



ACCREDITATION COUNCIL  
FOR PHARMACY EDUCATION



## 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

### ACPE Staff

#### Dimitra Travlos

*assistant executive director and director,  
continuing pharmacy education provider  
accreditation*

#### Steve Janis

*director, Information Technology*

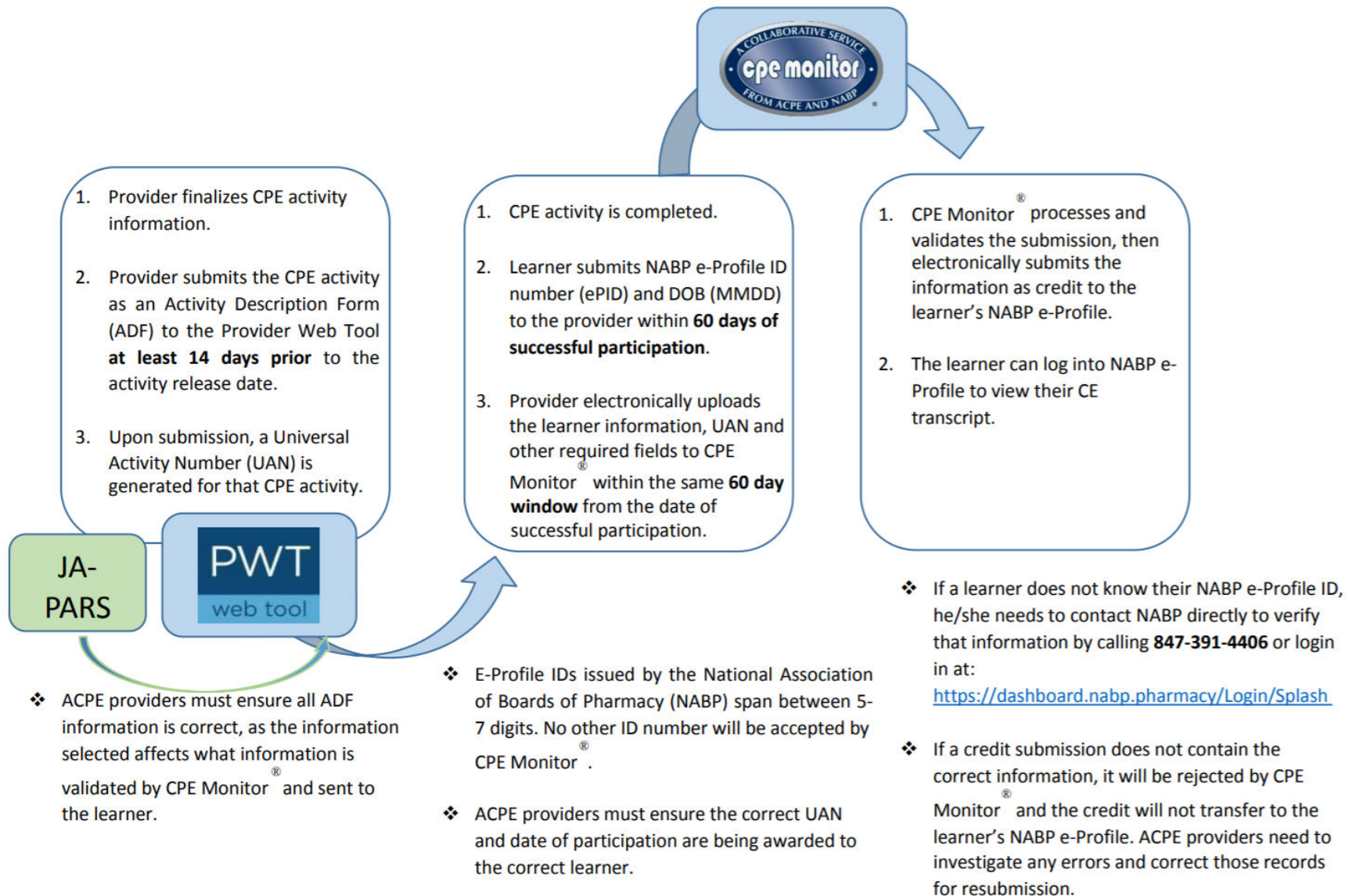
#### Courtney Maxfield

*CE IT coordinator*

# ACPE CPE Activity and Credit Submission Process

[pwt@acpe-accredit.org](mailto:pwt@acpe-accredit.org)

[cpemonitor@acpe-accredit.org](mailto:cpemonitor@acpe-accredit.org)



# 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](#)

	Provider	Joint Providership	Year	Seq #	Format	Topic Designation	Audience
UAN	<input type="text" value="0197"/>	<input type="text"/>	<input type="text" value="21"/>	<input type="text"/>	All ▾	-- Select -- ▾	<input type="checkbox"/> P <input type="checkbox"/> T



# 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 ?



Submit To ACPE   Save, Submit Later   Save, Keep Editing   Cancel Entire Activity   Main Menu

**General**   Learning Objectives   Keywords   Grant Support   Home Study Format

Year Activity Is Being Released: 21

Sequence Number (0001 - 9999): 006 

Title:

Provider Activity Id\*   
*\* Please note - this field is to be used with the activity batch upload feature. The identifier entered must be a unique provider activity identifier generated in the provider's LMS or other activity management system.*

Target Audience:  Pharmacists    Pharmacist Technicians    Other

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.

-- Select --



# Creating CE Activities and Certificate Programs (cont.)

Activity Type  Knowledge  Application  Certificate Program ?

Certificate Program Number

Regularly Scheduled Series  No  Yes ?

Activity Format  Home  Live  Home and Live ?

REMS-RPC Funded  No  Yes ?

Contact Hours  ? - OR - CEUs  ?

Release Date  ? Planned Expiration Date  ?

Joint Providership  ? Activity Status

If you choose Certificate program in this form (**Create New Activity**), you will get this pop-up.



Activity Type - Certificate Program

Does this Certificate Program only consist of one UAN in its entirety?

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 ?



Submit To ACPE   Save, Submit Later   Save, Keep Editing   Cancel Program   Main Menu

### General

Year Certificate Program Is Being Released: 21

Sequence Number (0001 - 9999): 006  Available Numbers

Certificate Program Number:

Title

Description

Contact Hours  ? - OR - CEUs  ?

Release Date  ?   Planned Expiration Date  ?

Certificate Program Status: Not Submitted

UAN and Title Filter:  0197-0000-21-001-L04-P / Test with G  Add

UAN List

Delete

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



# Provider Web Tool - Platform Enhancements

The “**Identify Keywords**” option will scan the activities learning objectives for potential key words and display the results.



**General** | Learning Objectives | **Keywords** | Grant Support | Home Study Format

Classify your CPE activity by clicking the 'Identify Keywords' button. This will determine the most relevant keywords based on the Learning Objectives content entered for the activity. You may then select the appropriate keywords from the resulting list. If there are no matching keywords, you may request new keywords based on the analysis of the Learning Objectives. These keywords will be sent to ACPE and reviewed/considered for possible future addition to the keyword list.

You may also manually select keywords from either or both of the keyword lists below. Please remember to then click on the corresponding **Add >>** button.

At least one keyword must be selected. You may select up to three keywords you deem appropriate.

Available Keywords

Topics:

Drugs and Devices:

Your Activity's Keywords

# 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](#)

download.

We hope t

question

### Joint Provider Status

Please indicate if you are a joint provider:

Yes  No

Save Cancel Close

rtificate  
t would you  
eate Certif  
it Certificate Program ?  
py Certificate Program ?

Provider Verification Form  
**Joint Providership Status**  
Accreditation History

Manage Broadcast Message  
Manage Keywords  
Data Collection



# 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.

The screenshot shows a web browser window with the URL [acpe-accredit.org/accredited-providers-by-org-name-joint-providership/](https://acpe-accredit.org/accredited-providers-by-org-name-joint-providership/). The page header includes the ACPE logo and navigation links: About, Programs, Calendar, Communications, and a CONTACT button. The main content area contains a paragraph explaining ACPE's role and joint providership, followed by a section titled "Accredited Providers By Name Offering Joint Providership". This section lists two providers: ScientiaCME and University of New England School of Pharmacy, each with a "View" button next to its name.

ACPE ACCREDITATION COUNCIL FOR PHARMACY EDUCATION

About Programs Calendar Communications CONTACT

ACPE is the sole accreditation agency to accredit providers of continuing pharmacy education. ACPE's directory is the **only** recognized directory of accredited providers of continuing pharmacy education. Any activity for which the provider is offering continuing pharmacy credit has been developed and presented in compliance with the ACPE Standards for Continuing Pharmacy Education. An organization may enter into Joint Providership with any ACPE-accredited provider to collaborate on content development of a CPE activity. When they enter in this relationship it is called Joint Providership. ACPE expects all CPE activities to be in compliance with the Accreditation Standards for Continuing Pharmacy Education and the ACPE Policies and Procedures. It is the accredited provider's responsibility to demonstrate to ACPE compliance through written documentation. **The accredited providers identified here are currently offering Joint Providership.**

**Accredited Providers By Name Offering Joint Providership**

ScientiaCME	View
University of New England School of Pharmacy	View



# 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<sup>®</sup>, 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](#)

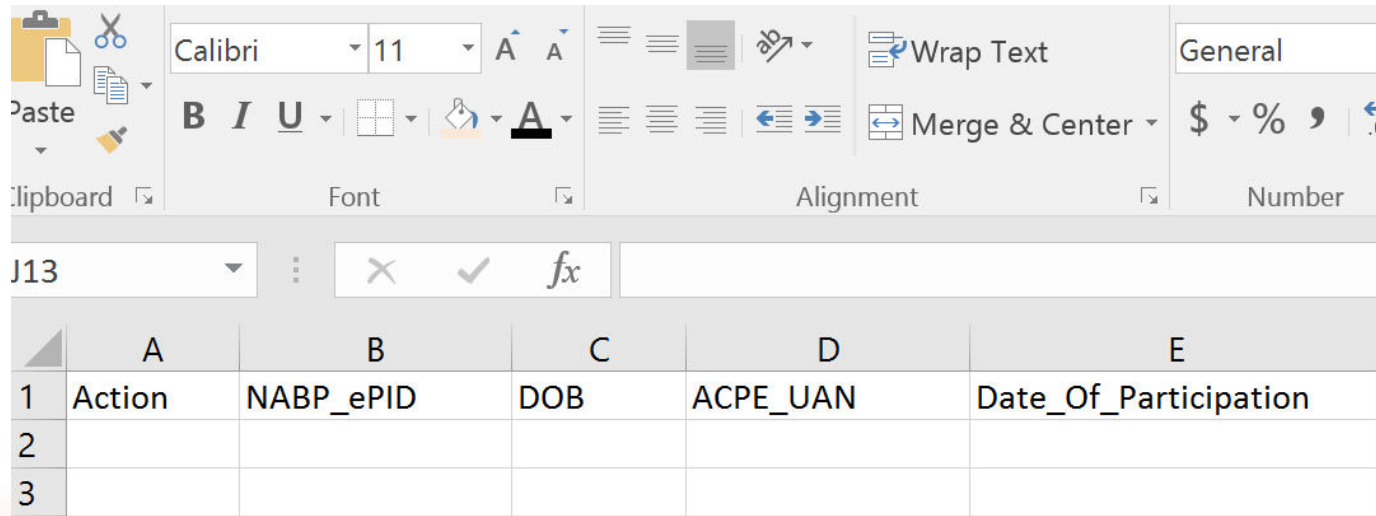


# How to format your Excel Spreadsheet

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



The screenshot shows the Microsoft Excel ribbon with the Font, Alignment, and Number tabs visible. Below the ribbon, the spreadsheet grid is displayed with the following headers in row 1:

	A	B	C	D	E
1	Action	NABP_ePID	DOB	ACPE_UAN	Date_of_Participation
2					
3					



# CPE Monitor Manual Entry Form

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

This form can be found under the "Actions" section of the home page

## 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 ▾	<input type="text"/>	<input type="text"/>	<input type="text"/> ▾	<input type="text"/>	Remove



# 60 Day Override Policy

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

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.



# 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.

<b>Provider ID:</b>	0197
<b>Provider Name:</b>	ACPE Test II
<b>Requester:</b>	Courtney Maxfield
<b>Requester Email:</b>	<input type="text" value="cmaxfield@acpe-accredit.org"/>
<b>Approximate Number of Learners:</b>	-- Select One -- ▾

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](mailto:cpemonitor@acpe-accredit.org) for further discussion.

<b>Reason for Override:</b>	-- Select One -- ▾
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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.

<b>UAN:</b>	<input type="text"/>	<input type="button" value="Add"/>
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**UAN List**

<input type="text"/>	<input type="button" value="Delete"/>
----------------------	---------------------------------------

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

<input type="button" value="Submit"/>	<input type="button" value="Reset"/>
---------------------------------------	--------------------------------------

**\* 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](mailto:cpemonitor@acpe-accredit.org)



# CPE Monitor - Platform Enhancements

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



Submission Error Rates		
	Current Quarter	Previous Quarter
Quarter:	2021 - Q1	2020 - Q4
Total Errors:	41,349	9,530
Error Rate:	35.30%	17.40%
# EPID Errors:	28,618	8,923
# UAN Errors:	0	2
# Participation Date Errors:	130	107
# Action Code Errors:	0	0
# 60 Day Submission Errors:	195	527
# of Duplicates Submitted:	0	0

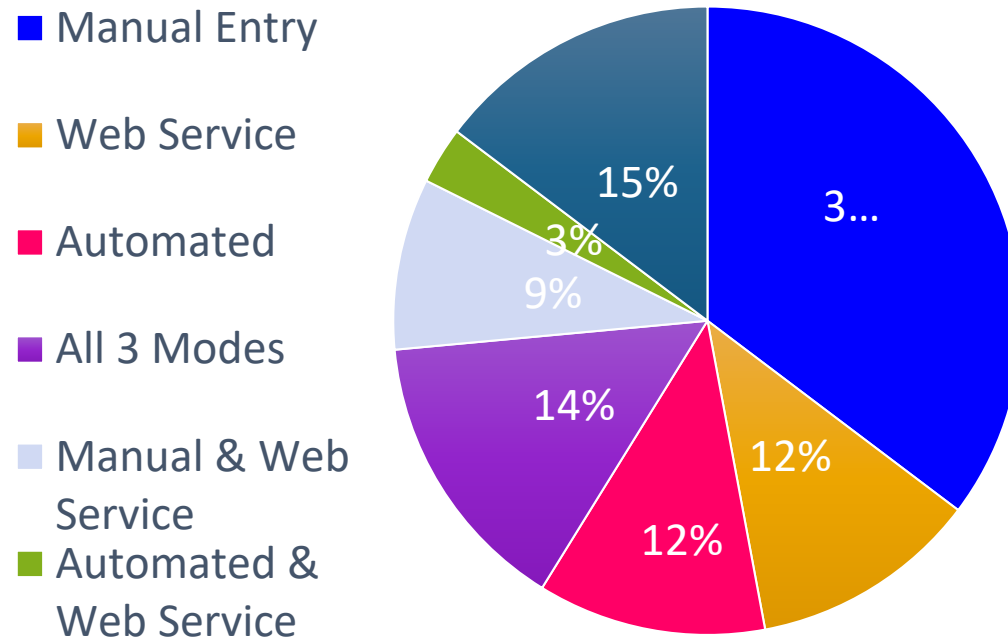
## CPE Monitor - New Validation

- 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.

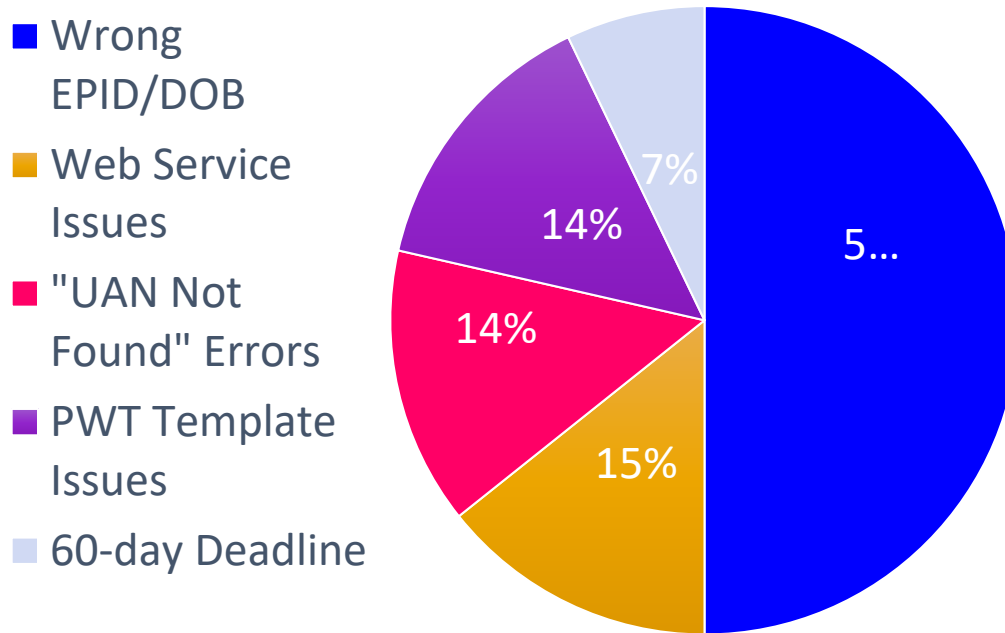


# Survey Results: 32 ACPE Accredited Providers

## Modes of Transmission



## Survey Results: Common Issues Among ACPE Accredited Providers



# 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

Oops! Something  
went wrong!

## 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

Issue	Solution
Collecting ePIDs/DOBs	Have appropriate validation
Providers	Collect learner information at registration and SAVE
Providers with Web Service	Implement validation
e-Profile ID look-up	NABP ID look-up <ul style="list-style-type: none"><li>• First and last name</li><li>• Username</li></ul> <a href="#">e-Profile ID look-up</a>

**IMPORTANT INFORMATION**



# How to Avoid Errors

Issue	Solution
Date/UAN errors	Check the Provider Web Tool and JA-PARS to make sure the UAN/JA UAN and dates are valid
Live CE date errors	Date of participation needs to be the actual live date of the activity
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**



# Who to Contact

1. Learner needing help with their eProfile
  - Contact NABP
  - [help@nabp.pharmacy](mailto: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](mailto:cpemonitor@acpe-accredit.org)
  - [pwt@acpe-accredit.org](mailto:pwt@acpe-accredit.org)
  - Main Line: 312-664-3575



# Coming Soon!

**When:** April 14<sup>th</sup>, 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!**

