ACPE Providers Office Hours

What will be covered?
Technology Platforms
Excel Spreadsheet formatting
Web service automation
Web service guidance
Errors & how to avoid them
Your questions

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ACPE CPE Activity and Credit Submission Process

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1. Provider finalizes CPE activity information.
2. Provider submits the CPE activity as an Activity Description Form (ADF) to the Provider Web Tool at least 14 days prior to the activity release date.
3. Upon submission, a Universal Activity Number (UAN) is generated for that CPE activity.

JA-PARS

PWT
web tool

1. CPE activity is completed.
2. Learner submits NABP e-Profile ID number (ePID) and DOB (MMDD) to the provider within 60 days of successful participation.
3. Provider electronically uploads the learner information, UAN and other required fields to CPE Monitor® within the same 60 day window from the date of successful participation.

E-Profile IDs issued by the National Association of Boards of Pharmacy (NABP) span between 5-7 digits. No other ID number will be accepted by CPE Monitor®.

ACPE providers must ensure the correct UAN and date of participation are being awarded to the correct learner.

ACPE providers must ensure all ADF information is correct, as the information selected affects what information is validated by CPE Monitor® and sent to the learner.

1. CPE Monitor® processes and validates the submission, then electronically submits the information as credit to the learner’s NABP e-Profile.
2. The learner can log into NABP e-Profile to view their CE transcript.

- If a learner does not know their NABP e-Profile ID, he/she needs to contact NABP directly to verify that information by calling 847-391-4406 or login in at:
  https://dashboard.nabp.pharmacy/Login/Splash

- If a credit submission does not contain the correct information, it will be rejected by CPE Monitor® and the credit will not transfer to the learner’s NABP e-Profile. ACPE providers need to investigate any errors and correct those records for resubmission.
What is the Provider Web Tool?

System to aid in collection of activity related information submitted from ACPE-accredited providers

What does it do?

• The PWT houses all ACPE activities submitted by the provider and will generate a unique Universal Activity Number (UAN) for each submitted Activity Description Form (ADF).

• **UAN Format:** 0000-9999-21-123-L05-P

• The UAN is used for all promotional material and submitted to CPE Monitor®, the ACPE credit processing system, to award ACPE credit to learners.

• You can access the PWT login and user guide [here](#)
Certificate Programs

• Updated from **Practice-Based Activity → Certificate Program**

• First, you will need to create the knowledge and application Universal Activity Numbers (UANs) of the certificate program under “**Create New Activity**”

  • Once these components are submitted, you can complete the **Certificate Program form**

  • If the CP will only include one UAN, a CP form will be generated automatically

  • Each CP submission will create an ID: Provider ID-Year-Sequence Number (ex. 0197-21-001)

• CE credit for Certificate Programs will continue to be awarded via CPE Monitor®
Creating CE Activities and Certificate Programs

Create New Activity form
This is the form you will use to create knowledge and application based activities

Activity Forms
What would you like to do:
- Create New Activity
- Edit Existing Activity
- Copy Activity
- Batch Import Activities
- Search Activities

The form includes fields for:
- Year Activity is Being Released
- Sequence Number
- Title
- Provider Activity Id
- Target Audience
- Topic Designator

The Topic Designator is the last 2 digits of the Universal Activity Number and should be designated as follows:

- 01: Disease State Management/Drug Therapy - activities that address drugs, drug therapy, and/or disease states.
- 02: AIDS Therapy - activities that address therapeutic, legal, social, ethical, or psychological issues related to the understanding and treatment of patients with HIV/AIDS.
- 03: Law Related to Pharmacy Practice - activities that address federal, state, or local laws and/or regulations affecting the practice of pharmacy.
- 04: General Pharmacy - activities that address topics relevant to the practice of pharmacy other than those included in the classifications of drug/disease therapy related, HIV/AIDS therapy related, and law.
- 05: Patient Safety - activities that address topics relevant to the prevention of healthcare errors and the elimination or mitigation of patient injury caused by healthcare errors.
- 06: Immunizations - activities related to the provision of immunizations, i.e., recommend immunization schedules, administration procedures, proper storage and disposal, and record keeping. This also includes review for appropriateness or contraindication and identifying and reporting adverse drug events and providing necessary first aid.
- 07: Compounding - activities related to sterile, nonsterile, and hazardous drug compounding for humans and animals. This includes best practices and USP quality assurance standards, environmental testing and control, record keeping, error detection and reporting, and continuous quality improvement processes.
- 08: Pain Management - activities that address any component regarding the treatment and management of pain, including the prescribing, distribution and use of opioid medications, and/or the risks, symptoms, and treatment of opioid misuse/addiction.
If you choose Certificate program in this form (Create New Activity), you will get this pop-up.

If **yes** is selected, a CPN will be generated and you will not have to create a certificate program as shown on the next slide.
Certificate Programs

Create Certificate Program form
Enter UANs that make up the certificate program in this form (if the program consists of 1+ UANs)

Certificate Program
What would you like to do:

- Create Certificate Program
- Edit Certificate Program
- Copy Certificate Program
- Search Certificate Program
The “Identify Keywords” option will scan the activities learning objectives for potential key words and display the results.
Provider Web Tool - Platform Enhancements

Let others know if you are willing to enter into a **Joint Providership**

Information regarding Joint Providerships can be found [here](#)
ACPE Website - Enhancements

See a list of providers offering Joint Providership on the ACPE website here.

Click View to see the provider status and general information.
What is CPE Monitor?

ACPE and the National Association of Boards of Pharmacy (NABP) have developed a continuing pharmacy education (CPE) tracking service, CPE Monitor®, that will authenticate and store data for completed CPE units received by pharmacists and pharmacy technicians from ACPE-accredited and Joint-accredited providers.

Benefits of CPE Monitor

1. It is a centralized repository for CE credits.

2. Streamlined process of verifying that licensees and registrants meet CPE requirements.

3. Helps pharmacists and technicians who hold multiple licenses keep track of varied requirements.

4. CPE data is available online and on a mobile app

The CPE Monitor guide and login page can be found here
How to format your Excel Spreadsheet

The Excel Spreadsheet template for CPE Monitor tab can be found on the ACPE website: [Here](#)

When using the CSV or Excel upload, please adhere to the following format:

- **Action** (insert or delete) – **NABP_ePID** – **DOB** – **ACPE_UAN** – **Date_of_Participation**

- Double check for typos so the file uploads without error
CPE Monitor Manual Entry Form

- This form can be used to manually enter CE participant completion records.

### CPE Monitor CE Participant Entry Form

Please use this form for entering participants that have completed ACPE-accredited CE activities or for removing participants of ACPE-accredited CE activities that have been previously submitted to and accepted by NABP.

- For each participant that you wish to submit to NABP, select the action to perform (either an insert or delete). Next, enter the NABP E-Profile EPID, the participant's Date of Birth (month and day only in format of "MM/DD"), a UAN, and the Date of Participation. To search for a UAN, enter either the portion of the UAN or a portion of the activity title - a lookup for the matching UAN will occur. Please make sure to select the UAN returned in the search results.

- Click the "Add Row" button to add an additional row for data entry. To remove a row, click the "Remove Row" button located next the row you wish to remove from your submission.

- When you have entered all the rows of information that you wish to submit, please click the "Verify Information" button to have your information verified. If no errors are found, you may submit the participants to CPE Monitor, if errors are found, all errors must be corrected before you will be able to submit the participants.

Please note that a maximum of **20** participants may be submitted per web form submission.

<table>
<thead>
<tr>
<th>Row</th>
<th>Action</th>
<th>ePID</th>
<th>DOB (MM/DD)</th>
<th>ACPE UAN</th>
<th>Date of Participation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Add Row  Verify Information
Please review the policy carefully as to avoid errors and late submissions in the future.

60 Day Override Policy

ACPE providers who request access to CPE Monitor® to upload credit with a date of participation outside the 60-day deadline will incur a $200 late fee as follows:

1-3 Requests: ACPE will give a warning and waive the fee and grant request

4 and more Requests: ACPE will charge a $200 fee per override request

• Providers will be required to fill out the override request form in CPE Monitor® to request an override and fill out all fields. Once the form is submitted, the provider’s Continuing Education Administrator will receive an automatic email explaining the fee policy and a link to ACPE’s PayPal account. Upon confirmation of payment, ACPE will grant the override request and notify the provider. The override request will not be granted until payment is received.

• Providers will be given 5 business days to submit late credits to CPE Monitor® to allow time to rectify credit information as needed.

• If a provider requires both a retroactive ADF change in the Provider Web Tool and an override to amend an activity, only the ADF change fee of $200 will be charged. The provider will not be charged twice.

• The 6-month hard-stop policy will still apply. Any unclaimed credit with a date of participation that is 6 months and older will not be eligible for an override.
To request a 60-day override for late credit, please fill out the CPE Monitor 60-Day Override Request Form. This form can be found in “Actions” on the Home page.

* Once you submit this form, an email will be sent to the current CPE Administrator who is listed in the Provider Web Tool. Upon receipt of notification by ACPE, this request will be granted by ACPE staff and the Requester will be notified.
Automated Transmission

• **Automated transmission** - intended for larger organizations

• **Data Transmission** – transmitted to a secured FTP (S-FTP) site managed by ACPE

• **Data Processing** - data is queued for processing by CPE Monitor and the status of the transmission is provided via email

• Users may also be granted access to the secure website to monitor status and process records that have not been accepted through a personal dashboard.
Web Service Guidance

• **Intended Audience** – organizations requiring real-time validation of submitted provider education. This is for organizations that wish to integrate participant activity submission into pre-existing custom applications managed by their support staff.

• **Data Transmission** - Data transmitted through a secured web service managed by ACPE.

• **Validation** - Web Service validates the submission immediately and replies with status of the data transmission. Please note – data is not immediately submitted to NABP, but validated against ACPE data rules and then staged for submission to NABP.
Web Service Guidance

What information is needed for web service?
• Information Technology Contact Name
• Information Technology Contact Phone
• Information Technology Email Address
• IP Address of Transmitting Server/Machine
• Data Manager Contact Name
• Data Manager Contact Phone
• Data Manager Email Address

Who to contact to set up web service
Email: cpemonitor@acpe-accredit.org
CPE Monitor - Platform Enhancements

Tracking of Submission Error Rates by Quarter – A snapshot into types of errors occurring

<table>
<thead>
<tr>
<th></th>
<th>Current Quarter</th>
<th>Previous Quarter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quarter:</td>
<td>2021 - Q1</td>
<td>2020 - Q4</td>
</tr>
<tr>
<td>Total Errors:</td>
<td>41,349</td>
<td>9,530</td>
</tr>
<tr>
<td>Error Rate:</td>
<td>35.30%</td>
<td>17.40%</td>
</tr>
<tr>
<td># EPID Errors:</td>
<td>28,618</td>
<td>8,923</td>
</tr>
<tr>
<td># UAN Errors:</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td># Participation Date Errors:</td>
<td>130</td>
<td>107</td>
</tr>
<tr>
<td># Action Code Errors:</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td># 60 Day Submission Errors:</td>
<td>195</td>
<td>527</td>
</tr>
<tr>
<td># of Duplicates Submitted:</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
• If a CPE activity’s target audience is exclusively for pharmacists, the designation, “P”, will be used and shown in the Universal Activity Number (UAN). If a CPE activity’s target audience is exclusively for pharmacy technicians, the designation, “T”, will be used and shown in the UAN.

• Learners may receive credit for either a ‘P’ or ‘T’ designated activity, **not both**. If a provider attempts to award a learner credit for both a ‘P’ and ‘T’ –based UAN, the credit will ‘Not Pass’ to their NABP e-profile transcript.
Survey Results: 32 ACPE Accredited Providers

Modes of Transmission

- Manual Entry: 15%
- Web Service: 12%
- Automated: 12%
- All 3 Modes: 9%
- Manual & Web Service: 14%
- Automated & Web Service: 12%
Survey Results: Common Issues Among ACPE Accredited Providers

- Wrong EPID/DOB: 15%
- Web Service Issues: 14%
- "UAN Not Found" Errors: 14%
- PWT Template Issues: 14%
- 60-day Deadline: 15%
- Other Issues: 7%
Common Errors in CPE Monitor

1. **UAN not found** error – this can happen for a variety of reasons: UAN was never submitted, typos when submitting, accidental cancellations, etc.

2. Incorrect Pharmacist/Pharmacy Technician (P/T) designation when submitting

   • This can happen if the provider enters the wrong information or if the learner takes an incorrect course on accident.

   • There is a new validation rule put in place that will not allow a learner to get credit for both a P and T designated UAN.
Provider & Learner Perspectives

- Provider perspective:
  • ePID/DOB does not match
  • Date issues – invalid date, date not entered, etc.

- Learner Prospective:
  • Missing CPE credit on their transcript and need it fixed
# How to Avoid Errors

<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collecting ePIIDs/DOBs</td>
<td>Have appropriate validation</td>
</tr>
<tr>
<td>Providers</td>
<td>Collect learner information at registration and SAVE</td>
</tr>
<tr>
<td>Providers with Web Service</td>
<td>Implement validation</td>
</tr>
<tr>
<td>e-Profile ID look-up</td>
<td>NABP ID look-up</td>
</tr>
<tr>
<td></td>
<td>• First and last name</td>
</tr>
<tr>
<td></td>
<td>• Username</td>
</tr>
<tr>
<td></td>
<td>e-Profile ID look-up</td>
</tr>
</tbody>
</table>

**IMPORTANT INFORMATION**
# How to Avoid Errors

<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date/UAN errors</td>
<td>Check the Provider Web Tool and JA-PARS to make sure the UAN/JA UAN and dates are valid</td>
</tr>
<tr>
<td>Live CE date errors</td>
<td>Date of participation needs to be the actual live date of the activity</td>
</tr>
<tr>
<td>Home study date errors</td>
<td>Date of participation needs to be between the release date and the expiration date</td>
</tr>
<tr>
<td>Wrong topic designator in the UAN/ JA UAN</td>
<td>Check the topic designator (see next slide)</td>
</tr>
</tbody>
</table>

**IMPORTANT INFORMATION**
Who to Contact

1. Learner needing help with their eProfile
   → Contact NABP
   → help@nabp.pharmacy
   → 847-391-4406

2. Learner’s CPE credit is missing
   → Contact the provider
   → ACPE Accredited Providers
   → Jointly Accredited Providers

3. Providers with questions
   → Contact ACPE
   → cpemonitor@acpe-accredit.org
   → pwt@acpe-accredit.org
   → Main Line: 312-664-3575
Coming Soon!

**When:** April 14th, 2021  
**Where:** Zoom  
**Time:** 1pm-3pm CST  
**What:** Web Services Webinar

Come learn everything you need to know about setting up your organization for credit transmission through web services!

**Starring IT Director, Steve Janis!**