



ACCREDITATION COUNCIL
FOR PHARMACY EDUCATION



Let's Touch Base: CPE Monitor® Update

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Objectives:

1. Describe the CPE Monitor service.
2. Identify the stakeholders of CPE Monitor.
3. Depict how the CPE Monitor service works.
4. Describe the three modes of transmission of CPE Monitor.
5. Review policies and procedures related to CPE Monitor.
6. Discuss the most common types of errors and proposed solutions to the errors.
7. Describe how ACPE will work with ACPE-accredited and Joint Accredited providers to enhance the use of CPE Monitor.
8. Encourage feedback to better the use of CPE Monitor.

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.

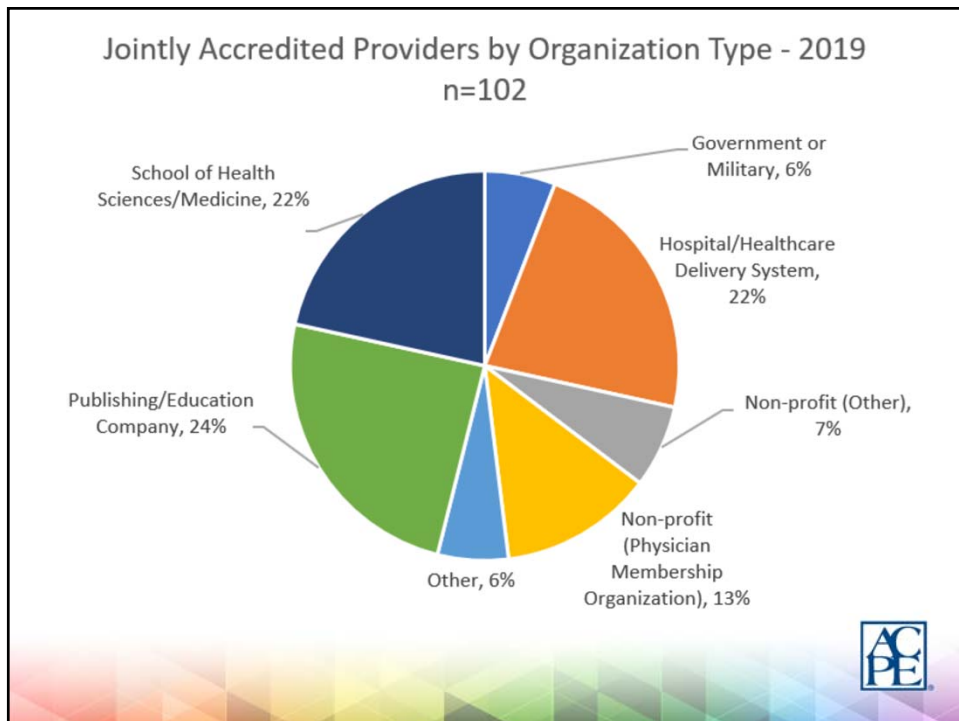
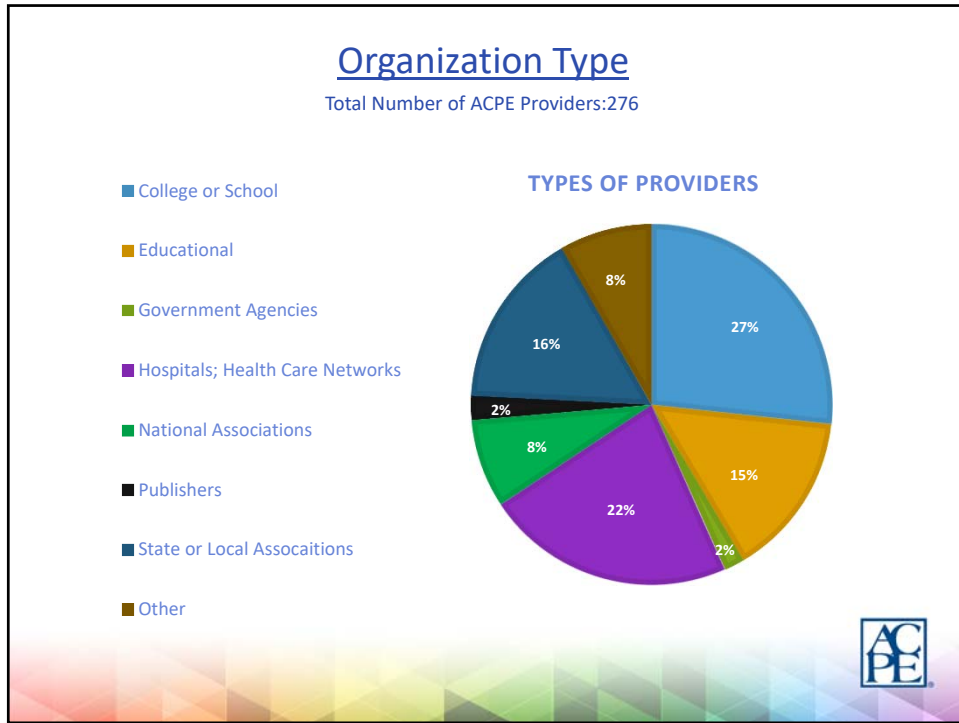
Benefits of CPE Monitor

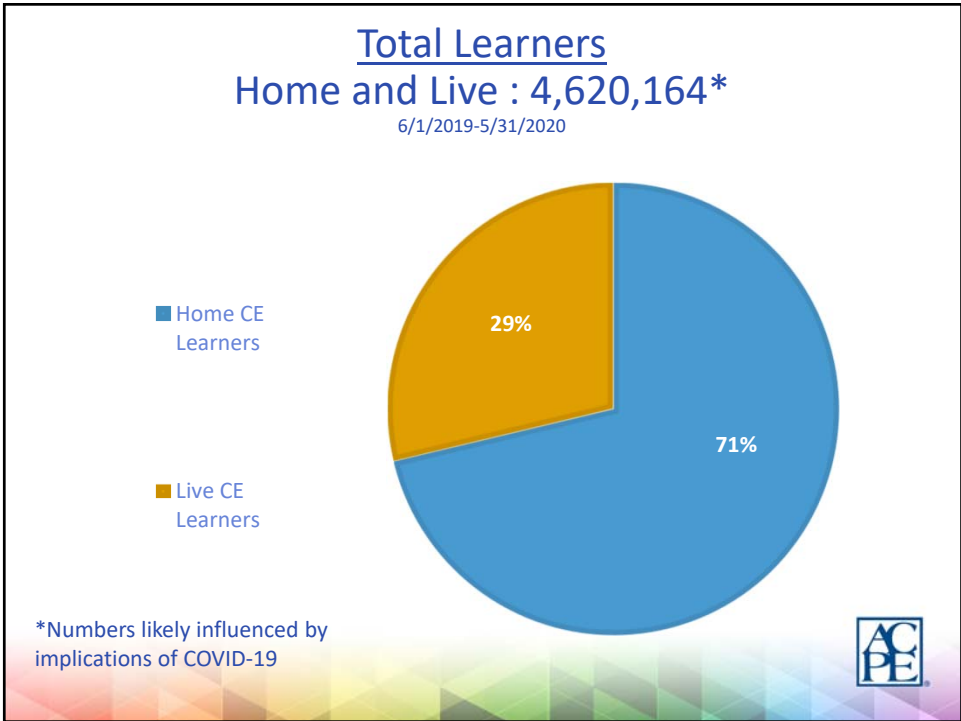
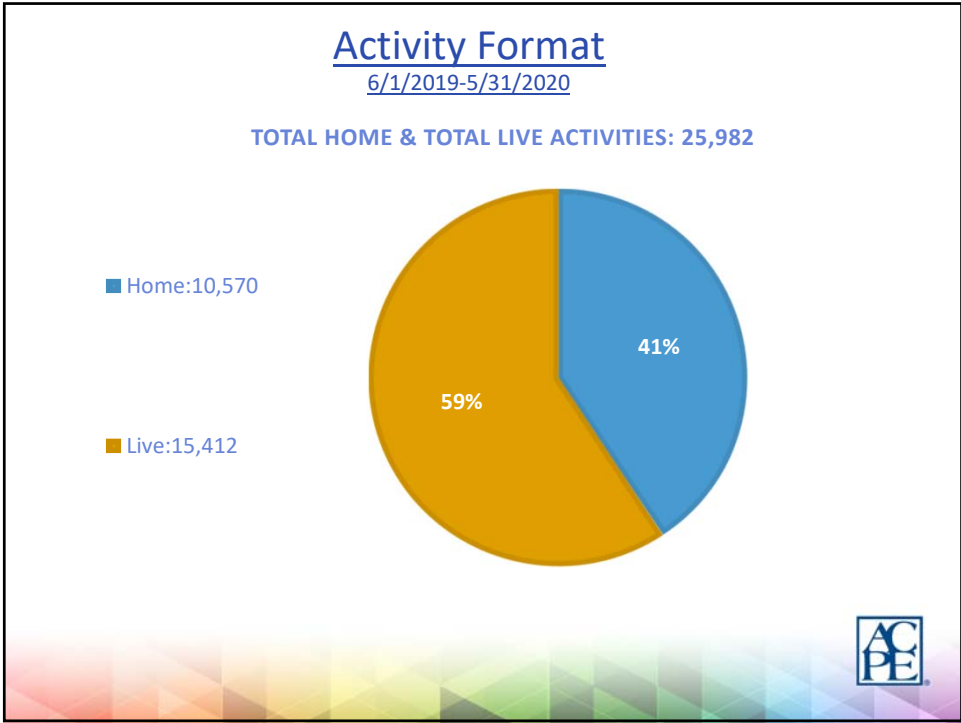
1. It is a centralized repository for ACPE CE and IPCE credit.
2. Streamlined process of verifying that licensees and registrants meet CPE requirements.
3. Helps pharmacists and technicians who hold multiple licenses keep track of varied requirements
4. CPE data is available online and on a mobile app

[CPE Monitor Guide](#)

<https://www.acpe-accredit.org/continuing-education-provider-accreditation/#tab-CPEMonitorsup>







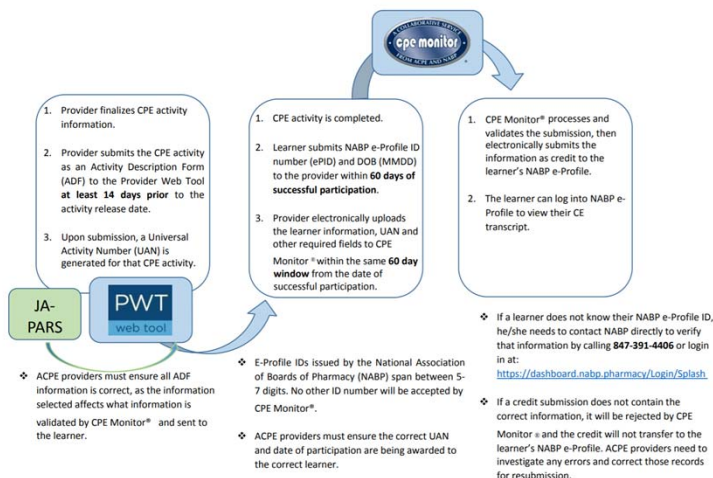
Additional Stakeholders

State Boards of Pharmacy
 Certification agencies
 Employers
 Insurance Companies
 Learners – Professional Development



ACPE CPE Activity and Credit Submission Process

pwt@acpe-accredit.org
cpeonitor@acpe-accredit.org



Modes of Transmission

1. Manual Transmission

- Intended Audience – **smaller organizations** with limited or no information system department or staff. Record count for a single file transmissions **should not exceed 10,000**.
- Data is transmitted via a **secure website** by an authorized user.
- Status is monitored on the website through a personal **dashboard**.
- Authorized users are notified via **email regarding the status** of their data submission

CPE Monitor Guide

<https://www.acpe-accredit.org/continuing-education-provider-accreditation/#tab-CPEMonitorsup>



Modes of Transmission

1. Manual Transmission

Example Excel File (Pharmacist/Pharmacy Technician CPE Activity Only):

This is what your spreadsheet should look like

1	Action	NABP_ePID	DOB	ACPE_UAN	Date_of_Participation
2	I	298829	0510	0197-0000-17-001-L01-P	02/01/17
3	I	398756	0313	0197-0000-17-001-L01-P	02/01/17
4	I	448623	1110	0197-0000-17-001-L01-P	02/01/17
5	I	667922	0214	0197-0000-17-001-L01-P	02/01/17
6					
7					
8					
9					
10					



Modes of Transmission

2. Automated Transmission

- Intended Audience: **larger organizations** with information system staff that will be preparing and transmitting data files via an **automated batch process**. This method is also recommended for organizations **transmitting very large files of 10,000 records or more**.
- Data is transmitted to a **secured FTP (S-FTP) site** managed by ACPE.
- 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**.

[CPE Monitor Guide](#)



Modes of Transmission

3. Web Service Transmission

- 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 is transmitted through a **secured web service** managed by ACPE.
- 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.

[CPE Monitor Guide](#)



Modes of Transmission

Automated and/or Web Service

Information Needed	Description
Information Technology Contact Name	Name of the individual who will configure/manage any automated scheduled process.
Information Technology Contact Phone	Phone of the individual who will configure/manage any automated scheduled process. Only used during initial configuration and when issues arise.
Information Technology Email Address	Email of the individual who will configure/manage any automated scheduled process. Only used during initial configuration and when issues arise
IP Address of Transmitting Server/Machine	IP Address of the computer that will be transmitting files via the SFTP process. This is needed to ensure that only approved machines/locations are transmitting information to ACPE.*
Data Manager Contact Name	Name of the individual who will be notified of status of activity files submitted to ACPE. This is typically someone who would be tracking what was accepted, what was rejected, and managing any data submission issues reported by CPE Monitor®.
Data Manager Contact Phone	Phone of the individual who will be notified of status of activity files submitted to ACPE
Data Manager Email Address	Email of the individual who will be notified of status of activity files submitted to ACPE. This is typically someone who would be tracking what was accepted, what was rejected, and managing any data submission issues reported by CPE Monitor®



4. Manual Entry Form

1. Allows a user to **submit or correct up to 20 learner records**
2. Available in the **"Actions"** column on the **Home page**
3. Once all information is added to each row, click **Verify Information** to process those records

Accreditation Council for Pharmacy Education
CPE Monitor
 Today is 10/8/2020
 You are logged on as Courtney Maxfield Logout

Home Reports Admin Accounts Job History

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 a 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.

Row	Action	ePID	DOB (MM/DD)	ACPE UAN	Date of Participation
1	Select				

Add Row Verify Information



Providers and Transmission Methods

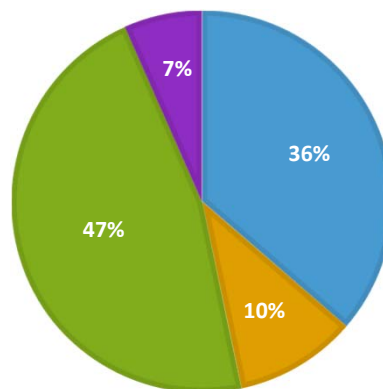
TRANSMISSION METHODS

■ Web Service: 197 Providers

■ SFTP File Upload
(Automated Transmission):
56 Providers

■ Web Service or SFTP: 253
Providers

■ 1+ Mode of Transmission:
36 Providers



*Manual entry mode is available to all providers



- **For U.S. Licensed Pharmacists and U.S. Registered and Certified Pharmacy Technicians, ACPE CE credit or IPCE credit is awarded via CPE Monitor®**
- Health care professionals with an e-PID may be awarded ACPE CE credit or IPCE credit awarded via CPE Monitor®
- If the participant would like a paper statement of credit, they may **print the official statement of credit from their NABP e-profile.**
 - If providers elect to distribute statements of participation, either paper or electronically, the provider must include a **disclaimer** to inform the participants that it is not the official record. The official record of credit will be the information in CPE Monitor®. The disclaimer statement should read:
 - *“This statement contains information provided to NABP from the Accreditation Council for Pharmacy Education (ACPE) via CPE Monitor®. ACPE policy states paper and/or electronic statements of credit may no longer be distributed directly to learners as proof of ACPE credit. The official record of credit may be located in the learner’s e-profile in CPE Monitor®.”*





- For all other health professionals, statements of credit must include the following informational items:
 - name of the learner;
 - title and date(s) of the activity;
 - type of activity: knowledge, application, practice;
 - appropriate target audience designation ('P' or 'T')
 - accredited provider sponsoring or joint providing the activity;
 - official ACPE or Joint Accreditation logo;
 - amount of credit awarded;
 - assigned ACPE Universal Activity Number (UAN)/Joint Accreditation UAN;
 - date the CE Administrator signed the original statement of credit



- All pharmacists and pharmacy technicians maintain their own license and/or certification
- It is the pharmacist and pharmacy technician **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 CE 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.



IPCE Credit

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IPCE CREDIT™

"This activity was planned by, and for, the healthcare team, and learners will receive (INSERT #) Interprofessional Continuing Education (IPCE) credits for learning and change."

- ✓ Optional credit mark
- ✓ Offered by an organization that is **Jointly Accredited**
- ✓ Activity that has been planned **by** and **for** the healthcare team
- ✓ **In addition to** the Joint Accreditation Statement



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

Please review the policy carefully as to avoid errors and late submissions in the future

- 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.**

60 Day Override 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.

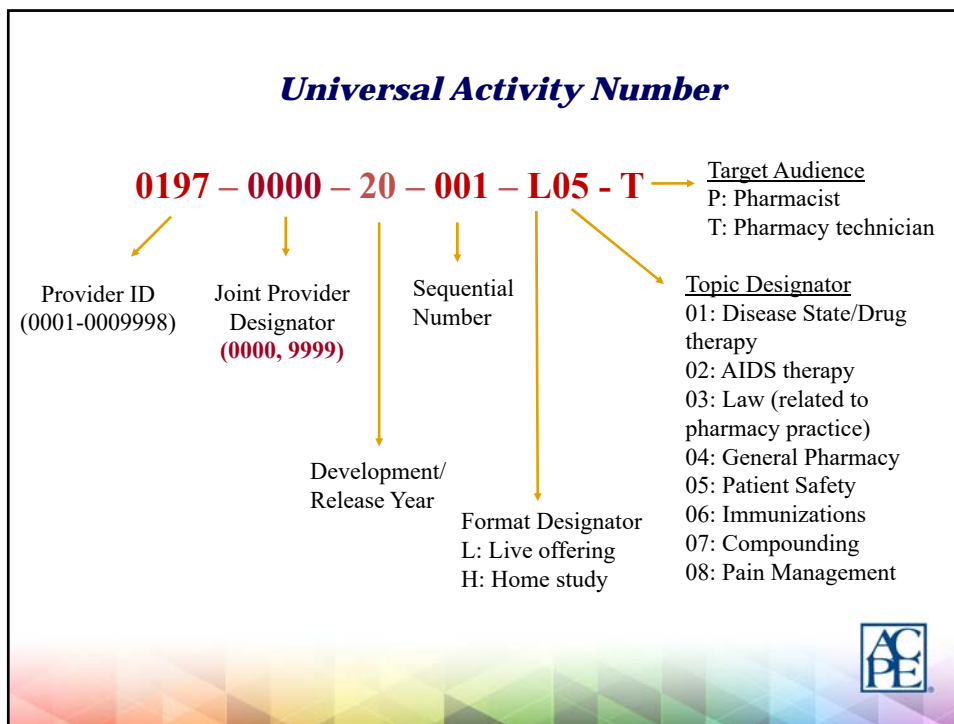


Common Errors in CPE Monitor

- "UAN not found" error
 - UAN/JAUAN was never submitted in PWT/JAPARS
 - Typos when submitting in CPE Monitor
 - Accidental cancellations of UAN /JAUAN
- "Invalid date of participation" error
 - Wrong date entered in CPE Monitor
 - Date never entered in PWT/JAPARS
 - Accidental cancellations of UAN/JAUAN
- "ePID/DOB not valid" error
 - Incorrect ePID/never submitted
 - Typos when submitting in CPE Monitor
 - Incorrect MMDD DOB
- Incorrect Pharmacist/Pharmacy Technician (P/T) designation when submitting
 - Provider enters the wrong information
 - Learner takes an incorrect course

Oops! Something went wrong!





Error Rates

Provider CE Submission Rejections - Yesterday (As of 10/8/2020)

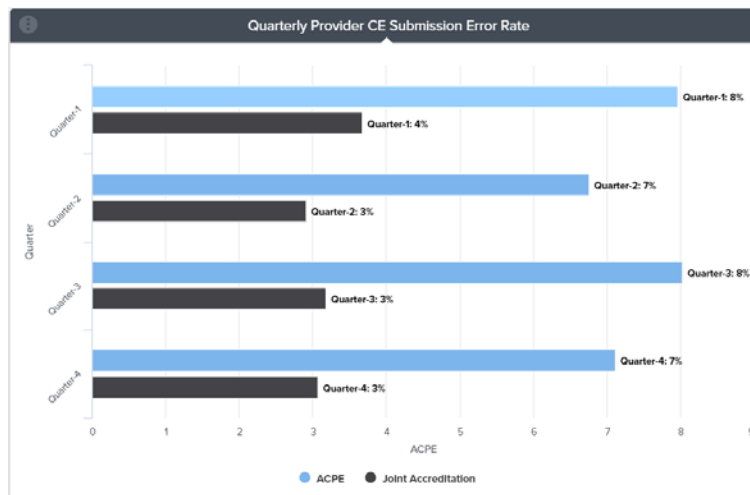
Provider ID	Provider Name	# of CE Records Rejected
####	Provider A	251
####	Provider B	250
####	Provider C	188
JA####	Provider D	137

These could be avoided

Both ACPE and JA providers get frequent submission errors



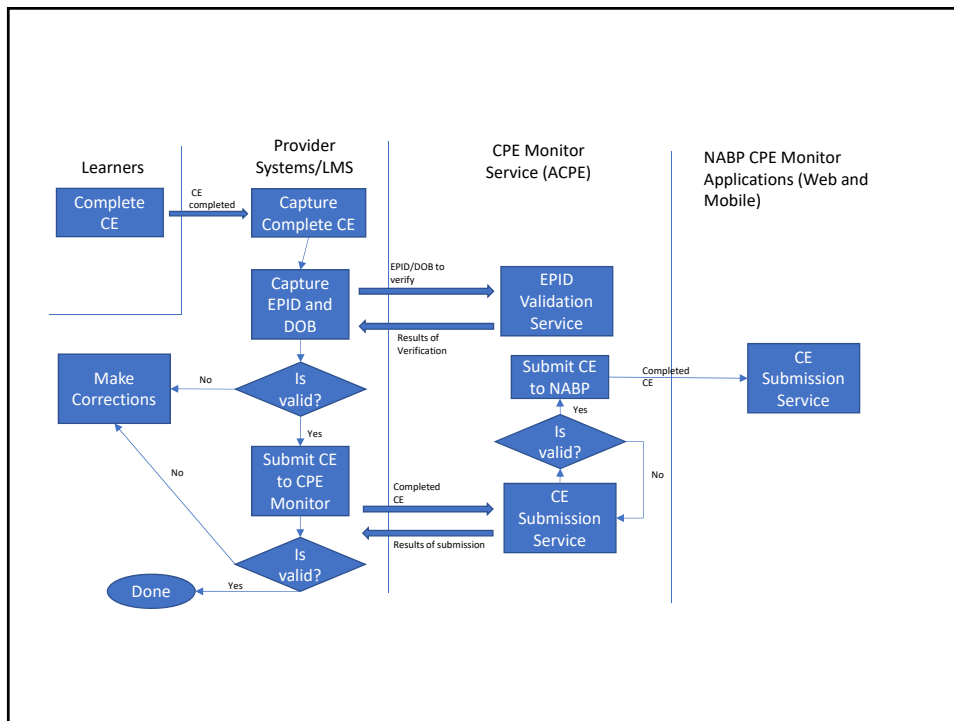
Error Rates – as of 10/26/2020



How to Avoid Errors

Issue	Solution
Collecting ePIDs/DOBs	Have appropriate validation
Providers	Collect learner information at registration and SAVE; implement validation service in your systems
e-Profile ID look-up	NABP ePID look-up <ul style="list-style-type: none"> • First and last name • Username e-Profile ID look-up (https://ind.nabp.pharmacy/EProfile/EProfileSearch)
Providers with Web Service	Implement EPID validation using web service (SOAP or REST options available)

IMPORTANT INFORMATION



How to Avoid Errors

Issue	Solution
Date/UAN errors	Check the Provider Web Tool and JA-PARS; double-check UAN/JAUAN format and dates are valid
Live CE date errors	Date of participation needs to be the actual live date of the activity (not initial release date)
Home study date errors	Date of participation needs to be between the release date and the expiration date
Wrong topic designator in the UAN/ JA UAN	Check the topic designator (see next slide)

IMPORTANT INFORMATION



Topic Designators

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.

IMPORTANT INFORMATION



How to Avoid Errors

Issue	Solution
Late credit submission	Submit credit within 60 days of date of participation
Learners are unaware of when credit will be submitted	Notify learners when the upload of credit will occur – i.e. marketing materials, verbal announcements, etc.
Credit status	Include status of credit designation on the provider’s website (profile/transcript), if applicable, or in an email

IMPORTANT INFORMATION



How to Avoid Errors

Issue	Solution
Learners tracking their own credit submissions and requirements	Educate learners on how to track their CPE Monitor transcripts BEFORE deadlines approach
Learners unaware of deadlines	Reminders to learners during CE activities to check deadlines that may be approaching

IMPORTANT INFORMATION



Who to Contact

1. Learner needing help with their NABP e-Profile
 - Contact NABP
 - help@nabp.pharmacy
 - Phone: 847-391-4406
2. Learner's CPE credit is missing
 - Contact the provider – Directory Listing
 - [ACPE Accredited Providers](#)
 - [Jointly Accredited Providers](#)
3. Providers with questions
 - Contact ACPE
 - cpemonitor@acpe-accredit.org (CPE Monitor Questions)
 - pwt@acpe-accredit.org (Provider Web Tool Questions)
 - info@accme.org (JAPARS Questions)
 - Phone: 312-664-3575



What can you as a provider do to help learners?

1. Educate your learners of the process!
2. Notify learners when their credit will be uploaded to CPE Monitor.
3. At that point, learners should check their CPE Monitor transcript.
4. If the CE credit is posted – GREAT! They can print a statement of credit from CPE Monitor.
5. If the credit is not posted, the learner should check with the provider first.



Other Updates

1. ACPE-accredited providers – batch import process in the Provider Web Tool
2. ACPE-accredited providers – entering Certificate Programs, earlier this year, a new process was implemented.
 - a. Will contact you in the next few weeks on how to upload credit.
 - b. CE credit for completion of the components of the Certificate Program
 - c. Credit for completion of the Certificate Program
3. Joint Accredited Providers – enhancements to JAPARS
4. Joint Accredited Providers – working on incorporating ACPE Certificate Programs in JAPARS



What's Next?

1. ACPE Staff will contact you within the next weeks:
 - > 50 errors or >3% error rate
 - This is NOT punitive
 - We want to help facilitate an error free process
 - We will ask what mode of transmission you use and what challenges you face
2. What plans, if any, are in place to address the challenges?



