvi V. Dwivedi**

Compliance Director, HealthRIGHT360

**Patricia Esparza**

Managing Director of Compliance Operations, HealthRIGHT360

**Ana-Cristina Navarro**

Chief Compliance Officer, HealthRIGHT360

- Understand the important similarities and distinctions between HIPAA and 42 CFR Part 2
- Utilizing cases studies, understand what disclosures are permissible under 42 CFR Part 2
- Learn about tools, such as decision trees, to navigate the 42 CFR Part 2 disclosure questions

11:15–11:30 AM  
Break

11:30 AM–12:30 PM CDT

## 701 Ethical Obligation to Provide All Necessary Care in the Value-Based Purchasing (VBP) Reimbursement Environment

LEVEL: TBD

**David N. Hoffman**

Chief Compliance Officer, Carthage Area Hospital

- Identify the clinician's ethical obligations and special challenges that bridge the provider's professional and financial interests
- Review how health systems that assume risk under VBP must remain sensitive to the actual and perceived conflicts of interest created by the per patient - per month payment model
- Learn how to adjust risk assessment strategies to inform and protect patients who are at risk of being under-treated or mistreated

## 702 Telehealth for Technology-Challenged Populations

LEVEL: INTERMEDIATE

**Dennis P. Mihale**

Chief Medical Officer, UpWard Health

- The extraordinary value and ROI of telehealth in providing same day and next day visits
- Telehealth in the rural healthcare setting: Delivering outcomes, satisfaction, and saving
- Use of remote facilitators in telehealth: A new enhancement ensures everyone sees the doctor

12:30–1:15 PM  
Mid-Conference Break

1:15–2:15 PM CDT

## 801 Surprise! What to Do When Research is Uncovered at a Practice

LEVEL: INTERMEDIATE

**Andrea Wever**

Partner, deLemos & Wever, PLLC

**Genevieve F. deLemos**

Partner, deLemos & Wever, PLLC

- Understand the basics of research and how to identify tell-tale signs of "underground" research
- Conduct rapid risk assessment to determine whether research should continue (or what to do if not)
- Provide case studies and compliance tips to ensure proper conduct of research

## 802 Tactics to Ensure Accurate and Complete Clinical Documentation of Inpatient Stays

LEVEL: INTERMEDIATE

**Kim Pardini-Kiely**

Clinical and Operational Excellence Lead, Protiviti

**Bryan D. Beaudoin**

Health Information Management Solution Lead, Protiviti

- Understand the impact of incorrect clinical documentation and coding on quality data
- Understand how to use of data analytics to identify potential clinical documentation opportunities
- Learn tactics for collaborating with providers to ensure accurate clinical documentation

2:15–2:30 PM  
Break



# Agenda

ALL TIMES LISTED ARE IN CENTRAL DAYLIGHT TIME (CDT)

2:30–3:30 PM CDT

## 901 Information Blocking, Interoperability, and What They Mean for Compliance Officers

LEVEL: INTERMEDIATE

**Nick Weil**

Senior Director, Ankura Consulting Group

- Learn about the new data compliance laws, rules, and trends from CMS, OCR, ONC, and OIG
- Compare with the existing HIPAA privacy and compliance regime to see what changed and what stayed the same
- Explore strategies for managing this wider risk area with your existing compliance program

## 902 Softening the Impact of the Stark Law: Updates Regarding Technical Requirements, Low-Dollar Violations, and Payment Discrepancies

LEVEL: ADVANCED

**Margo Smith**

Associate, DENTONS US LLP

**Samantha Groden**

Senior Managing Associate, DENTONS US LLP

**Christopher Janney**

Partner, DENTONS US LLP

- Explain new flexibility with respect to the signature, writing, requirements that are set in advance
- Unpack and analyze new exception covering “limited remuneration to a physician”
- Analyze and apply new guidance on how to cure inadvertent payment errors

3:30–3:45 PM

**Break**

3:45–4:45 PM CDT

## 1001 Stark Law Group Practice Definition and In-Office Ancillary Services Exception: Do We Comply?

LEVEL: INTERMEDIATE

**Robert Wade**

Partner, Barnes & Thornburg LLP

- Understand Stark Law Basics as they apply to Physician Group Practices
- Comply with Group Practice Definition/In-Office Ancillary Services Exception
- Comply with Stark Law in Physician Organization/Group Practice

## 1002 Mitigation of Risk Through Understanding and Implementation of Security

LEVEL: INTERMEDIATE

**Eric Chapel**

CEO, THA Security

**Genesis Seibel**

Cyber Security Analyst, THA Security

- The human factor is the greatest threat to healthcare organizations today; how do you stop it?
- Threat intelligence empowers decision makers and stakeholders to invest wisely to mitigate risk
- A Security Operations Center (SOC) lets you see across the entire attack surface—is it worth it?

4:45–5:00 PM

**Break**

5:00–6:00 PM CDT

## GENERAL SESSION

### GS3 CMS Updates and Compliance Implications

LEVEL: INTERMEDIATE

**Dr. Mary G. Greene**

Director, Office of Burden Reduction & Health Informatics, CMS

- COVID-19 waivers
- Healthcare workforce shortages
- Policy updates

# Clinical Practice Compliance Conference

October 12–13, 2021 • Virtual • Central Daylight Time (CDT)



## 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

	before/on 9/14/20	after 9/14/20
<input type="checkbox"/> Member	\$495	\$545
<input type="checkbox"/> Non-Member	\$645	\$695
<input type="checkbox"/> Registration + First-Time Membership Offer*	\$715	\$765

\*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 or More**	\$100
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\*\*See "Group Discount Policy" under "Acknowledgements" below for details.

**TOTAL \$** \_\_\_\_\_

**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](https://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](https://hcca-info.org/privacy).

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

- ☐ **Member Magazine Listing:** HCCA lists all new members (first and last name, organization, and state or country) in our monthly magazine, *Compliance Today*®.
- ☐ **Online Member Directory:** HCCA's member directory lists first and last name, organization, title, address, and phone number.

## SECTION 3 Payment

Online registration at [hcca-info.org/2021clinicalpractice](https://hcca-info.org/2021clinicalpractice)

Mail to HCCA, 6462 City West Parkway, Eden Prairie, MN 55344 USA Fax to 952.988.0146

Email to [helpteam@hcca-info.org](mailto:helpteam@hcca-info.org) — Due to PCI compliance, do not provide credit card information via email. Email this form without credit card information, then call HCCA at 952.988.0141 or 888.580.8373 with your payment.

- ☐ Invoice me
- ☐ Check enclosed (payable to HCCA)
- ☐ Wire transfer requested
- ☐ I authorize HCCA to charge my credit card: ☐ Visa ☐ MasterCard ☐ Discover ☐ American Express

Credit Card Account Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

Cardholder Name \_\_\_\_\_ Cardholder Signature \_\_\_\_\_

## SECTION 4 Acknowledgements

By registering for this event, you agree to the full event Terms and Conditions, viewable at [hcca-info.org/conference/tandc](https://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](https://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.

**Group Discount Policy:** Registration forms must be sent together to ensure that the discount is applied. The group discount is not available through online registration. 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.

**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](https://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 such as the presentations. The email goes out 1–3 days prior to the event start date 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 screensharing 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 & virtual) will receive 60 days access to session recordings approximately 2 weeks post-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—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). Please send all group registration forms together to [helpteam@hcca-info.org](mailto:helpteam@hcca-info.org) for processing. A separate registration form is required for each registrant. The group discount is NOT available through online registration. 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. For groups of 10 or more, please call +1 952.988.0141 or 888.580.8373 or email [helpteam@hcca-info.org](mailto: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](http://hcca-info.org/membership). Your membership will begin once payment is received.

### How do I use the credit on my account for this event?

You can complete the registration online and select the “Invoice Me” payment option at checkout. Once you receive your confirmation, email [helpteam@hcca-info.org](mailto:helpteam@hcca-info.org) or call 952.988.0141 or 888.580.8373 to request your credit be applied toward the registration fee.

### 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](mailto: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](mailto:helpteam@hcca-info.org). A conference credit will be issued for all registration fees paid (minus any cancellation fee) and will expire 12 months from the date of the original canceled event. Conference credits will not be issued if you do not attend the event and have not requested cancellation prior to the event start date. If sending a substitute, 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](mailto:helpteam@hcca-info.org) if you have a special need and/or require an accommodation to participate.

## Continuing Education

### Can I learn 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](http://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 learn 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](mailto: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](http://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](http://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 and 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](http://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](http://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](mailto:ccb@compliancecertification.org).