

ACCREDITATION COUNCIL FOR PHARMACY EDUCATION

CPE Monitor® Technical
Specifications

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Last Modified
10/15/2020



This document describes how one would get started using the CPE Monitor®, how one would exchange information with ACPE, what format that information must be provided in, and how one goes about receiving confirmation that a file has been successfully processed. The intended audience for this document is Information Technology Department staff and Data Processing staff.

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Provider Analytics

To assist the provider with tracking and analysis of CPE Monitor data the following reports exist:

Report	Description
Annual Activity	A listing of participant counts by UAN for a specified ESU Year range. This will be used for identifying the ESU Fee (Annual Fee) for a specific year.
Annual Activity No Fee	A listing of participant counts by UAN for a specified ESU Year range without listing the ESU fee.
Participant Summary	A summary of all pharmacist/pharmacy technician participants for a specified participant date range. This would be used to review which pharmacist/pharmacy technician data has been accepted by both ACPE and NABP.
Transaction Detail	A detail listing of all records submitted by a provider across all files and all submission methods for a specified submission date range.
UAN Summary	A summary by participant type for a specified participant date range. This would be used to review high level summary of what has been submitted by UAN.

All report can be accessed by clicking on the “Reports” tab from the Dashboard page.

The screenshot shows the ACPE CPE Monitor dashboard. At the top, there is a navigation bar with 'Home', 'Reports', and 'Contact Us' tabs. Below this, the 'Upload Statistics for ACPE Test II (0197)' section displays the following data:

Submitted CE Activities:	0	Batches Submitted:	31
Pending CE Activities:	2	FTP Batches Submitted:	2
Approved CE Activities:	973	Live Activities Submitted:	90
Denied CE Activities:	137		

Below the statistics, there is a 'Live Submission Lookup & Reporting' section with 'Start Date' and 'End Date' dropdown menus and a 'Search' button. There is also an 'Upload File' section with a 'Browse...' button, an 'Email Address' field containing 'Cpeinfo@acpe-accredit.org', and an 'Upload' button.

The 'Summary of Manual or FTP Data Uploads' section contains a table with the following data:

File Name	Date Uploaded	Status	Records Uploaded	Errors	Date Completed	Report
0197_ToACPE_2017_08_29_1210.xls	08/29/2017 12:48PM	Pending	4	4		View
ACPE-TEST-ID-07.xls	06/28/2017 05:41PM	Completed	1	1	6/28/2017	View
ACPE-TEST-ID-06.xls	06/28/2017 05:39PM	Completed	1	1	6/28/2017	View
ACPE-TEST-ID-07.xls	06/28/2017 05:21PM	Completed	1	1	6/28/2017	View
ACPE-TEST-ID-06.xls	06/28/2017 05:18PM	Completed	1	1	6/28/2017	View
0197_S1_ToACPE_2016_TEST.xls	06/25/2016 03:10PM	Completed	9	9	6/25/2016	View
0197_S1_ToACPE_2016_TEST.xls	06/25/2016 03:05PM	File Error	0	1	6/25/2016	View

At the bottom of the table, it shows 'Page 1 of 3 (18 items)' and navigation buttons for page 1, 2, and 3.

To run the **Annual Activity** report, click the "Annual Activity" radio button, select an "ESU Year", and then click the "Search".

Home Reports Admin Accounts Job History

Annual Activity Report

Provider:
Report Type:
UAN:
Start Date:
End Date:
ESU Year:

JAN	Title	Cosponsor	Release Date	Expiration Date	Hours (CEUs)	Activity Type	Total Participants	Total ESU
1197-0000-20-001-H01-P	Test NABP ACPE	No Joint Providership	2/3/2020	2/3/2023	0.500	K	1	0.500
1197-0000-20-002-H04-P	Test Activity IPCE	No Joint Providership	2/3/2020	2/3/2023	0.500	K	1	0.500

Participants: 2
Total ESU: 1.00
Fee Level: 1
Total Fee: 3,500.00

* Click on column header text to sort. Click on column header button to filter.

To run the **Annual Activity No Fee** report, click the "Annual Activity No Fee" option, select an ESU year and click Search. The results will display all data without the fee structure listed.

Home Reports Admin Accounts Job History

Annual Activity No Fee Report

Provider:
Report Type:
UAN:
Start Date:
End Date:
ESU Year:

UAN	Title	Cosponsor	Release Date	Expiration Date	Hours (CEUs)	Activity Type	Total Participants
0197-0000-20-001-H01-P	Test NABP ACPE	No Joint Providership	2/3/2020	2/3/2023	0.500	K	1
0197-0000-20-002-H04-P	Test Activity IPCE	No Joint Providership	2/3/2020	2/3/2023	0.500	K	1

Participants: 2

* Click on column header text to sort. Click on column header button to filter.

To run the **Participant Summary**, click the "Participant Summary", enter any filter criteria, and then click "Search"

Home
Reports
Admin
Accounts
Job History

Participant Summary Report

Provider:

Report Type:

UAN:

EPID:

Start Date:

End Date:

ESU Year:

ACPE UAN	NABP ePID	Date Of Participation
0197-0000-20-001-H01-P	301346	2/3/2020
0197-0000-20-002-H04-P	301346	2/3/2020

* Click on column header text to sort. Click on column header button to filter.

To run the **UAN Summary**, click the "UAN Summary" radio button, enter the Participation Date range, and then click "Search". Your report results will display.

The screenshot shows the CPE Monitor web application interface. At the top, there is a navigation bar with "Home", "Reports", and "Contact Us" buttons. The main heading is "UAN Summary Report". Below this, there is a search form with the following fields:

- Provider:** ACPE Test II
- Report Type:** UAN Summary
- UAN:** (empty text box)
- EPID:** (empty text box)
- Start Date:** 8/1/2015
- End Date:** 8/29/2017
- ESU Year:** *** All ESU Years ***

 There are "Search" and "Export To Excel" buttons below the form. Below the form is a table with the following data:

ACPE UAN	Pharmacists	Doctors	Nurses	Intl Pharmacists	Intl Technicians	Other	Total
0197-0000-16-014-H01-P	1	0	0	0	0	0	1
0197-9999-16-002-H01-P	1	6	0	0	0	0	7
0197-0000-15-1001-H01-P	1	0	0	0	0	0	1

 Below the table, it says "Participants: 9". At the bottom of the page, there is a footer that reads "CPE Monitor - A Collaborative Service from ACPE and NABP".

To Search by **Transaction Detail** and review all actions, select "Transaction Detail", filter any criteria and click Search

- Home
- Reports
- Admin
- Accounts
- Job History

Provider Activity Report

Provider:

Report Type:

UAN:

EPID:

Start Date: End Date:

ESU Year:

Action	NABPe PID	DOB	ACPE UAN	Date Of Ptcptn	Ptcpt Type	Ptcpt Count	CPE Status	Dup?	Error?	Error Descript
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No data to display

* Click on column header text to sort. Click on column header button to filter.

You may also search by specific learner's ePID number or UAN to filter to a specific UAN. Be sure to select a UAN prior to hitting the search button. The results may also be exported to Excel if desired.

Appendix

CPE Monitor Error Messages

Number	Source	Error	Description/Corrective Action
102	ACPE	Invalid ePID - Must Be Numeric and At Least 4 Digits In Length.	ePID is not a number or less than 4 digits in length, provide a valid numeric ePID.
103	ACPE	Missing ePID	ePID is required and was not provided. Provide a valid numeric ePID.
104	ACPE	Invalid DOB - Must Be Numeric (MMDD)	Date of Birth is not a 4-digit, numeric value. Provide a valid, numeric, 4-digit Date of Birth (MMDD).
105	ACPE	Missing DOB	Date of Birth is required and was not provided. Provide a valid, numeric, 4-digit Date Of Birth (MMDD).
106	ACPE	Invalid UAN Number	Universal Activity Number (UAN) provided is not in the correct format. Provide a valid UAN.
107	ACPE	Missing UAN Number	Universal Activity Number (UAN) is required and was not provided. Provide a valid UAN.
108	ACPE	Invalid Date of Participation (MM/DD/YYYY). Date is in wrong format.	Date of Participation is not in the required format. Provide a valid date of participation in the correct format (MM/DD/YYYY).
109	ACPE	Missing Date Of Participation (MM/DD/YYYY)	Date of Participation is required and was not provided. Provide a valid Date Of Participation (MM/DD/YYYY).
110	ACPE	UAN Number Not Found	Universal Activity Number (UAN) provided is not defined at ACPE. Provide a valid UAN.
111	ACPE	ePID and DOB do not exist on NABP file	The ePID and DOB combination are not on file with NABP. Verify the ePID and DOB combination is correct for participant.
112	ACPE	Invalid Action Code	Action Code provided was incorrect. Only "I" for insert and "D" for delete are allowed.
113	ACPE	Missing Action Code	Action Code is required and was not provided. Provide an action code of "I" or "D".
114	ACPE	Submission date for activity is beyond 60 day submission window.	Participant records must be submitted within 60 days of participation of the CPE activity.

115	ACPE	Date of Participation is invalid for specified UAN.	For Live Activities, the Date of Participation must match the Activity Live Date entered in the Provider Web Tool. For Home Activities, the Date of Participation must be between the Initial Release Date and the Expiration Date
116	ACPE	Participant Count cannot be negative or zero.	For Non-Pharmacist Participants, the participant count must be a positive value.
117	ACPE	Participant Count must be numeric	For Non-Pharmacist Participants, the participant count must be a positive number.
118	ACPE	Participant Type must be either D (Doctor), N (Nurse), O (Other), IP (International Pharmacist), IT (International Technician).	For Non-Pharmacist Participants, the participant type must be Doctor, Nurse, Other, International (non-US licensed) Pharmacist, or International (non-US licensed) Pharmacy Technician.
800	ACPE	Duplicate Record Submitted	Duplicate record detected.
998	NABP	Invalid e-Profile ID	The ePID is not on file with NABP. Verify the ePID is correct.
999	ACPE	Fatal Error	A fatal system error has occurred.

Maintenance Window

As with any web-based software, there may be the need to periodically apply application enhancements in order to improve site functionality and features. With that being said –a process must be defined for migrating changes into the CPE Monitor test and production environments.

We plan to provide notification at least one week in advance of application changes made to any portion of the site – with the exception being emergency system changes. All changes will move into our Test Environment first and then IT Representatives of the web service enabled providers will be notified of the scope of those changes. By moving changes into the test environment first, web service enabled providers can then test their applications against that environment to ensure pre-existing integration points are not affected. If there are issues with the existing integration points, it is the provider's responsibility to notify ACPE of any issue identified with the new software release in a timely manner. If a web-service provider fails to respond in a timely manner, it will be assumed that their web service functionality has not been affected, and the software enhancements will be migrated to production by a pre-defined release date.

All changes made to our production environment will occur at non-peak operating times in order to minimize the impact on participating organizations. At this time we will be targeting Tuesday night at 11:00pm for any software installation into the Production environment. Since the maintenance date will vary, providers will be notified at least 3 days in advance of a planned application installation into the production environment.

At time of software installation, a maintenance page will be posted on the site indicating that the site is unavailable for use. During that time, users will not be able to log into the website to upload files manually.

Web service providers will not be able to submit requests during the maintenance as well. It is the provider's responsibility to ensure they have the proper error handling in place to handle and manage any error response received during the scheduled downtime.

SFTP users will be able to continue uploading files unless otherwise noted in the notification document.

Once maintenance is complete, the maintenance page will be removed and the web service functionality will be restored. Please contact cpemonitor@acpe-accredit.org if you encounter any issues with any portion of the application after the maintenance has been completed.

Please contact cpemonitor@acpe-accredit.org if you have any questions or concerns regarding the maintenance window process outlined above.

Policy 7.0 Awarding Credit

Providers are required to submit activity and participant information online via CPE Monitor® within 60 days of the date of participation. CPE Monitor®, the collaborative service from the Accreditation Council for Pharmacy Education (ACPE) and the National Association of Boards of Pharmacy (NABP), allows CPE Providers to authenticate, store, and streamline data reporting and compliance verification for participating boards of pharmacy. The CPE tracking system creates a direct link for sending CPE data from ACPE-accredited providers to ACPE and then to NABP, ensuring that all reported CPE units are officially verified by ACPE-accredited providers.

Pharmacists and pharmacy technicians may obtain a unique identification number from NABP (www.nabp.pharmacy) to be used when registering for a CPE activity from an ACPE-accredited provider. For a given Universal Activity Number, the provider will be offered a variety of mechanisms to upload each participant's NABP e-profile ID number, month and date of birth, and date of participation within 60 days of the learner engaging in the CE activity via CPE Monitor®. After CPE units are processed by ACPE and NABP, pharmacists and pharmacy technicians will be able to login to a comprehensive electronic profile to access information about their completed CPE.

Procedures

7a. Technical Specifications Guide for CPE Monitor®

The provider is asked to reference the Technical Specifications Guide to assist in the upload process for participant information.

7b. Statements of Credit for Health Care Professionals Other than Pharmacists/Pharmacy Technicians For other health care professionals, the provider shall give evidence to each learner, in the form of a statement of credit of successful completion of the CPE activity within 60 days of participation in the CPE activity. Completed and signed statements of credit are distributed only following the completion of the activity within the time frame stated by the provider (e.g. on promotional materials). Incomplete or blank statements of credit must not be distributed.

All statements of credit must include the following informational items:

- The name of the learner;
- The title and date(s) of the activity;
- Type of activity: knowledge, application, practice;
- The appropriate target audience designation ("P" or "T")
 - Separate statements of credit must be issued to either pharmacists or pharmacy technicians
 - If non-pharmacist attends the activity, a statement of credit with a "P" designation should be issued;
- The accredited provider sponsoring or joint providing the activity;
- The official ACPE logo;
- The amount of credit awarded;
- The assigned ACPE Universal Activity Number;
- The date the CPE Administrator signed the original statement of credit (either hand-written or electronically generated).

The provider is instructed not to use the term “certify” or “certification” on its statements of credit to prevent any confusion with certification processes.

7c. Administrative Warning

If providers do not submit activity and participant information online via CPE Monitor®, the provider will be placed on Administrative Warning, probation or an adverse action, defined as withdrawal, denial or removal of accreditation may be taken.

Administrative Warning is an accreditation status assigned administratively when a provider does not comply with administrative requirements for maintaining accreditation. If staff determines that a provider has failed to meet its administrative obligations as listed above, the provider will be notified in writing of each delinquency and given ten (10) days to fulfill all outstanding requirements, after which continued failure to comply will result in the imposition of Administrative Warning. Administrative Warning will be removed once all administrative requirements have been met. Failure to cure any such delinquency within the designated time period will result in a review for Board action at the next regularly scheduled Board meeting and may result in the provider being subjected to an adverse action.

Administrative Warning is an administrative classification and is not subject to reconsideration or appeal. During a period of Administrative Warning, a provider continues to be recognized as being accredited according to the last status decision and is maintained in the Directory listing of accredited providers. In addition, the provider will be listed as being on Administrative Warning in all published documents that specify accreditation status.

If the provider’s accredited status is not restored, the education activities produced during the provider’s term of accreditation will not be recognized as accredited when offered to new audiences. At such time, the provider will be notified in writing and removed from the ACPE directory of accredited providers.

7d. Awarding Late Credit

All pharmacists and pharmacy technicians maintain their own license and/or certification and it is their responsibility to follow up with the provider if any CE credit discrepancies are found. It is then at the provider’s discretion to award or deny credit to a late claiming participant, i.e. after 60 days from engaging in the CPE activity, as it is the provider’s CE activity and the provider needs to ensure the requirements necessary for credit are successfully completed. A provider may request access to CPE Monitor® if the activity in question occurred within the previous 6 months and with an appropriate reason for access, i.e. power outage, etc.

Providers who request access to CPE Monitor® to upload late ACPE credit will incur a late fee as follows:

- Provider’s first three (3) requests: the provider will receive a waiver and will be provided with education and guidance.
- Upon the fourth request and thereafter, the provider will incur a late fee.
- If a provider requires both a retroactive ADF change in the Provider Web Tool and override to amend a credit, only the ADF change fee will be charged. The provider will not be charged twice.
- Providers will be given five (5) business days to submit late credits to CPE Monitor® to allow time to rectify credit information if needed.
- Providers will be required to fill out the CPE Monitor® Post-60 Day Credit Request Form in order

to request an override:

- Once a user submits this form, an email will be sent to the current CPE Administrator who is listed in the Provider Web Tool. Once the CPE Administrator submits the associated fee, ACPE staff will implement this request and the provider will be notified. This request cannot be granted unless payment is received.
 - This automatic form will allow for tracking of override data, managing the number of override requests given to each provider, and application of fees.
- A provider may charge a fee to participants wanting to claim late credit. This is a business decision that is entirely up to the provider to implement a fee policy for late credit. ACPE does not have a policy denying the ability to charge participants attempting to claim late credit.

CPE Monitor 60-Day Override Request Form

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.

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.

CPE Monitor Post-60 Day Credit Request Form

60-Day Override Late-Fee Policy

- Providers will be given 5 business days to submit late credits to CPE Monitor[®] to allow time to rectify credit information if needed.
- 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.

Provider ID: 0197
Provider Name: ACPE Test II
Requester: Steve Janis
Requester Email:
Approximate Number of Learners:

Please select the best reason that applies from the drop down menu. If none of the reasons apply to your override request, please email ACPE at cpemonitor@acpe-accredit.org for further discussion.

Reason for Override:

Please select the UAN with the specific date for which the credit request is to be granted. Click "Add" to append to list. At least one UAN must be provided. If there are multiple dates for the same UAN, add each date separately.

UAN:

UAN List

To remove a UAN, select the item above and click "Delete".

* 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.