

# Continuing Education (CE) Policy & FAQs

## Mission statement

Magellan Health, Inc. administers its CE program to provide our licensed clinical workers and peer support specialists with ongoing, relevant and formal learning opportunities.

Our CE goals are to:

- Enable social workers, licensed counselors, licensed addiction professionals, nurses and peer support specialists to keep pace with emerging clinical issues in behavioral health
- Develop and increase clinical competencies to improve consumers services
- Contribute to the professional development of social workers, licensed counselors, licensed addiction professionals, nurses and peer support specialists
- Enable social workers, licensed counselors, licensed addiction professionals, nurses and peer support specialists to deliver culturally competent care in an effective, understandable and respectful manner that is compatible with consumers' cultural health beliefs, practices and preferred language

The target audiences for our CE programs include social workers, licensed counselors, licensed addiction professionals, nurses and peer support specialists.

Be sure to read the course promotional material for specific course approvals, target audiences and CE clock hours.

## Magellan offers the following courses for learning opportunities:

### CE/accredited courses

We offer free CE clock hours for online courses on a variety of subjects, including peer support, treatment plans and case management. Courses are offered at no cost and available on-demand for learning at your convenience.

### Learning opportunities/non-accredited courses

We also offer e-courses on various topics, such as recovery and resiliency, public health and the Affordable Care Act, that are not eligible for CE clock hours. Courses are free and available on-demand for learning at your convenience. **CE clock hours are not offered for these courses.**

## CE advice

Maintaining your professional license requires more than just filing paperwork every two or three

years. Almost every jurisdiction that issues professional licenses requires CE courses for renewal. Licensing boards recognize the importance of lifelong learning to the profession.

Professionals at all levels of practice can benefit from continuing coursework in familiar subjects, as well as exploration of new topics.

CE requirements vary from one jurisdiction to another; some boards require only a specific number of hours, while others mandate CE in specific subject areas. Each jurisdiction has final approval on any CE course, from any source, on any subject. It is your responsibility to contact your board and verify that your CE plans meet their requirements.

### **Know your responsibility**

Please keep in mind that CE is your responsibility – it is not the responsibility of the CE provider, the licensing board or the professional association. It is up to you to understand your jurisdiction's requirements for CE – how your jurisdiction tabulates CE time (e.g., "clock hours" vs. "contact hours"), which types of courses will not be accepted, etc. If you are unsure of the requirements, you can find out by contacting your board.

### **It isn't just about the course**

When it comes to CE, details matter. Your licensing board will likely need the correct kinds of documentation verifying your attendance, and you should be able to rely on your CE provider's record keeping. CE providers should be able to do the following:

- Issue you a signed certificate of completion for the program you completed.
- Keep attendance records and other documents on file for as long as seven years after the program.
- Provide qualifications of the instructors and personnel who develop and implement the course.

### **Keep records**

Complying with your board's CE requirements is the responsibility of the individual professional so it is important to keep your own records of CE sessions attended.

### **Choose wisely**

Remember, the CE systems used by boards were designed to ensure that professionals maintain their knowledge and skills. Ask yourself whether the CE course you're considering is a good fit for you. While it's tempting to choose courses that play to your own strengths, you may also want to consider using CE requirements to round out your professional knowledge.

### **CE clock hours**

Each hour of education shall be accepted as one (1) CE clock hour.

Magellan is approved to offer CE clock hours by the following organizations when indicated on the course promotional material:

- Association of Social Work Boards (ASWB)
- The Association for Addiction Professionals (NAADAC)
- National Board for Certified Counselors (NBCC)
- Florida Certification Board (FCB)

Be sure to read each organization’s CE requirements in the course promotional material.

*Please note that not all courses carry all CE credits. If you want to complete an online course to meet professional requirements, be sure to confirm that you choose online courses with certificates that meet your needs before enrolling.*

It is the responsibility of each professional to understand the requirements for license renewal or check with the state or national licensing board and/or professional organization to become more familiar with their policies and acceptable online/home study accreditation prior to enrollment in a course.

## Frequently asked questions

### **How can I tell if a course is accredited for CE credits?**

Please refer to the CE approval statements in the promotional material for each course and note that CE requirements may vary greatly. If you have decided to participate in our webinars to meet your CE requirements, it is imperative to first confirm any eligible CE hours and/or certificates that may be earned with your completion. The approvals attached to each course must match the rules and demands of your professional license or certification and the requirements set forth under the governing agency or state licensing board.

### **When and how can I print my certificate?**

Please refer to the “How to obtain CE hours” section in the promotional material for the relevant course/webinar. Remember that all course requirements must be met before a certificate is issued. If you have questions about the course requirements, CE certificate or CE clock hours, contact:

Magellan/CE Administrator

Email: [CE@MagellanHealth.com](mailto:CE@MagellanHealth.com)

### **Why have I not yet received my certificate?**

The course requirements must have been met through completing an online survey. Certificates are issued through our online portal. Therefore, it is recommended you SAVE the certificate so you can re-print it later if needed. To save your document after completing the form, click “Submit,” then “Save.” If your certificate type is not available, refer to the course promotional material.

Please ensure your pop-up blocker is turned off as the certificate displays in a separate window. To turn off your pop-up blocker in Internet Explorer, go to TOOLS → POP-UP BLOCKER → TURN OFF POP-UP BLOCKER. If the menu item says “Turn ON Pop-up blocker,” your settings are already correct. If you have

questions, contact:

Magellan/CE Administrator

Email: [CE@MagellanHealth.com](mailto:CE@MagellanHealth.com)

**How do I complete the evaluation and posttest?**

Instructions for completing the course evaluation and posttest are often communicated during the course. It is important to complete the entire course, so you don't miss the post-course requirements.

**My license is not listed. Will these courses be acceptable for my license renewal?**

You will have to check with the governing body to find out if our courses are acceptable for CE credit. Some boards do not require a specific accreditation or have specific requirements. Some, however, do specify number of hours, subject areas, etc. for license renewal, and our courses may or may not meet the criteria.

**What accommodations do you provide for individuals with disabilities?**

Most of our courses are 508 compliant and can be taken with assistive technology. For additional accommodations, please contact:

Magellan/CE Administrator

Email: [CE@MagellanHealth.com](mailto:CE@MagellanHealth.com)

**Is there a limit to the number of credits I can get online and apply to license renewal?**

Some boards will limit the number of hours that can be earned online. You will need to contact your state board to obtain these requirements.

**I am not a provider in the U.S.; will these courses be acceptable for my license renewal?**

You will have to check with your licensing board/body to find out if our courses are acceptable for CE credit. Some licensing boards do not require a specific accreditation; however, some licensing boards do specify number of hours, subject areas or other information for license renewal.

**What is the cost for CE courses?**

Magellan's courses are free of charge unless noted. If there is a cost for the course, we will note that in the course promotional material.

**How do I request a refund for a paid CE course?**

Refer to the course promotional material, or you may contact:

Magellan/CE Administrator

Email: [CE@MagellanHealth.com](mailto:CE@MagellanHealth.com)

All refunds will be handled within 10 business days.

**Will you notify me if a CE course is cancelled/rescheduled?**

If we cancel a live webinar, we will try to reschedule. We will notify participants of the new date by

email.

**How do I request special accommodations?**

Magellan will make reasonable accommodations for participants with physical, visual or hearing impairments. Please contact the CE administrator to inquire about available accommodations.

Magellan/CE Administrator

Email: [CE@MagellanHealth.com](mailto:CE@MagellanHealth.com)

**How do I report a grievance?**

**Grievance policy:**

We provide participants with telephone, email and U.S. postal access to facilitate reports of dissatisfaction. Magellan will acknowledge receipt of complaints and make every effort to respond in a timely manner to all notices of participant dissatisfaction. We will attempt to resolve each grievance in a mutually satisfactory manner. To express a complaint or grievance, contact:

Magellan/CE Administrator

Phone: 410-953-2308

Email: [CE@MagellanHealth.com](mailto:CE@MagellanHealth.com)