

## Enrollment and Credentialing Frequently Asked Questions

**Question: What if a provider/service coordinator completes a training after sending in his/her credentialing documents?**

Answer: Ideally, all credentialing documents should be submitted to the CRO a month before the credentialing date. Trainings to be used for credentialing points must be completed by the time the credentialing documents are submitted. Therefore, any trainings completed after the credentialing submission date will count toward the next year's credentialing points.

**Question: Does the CRO accept CPR and First Aid training for credentialing points?**

Answer: The CRO will accept CPR and First Aid training only for training that is completed during the provider's/service coordinator's credentialing year and that pertains to infants and toddlers. For CPR and First Aid trainings that include infant, toddler, and adults, the credentialing hours should be prorated. The hours spent on infant and toddler CPR and First Aid will be counted. It will be left to the provider to determine which competency area the training applies.

**Question: When do providers/service coordinators start taking the *Training Times* quizzes after they enroll?**

Answer: The *Training Times* is published four times per calendar year: February, May, August, and November. Providers/service coordinators are required to complete four *Training Times* quizzes within their credential year. In the first year of enrollment, the provider/service coordinator must begin taking the *Training Times* quizzes with the most current published edition of the *Training Times*. Once providers/service coordinators are enrolled into the First Steps system, it is their responsibility to go the UTS website to download the current *Training Times* and complete the online quiz by the deadline. The website is <http://utsprokids.org/>.

**Question: What happens when a provider or service coordinator is required to take a *Training Times* quiz and misses the deadline? Does the provider/service coordinator have to complete the quiz?**

Answer: Yes, the provider/service coordinator still has to complete the quiz and document this on the credentialing grid. However, the provider/service coordinator will not earn credentialing points. The quiz is accessible on the UTS ProKids website for six months after the quiz deadline. If the provider /service coordinator misses the 6-month window, he/she must email UTS ProKids at [registration@utsprokids.org](mailto:registration@utsprokids.org) and request the make-up quiz. There is a \$25 charge for each make-up quiz that is six months or older. Once UTS receives payment, the quiz will be emailed to the provider/service coordinator.

**Question: What if a provider/service coordinator is on a medical leave of absence? Is he/she required to take the *Training Times* quizzes during the absence?**

Answer: If the provider/service coordinator plans to be on a leave such as medical, military, or family for more than 3 months, he/she will be exempt from completing the missed *Training Times*.

He/she will need to document why he/she was on leave and submit this justification with his/her credentialing information. If his/her name is pulled for a Credentialing Audit, the State will confirm the leave by reviewing State data to verify no authorizations were billed for during his/her leave of absence.

**Question: When should service coordinators take SC102 and SC103?**

Answer: SC102 may be taken after 3 months and before 6 months after service coordinators complete SC101. SC103 may be taken after 3 month and before 9 months after completing SC102. Both SC102 and SC103 must be completed before service coordinators apply for their Initial Credential. Any deviation from this schedule will need to be reviewed and approved by State staff.

**Question: When should direct service providers take DSP102? DSP103?**

Answer: DSP102 should be taken 3-6 months after enrolling in First Steps. DSP103 should be taken within 6-12 months after enrolling in First Steps. Providers may not complete initial credentialing until both these Direct Service Provider trainings are completed. Any deviation from this schedule will need to be reviewed and approved by State staff.

**Question: Are Spanish classes accepted for credentialing points?**

Answer: Spanish classes completed through a university/college and earning academic credit will be counted for credentialing. Self-study Spanish classes must be approved as a Proposed Task from State staff prior to submitting for credentialing.

**Question: Do providers/service coordinators put credentialing points or checkmarks on the credentialing grid?**

Answer: Providers/service coordinators must put credentialing points only in the columns of the credentialing grid. These points are then added to verify the total number of points earned for that credentialing year.

**Question: Do providers/service coordinators need to send in copies of My Trainings and My Quizzes pages from the UTS ProKids website when they submit their credentialing documents?**

Answer: No, these documents do not need to be submitted. However, providers/service coordinators must keep a copy of them in their files to serve as documentation should they be audited. They should also keep copies of all agendas from any additional training they are submitting for credentialing. The agenda should list the date, content and time. If they receive a Certificate of Attendance, it should list their name, date, training title and hours.

**Question: Do providers/service coordinators have to take all of the quizzes that are listed under their My Quizzes tab in their UTS ProKids account?**

Answer: No, providers/service coordinators are only required to complete the quizzes for the trainings for which they are registered. The design of our system allows all of the quizzes for all of

the trainings to be displayed under the My Quizzes tab. Credit is not given for quizzes that are taken for trainings for which a provider/service coordinator is not registered.

**Question: Can providers/service coordinators use points and experience from previous years when they complete their annual credentialing?**

Answer: No, they may only use points they accrue during their credentialing year. For example: Provider A's credentialing date is August 15, 2009. He/she may only use points from August 2008 to August 2009 for his/her credentialing. This is also true for experience points. He/she may only use a maximum of 1 point accrued during his/her credentialing year.

**Question: Do providers/service coordinators have to complete a First Steps Core Training (FSCT) annually?**

Answer: Yes, they are required to complete one FSCT annually as their State mandatory training. This must be completed by their annual credentialing date each year. Starting in 2010, the CRO will be pending providers who submit their annual credentialing without a completed FSCT. They will not be able to bill or have authorizations entered on their behalf by the SPOE. Credentialing dates does not change, so each provider should be able to monitor his/her trainings and submit the appropriate information. Remember, the annual training fee paid in December is for the four Training Times and the FSCT for the next year.