

## **2009 Client Forum *Milliman Care Guidelines* Trainer Certification Exam**

### **FAQ**

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#### **Eligibility**

Q: What are the eligibility requirements for the certification exam being offered at the April 2009 Client Forum?

A: Eligibility requirements for the certification exam include:

- Active RN license in good standing
- Currently employed as a full-time Trainer in your organization
- Train the *Care Guidelines* as part of your current role
- Obtain written endorsement from your employer

#### **Exam Details**

Q: When is the Milliman Care Guidelines Trainer Certification Exam being offered?

A: Wednesday, April 22, 2009 from 1:00PM – 3:00PM at the Client Forum in Doral, Florida

Q: How long will completion of the exam take?

A: Applicants will have 2 uninterrupted hours to complete the exam.

Q: How long will it take to receive exam results?

A: Applicants will be notified of their exam score and certification status by Friday, May 22, 2009.

Q: What are the criteria for passing the exam?

A: A score of 80% or higher is required to obtain certification. This inaugural exam is being administered to validate test questions. There may be additional criteria required for future certification examinations.

#### **Exam Content**

Q: Which *Milliman Care Guidelines* products and format does the exam cover?

A: The exam will cover the *Inpatient and Surgical Care* and *General Recovery Guidelines* in the web software.

Q: My organization only licenses *Inpatient and Surgical Care*. Am I still eligible to apply for certification?

A: No, the Trainer Certification Exam covers both the *Inpatient and Surgical Care* and the *General Recovery Guidelines*.

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#### **Application Process**

Q: What is the application process for the exam?

A: Submit a completed Milliman Care Guidelines Trainer Certification Exam Application and all other required documentation by the application deadline.

Q: What is the deadline for application?

A: Applications must be received by 5:00 PM PST on Friday, March 13, 2009.

Q: How should I submit my application and related documents?

A: Applications may be submitted by mail, by email, or by fax.

Q: Who do I submit my application and related documents to?

A: Patty Zajac, Training Program Coordinator

Milliman Care Guidelines

719 Second Avenue, Suite 300

Seattle, WA 98104

[patty.zajac@milliman.com](mailto:patty.zajac@milliman.com)

Fax: 206.464.7813

Q: Do you need verification of my nursing license?

A: Yes, you will need to submit proof of your active license to practice nursing with your application.

Q: What does my employer endorsement need to include?

A: Please submit a letter from your Manager confirming that you are a full-time Trainer delivering training on *Inpatient and Surgical Care* and the *General Recovery Guidelines* for your organization.

#### **Exam Preparation**

Q: What can I do to prepare for the exam?

A: Study the Introductions contained in both *Inpatient and Surgical Care* and the *General Recovery Guidelines* products. Complete the On Demand Training modules for both *Inpatient and Surgical Care* and the *General Recovery Guidelines*.

#### **Costs**

Q: Is there a cost for the exam being offered at the 2009 Client Forum?

A: No, there is no fee associated with the inaugural exam that will be administered at the 2009 Client Forum. There may be fees and additional criteria for future certification examinations.

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#### Certification

Q: How long is the Milliman Care Guidelines Trainer Certification valid?

A: Certification is valid for 2 years from the date of the exam.

Q: Is there any requirement for regular training updates?

A: Yes, Milliman Care Guidelines Certified Trainers are expected to complete training on the annual updates to *Inpatient and Surgical Care* and *General Recovery Guideline's* clinical content and web software functionality.

Q: What is the deadline for completing the updates?

A: The *Care Guidelines* update annually. Milliman Care Guidelines Certified Trainers are expected to complete the updates prior to delivery of any training on the updated content and web software functionality.

Q: What is the process for completing the updates?

A: Training on the annual updates to *Inpatient and Surgical Care* and *General Recovery Guidelines* may be completed by attendance at any Milliman-sponsored updates training or via the On Demand Training modules dedicated to this content.

Q: Am I able to use my Milliman Care Guidelines Trainer Certification as a Consultant or in a self-employed capacity?

A: No, Milliman Care Guidelines Trainer Certification is only valid while actively employed by an organization that licenses the Milliman Care Guidelines products applicable to your certification.

#### Recertification

Q: What are the requirements for recertification?

- Active RN license in good standing
- Currently employed by organization that licenses *Inpatient and Surgical Care* and *General Recovery Guidelines*
- Completion of all required updates to clinical content and functionality

Q: What is the process for recertification?

A: Milliman Care Guidelines Certified Trainers are responsible for ensuring their certification remains valid. The process for recertification includes submission of the Application for Recertification and accompanying documentation no later than 1 month prior to the expiration of your certification.

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Q: What if I fail to submit the recertification requirements on time?

A: If you fail to submit the recertification requirements on time, your certification will expire. If this occurs and you wish to become certified again, you will need to take the certification exam and meet all eligibility requirements as they exist at the time of the exam.

Q: What if I fail to meet the recertification requirements?

A: In order to be recertified, you must meet all recertification requirements.

### **Certification Transferability and Verification**

Q: Is my certification transferable?

A: Your Milliman Care Guidelines Trainer Certification is transferable when:

- You join an organization that licenses the *Milliman Care Guidelines* products that correspond with your certification
- Your new employer submits endorsement of the transfer of your certification
- You notify Milliman Care Guidelines of your new position prior to the start of your employment with the new organization

Q: Will Milliman Care Guidelines verify my certification?

A: Yes, we will verify your certification upon receipt of a written request. Please allow up to 14 business days for us to submit verification.

### **General Information**

Q: Who do I contact if I have questions about certification not address above?

A: You may email your questions to:

Patty Zajac, Training Program Coordinator

[patty.zajac@milliman.com](mailto:patty.zajac@milliman.com)