



Federal Coordinated Healthcare Office Enduring Webinars June 28, 2017 - August 28, 2017

***Instructions to access the following continuing education
post-assessments:***

<i>06-28-2017 Diagnosis And Treatment Of Parkinson's Disease</i>	<i>2</i>
<i>07-19-2017 Assessing Organizational Ability to Support Client Self-Management</i>	<i>7</i>
<i>07-26-2017 Tools to Support Clients with Self-Management</i>	<i>12</i>
<i>08-23-2017 Assessing Organizational Ability to Provide Navigation Services</i>	<i>17</i>
<i>08-28-2017 Providing Navigation Services to Clients with Serious Mental Illness and Chronic Physical Health Conditions</i>	<i>22</i>





06-28-2017 Diagnosis And Treatment Of Parkinson's Disease

Continuing Education (CE) Activity Information & Instructions (Enduring Activity #: WE-E06282017)

Continuing Education Credit Information

<i>Continuing Education Credit</i>	2
<i>Accreditation Statements</i>	2

Instructions for Continuing Education Credit

<i>Learning Management System (LMS) Instructions</i>	2
<i>Registering To Take a Post-Assessment</i>	2
<i>To register (if you do NOT have an account)</i>	3
<i>To login (if you already have an account)</i>	3
<i>Finding the Post-Assessment</i>	3
<i>Accessing Your Transcript and Certificate</i>	3
<i>Hardware/Software Requirements</i>	3
<i>CMS Privacy Policy</i>	3
<i>Help</i>	4

Activity Information

<i>Activity Description</i>	5
<i>Target Audience</i>	5
<i>Learning Objective</i>	5
<i>Participation</i>	5
<i>Speaker Bios & Disclosures (alphabetical by last name)</i>	5



Continuing Education Credit Information

Continuing Education Credit

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.1 Continuing Education Unit (CEU) for this activity. CEU will be awarded to participants who meet all criteria for successful completion of this educational activity. CEU credit for this course expires at midnight on June 28, 2018.

Accreditation Statements

[Please click here for accreditation statements.](#)

Instructions for Continuing Education Credit

The Medicare Learning Network® (MLN) recently upgraded its Learning Management System (LMS).

If you were already registered in the former MLN Learning Management System (LMS), you do not need to create a new login or password. However, the appearance of the system and instructions for registering, logging-in, accessing courses, and obtaining certificate information have all changed.

For more information on the new LMS, please visit <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/LMPOS-FAQs-Booklet-ICN909182.pdf>.

Learning Management System (LMS) Instructions

In order to receive continuing education credits (CEUs) for this activity, you must pass the session post-assessment and complete the evaluation. The continuing education post-assessments and evaluations are being administered through the Medicare Learning Network®.

The post-assessment will be available on the Medicare Learning Network® (MLN) Learning Management System (LMS). Participants will need to login or register, to access the post-assessment.

Registering To Take a Post-Assessment

If you have previously taken Medicare Learning Network® (MLN) web-based training (WBT) courses, you may use the login ID and password you created for those courses. If you are a new user, you will need to register.

To register (if you do NOT have an account):

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Click on "Create Account"
3. Enter information for all the required fields (with the red asterisks) and click "Create"

***NOTE:** When you get to the 'Organization' field, click on Select. From the 'Select Organizations' screen, leave the 'Find Organization' field blank and click Search. Select 'CMS-MLN Learners Domain - Organization' and click Save.

Please add MLN@cms.hhs.gov to your address book to prevent MLN communication from going into your spam folder.

To login (if you already have an account):

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Enter your login ID and password and click on "Log In"

Finding the Post-Assessment:

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Enter your login ID and password and click on "Log In"
3. Click on "Training Catalog" in the menu beneath the MLN logo
4. Enter "**Diagnosis And Treatment Of Parkinson's Disease**" in the "search for" box and click "search"
5. Click on the title
6. Click "Enroll"
7. Click "Access Item"
8. Scroll down on the page and click on the link titled "Post-Assessment"
9. Click "Open Item"
10. A new window will open. Click "Post-Assessment" in this new window for it to display
11. Complete the assessment and click "close"
12. Click the grey and white "x" in the upper right-hand corner to close the window
13. Click "OK" when prompted about closing the window

Accessing Your Transcript and Certificate

To complete the course and get your certificate, you must complete the course evaluation.

[Please click here for instructions for completing the evaluation and accessing your transcript and certificate.](#)

For questions regarding continuing education credit contact CMSCE@cms.hhs.gov via email.

Hardware/Software Requirements

[Please click here for hardware and software requirements.](#)

CMS Privacy Policy

[Please click here for CMS' Privacy Policy.](#)

Help

For questions regarding the content of this activity, or technical assistance with the Medicare Learning Network® (MLN) Learning Management System (LMS), your assessment, or certificate, contact CMSCE at CMSCE@cms.hhs.gov via email.

Activity Information

Activity Description

Parkinson's Disease (PD) is a progressive degenerative disorder of the central nervous system mainly affecting the motor system or a person's movement. Early in the course of the disease, the most obvious symptoms are movement related; these include shaking, rigidity, slowness of movement, difficulty walking and gait. Later, thinking and behavioral problems may arise, with dementia commonly occurring in the advanced stages of the disease, often with Lewy Bodies, and depression being the most common psychiatric symptom. Other symptoms may include sensory, sleep, and emotional problems. The incidence and prevalence of PD increases with age, and data suggests that three percent (3%) of Medicare-Medicaid enrollees have Parkinson's disease.

This webinar emphasized the recognition of PD, the treatment options, the importance of an interdisciplinary care team, and the impact of the illness on affected older adults, including Medicare-Medicaid enrollees and their caregivers.

Target Audience

This activity is designed for all health care professionals.

Learning Objective

By the end of this activity, participants should be able to:

- Identify common signs and symptoms of Parkinson's Disease (PD)
- Demonstrate knowledge of common treatment options

Participation

View the recorded webinar at https://www.resourcesforintegratedcare.com/GeriaticCompetentCare/2017_GCC_Webinar_Series/Parkinsons, and access and complete the assessment and evaluation, per the *Instructions for Continuing Education Credit*, at the beginning of this document.

Speaker Bios & Disclosures (alphabetical by last name)

All planners and developers of this activity have signed a disclosure statement indicating any relevant financial interests. This activity was developed without commercial support.

Arita McCoy, MSN, presenter, is a Nurse Practitioner at the Johns Hopkins Parkinson's Disease and Movement Disorder (PDMD) Center. She has worked at Hopkins in multiple roles, including community outreach, clinical research, and in the regular nursing care of patients with movement disorders and their families since July 2007. Ms. McCoy's experience and work at the Johns Hopkins PDMD Center has helped her to gain vast knowledge in many areas of Parkinson's Disease (PD), from initial diagnosis to more complex, advanced stages. She has worked with neurologists, allied team members, community leaders, clinical trial sponsors, National advocacy organizations, patients, and families to gain a comprehensive understanding of the needs surrounding this population.

Ms. McCoy earned a Master of Science degree in Nursing, with a Nurse Practitioner Adult/Gerontological care concentration, from Walden University.

Ms. McCoy has nothing to disclose.

Gregory Pontone, MD, MHS, presenter, is an Associate Professor in the Department of Psychiatry at Johns Hopkins University School of Medicine in Baltimore, Maryland. After completing a medicine internship and residency training in psychiatry at Johns Hopkins, Dr. Pontone completed a two-year fellowship in geriatric psychiatry and movement disorders, focusing on Parkinson's Disease (PD) through the Clinical Research Program of the Morris K. Udall Parkinson's Disease Research Center at Johns Hopkins. He also completed a fellowship in Clinical Trial Methods in Neurology sponsored by the National Institute of Neurological Disorders and Stroke.

Dr. Pontone is board certified by the American Board of Psychiatry and Neurology and has an added certification in the specialty of geriatric psychiatry. He serves on the Standards Committee of an international consortium of PD researchers, the Parkinson Study Group. He is currently an Attending Psychiatrist in the Geriatric and Neuropsychiatry Division where he treats patients with neurodegenerative disorders, including PD and related disorders, Alzheimer's dementia, and behavioral disturbances resulting from these diseases.

Dr. Pontone is also the Director of the Johns Hopkins Parkinson's Disease Neuropsychiatry Clinic at Johns Hopkins. He has co-written three books and a number of chapters on psychiatric disturbances in PD. He conducts clinical research on anxiety, depression, and psychosis in PD, and has published original research on these topics in over a dozen different peer-reviewed journals. Dr. Pontone has given talks, seminars, and led discussion groups, on the treatment of neuropsychiatric disorders in PD.

Dr. Pontone earned a Doctor of Medicine degree from the University of South Florida and a Master of Health Service degree from the Johns Hopkins School of Public Health.

Dr. Pontone has disclosed that he is a Speaker for Acadia Pharmaceuticals, Inc.

Liana Rosenthal, MD, presenter, has been an Assistant Professor in the Neurology Department's Movement Disorder Division at John Hopkins School of Medicine since July 2013. Dr. Rosenthal completed a two-year fellowship in movement disorders following her residency training. Her clinical practice includes diagnosing and managing patients with movement disorders, including Parkinson's Disease (PD). Her research focuses on the identification of biomarkers for PD and PD-related cognitive impairment.

Dr. Rosenthal earned a Doctor of Medicine degree from John Hopkins School of Medicine. She also completed both a Residency in Neurology, and Movement Disorder Fellowship at John Hopkins School of Medicine.

Dr. Rosenthal has disclosed that she is a Consultant for Functional Neuromodulation, Inc.



07-19-2017 Assessing Organizational Ability to Support Client Self-Management

Continuing Education (CE) Activity Information & Instructions (Enduring Activity #: WE-E07192017)

Continuing Education Credit Information

<i>Continuing Education Credit</i>	2
<i>Accreditation Statements</i>	2

Instructions for Continuing Education Credit

<i>Learning Management System (LMS) Instructions</i>	2
<i>Registering To Take a Post-Assessment</i>	2
<i>To register (if you do NOT have an account)</i>	3
<i>To login (if you already have an account)</i>	3
<i>Finding the Post-Assessment</i>	3
<i>Accessing Your Transcript and Certificate</i>	3
<i>Hardware/Software Requirements</i>	3
<i>CMS Privacy Policy</i>	3
<i>Help</i>	4

Activity Information

<i>Activity Description</i>	5
<i>Target Audience</i>	5
<i>Learning Objective</i>	5
<i>Participation</i>	5
<i>Speaker Bios & Disclosures (alphabetical by last name)</i>	5



Continuing Education Credit Information

Continuing Education Credit

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.1 Continuing Education Unit (CEU) for this activity. CEU will be awarded to participants who meet all criteria for successful completion of this educational activity. CEU credit for this course expires at midnight on July 19, 2018.

Accreditation Statements

[Please click here for accreditation statements.](#)

Instructions for Continuing Education Credit

The Medicare Learning Network® (MLN) recently upgraded its Learning Management System (LMS).

If you were already registered in the former MLN Learning Management System (LMS), you do not need to create a new login or password. However, the appearance of the system and instructions for registering, logging-in, accessing courses, and obtaining certificate information have all changed.

For more information on the new LMS, please visit <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/LMPOS-FAQs-Booklet-ICN909182.pdf>.

Learning Management System (LMS) Instructions

In order to receive continuing education credits (CEUs) for this activity, you must pass the session post-assessment and complete the evaluation. The continuing education post-assessments and evaluations are being administered through the Medicare Learning Network®.

The post-assessment will be available on the Medicare Learning Network® (MLN) Learning Management System (LMS). Participants will need to login or register, to access the post-assessment.

Registering To Take a Post-Assessment

If you have previously taken Medicare Learning Network® (MLN) web-based training (WBT) courses, you may use the login ID and password you created for those courses. If you are a new user, you will need to register.

To register (if you do NOT have an account):

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Click on "Create Account"
3. Enter information for all the required fields (with the red asterisks) and click "Create"

***NOTE:** When you get to the ‘Organization’ field, click on Select. From the ‘Select Organizations’ screen, leave the ‘Find Organization’ field blank and click Search. Select ‘CMS-MLN Learners Domain - Organization’ and click Save.

Please add MLN@cms.hhs.gov to your address book to prevent MLN communication from going into your spam folder.

To login (if you already have an account):

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Enter your login ID and password and click on “Log In”

Finding the Post-Assessment:

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Enter your login ID and password and click on “Log In”
3. Click on “Training Catalog” in the menu beneath the MLN logo
4. Enter “**Assessing Organizational Ability to Support Client Self-Management**” in the “search for” box and click “search”
5. Click on the title
6. Click “Enroll”
7. Click “Access Item”
8. Scroll down on the page and click on the link titled “Post-Assessment”
9. Click “Open Item”
10. A new window will open. Click “Post-Assessment” in this new window for it to display
11. Complete the assessment and click “close”
12. Click the grey and white “x” in the upper right-hand corner to close the window
13. Click “OK” when prompted about closing the window

Accessing Your Transcript and Certificate

To complete the course and get your certificate, you must complete the course evaluation.

[Please click here for instructions for completing the evaluation and accessing your transcript and certificate.](#)

For questions regarding continuing education credit contact CMSCE@cms.hhs.gov via email.

Hardware/Software Requirements

[Please click here for hardware and software requirements.](#)

CMS Privacy Policy

[Please click here for CMS’ Privacy Policy.](#)

Help

For questions regarding the content of this activity, or technical assistance with the Medicare Learning Network® (MLN) Learning Management System (LMS), your assessment, or certificate, contact CMSCE at CMSCE@cms.hhs.gov via email.

Activity Information

Activity Description

The Medicare-Medicaid Coordination Office (MMCO) Provider Technical Assistance Webinar, "Assessing Organizational Ability to Support Client Self-Management," discussed the importance of self-management support (SMS) when serving clients, managing mental illness, and/or substance use conditions. The webinar demonstrated an organization's ability to support self-management activities using the Self-Management Support Organizational Assessment Tool (SMS OAT) and reviewed best practices for expanding capacity to integrate support for self-management.

Target Audience

This activity is designed for all health care professionals.

Learning Objective

By the end of this activity, participants should be able to:

- Define the importance of self-management support (SMS) in serving clients managing mental illness and/or substance use conditions
- Recognize their organization's ability to support self-management activities using the Self-Management Support Organizational Assessment Tool (SMS OAT)
- Identify best practices for expanding capacity to integrate support for self-management

Participation

View the recorded webinar at https://resourcesforintegratedcare.com/Behavioral_Health/2017_Self-Management_Support_Webinar_Series/Assessing_Organizational, and access and complete the assessment and evaluation, per the *Instructions for Continuing Education Credit*, at the beginning of this document.

Speaker Bios & Disclosures (alphabetical by last name)

No one in a position to control the content of this activity has anything to disclose. All planners and developers of this activity have signed a disclosure statement indicating any relevant financial interests. This activity was developed without commercial support.

Larry Davidson, PhD, presenter, has been employed as a faculty member at Yale University since July, 1992. He has served in various administrative and faculty capacities, and is currently serving as a Professor of Psychiatry and Director of the Program for Recovery and Community Health. Dr. Davidson has conducted research and developed policies and practices for over 25 years focused on promoting processes of recovery and the activation of self-management among persons with serious mental illnesses. His research and program and policy development work has resulted in over 375 publications. Dr. Davidson's research is focused on the processes of recovery in serious mental illnesses and transformation of mental health policy and practice to promote self-care and recovery. He served as a Key Consultant to the Centers for Medicare & Medicaid Services (CMS) on the development of the Organizational Assessment Tool for Self-Management Support in Behavioral Health.

Dr. Davidson earned a Doctor of Philosophy degree in Psychology from Duquesne University.

Kristin Davis, PhD, presenter, has been employed by Thresholds Evaluation Department for 15 years. Dr. Davis is currently serving as the Director of Program Evaluation. During her time with Thresholds, she also served in Research Associate and Assistant Research Director capacities. In addition, she has written peer-reviewed papers, spoken at numerous conferences, and conducted in-person trainings on behavioral health topic. Dr. Davis' professional experience also includes teaching at colleges and universities in the Chicago area.

Dr. Davis earned a Doctor of Philosophy degree in Health Communication and Cultural Studies from the University of Illinois at Urbana Champaign.

Alexis Estomin, BA, presenter, has been employed as a Federal Health and Human Services Consultant by the Lewin Group, a healthcare and human services consulting firm, since March 2014. Ms. Estomin leads the efforts to support behavioral health organizations and providers in delivering behavioral health and other health services under the Technical Assistance to Support Providers in Providing Care to Medicare-Medicaid Enrollees Contract with the Medicare-Medicaid Coordination Office at the Centers for Medicare & Medicaid Services. Her previous experience includes serving as a Research Analyst for the National Opinion Research Center (NORC) at the University of Chicago, an objective non-partisan research institution providing analysis to guide healthcare and public health policy decisions, from December 2013 through March 2014.

Ms. Estomin earned a Bachelor of Arts degree in Anthropology at the University of Maryland.

Larry Fricks, BA, presenter, has been employed by the National Council for Behavioral Health, serving as Deputy Director, SAMHSA-HRSA Center for Integrated Health Solutions (CIHS), since 2010. He led a team at CIHS to develop the Whole Health Action Management (WHAM) Training for self-management of chronic conditions six years ago. Mr. Fricks's experience also includes helping to develop the first Medicaid-billable peer support service in the country for the Georgia Department of Behavioral Health in 1999. Since then, he has trained Certified Peer Specialists in 25 States.

Mr. Fricks earned a Bachelor of Arts degree in Journalism from the University of Georgia.



07-26-2017 Tools to Support Clients with Self-Management

Continuing Education (CE) Activity Information & Instructions (Enduring Activity #: WE-E07262017)

Continuing Education Credit Information

<i>Continuing Education Credit</i>	2
<i>Accreditation Statements</i>	2

Instructions for Continuing Education Credit

<i>Learning Management System (LMS) Instructions</i>	2
<i>Registering To Take a Post-Assessment</i>	2
<i>To register (if you do NOT have an account)</i>	2
<i>To login (if you already have an account)</i>	3
<i>Finding the Post-Assessment</i>	3
<i>Accessing Your Transcript and Certificate</i>	3
<i>Hardware/Software Requirements</i>	3
<i>CMS Privacy Policy</i>	3
<i>Help</i>	3

Activity Information

<i>Activity Description</i>	4
<i>Target Audience</i>	4
<i>Learning Objective</i>	4
<i>Participation</i>	4
<i>Speaker Bios & Disclosures (alphabetical by last name)</i>	4



Continuing Education Credit Information

Continuing Education Credit

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.1 Continuing Education Unit (CEU) for this activity. CEU will be awarded to participants who meet all criteria for successful completion of this educational activity. CEU credit for this course expires at midnight on July 26, 2018.

Accreditation Statements

[Please click here for accreditation statements.](#)

Instructions for Continuing Education Credit

The Medicare Learning Network® (MLN) recently upgraded its Learning Management System (LMS).

If you were already registered in the former MLN Learning Management System (LMS), you do not need to create a new login or password. However, the appearance of the system and instructions for registering, logging-in, accessing courses, and obtaining certificate information have all changed.

For more information on the new LMS, please visit <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/LMPOS-FAQs-Booklet-ICN909182.pdf>.

Learning Management System (LMS) Instructions

In order to receive continuing education credits (CEUs) for this activity, you must pass the session post-assessment and complete the evaluation. The continuing education post-assessments and evaluations are being administered through the Medicare Learning Network®.

The post-assessment will be available on the Medicare Learning Network® (MLN) Learning Management System (LMS). Participants will need to login or register, to access the post-assessment.

Registering To Take a Post-Assessment

If you have previously taken Medicare Learning Network® (MLN) web-based training (WBT) courses, you may use the login ID and password you created for those courses. If you are a new user, you will need to register.

To register (if you do NOT have an account):

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Click on "Create Account"
3. Enter information for all the required fields (with the red asterisks) and click "Create"

***NOTE:** When you get to the ‘Organization’ field, click on Select. From the ‘Select Organizations’ screen, leave the ‘Find Organization’ field blank and click Search. Select ‘CMS-MLN Learners Domain - Organization’ and click Save.

Please add MLN@cms.hhs.gov to your address book to prevent MLN communication from going into your spam folder.

To login (if you already have an account):

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Enter your login ID and password and click on “Log In”

Finding the Post-Assessment:

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Enter your login ID and password and click on “Log In”
3. Click on “Training Catalog” in the menu beneath the MLN logo
4. Enter “**Tools to Support Clients with Self-Management**” in the “search for” box and click “search”
5. Click on the title
6. Click “Enroll”
7. Click “Access Item”
8. Scroll down on the page and click on the link titled “Post-Assessment”
9. Click “Open Item”
10. A new window will open. Click “Post-Assessment” in this new window for it to display
11. Complete the assessment and click “close”
12. Click the grey and white “x” in the upper right-hand corner to close the window
13. Click “OK” when prompted about closing the window

Accessing Your Transcript and Certificate

To complete the course and get your certificate, you must complete the course evaluation.

[Please click here for instructions for completing the evaluation and accessing your transcript and certificate.](#)

For questions regarding continuing education credit contact CMSCE@cms.hhs.gov via email.

Hardware/Software Requirements

[Please click here for hardware and software requirements.](#)

CMS Privacy Policy

[Please click here for CMS’ Privacy Policy.](#)

Help

For questions regarding the content of this activity, or technical assistance with the Medicare Learning Network® (MLN) Learning Management System (LMS), your assessment, or certificate, contact CMSCE at CMSCE@cms.hhs.gov via email.

Activity Information

Activity Description

Goal-setting through action planning, a key element of self-management support (SMS), includes working with clients and their natural supports to formulate short-term objectives for their health and develop specific steps for crisis management. This webinar explored how behavioral health organizations and providers can implement SMS with their clients using action planning. Participants will review Resources for Integrated Care's (RIC's) Action Plan Selection Guide along with other tools and models for supporting self-management.

Target Audience

This activity is designed for all health care professionals.

Learning Objective

By the end of this activity, participants should be able to:

- Define the key elements of action planning with clients to promote self-management
- Identify different evidence-based action planning selection guides, including the Wellness Recovery Action Plan, Whole Health Action Management (WHAM) Plan, and the Illness Management and Recovery Program
- Define supportive conversations with clients on the self-management of chronic conditions and mental illness using Resources for Integrated Care (RIC) client handouts

Participation

View the recorded webinar at https://resourcesforintegratedcare.com/Behavioral_Health/2017_Self-Management_Support_Webinar_Series/Tools, and access and complete the assessment and evaluation, per the *Instructions for Continuing Education Credit*, at the beginning of this document.

Speaker Bios & Disclosures (alphabetical by last name)

No one in a position to control the content of this activity has anything to disclose. All planners and developers of this activity have signed a disclosure statement indicating any relevant financial interests. This activity was developed without commercial support.

Alexis Estomin, BA, presenter, has been employed as a Federal Health and Human Services Consultant by the Lewin Group, a United States Department of Health and Human Services (HHS) consulting firm, since March 2014. Ms. Estomin leads the efforts to support behavioral health organizations and providers in delivering behavioral health and other health services under the Technical Assistance to Support Providers in Providing Care to Medicare-Medicaid Enrollees Contract with the Medicare-Medicaid Coordination Office at the Centers for Medicare & Medicaid Services. Her previous experience includes serving as a Research Analyst for the National Opinion Research Center (NORC) at the University of Chicago, an objective non-partisan research institution providing analysis to guide healthcare and public health policy decisions, from December 2013 through March 2014.

Ms. Estomin earned a Bachelor of Arts degree in Anthropology at the University of Maryland.

Matthew Federici, MS, CPRP, presenter, is the Executive Director of the Copeland Center for Wellness and Recovery, which operates the National Consumer Technical Assistance Center, Doors to Wellbeing. He is also a Member of the Board for the International Association of Peer Supporters. Mr. Federici has served in the public mental health sector for the past 23 years. He is an Advanced Level Wellness Recovery Action Plan Facilitator and a Certified Psychiatric Rehabilitation Practitioner (CPRP). He served as the Program Director for the Institute for Recovery and Community Integration, a training and technical assistance program, that developed and implemented the Pennsylvania Certified Peer Specialist workforce.

Mr. Federici earned a Master of Science degree in Rehabilitation Counseling from Rutgers University.

Larry Fricks, BA, presenter, has been employed by the National Council for Behavioral Health, serving as the Deputy Director of the Substance Abuse and Mental Health Services Administration-Health Resources and Services Administration's (SAMHSA-HRSA's) Center for Integrated Health Solutions (CIHS), since 2010. Mr. Fricks led a team at CIHS to develop the Whole Health Action Management (WHAM) training for self-management of chronic conditions six years ago. His experience also includes helping to develop the first Medicaid-billable peer support service in the country for the Georgia Department of Behavioral Health in 1999. Since then, he has trained Certified Peer Specialists in 25 States.

Mr. Fricks earned a Bachelor of Arts degree in Journalism from the University of Georgia.

Ellen Hochberg, BA, presenter, is a Certified Recovery Support Specialist (CRSS) and Wrap Facilitator. She has worked as an Independent Contractor and employee of a Special Mental Health Rehabilitation Facility for over seven years. Ms. Hochberg has been a Wrap Facilitator since 2007 and earned her CRSS credentials in 2008.

Ms. Hochberg earned a Bachelor Arts degree in Biology and Psychology from Queens College.



08-23-2017 Assessing Organizational Ability to Provide Navigation Services

Continuing Education (CE) Activity Information & Instructions (Enduring Activity #: WE-E08232017)

Continuing Education Credit Information

<i>Continuing Education Credit</i>	2
<i>Accreditation Statements</i>	2

Instructions for Continuing Education Credit

<i>Learning Management System (LMS) Instructions</i>	2
<i>Registering To Take a Post-Assessment</i>	2
<i>To register (if you do NOT have an account)</i>	3
<i>To login (if you already have an account)</i>	3
<i>Finding the Post-Assessment</i>	3
<i>Accessing Your Transcript and Certificate</i>	3
<i>Hardware/Software Requirements</i>	3
<i>CMS Privacy Policy</i>	3
<i>Help</i>	4

Activity Information

<i>Activity Description</i>	5
<i>Target Audience</i>	5
<i>Learning Objective</i>	5
<i>Participation</i>	5
<i>Speaker Bios & Disclosures (alphabetical by last name)</i>	5



Continuing Education Credit Information

Continuing Education Credit

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.1 Continuing Education Unit (CEU) for this activity. CEU will be awarded to participants who meet all criteria for successful completion of this educational activity. CEU credit for this course expires at midnight on August 23, 2018.

Accreditation Statements

[Please click here for accreditation statements.](#)

Instructions for Continuing Education Credit

The Medicare Learning Network® (MLN) recently upgraded its Learning Management System (LMS).

If you were already registered in the former MLN Learning Management System (LMS), you do not need to create a new login or password. However, the appearance of the system and instructions for registering, logging-in, accessing courses, and obtaining certificate information have all changed.

For more information on the new LMS, please visit <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/LMPOS-FAQs-Booklet-ICN909182.pdf>.

Learning Management System (LMS) Instructions

In order to receive continuing education credits (CEUs) for this activity, you must pass the session post-assessment and complete the evaluation. The continuing education post-assessments and evaluations are being administered through the Medicare Learning Network®.

The post-assessment will be available on the Medicare Learning Network® (MLN) Learning Management System (LMS). Participants will need to login or register, to access the post-assessment.

Registering To Take a Post-Assessment

If you have previously taken Medicare Learning Network® (MLN) web-based training (WBT) courses, you may use the login ID and password you created for those courses. If you are a new user, you will need to register.

To register (if you do NOT have an account):

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Click on "Create Account"
3. Enter information for all the required fields (with the red asterisks) and click "Create"

***NOTE:** When you get to the ‘Organization’ field, click on Select. From the ‘Select Organizations’ screen, leave the ‘Find Organization’ field blank and click Search. Select ‘CMS-MLN Learners Domain - Organization’ and click Save.

Please add MLN@cms.hhs.gov to your address book to prevent MLN communication from going into your spam folder.

To login (if you already have an account):

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Enter your login ID and password and click on “Log In”

Finding the Post-Assessment:

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Enter your login ID and password and click on “Log In”
3. Click on “Training Catalog” in the menu beneath the MLN logo
4. Enter “**Assessing Organizational Ability to Provide Navigation Services**” in the “search for” box and click “search”
5. Click on the title
6. Click “Enroll”
7. Click “Access Item”
8. Scroll down on the page and click on the link titled “Post-Assessment”
9. Click “Open Item”
10. A new window will open. Click “Post-Assessment” in this new window for it to display
11. Complete the assessment and click “close”
12. Click the grey and white “x” in the upper right-hand corner to close the window
13. Click “OK” when prompted about closing the window

Accessing Your Transcript and Certificate

To complete the course and get your certificate, you must complete the course evaluation.

[Please click here for instructions for completing the evaluation and accessing your transcript and certificate.](#)

For questions regarding continuing education credit contact CMSCE@cms.hhs.gov via email.

Hardware/Software Requirements

[Please click here for hardware and software requirements.](#)

CMS Privacy Policy

[Please click here for CMS’ Privacy Policy.](#)

Help

For questions regarding the content of this activity, or technical assistance with the Medicare Learning Network® (MLN) Learning Management System (LMS), your assessment, or certificate, contact CMSCE at CMSCE@cms.hhs.gov via email.

Activity Information

Activity Description

Individuals with serious mental illness (SMI) are less likely to receive coordinated care due to insufficient linkages between mental health care and other services. Navigation services coordinate care between the individual, the community, and the entire care team, leading to more holistic and person-centered care. This webinar reviewed the Navigation Services In Behavioral Health – Organizational Assessment Tool (NAV OAT), a resource that assists organizations in assessing their ability provide navigation services to clients with SMI and to identify gaps and concrete next steps in the form of a customized action plan.

Presenters provided background information on navigation, discuss its importance, orient users to the NAV OAT, and speak to examples of how the NAV OAT has been used. Speakers also explored best practices for creating opportunities to integrate navigation services and share their experiences with implementing navigation services within their organizations.

Target Audience

This activity is designed for all health care professionals.

Learning Objective

By the end of this activity, participants should be able to:

- Recognize the importance of navigation services in providing integrated care to clients, managing mental illness, and/or substance use conditions
- Recognize their organization’s ability to provide navigation services using the Navigation Services In Behavioral Health Organizational Assessment Tool (NAV-OAT)
- Identify concrete next steps for expanding their organization’s capacity to integrate navigation services

Participation

View the recorded webinar at https://resourcesforintegratedcare.com/Behavioral_Health/2017_Navigation_Services_Webinar_Series/Assessing, and access and complete the assessment and evaluation, per the *Instructions for Continuing Education Credit*, at the beginning of this document.

Speaker Bios & Disclosures (alphabetical by last name)

No one in a position to control the content of this activity has anything to disclose. All planners and developers of this activity have signed a disclosure statement indicating any relevant financial interests. This activity was developed without commercial support.

Alice Geis, DNP, PMH-NP, MS, presenter, is the Director of Integrated Health at Trilogy, Inc., a community mental health center, where she has been employed since 2008. She has been an Assistant Professor at Rush University School of Nursing since 2005, where she teaches in the Psychiatric Nurse Practitioner DNP and in the Direct-Entry Master’s Programs. Dr. Geis is a Board Certified Psychiatric-Mental Health Nurse Practitioner, with doctoral preparation in Systems Leadership Nursing. She has held a number of clinical, administrative, academic, and consulting roles, including Director of a hospital-based psychiatric home care program, Member of a United Nations Team investigating war crimes in the former Yugoslavia, and Program Development Consultant.

Dr. Geis earned a Doctor of Nursing Practice and a Psychiatric-Mental Health Nurse Practitioner degrees from Rush University. She also earned a Master of Science degree in Systems Leadership Nursing from the University of Illinois at Chicago.

Mindy Klowden, MNM, presenter, has been employed as the Director of Technical Assistance and Training for the National Council for Behavioral Health since January 2017. She was employed by Jefferson Center for Mental Health from 2005 through 2016, where she served in Director of the Office of Healthcare Transformation and Director of Development positions. Ms. Klowden serves as a National Consultant and provides technical assistance to community mental health centers, primary care clinics, and other health care systems and providers, working to integrate primary care, mental health, and substance abuse treatment.

Ms. Klowden provides project leadership and develops strategy around CIHS's products and services. She also has extensive expertise in health care payment and delivery system reform. Ms. Klowden is currently the Co-Chair of the Colorado State Innovation Model (SIM) Practice Transformation Committee and sits on the steering committee for SIM.

Ms. Klowden's previous experience includes serving as the Director of the Office of Healthcare Transformation at Jefferson Center for Mental Health. In this role, she was responsible for developing staff training related to integration, and for helping to cultivate and sustain inter-agency partnerships that support the integration of behavioral healthcare with other healthcare systems and providers. Ms. Klowden was responsible for the analysis of policy and trends to help guide the center's strategic response to the changing healthcare environment. She also represented the center in key health reform and advocacy initiatives.

Ms. Klowden earned a Master of Nonprofit Management degree from Regis University.

Kimberly Smathers, MBM, presenter, has been employed as a Federal Health and Human Services Managing Consultant for the Lewin Group, a healthcare and human services consulting firm, since May 2013. Ms. Smathers leads efforts to support behavioral health organizations and providers delivering behavioral health and other health services. She also provides technical assistance to support providers with providing care to Medicare-Medicaid Enrollees under the contract with the Medicare-Medicaid Coordination Office at the Centers for Medicare & Medicaid Services (CMS). Her previous employment includes serving as Vice President of Business Development at Heartland Health Centers, a Chicago area federally qualified health center, from 2008 through 2013.

Ms. Smathers earned a Master of Business Management degree from Northwestern University's Kellogg School of Management.



08-28-2017 Providing Navigation Services to Clients with Serious Mental Illness and Chronic Physical Health Conditions

Continuing Education (CE) Activity Information & Instructions (Enduring Activity #: WE-E08282017)

Continuing Education Credit Information

<i>Continuing Education Credit</i>	2
<i>Accreditation Statements</i>	2

Instructions for Continuing Education Credit

<i>Learning Management System (LMS) Instructions</i>	2
<i>Registering To Take a Post-Assessment</i>	2
<i>To register (if you do NOT have an account)</i>	2
<i>To login (if you already have an account)</i>	3
<i>Finding the Post-Assessment</i>	3
<i>Accessing Your Transcript and Certificate</i>	3
<i>Hardware/Software Requirements</i>	3
<i>CMS Privacy Policy</i>	3
<i>Help</i>	3

Activity Information

<i>Activity Description</i>	4
<i>Target Audience</i>	4
<i>Learning Objective</i>	4
<i>Participation</i>	4
<i>Speaker Bios & Disclosures (alphabetical by last name)</i>	4

Continuing Education Credit Information

Continuing Education Credit

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.1 Continuing Education Unit (CEU) for this activity. CEU will be awarded to participants who meet all criteria for successful completion of this educational activity. CEU credit for this course expires at midnight on August 28, 2018.

Accreditation Statements

[Please click here for accreditation statements.](#)

Instructions for Continuing Education Credit

The Medicare Learning Network® (MLN) recently upgraded its Learning Management System (LMS).

If you were already registered in the former MLN Learning Management System (LMS), you do not need to create a new login or password. However, the appearance of the system and instructions for registering, logging-in, accessing courses, and obtaining certificate information have all changed.

For more information on the new LMS, please visit <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/LMPOS-FAQs-Booklet-ICN909182.pdf>.

Learning Management System (LMS) Instructions

In order to receive continuing education credits (CEUs) for this activity, you must pass the session post-assessment and complete the evaluation. The continuing education post-assessments and evaluations are being administered through the Medicare Learning Network®.

The post-assessment will be available on the Medicare Learning Network® (MLN) Learning Management System (LMS). Participants will need to login or register, to access the post-assessment.

Registering To Take a Post-Assessment

If you have previously taken Medicare Learning Network® (MLN) web-based training (WBT) courses, you may use the login ID and password you created for those courses. If you are a new user, you will need to register.

To register (if you do NOT have an account):

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Click on "Create Account"
3. Enter information for all the required fields (with the red asterisks) and click "Create"

***NOTE:** When you get to the ‘Organization’ field, click on Select. From the ‘Select Organizations’ screen, leave the ‘Find Organization’ field blank and click Search. Select ‘CMS-MLN Learners Domain - Organization’ and click Save.

Please add MLN@cms.hhs.gov to your address book to prevent MLN communication from going into your spam folder.

To login (if you already have an account):

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Enter your login ID and password and click on “Log In”

Finding the Post-Assessment:

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Enter your login ID and password and click on “Log In”
3. Click on “Training Catalog” in the menu beneath the MLN logo
4. Enter **“Providing Navigation Services to Clients with Serious Mental Illness and Chronic Physical Health Conditions”** in the “search for” box and click "search"
5. Click on the title
6. Click “Enroll”
7. Click “Access Item”
8. Scroll down on the page and click on the link titled “Post-Assessment”
9. Click “Open Item”
10. A new window will open. Click “Post-Assessment” in this new window for it to display
11. Complete the assessment and click “close”
12. Click the grey and white “x” in the upper right-hand corner to close the window
13. Click “OK” when prompted about closing the window

Accessing Your Transcript and Certificate

To complete the course and get your certificate, you must complete the course evaluation.

[Please click here for instructions for completing the evaluation and accessing your transcript and certificate.](#)

For questions regarding continuing education credit contact CMSCE@cms.hhs.gov via email.

Hardware/Software Requirements

[Please click here for hardware and software requirements.](#)

CMS Privacy Policy

[Please click here for CMS’ Privacy Policy.](#)

Help

For questions regarding the content of this activity, or technical assistance with the Medicare Learning Network® (MLN) Learning Management System (LMS), your assessment, or certificate, contact CMSCE at CMSCE@cms.hhs.gov via email.

Activity Information

Activity Description

The second webinar in this two-part series focused on how behavioral health organizations and providers can provide navigation services to their clients with serious mental illness (SMI) and common chronic physical health conditions. The webinar explored components of navigation services, including personalized health coaching and wellness planning and actions navigators can take to link these individuals and their families to essential health and community services.

The webinar featured six condition-specific navigation tip sheets that highlight considerations related to the management of SMI and other physical conditions, including diabetes, congestive heart failure, hypertension, human immunodeficiency virus infection and acquired immune deficiency syndrome (HIV/AIDS), chronic obstructive pulmonary disease (COPD), asthma, and smoking cessation.

Presenters highlighted strategies that were implemented to successfully integrate navigation services within their organizations.

Target Audience

This activity is designed for all health care professionals.

Learning Objective

By the end of this activity, participants should be able to:

- Identify key functions and services that navigators can provide
- Identify tangible steps to support individuals with serious mental illness (SMI) and chronic physical health conditions
- Recognize ways to facilitate conversations with clients using the Resources for Integrated Care (RIC) navigation tip sheets, to manage chronic conditions and mental illness

Participation

View the recorded webinar at https://resourcesforintegratedcare.com/Behavioral_Health/2017_Navigation_Services_Webinar_Series/Providing_Navigation_Services, and access and complete the assessment and evaluation, per the *Instructions for Continuing Education Credit*, at the beginning of this document

Speaker Bios & Disclosures (alphabetical by last name)

No one in a position to control the content of this activity has anything to disclose. All planners and developers of this activity have signed a disclosure statement indicating any relevant financial interests. This activity was developed without commercial support.

Laurie Carrier, MD, presenter, has been employed by Heartland Health Centers (HHC) as a Family Physician and Psychiatrist since 2009. Dr. Carrier assumed the role of Director of Behavioral Health and Integrated Care in 2012. She became the Medical Site Leader at Trilogy and Community Counseling Centers of Chicago (C4), HHC's integrated care locations in 2013. These sites are Federally Qualified Health Centers (FQHCs) embedded within community mental health settings. Dr. Carrier became the Interim Medical Director in 2015, and became the Chief Medical Officer in October 2016. She currently treats patients for psychiatry and primary care at the HHC Trilogy-Heartland Integrated Clinic.

Dr. Carrier is board certified in family medicine and psychiatry. She has practiced both disciplines in different integrated settings. She provides psychiatry services to patients in Community Medical Centers and has also provides both psychiatry and primary care to patients who are clients at Heartland's partner community mental health center, Trilogy. Dr. Carrier has presented on different topics promoting and educating about integrated care for the National Council, SAMHSA and Association of Medicine and Psychiatry. As Assistant Professor for Feinberg's School of Medicine's Department of Family and Community Medicine, she works with residents to promote the need for successful and comprehensive integrated care.

Dr. Carrier earned a Doctor of Medicine degree from Trinity College in Dublin, Ireland.

Alice Geis, DNP, PMH-NP, MS, presenter, is the Director of Integrated Health at Trilogy, Inc., a community mental health center, where she has been employed since 2008. Dr. Geis is a Board Certified Psychiatric-Mental Health Nurse Practitioner, with doctoral preparation in Systems Leadership Nursing. She has held a number of clinical, administrative, academic, and consulting roles, including Director of a hospital-based psychiatric home care program, Member of a United Nations Team investigating war crimes in the former Yugoslavia, and Program Development Consultant. Dr. Geis has been an Assistant Professor at Rush University School of Nursing since 2005, where she teaches in the Psychiatric Nurse Practitioner Doctor of Nursing Practice (DNP) and the Direct-Entry Master's Programs.

Dr. Geis earned a Doctor of Nursing Practice and a Psychiatric-Mental Health Nurse Practitioner degrees from Rush University. She also earned a Master of Science degree in Systems Leadership Nursing from the University of Illinois at Chicago.

Mindy Klowden, MNM, presenter, has been employed as the Director of Technical Assistance and Training for the National Council for Behavioral Health since January 2017. She was employed by Jefferson Center for Mental Health from 2005 through 2016, where she served in Director of the Office of Healthcare Transformation and Director of Development positions. Ms. Klowden serves as a National Consultant and provides technical assistance to community mental health centers, primary care clinics, and other health care systems and providers, working to integrate primary care, mental health, and substance abuse treatment.

Ms. Klowden provides project leadership and develops strategy around the Center for Integrated Health Solutions' (CIHS') products and services. She also has extensive expertise in health care payment and delivery system reform. Ms. Klowden is currently the Co-Chair of the Colorado State Innovation Model (SIM) Practice Transformation Committee and sits on the Steering Committee for SIM.

Ms. Klowden's previous experience includes serving as the Director of the Office of Healthcare Transformation at Jefferson Center for Mental Health. In this role, she was responsible for developing staff training related to integration and helping to cultivate and sustain inter-agency partnerships that support the integration of behavioral healthcare with other healthcare systems and providers. Ms. Klowden was responsible for the analysis of policy and trends to help guide the center's strategic response to the changing healthcare environment. She also represented the center in key health reform and advocacy initiatives.

Ms. Klowden earned a Master of Nonprofit Management degree from Regis University.

Kimberly Smathers, MBM, presenter, has been employed as a Federal Health and Human Services Managing Consultant for the Lewin Group, a healthcare and human services consulting firm, since May 2013. Ms. Smathers leads efforts to support behavioral health organizations and providers delivering behavioral health and other health services. She also provides technical assistance to support providers with providing care to Medicare-Medicaid Enrollees under the contract with the Medicare-Medicaid Coordination Office (MMCO) at the Centers for Medicare & Medicaid Services (CMS). Her previous employment includes serving as Vice President of Business Development at Heartland Health Centers, a Chicago area Federally Qualified Health Center (FQHC), from 2008 through 2013.

Ms. Smathers earned a Master of Business Management degree from Northwestern University's Kellogg School of Management.

Thomas Thurlow, MSN, RN, presenter, has been employed as a Community Integrated Health Registered Nurse in the Office of Faculty Practice and Trilogy Behavioral Healthcare at Rush University College of Nursing since July 2015. He has been a Health Navigator in a field setting embedded on an outreach team and as a clinic nurse. Mr. Thurlow also has experience working with patients that have a serious mental illness and other co-morbidities.

Mr Thurlow earned a Master of Science degree in Nursing from Rush University.