

# CHBC CONTINUING EDUCATION REQUIREMENTS

## UPCOMING CHANGES TO CHBC CERTIFICATION CE POLICIES, EFFECTIVE JULY 1, 2018.

On January 10, 2018, the NSCHBC Board announced changes to the following Continuing Education (CE) policies that will become effective July 1, 2018 for all Certified Members (CHBC).

CHBC members are required to complete at least 30 hours of continuing education (CE) each reporting period. 12 CE hours of each reporting period must be acquired from a NSCHBC sponsored meeting or webinar. The CE requirement is effective immediately upon initial certification.

CE hours must be earned during the CHBC member's current reporting period; any CE hours in excess of the requirement may not be applied to subsequent reporting periods.

## GENERAL CE

NSCHBC Board recommends that CHBC members support the organization by obtaining their required CE from NSCHBC sponsored programs in order to satisfy their CE requirement.

CE credit may also be granted for CHBC members instructing or authoring NSCHBC sponsored CE programs. No more than 15 instructing or authoring CE hours may be recorded during a CHBC member's reporting period.

## REPORTING CREDITS

CHBC members will report the CE hours they have earned to NSCHBC Board online at [www.nschbc.org/get-certified-chbc/](http://www.nschbc.org/get-certified-chbc/).

CHBC members attending a NSCHBC sponsored event will receive credit for the CE hours by submitting the CE Reporting Form distributed at the meeting, webinar attendance, or other participation requirements of the event. The CE credits will be recorded for the CHBC member.

Non-NSCHBC sponsored courses should be recorded online by the CHBC member.

## SECTION 1: CE HOUR REQUIREMENTS

### Initial CE Reporting Period

The CE requirement is effective immediately upon initial certification. The number of CE credit hours for a newly-certified CHBC member is prorated from the date of the initial certification to the end date of the initial certification period. CHBC members are required to complete 30 CE credit hours each two-year reporting period:

- 18.00 credit hours of General CE – may be obtained from Non-NSCHBC sponsored events
- 12.00 credit hours of NSCHBC Sponsored CE

### General CE

General CE credit is granted for completion of programs that cover any of the CHBC Core Body of Knowledge Topics. The NSCHBC Board strongly recommends that CHBC members participate in NSCHBC sponsored CE events; however, CHBC members may achieve the 18 General CE credit hour

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requirement from Non-NSCHBC sponsored CE sources. Non-NSCHBC sponsored CE programs can be submitted for consideration of General CE credit, but submissions must still meet the Certification CE program requirements in order to be eligible for CE credit.

## NSCHBC Sponsored CE

Every CE reporting period, CHBC members must complete 12 credit hours of NSCHBC sponsored CE. The NSCHBC Board will only make exceptions in limited situations for extreme hardship cases. Sponsored CE will be made available at annual conferences, workshops, and through-out the year by means of on-line webinars. **Earning CE Credit Hours**

CE credit hours must be earned during the current reporting period, which ends on June 30, 2020 and every two years thereafter. Excess CE credit hours may not be applied to subsequent reporting periods. CE credit hours earned for any one program may not be split between two reporting periods. CHBC members can receive credit for completing any given CE program once within their two-year reporting period.

## SECTION 2: CE PROGRAM REQUIREMENTS

CE programs must meet the following criteria to be eligible for CE credit:

- Address one or more topics listed in the CHBC Core Body of Knowledge Topics.
- Contribute to the professional competency of the member in providing healthcare business consulting to clients.
- Developed and/or presented by persons qualified in the subject matter.
- Include content that is current and accurate.
- Be at least 50 minutes of content for each 1.00 hour of CE reported.

## SECTION 3: RECORD KEEPING AND FAILURE TO COMPLY

### Documentation Retention Requirement

Documentation for CE hours reported to NSCHBC Board must be retained by the member for at least three years after program completion. At minimum, that documentation should include:

- Certificate of Completion/Attendance or unofficial transcript showing successful completion of program.
- Program summary or description.

Each CHBC member is responsible for demonstrating full compliance with the CE requirement. NSCHBC Board may at any time request documentation of any registered CE credits self-reported by the CHBC member.

Unsupported, misstated or fraudulent reporting of CE credits may be grounds for disciplinary action up to revocation of the CHBC Certification.

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## SECTION 4: AUDITS OR DEFICIENCY OF CE REQUIREMENTS

NSCHBC Board may conduct random audits of CE credit hours reported by CHBC members for the most recent reporting period. If audited:

- The CHBC member is notified of the audit and asked to send documentation of CE credit hours that were reported to NSCHBC Board.
- The reported CE credit hours and any supporting documentation are reviewed by the Certification Committee, and a determination is made as to whether the hours are accepted or denied.
- The CHBC member receives confirmation from NSCHBC Board regarding the audit and any further action needed.

If any CE hours are revoked based on documentation submitted as part of the audit and a deficiency result, the CHBC member will be given 90 days to report additional credit hours to fix the deficiency. Additional credit hours may be moved from the current reporting period to the prior year to make up the deficiency. The CHBC member will remain authorized to use the CHBC designation during this 90-day period.

If the deficiency is not remedied, a deficiency notice will be sent to the individual. If the necessary credit hours remain unreported after the 90-day period, the individual will no longer be a Certified Member and may not use the CHBC designation.

## SECTION 5: WAIVERS

Requests for a waiver of the CE requirement due to extenuating circumstances are reviewed on a case-by-case basis. Written requests along with supporting documentation should be made to the NSCHBC Board prior to the end of the CHBC member's reporting period.

## SECTION 6: CHBC CORE BODY OF KNOWLEDGE TOPICS

The Core Body of Knowledge Topics serve as the blueprint for the administration of the Certification Exam.

The Core Body of Knowledge Topics also serve as a curricular framework for the NSCHBC Board's continuing education requirement. The Core Body of Knowledge Topics are outlined in the Study Guide Resource provided to candidates taking a NSCHBC Certification Review Course. See attached Study Guide Table of Contents.

## SECTION 7: REVISIONS

The Continuing Education Standards and requirements stated in these sections are subject to revision. Changes and additions are on the NSCHBC's website. CHBC members are responsible for staying up-to-date and meeting the current standards.

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## CHBC CORE BODY OF KNOWLEDGE TOPICS

### CHAPTER 1 - CONSULTANT PROFESSIONAL STANDARDS

NSCHBC HISTORY  
GENERAL AND ETHICAL STANDARDS  
CONSULTING BASICS  
CONSULTING PROCESS SUMMARY  
DEVELOPMENT STANDARDS FOR PROPOSALS/ENGAGEMENTS  
REPORTING STANDARDS FOR DELIVERABLES  
CLIENTS CONSULTANTS SERVE

### CHAPTER 2 - ORGANIZATIONAL GOVERNANCE

TYPES OF LEGAL OWNERSHIP STRUCTURES  
SOLE PROPRIETORSHIPS AND PARTNERSHIPS  
CORPORATIONS AND LLCs  
IMPORTANT GOVERNANCE DOCUMENTS  
TYPES OF PRACTICES & PROVIDER ORGANIZATIONS  
TYPES OF COLLABORATIONS AND JOINT VENTURES  
CONTRACTUAL, OWNERSHIP & ACQUISITION MODELS

### CHAPTER 3 - BUSINESS MANAGEMENT

PRACTICE FORMATION  
COMPENSATION

### CHAPTER 4 - FINANCIAL MANAGEMENT

FINANCIAL DECISIONS & DEFINITIONS  
FINANCIAL STATEMENTS  
KEY PERFORMANCE INDICATORS

### CHAPTER 5 - HUMAN RESOURCES MANAGEMENT

STAFFING  
RECRUITMENT & RETENTION  
LEGAL CONSIDERATIONS  
RECRUITMENT OF PROVIDER/PARTNER  
CORRECTIVE ACTION  
EMPLOYEE HANDBOOKS

### CHAPTER 6 - REVENUE CYCLE MANAGEMENT

CODING  
BILLING  
ACCOUNTS RECEIVABLE AND COLLECTIONS  
REIMBURSEMENT AND FEE SCHEDULES

### CHAPTER 7 - BUSINESS OPERATIONS

BENCHMARKING  
SPACE—THE INITIAL FRONTIER  
MANAGEMENT INFORMATION SYSTEMS  
THE FINANCIAL PARADIGM  
COMMUNICATIONS  
EFFICIENCY  
APPOINTMENT SCHEDULING  
PATIENT REGISTRATION  
MARKETING  
PATIENT SURVEYS

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## **CHAPTER 8 - COMPLIANCE**

PENALTIES FOR NON-COMPLIANCE  
STARK LAWS I, II, & III  
FEDERAL ANTI-KICKBACK STATUTE  
ANTITRUST LAWS  
HIPAA PRIVACY AND SECURITY LAWS  
OCCUPATIONAL SAFETY AND HEALTH ACT  
AMERICAN WITH DISABILITIES ACT  
CLINICAL LABORATORY IMPROVEMENT AMENDMENTS  
RECORD RETENTION

## **CHAPTER 9 - QUALITY MANAGEMENT**

INNOVATIVE DELIVERY AND PAYMENT MODELS  
MEASURING QUALITY OF CARE  
HITECH ACT  
PHYSICIAN QUALITY REPORTING SYSTEM

## **CHAPTER 10 - INFORMATION MANAGEMENT**

INTERNAL MANAGEMENT  
EXTERNAL MANAGEMENT  
IT PLAN/ STRATEGIES

## **CHAPTER 11 - RISK MANAGEMENT**

INSURING AGAINST MAJOR RISKS  
DISASTER PLANNING, RESPONSE & RECOVERY

## **CHAPTER 12 - INDIVIDUAL AND BUSINESS TAXES**

INDIVIDUAL INCOME TAX  
CORPORATE & SMALL BUSINESS TAXES

## **CHAPTER 13 RETIREMENT**

RETIREMENT PLANNING  
RETIREMENT PLAN TERMS & CONCEPTS  
TYPES OF RETIREMENT PLANS