

University of Phoenix - Prior Learning Assessment - Corporate Articulation

COVENTRY HEALTH CARE

Credit Recommendation Guide (CRG)



The following courses have been evaluated by Corporate Articulation to potentially fulfill General Education or Elective credits for an Undergraduate Degree. In order to receive any of the credits recommended below, students should submit supporting documents to Prior Learning Assessment. For more information on PLA visit: ecampus.phoenix.edu/pla or contact the department toll free at 866-440-4707.

*NOTE: Fees are applicable for credits evaluated.

PLA will not award credit for certifications or coursework that duplicates the content of credits earned through PLA, transfer credit, National Testing Program credit or University of Phoenix.

Clock hour to semester credit hour conversions are made based on current academic standards as outlined in the academic policy of the University.

University of Phoenix Equivalency: (General Education or Elective category to which credit can be applied)

Combinable: Courses may only be combined with courses of similar content, modality and General Education/Elective areas.

Non-Academic: Lack of college level theory and/or principle necessary for credit recognition. Company specific and skill-based training.

Too Few Hours: Courses/training that cannot receive credit because they are less than 1 hour total in length. Similar content in a 1(+) hour timeframe may be eligible for credit.

Applicable Hours: Indicates the total amount of actual learning time. Any breaks or lunch time included in the initial clock hours have been removed.

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	KEYNOMICS TRAINING	SELF-PACED	01/2009-12/2009	2 DAYS	0	0	NON-ACADEMIC
	TARGETED SELECTION WORKSHOP PREREQUISITE	SELF-PACED	01/2009-12/2009	8	8	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	7 DEADLY SINS	CLASSROOM	01/2009-12/2009	1	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	BOOSTING BUSINESS RESULTS	CLASSROOM	01/2009-12/2009	3.5	3.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	BUSINESS ETIQUETTE	CLASSROOM	01/2009-12/2009	8	8	0.5	INTERDISCIPLINARY/ELECTIVE
	COACHING FOR IMPROVEMENT	CLASSROOM	01/2009-12/2009	3.5	3.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE

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	COACHING FOR SUCCESS	CLASSROOM	01/2009-12/2009	2	2	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	COMMUNICATING AND LISTENING	CLASSROOM	01/2009-12/2009	3.5	3.5	COMBINABLE	COMMUNICATION ARTS
	CONFLICT	CLASSROOM	01/2009-12/2009	2	2	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	CONTRIBUTING TO MEETING SUCCESS	CLASSROOM	01/2009-12/2009	2	2	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	COVENTRY SERVICE TOUCH	CLASSROOM	01/2009-12/2009	3	3	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	DEVELOPING OTHERS	CLASSROOM	01/2009-12/2009	4	4	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	EMOTIONAL INTELLIGENCE	CLASSROOM	01/2009-12/2009	1.5	1.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	ESSENTIALS OF LEADERSHIP	CLASSROOM	01/2009-12/2009	3.5	3.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	FEEDBACK FUNDAMENTALS	CLASSROOM	01/2009-12/2009	3.5	3.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	FISH!	CLASSROOM	01/2009-12/2009	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	GETTING STARTED AS A NEW LEADER	CLASSROOM	01/2009-12/2009	3.5	3.5	1.5	INTERDISCIPLINARY/ ELECTIVE
	HOW TO HANDLE CHANGE AND UPHEAVAL	CLASSROOM	01/2009-12/2009	4	4	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	INFLUENCING OTHERS	CLASSROOM	01/2009-12/2009	3	3	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	INFLUENTIAL LEADERSHIP	CLASSROOM	01/2009-12/2009	3.5	3.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	INSIGHT LEARNING INVENTORY	CLASSROOM	01/2009-12/2009	2.5	2.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	INTERACTION SKILLS FOR SUCCESS	CLASSROOM	01/2009-12/2009	3.5	3.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	KEYS TO LEADERSHIP	CLASSROOM	01/2009-12/2009	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	LEADERSHIP: INSPIRING COMMITMENT	CLASSROOM	01/2009-12/2009	12	12	0.5	INTERDISCIPLINARY/ELECTIVE
	MAKING EFFECTIVE DECISIONS	CLASSROOM	01/2009-12/2009	3	3	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MAKING MEETINGS WORK	CLASSROOM	01/2009-12/2009	3.5	3.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MANAGING STRESS	CLASSROOM	01/2009-12/2009	8	8	0.5	INTERDISCIPLINARY/ELECTIVE
	MEETING MANAGEMENT	CLASSROOM	01/2009-12/2009	8	8	0.5	INTERDISCIPLINARY/ELECTIVE
	MEYERS BRIGGS TYPE INDICATOR*	CLASSROOM	01/2009-12/2009	8	8	0.5	INTERDISCIPLINARY/ELECTIVE
	MOTIVATING EMPLOYEES	CLASSROOM	01/2009-12/2009	3.5	3.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PERSONAL EMPOWERMENT: TAKING INITIATIVE	CLASSROOM	01/2009-12/2009	4	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PLANNING AND CRITICAL PATH	CLASSROOM	01/2009-12/2009	7	7	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	POSITIVE APPROACHES TO RESOLVING PERFORMANCE PROBLEMS	CLASSROOM	01/2009-12/2009	4	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PROBLEM ANALYSIS AND DECISION MAKING	CLASSROOM	01/2009-12/2009	14	14	0.5	INTERDISCIPLINARY/ELECTIVE
	PROBLEM SOLVING/HPI	CLASSROOM	01/2009-12/2009	3.5	3.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	RAPID DECISION MAKING	CLASSROOM	01/2009-12/2009	3.5	3.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	RESOLVING CONFLICT	CLASSROOM	01/2009-12/2009	3.5	3.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	REVIEWING PERFORMANCE PROGRESS	CLASSROOM	01/2009-12/2009	3.5	3.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	SERVICE PLUS	CLASSROOM	01/2009-12/2009	8	8	0.5	INTERDISCIPLINARY/ELECTIVE

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	SETTING PERFORMANCE EXPECTATIONS	CLASSROOM	01/2009-12/2009	3.5	3.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	SOLID BUSINESS WRITING	CLASSROOM	01/2009-12/2009	4	4	COMBINABLE	COMMUNICATION ARTS
	THUNDERBOLT THINKING (THUNDERBOLT THINKING: INNOVATION FUNDAMENTALS)	CLASSROOM	01/2009-12/2009	4	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	TIME MANAGEMENT	CLASSROOM	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
	VALUING DIFFERENCES	CLASSROOM	01/2009-12/2009	3.5	3.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	WORKING THROUGH CONFLICT	CLASSROOM	01/2009-12/2009	3.5	3.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	WRITING EFFECTIVE FOCAL REVIEWS	CLASSROOM	01/2009-12/2009	3	3	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	BASIC FORMS OF ID	SELF-PACED	01/2009-12/2009	3	3	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CAREER COACHING	SELF-PACED	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
	CHALLENGING CALLERS	SELF-PACED	01/2009-12/2009	1.5	1.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	COB MEDICARE	SELF-PACED	01/2009-12/2009	3.5	0	0	NON-ACADEMIC
	COMPENSATION POLICY AND PROCEDURES COURSE FOR SUPERVISORS	SELF-PACED	01/2009-12/2009	1	0	0	NON-ACADEMIC
	COORDINATION OF BENEFITS	SELF-PACED	01/2009-12/2009	4	0	0	NON-ACADEMIC
	CORPORATE COMPLIANCE AND ETHICS TRAINING (2007)	SELF-PACED	01/2009-12/2009	2	0	0	NON-ACADEMIC
	COVERAGE CARD	SELF-PACED	01/2009-12/2009	3	0	0	NON-ACADEMIC
	CSO ATTENDANCE POLICY AND PROCEDURES COURSE FOR SUPERVISORS	SELF-PACED	01/2009-12/2009	1	0	0	NON-ACADEMIC
	DAZZLING THE DIFFICULT CUSTOMER	SELF-PACED	01/2009-12/2009	1	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	DOL	SELF-PACED	01/2009-12/2009	2	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	DRESS CODE POLICY AND PROCEDURES COURSE FOR SUPERVISORS	SELF-PACED	01/2009-12/2009	20 MIN	0	0	TOO FEW HOURS
	E-MAIL ETIQUETTE	SELF-PACED	01/2009-12/2009	1	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE

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	ESTABLISHING WINNING ATTITUDES	SELF-PACED	01/2009-12/2009	0.75	0	0	TOO FEW HOURS
	FLEXCHOICE	SELF-PACED	01/2009-12/2009	1	0	0	NON-ACADEMIC
	HR-02 CODE OF BUSINESS CONDUCT AND ETHICS POLICY	SELF-PACED	01/2009-12/2009	5 MIN	0	0	TOO FEW HOURS
	I HEALTH - PHASE III	SELF-PACED	01/2009-12/2009	0.25	0	0	TOO FEW HOURS
	INQUIRY VS. COMPLAINT	SELF-PACED	01/2009-12/2009	2	2	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	INTRODUCTION TO KEYNOMICS	SELF-PACED	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
	IT STANDARDS AND GUIDELINES	SELF-PACED	01/2009-12/2009	0.25	0	0	TOO FEW HOURS
	KRONOS - MANAGERS' EXERCISE 1: OVERVIEW	SELF-PACED	01/2009-12/2009	0.25	0	0	TOO FEW HOURS
	KRONOS - MANAGERS' EXERCISE 2: ATTACHING AN EMPLOYEE'S SCHEDULE	SELF-PACED	01/2009-12/2009	0.25	0	0	TOO FEW HOURS
	KRONOS - MANAGERS' EXERCISE 3: UPDATING AN NON-EXEMPT EMPLOYEE'S TIMECARD	SELF-PACED	01/2009-12/2009	0.25	0	0	TOO FEW HOURS
	KRONOS - MANAGERS' EXERCISE 4: APPROVING EMPLOYEE TIMECARDS	SELF-PACED	01/2009-12/2009	0.25	0	0	TOO FEW HOURS
	KRONOS - MANAGERS' EXERCISE 5: USING KRONOS REPORTS	SELF-PACED	01/2009-12/2009	0.25	0	0	TOO FEW HOURS
	KRONOS - MANAGERS' EXERCISE 6: USING KRONOS TO APPROVE TIME OFF	SELF-PACED	01/2009-12/2009	0.25	0	0	TOO FEW HOURS
	KRONOS - MANAGERS' EXERCISE 7: USING KRONOS TO DELEGATE TIME OFF REQUESTS	SELF-PACED	01/2009-12/2009	0.25	0	0	TOO FEW HOURS
	CLARIFY EXPECTATIONS	SELF-PACED	01/2009-12/2009	2	2	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	LEADERSHIP 101	SELF-PACED	01/2009-12/2009	0.75	0	0	TOO FEW HOURS
	LEAVE OF ABSENCE POLICY AND PROCEDURES COURSE FOR SUPERVISORS	SELF-PACED	01/2009-12/2009	1	0	0	NON-ACADEMIC
	LIFE OF A CLAIM	SELF-PACED	01/2009-12/2009	0.75	0	0	TOO FEW HOURS
	MEDICARE PART D COMMERCIAL	SELF-PACED	01/2009-12/2009	0.5	1	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	MEDICARE PART D GROUP ADMIN	SELF-PACED	01/2009-12/2009	0.5			

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* NOTE- THE MEDICARE PART D COMMERCIAL AND GROUP ADMIN COURSES CAN ONLY BE AWARDED THE CREDIT IF BOTH COURSES WERE TAKEN. STUDENTS WILL NOT RECEIVE ANY CREDIT IF ONLY ONE COURSE WAS TAKEN.							
	MEETING THE CENTERS FOR MEDICARE AND MEDICAID SERVICES STANDARDS	SELF-PACED	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
	NAVIGATOR REPORTS NOW	SELF-PACED	01/2009-12/2009	1	0	0	NON-ACADEMIC
	PERFORMANCE COACHING	SELF-PACED	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
	PLAN DOCUMENT	SELF-PACED	01/2009-12/2009	4.5	4.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PRESENTATION SKILLS	SELF-PACED	01/2009-12/2009	1	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	TELEPHONE ETIQUETTE	SELF-PACED	01/2009-12/2009	1.5	1.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	TIME MANAGEMENT	SELF-PACED	01/2009-12/2009	1	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	UNLAWFUL HARASSMENT REFRESHER FOR EMPLOYEES	SELF-PACED	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
	UNLAWFUL HARASSMENT REFRESHER FOR MANAGERS	SELF-PACED	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
	WITH ALL DUE RESPECT - AVOIDING UNLAWFUL HARASSMENT IN THE WORKPLACE	SELF-PACED	01/2009-12/2009	1	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	USING ABSTRACTS	SELF-PACED	01/2009-12/2009	1.25	0	0	NON-ACADEMIC
	WORKPLACE SAFETY	SELF-PACED	01/2009-12/2009	1	0	0	NON-ACADEMIC
	YOUR ONLINE FUTURE, DIRECTPROVIDER.COM	SELF-PACED	01/2009-12/2009	1	0	0	NON-ACADEMIC
	YOUR ONLINE FUTURE, MY ONLINE SERVICES	SELF-PACED	01/2009-12/2009	1	0	0	NON-ACADEMIC
	YOUR ONLINE FUTURE, ONLINE ACCOUNT MANAGEMENT	SELF-PACED	01/2009-12/2009	1	0	0	NON-ACADEMIC
	ADULT LEARNING PRINCIPLES	CLASSROOM	01/2009-12/2009	1	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	DESIGNING EFFECTIVE JOB AIDS	CLASSROOM	01/2009-12/2009	1	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	GENERATIONS IN TRAINING	CLASSROOM	01/2009-12/2009	1	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	HOTELING MANAGER ORIENTATION	CLASSROOM	01/2009-12/2009	0.5	0	0	TOO FEW HOURS

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	LEADERSHIP TOOLS	CLASSROOM	01/2009-12/2009	1	0	0	NON-ACADEMIC
	LMS ADMINISTRATOR TRAINING	CLASSROOM	01/2009-12/2009	2	0	0	NON-ACADEMIC
	MANAGING REMOTELY	CLASSROOM	01/2009-12/2009	1.5	1.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	ON THE LEVEL: AN INTRODUCTION TO THE 4 LEVELS OF EVALUATION	CLASSROOM	01/2009-12/2009	1	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	THE MAGIC OF VISUAL AIDS	CLASSROOM	01/2009-12/2009	1	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	USING THE LEARNING LINK TO SUPPORT YOUR EMPLOYEES' TRAINING AND DEVELOPMENT	CLASSROOM	01/2009-12/2009	1	0	0	NON-ACADEMIC
61	CSO IDX RELEASE TRAINING	CLASSROOM	01/2009-12/2009	1	0	0	NON-ACADEMIC
62	MEDICARE AND MCPS SUPPLEMENTAL TRAINING	CLASSROOM	01/2009-12/2009	4	0	0	NON-ACADEMIC
68	DIRECTPROVIDER.COM	CLASSROOM	01/2009-12/2009	2.5	0	0	NON-ACADEMIC
69	DIRECTPROVIDER.COM_RELEASE_TRAINING	CLASSROOM	01/2009-12/2009	2	0	0	NON-ACADEMIC
70	EXCEPTIONS MANAGEMENT TRAINING	CLASSROOM	01/2009-12/2009	3 DAYS	24	1.5	INTERDISCIPLINARY/ELECTIVE
71	FAXCOM TRAINING	CLASSROOM	01/2009-12/2009	1.5	0	0	NON-ACADEMIC
73	FEHB [MAILHANDLERS] NEW HIRE CUSTOMER COMMUNICATION SPECIALISTS	CLASSROOM	01/2009-12/2009	6 WEEKS	5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
74	FEHB [MAILHANDLERS] NEW HIRE TECHNICAL CLAIMS SPECIALISTS	CLASSROOM	01/2009-12/2009	6 WEEKS	5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
79	30 DAY FOLLOW-UP TRAINING	CLASSROOM	01/2009-12/2009	8	0	0	NON-ACADEMIC
80	COB CORE TRAINING	CLASSROOM	01/2009-12/2009	24	0	0	NON-ACADEMIC
81	CLAIM INTERP POST NH TRAINING	CLASSROOM	01/2009-12/2009	24-40	0	0	NON-ACADEMIC
82	COB REFRESHER	CLASSROOM	01/2009-12/2009	8	0	0	NON-ACADEMIC
83	ACCUMULATORS	CLASSROOM	01/2009-12/2009	1	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
84	ATTITUDE 101 LUNCH AND LEARN	CLASSROOM	01/2009-12/2009	1	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE

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85	CALL DOCUMENTATION	CLASSROOM	01/2009-12/2009	1	0	0	NON-ACADEMIC
87	CONTRACTS STOPLOSS ITEMIZED	CLASSROOM	01/2009-12/2009	4	4	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
95	ESSENTIALS REFRESHER	CLASSROOM	01/2009-12/2009	1.5	0	0	NON-ACADEMIC
110	COMMERCIAL ADJUSTMENTS TRAINING	CLASSROOM	01/2009-12/2009	2 DAYS	16	1	INTERDISCIPLINARY/ ELECTIVE
111	COMMERCIAL BENEFITS INTERPRETATION REFRESHER	CLASSROOM	01/2009-12/2009	1 DAY	0	0	NON-ACADEMIC
112	COMMERCIAL CLAIMS INTERPRETATION REFRESHER	CLASSROOM	01/2009-12/2009	3 DAYS	0	0	NON-ACADEMIC
113	COMMERCIAL CLAIMS PROCESSING	CLASSROOM	01/2009-12/2009	1 WEEK	0	0	NON-ACADEMIC
202	PROMOTING THE PLAN ADVANCED TRAINING	CLASSROOM	01/2009-12/2009	8	0	0	NON-ACADEMIC
203	TCS OS PROCESSING/FRAUD/ESSENTIALS/SPLIT YR CLAIMS	CLASSROOM	01/2009-12/2009	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
339	MAILHANDLERS 2008 BENEFITS PROCESSING TRAINING	CLASSROOM	01/2009-12/2009	4	0	0	NON-ACADEMIC
340	CUSTOMER SERVICE CONVERSION CLASS	CLASSROOM	01/2009-12/2009	9 DAYS	0	0	NON-ACADEMIC
341	CLAIMS CONVERSION CLASS	CLASSROOM	01/2009-12/2009	10 DAYS	0	0	NON-ACADEMIC
459	MHBP MEDICARE COB REFRESHER	CLASSROOM	01/2009-12/2009	4.0	0	0	NON-ACADEMIC
505	MHBP HIGH TO STANDARD OPTION MIGRATION	CLASSROOM	01/2009-12/2009	1.0	0	0	NON-ACADEMIC
506	MHBP ADDITIONAL ABSTRACTS TRAINING	CLASSROOM	01/2009-12/2009	1.0	0	0	NON-ACADEMIC
531	VALUE / STANDARD OPTION WITH MEDICARE	CLASSROOM	01/2009-12/2009	1.0	0	0	NON-ACADEMIC
546	MHBP COB AUDIT REFRESHER	CLASSROOM	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
547	MHBP MISC AUDIT REFRESHER	CLASSROOM	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
548	MHBP DATA KEY AUDIT REFRESHER	CLASSROOM	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
549	MHBP NEW BENEFITS TRAINING	CLASSROOM	01/2009-12/2009	4.0	0	0	NON-ACADEMIC

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550	MHBP CPM AUDIT REFRESHER	CLASSROOM	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
551	MHBP LOCATING NPI'S IN QTERM	CLASSROOM	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
552	MHBP DUPLICATE AUDIT REFRESHER	CLASSROOM	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
553	MHBP PROVIDER AUDIT REFRESHER	CLASSROOM	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
554	MHBP DENIAL AUDIT REFRESHER	CLASSROOM	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
555	MHBP PROCESSING TEST AND OFFICE VISITS	CLASSROOM	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
559	MHBP OPEN SEASON TRAVELER TRAINING	CLASSROOM	01/2009-12/2009	2.0	0	0	NON-ACADEMIC
562	MHBP LINE CODE AUDIT REFRESHER	CLASSROOM	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
609	IDX TRAINING FOR FATAL EDITS	CLASSROOM	01/2009-12/2009	3 DAYS	0	0	NON-ACADEMIC
695	MHBP FISH	CLASSROOM	01/2009-12/2009	4.0	4	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
979	BENF AUDIT REFRESHER	ON THE JOB	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
980	DATA AUDIT REFRESHER	ON THE JOB	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
981	GENL AUDIT REFRESHER	ON THE JOB	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
982	CTMG AUDIT REFRESHER	ON THE JOB	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
983	EDI AUDIT REFRESHER	ON THE JOB	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
984	TI AUDIT REFRESHER	ON THE JOB	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
985	NETW AUDIT REFRESHER	ON THE JOB	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
986	PROV AUDIT REFRESHER	ON THE JOB	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
987	PROM AUDIT REFRESHER	ON THE JOB	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
988	ACS AUDIT REFRESHER	ON THE JOB	01/2009-12/2009	0.5	0	0	TOO FEW HOURS

LEADERSHIP DEVELOPMENT

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	THE LEARNING LINK'S SUPERVISOR DEMONSTRATION	SELF-PACED	01/2009-12/2009	0.25	0	0	TOO FEW HOURS
	KRONOS - MANAGERS' EXERCISE 1: OVERVIEW	SELF-PACED	01/2009-12/2009	5 MIN	0	0	TOO FEW HOURS
	KRONOS - MANAGERS' EXERCISE 2: ATTACHING AN EMPLOYEE'S SCHEDULE	SELF-PACED	01/2009-12/2009	1	0	0	TOO FEW HOURS
	KRONOS - MANAGERS' EXERCISE 3: UPDATING AN NON-EXEMPT EMPLOYEE'S TIMECARD	SELF-PACED	01/2009-12/2009	5 MIN	0	0	TOO FEW HOURS
	KRONOS - MANAGERS' EXERCISE 4: APPROVING EMPLOYEE TIMECARDS	SELF-PACED	01/2009-12/2009	5 MIN	0	0	TOO FEW HOURS
	KRONOS - MANAGERS' EXERCISE 5: USING KRONOS REPORTS	SELF-PACED	01/2009-12/2009	5 MIN	0	0	TOO FEW HOURS
	KRONOS - MANAGERS' EXERCISE 6: USING KRONOS TO APPROVE TIME OFF	SELF-PACED	01/2009-12/2009	10 MIN	0	0	TOO FEW HOURS
	KRONOS - MANAGERS' EXERCISE 7: USING KRONOS TO DELEGATE TIME OFF REQUESTS	SELF-PACED	01/2009-12/2009	10 MIN	0	0	TOO FEW HOURS
	CLARIFY EXPECTATIONS	SELF-PACED	01/2009-12/2009	25 MIN	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CAREER COACHING FOR MANAGERS	SELF-PACED	01/2009-12/2009	1	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	COMPENSATION POLICY AND PROCEDURES COURSE FOR SUPERVISORS	SELF-PACED	01/2009-12/2009	1	0	0	NON-ACADEMIC
	FOOTPRINTS: A LEADER'S GUIDE TO RESPECTING OTHERS	SELF-PACED	01/2009-12/2009	25 MIN	0	0	TOO FEW HOURS
	TIME AND ATTENDANCE POLICY AND PROCEDURES COURSE FOR SUPERVISORS	SELF-PACED	01/2009-12/2009	1	0	0	NON-ACADEMIC
	CSO ATTENDANCE POLICY AND PROCEDURES COURSE FOR SUPERVISORS	SELF-PACED	01/2009-12/2009	1	0	0	NON-ACADEMIC
	LEAVE OF ABSENCE POLICY AND PROCEDURES COURSE FOR SUPERVISORS	SELF-PACED	01/2009-12/2009	1	0	0	NON-ACADEMIC
	CORRECTIVE ACTION POLICY AND PROCEDURES COURSE FOR SUPERVISORS	SELF-PACED	01/2009-12/2009	0.5	0	0	NON-ACADEMIC
	DRESS CODE POLICY AND PROCEDURES COURSE FOR SUPERVISORS	SELF-PACED	01/2009-12/2009	20 MIN	0	0	TOO FEW HOURS
	EMERGENCY MEDICAL POLICY AND PROCEDURES COURSE FOR SUPERVISORS	SELF-PACED	01/2009-12/2009	20 MIN	0	0	TOO FEW HOURS
	INTERNAL JOB POSTING POLICY AND PROCEDURES COURSE FOR SUPERVISORS	SELF-PACED	01/2009-12/2009	20 MIN	0	0	TOO FEW HOURS
	HR 101	SELF-PACED	01/2009-12/2009	0.5	0	0	TOO FEW HOURS

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	WORKPLACE SAFETY FOR MANAGERS	SELF-PACED	01/2009-12/2009	1	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
STAFF DEVELOPMENT							
	KRONOS EXEMPT EMPLOYEE ONLINE TRAINING COURSE	SELF-PACED	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
	KRONOS NON-EXEMPT EMPLOYEE ONLINE TRAINING COURSE	SELF-PACED	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
	THE LEARNING LINK'S LEARNER DEMONSTRATION	SELF-PACED	01/2009-12/2009	0.25	0	0	TOO FEW HOURS
	GRAMMAR SKILLS ASSESSMENT	SELF-PACED	01/2009-12/2009	1	0	0	NON-ACADEMIC
	GRAMMAR SKILLS ASSESSMENT FOR E-MAIL ASSOCIATES	SELF-PACED	01/2009-12/2009	1	0	0	NON-ACADEMIC
	EMPLOYEE BASE PAY TRAINING	SELF-PACED	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
	IN-TOUCH CUSTOMER SERVICE	SELF-PACED	01/2009-12/2009	0.75	0	0	TOO FEW HOURS
	FOOTPRINTS - DIVERSITY TRAINING (ALSO KNOWN AS FOOTPRINTS: A GUIDE TO RESPECTING OTHERS)	SELF-PACED	01/2009-12/2009	0.75	0	0	TOO FEW HOURS
	ERGONOMICS	SELF-PACED	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
	MAKING THE DECISION TO LEAD	SELF-PACED	01/2009-12/2009	1	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	WORKERS' COMPENSATION 101	SELF-PACED	01/2009-12/2009	1	0	0	NON-ACADEMIC
	WITH ALL DUE RESPECT - AVOIDING UNLAWFUL HARASSMENT IN THE WORKPLACE	SELF-PACED	01/2009-12/2009	0.5	0.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	WORKPLACE SAFETY FOR EMPLOYEES	SELF-PACED	01/2009-12/2009	0.5	0	0	NON-ACADEMIC
TRAINER DEVELOPMENT							
	CLASSROOM MANAGEMENT	SELF-PACED	01/2009-12/2009	1	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	NEW TRAINER ORIENTATION – PRINCIPLES OF ADULT EDUCATION	SELF-PACED	01/2009-12/2009	0.5	0	0	TOO FEW HOURS
LEADERSHIP DEVELOPMENT							
	LEADING IN TIMES OF CHANGE - THE WORKSHOP	CLASSROOM	01/2009-12/2009	4	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	LEADING IN TIMES OF CHANGE - WEBINAR	CLASSROOM	01/2009-12/2009	2	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE

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	EFFECTIVE COACHING SKILLS	CLASSROOM	01/2009-12/2009	4	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MAKING MEETINGS WORTHWHILE	CLASSROOM	01/2009-12/2009	1	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	WRITING EFFECTIVE FOCAL REVIEWS	CLASSROOM	01/2009-12/2009	2	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	DELIVERING EFFECTIVE FOCAL REVIEWS	CLASSROOM	01/2009-12/2009	2	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	RESOLVING PERFORMANCE PROBLEMS	CLASSROOM	01/2009-12/2009	4	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CONFLICT MANAGEMENT	CLASSROOM	01/2009-12/2009	3.5	3.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MANAGING STRESS	CLASSROOM	01/2009-12/2009	3.5	3.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	BUSINESS WRITING ESSENTIALS	CLASSROOM	01/2009-12/2009	4	4	COMBINABLE	COMMUNICATION ARTS
	MANAGING REMOTELY	CLASSROOM	01/2009-12/2009	1	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	BUSINESS ETIQUETTE FOR LEADERS	CLASSROOM	01/2009-12/2009	3.5	3.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CHANGE MANAGEMENT	CLASSROOM	01/2009-12/2009	1.5	1.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
EMPLOYEE DEVELOPMENT							
*NOTE - COURSE WORK WITH AN ASTERISK INDICATED DUPLICATION IN COURSE CONTENT, THOSE COURSES WILL ONLY RECEIVE CREDIT ONCE.							
	INCREASING YOUR EMOTIONAL INTELLIGENCE*	CLASSROOM	01/2010-12/2010	4 HOURS	4	COMBINABLE	SOCIAL SCIENCE
	COMMUNICATION STYLES	CLASSROOM	01/2010-12/2010	4 HOURS	4	COMBINABLE	COMMUNICATION ARTS
	HAVING DIFFICULT CONVERSATIONS	CLASSROOM	01/2010-12/2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	SITUATIONAL COACHING	CLASSROOM	01/2010-12/2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PRESENTATION BASICS	SELF-PACED	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PRESENTATION SKILLS: VISUAL AIDS	CLASSROOM	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PRESENTATION SKILLS: ENGAGING YOUR VIRTUAL AUDIENCE	CLASSROOM	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PRESENTATION SKILLS: WORKSHOP	CLASSROOM	01/2009-12/2010	12 HOURS	12	0.5	INTERDISCIPLINARY/ELECTIVE

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	INTELLECTUAL PROPERTY	SELF-PACED	01/2010-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	BUILDING AND SUSTAINING TRUST	CLASSROOM	01/2010-12/2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	GOVERNMENT PROGRAMS CUSTOMER SERVICE	CLASSROOM	01/2010-12/2010	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
	ADAPTING AND THRIVING IN A CHANGING WORKPLACE	CLASSROOM	01/2010-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PEER COACHING	CLASSROOM	01/2010-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	DIFFUSING ANGER	CLASSROOM	01/2009-12/2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	THE 5 KEYS FOR HANDLING CHALLENGING CUSTOMERS	CLASSROOM	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CONFLICT RESOLUTION	SELF-PACED	01/2009-12/2010	1 HOUR	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	TIME MANAGEMENT	CLASSROOM	01/2009-12/2009	1 HOUR	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	EMOTIONAL INTELLIGENCE*	CLASSROOM	01/2010-12/2010	4 HOURS	4*	COMBINABLE	SOCIAL SCIENCE
	PROBLEM SOLVING – MODULE I	CLASSROOM	01/2009-12/2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PROBLEM SOLVING – MODULE II	CLASSROOM	01/2009-12/2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PROBLEM SOLVING – MODULE III	CLASSROOM	01/2009-12/2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	STRENGTH FINDERS 2.0	CLASSROOM	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	DISC	CLASSROOM	01/2009-12/2010	3 HOURS	3	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PHONE ETIQUETTE	CLASSROOM	01/2009-12/2010	3 HOURS	3	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	C3 GROUP SETUP FOR ACCOUNT MANAGEMENT	CLASSROOM	01/2009-12/2010	1 HOUR	0	0	NON-ACADEMIC
	C3 FSA'S FOR ACCOUNT MANAGEMENT	CLASSROOM	01/2009-12/2010	1 HOUR	0	0	NON-ACADEMIC
	C3 HSA'S FOR ACCOUNT MANAGEMENT	CLASSROOM	01/2009-12/2010	1 HOUR	0	0	NON-ACADEMIC
	COVENTRY FUND	CLASSROOM	01/2009-12/2010	2 HOURS	0	0	NON-ACADEMIC

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	INDIVIDUAL BUSINESS – NAVIGATOR - MARKETING	CLASSROOM	01/2009-12/2010	1.5 HOURS	0	0	NON-ACADEMIC
	MEDCO (ESD)	CLASSROOM	01/2009-12/2010	1.5 HOURS	0	0	NON-ACADEMIC
	FIRST HEALTH - ENROLLMENT CONVERSION PHASE II	CLASSROOM	01/2009-12/2010	70 HOURS	0	0	NON-ACADEMIC
	FIRST HEALTH - ENROLLMENT CONVERSION PHASE III	CLASSROOM	01/2009-12/2010	35 HOURS	0	0	NON-ACADEMIC
	INDIVIDUAL BUSINESS CARETEAM NEW HIRE	CLASSROOM	01/2009-12/2010	100 HOURS	0	0	NON-ACADEMIC
	AR PHONES NEW HIRE	CLASSROOM	01/2009-12/2010	160 HOURS	0	0	NON-ACADEMIC
	C3 CUSTOMER SERVICE NEW HIRE	CLASSROOM	01/2009-12/2010	100 HOURS	0	0	NON-ACADEMIC
	PRE- EXISTING CONDITIONS	CLASSROOM	01/2009-12/2010	1.5 HOURS	0	0	NON-ACADEMIC
	MHNET - ENHANCEMENT	CLASSROOM	01/2009-12/2010	24 HOURS	24	1.5	INTERDISCIPLINARY/ ELECTIVE
	INDIVIDUAL BUSINESS ENROLLMENT	CLASSROOM	01/2009-12/2010	100 HOURS	0	0	NON-ACADEMIC
	AR CASH POSTING NEW HIRE	CLASSROOM	01/2009-12/2010	100 HOURS	0	0	NON-ACADEMIC
	AR LARGE RECONCILIATION NEW HIRE	CLASSROOM	01/2009-12/2010	72 HOURS	0	0	NON-ACADEMIC
	MEDICAL MANAGEMENT BASICS	CLASSROOM	01/2009-12/2010	3 HOURS	0	0	NON-ACADEMIC
	IDX REFERRALS	CLASSROOM	01/2009-12/2010	10 HOURS	0	0	NON-ACADEMIC
	NAVIGATOR	CLASSROOM	01/2009-12/2010	3 HOURS	0	0	NON-ACADEMIC
	MEDICAL TERMINOLOGY FOR NON-CLINICAL STAFF	CLASSROOM	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	PATIENT CENTERED INTERVIEWING	CLASSROOM	01/2009-12/2010	1 HOUR	1	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	CASE MANAGEMENT FUNDAMENTALS	CLASSROOM	01/2009-12/2010	15 HOURS	0	0	NON-ACADEMIC
	CULTURAL DIVERSITY FOR CASE MANAGERS	SELF-PACED	01/2009-12/2010	1 HOUR	1	COMBINABLE	SOCIAL SCIENCE
	CASE MANAGEMENT ETHICS	SELF-PACED	01/2009-12/2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE

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	CLINICAL DECISION MAKING SUPPORT TOOLS	CLASSROOM	01/2009-12/2010	11 HOURS	11	0.5	INTERDISCIPLINARY/ELECTIVE
	WEB INTELLIGENCE REPORTS	CLASSROOM	01/2009-12/2010	2 HOURS	0	0	NON-ACADEMIC
	COMPUTER TIPS, TECHNIQUES, AND STRATEGIES	CLASSROOM	01/2009-12/2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	WORLD CLASS CUSTOMER SERVICE	CLASSROOM	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	COMMUNICATION SKILLS	CLASSROOM	01/2009-12/2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	TELEPHONE FUNCTIONS	CLASSROOM	01/2009-12/2010	1 HOUR	0	0	NON-ACADEMIC
	TELEPHONE ETIQUETTE	CLASSROOM	01/2009-12/2010	1 HOUR	0	0	NON-ACADEMIC
	PHARMACY BENEFITS MANAGEMENT (PBM) CALL CENTER ONBOARDING	CLASSROOM	01/2009-12/2010	56 HOURS	0	0	NON-ACADEMIC
	WORKERS COMP MANAGEMENT SYSTEM FOR PHARMACY BENEFITS MANAGEMENT (WCMS-PBM)	CLASSROOM	01/2009-12/2010	4 HOURS	0	0	NON-ACADEMIC
	PHARMACY BENEFITS MANAGEMENT WORKFLOW TRAINING	CLASSROOM	01/2009-12/2010	4 HOURS	0	0	NON-ACADEMIC
	DURABLE MEDICAL EQUIPMENT CALL CENTER ONBOARDING: INTAKE AGENTS	CLASSROOM	01/2009-12/2010	28 HOURS	0	0	NON-ACADEMIC
	DME PLUS INTAKE AGENT WORKFLOW TRAINING	CLASSROOM	01/2009-12/2010	3 HOURS	0	0	NON-ACADEMIC
	DURABLE MEDICAL EQUIPMENT CALL CENTER ONBOARDING: SCHEDULERS	CLASSROOM	01/2009-12/2010	56 HOURS	0	0	NON-ACADEMIC
	MEDCO ESERVICE DELIVERY*	CLASSROOM	01/2009-12/2010	14 HOURS	14	0.5	INTERDISCIPLINARY/ELECTIVE
	NET OPS TRAINING: MANAGING INBOXES USING WCMS	CLASSROOM	01/2009-12/2010	1 HOUR	0	0	NON-ACADEMIC
	MEDCO ESERVICE DELIVERY*	SELF-PACED	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	DMEPLUS INTAKE TRAINING: FEDERAL ACCOUNTS	CLASSROOM	01/2009-12/2010	28 HOURS	0	0	NON-ACADEMIC
	DMEPLUS SCHEDULER TRAINING: FEDERAL ACCOUNTS	CLASSROOM	01/2009-12/2010	56 HOURS	0	0	NON-ACADEMIC
	WORKERS' COMP MANAGEMENT SYSTEM: CARD EXTENSIONS AND TERMINATIONS	SELF-PACED	01/2009-12/2010	30 MIN	0	0	NON-ACADEMIC
	WORKERS' COMP MANAGEMENT SYSTEM: GATEKEEPER AND PROGRAM TRANSFERS	SELF-PACED	01/2009-12/2010	30 MIN	0	0	NON-ACADEMIC

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	WORKERS' COMP MANAGEMENT SYSTEM: MEDCO UPDATES	SELF-PACED	01/2009-12/2010	40 MIN	0	0	NON-ACADEMIC
	WORKERS' COMP MANAGEMENT SYSTEM: MANUAL ENROLLMENTS PART 1	SELF-PACED	01/2009-12/2010	40 MIN	0	0	NON-ACADEMIC
	WORKERS' COMP MANAGEMENT SYSTEM: MANUAL ENROLLMENTS PART 2	SELF-PACED	01/2009-12/2010	40 MIN	0	0	NON-ACADEMIC
	WORKERS' COMP MANAGEMENT SYSTEM: SEARCH OPTIONS	SELF-PACED	01/2009-12/2010	40 MIN	0	0	NON-ACADEMIC
	CVC EPLS PROCEDURE	CLASSROOM	01/2009-12/2010	30 MIN	0	0	NON-ACADEMIC
	CVC UNIVERSAL TRAINING	CLASSROOM	01/2009-12/2010	120 MIN	0	0	NON-ACADEMIC
	CVC URAC REFRESHER	CLASSROOM	01/2009-12/2010	90 MIN	1.5	0	NON-ACADEMIC
	CVC DYNAMIC UNIVERSAL CHECKLIST AND REQUEST FOR CHANGE NOTES TRAINING	CLASSROOM	01/2009-12/2010	90 MIN	0	0	NON-ACADEMIC
	CVC BOARD CERTIFICATIONS- CERTIFACTS	CLASSROOM	01/2009-12/2010	60 MIN	0	0	NON-ACADEMIC
	CVC THINK DOWNSTREAM- HOW WHAT WE DO AFFECTS OTHERS	CLASSROOM	01/2009-12/2010	60 MIN	0	0	NON-ACADEMIC
	CVC CAQH APPLICATIONS	CLASSROOM	01/2009-12/2010	60 MIN	0	0	NON-ACADEMIC
	CVC IMPROMPTU- INTRODUCTION	CLASSROOM	01/2009-12/2010	30 MIN	0	0	TOO FEW HOURS
	CVC TIPS AND TRICKS	CLASSROOM	01/2009-12/2010	60 MIN	0	0	NON-ACADEMIC
	CVC WHAT GOES ON AT THE PLAN LEVEL	CLASSROOM	01/2009-12/2010	30 MIN	0	0	NON-ACADEMIC
	CVC IMPROMPTU ORIENTATION	CLASSROOM	01/2009-12/2010	60 MIN	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CVC IMPROMPTU REPORTS	CLASSROOM	01/2009-12/2010	60 MIN	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CVC CPMSM/CPCS CERTIFICATES	CLASSROOM	01/2009-12/2010	60 MIN	0	0	NON-ACADEMIC
	CVC REVIEWING DUPLICATE CLAIMS	CLASSROOM	01/2009-12/2010	60 MIN	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CVC ONGOING MONITORING	CLASSROOM	01/2009-12/2010	60 MIN	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CVC QUICK THINKING, CONFIDENCE	CLASSROOM	01/2009-12/2010	60 MIN	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE

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	CVC TIME MANAGEMENT	CLASSROOM	01/2009-12/2010	30 MIN	0	0	TOO FEW HOURS
	CVC NCQA	CLASSROOM	01/2009-12/2010	60 MIN	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CVC HOSPITAL PRIVILEGES	CLASSROOM	01/2009-12/2010	60 MIN	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CVC CONFIDENTIALITY AND SECURITY AWARENESS TRAINING	CLASSROOM	01/2009-12/2010	15 MIN	0	0	NON-ACADEMIC
	CVC PEARL PROVIDERS	CLASSROOM	01/2009-12/2010	30 MIN	0	0	TOO FEW HOURS
	CVC QA PROCESS FOR SCANNING	CLASSROOM	01/2009-12/2010	45 MIN	0	0	NON-ACADEMIC
	CVC FACILITY CREDENTIALING- AN OVERVIEW	CLASSROOM	01/2009-12/2010	45 MIN	0	0	NON-ACADEMIC
	CVC BE MORE EFFICIENT WITH E-MAIL	CLASSROOM	01/2009-12/2010	60 MIN	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	FAXCOM TRAINING FOR BROADCAST USERS	CLASSROOM	01/2009-12/2010	120 MIN	2	0	NON-ACADEMIC
	REMEDY IT CHANGE MANAGEMENT CONSOLE OVERVIEW	CLASSROOM	01/2009-12/2010	2 HOURS	0	0	NON-ACADEMIC
	MCA FUNCTIONAL BOOTCAMP	CLASSROOM	01/2009-12/2010	24 HOURS	0	0	NON-ACADEMIC
	EDI MCA 835 TECHNICAL	CLASSROOM	01/2009-12/2010	8 HOURS	0	0	NON-ACADEMIC
	EDI MCA 837 TECHNICAL	CLASSROOM	01/2009-12/2010	24 HOURS	0	0	NON-ACADEMIC
	EDI MCA 837/835 FUNCTIONAL TRAINING	CLASSROOM/ SELF-PACED	01/2009-12/2010	6.0/ 2.0 HOURS	0	0	NON-ACADEMIC
	IDX MCA FUNCTIONAL - INTERMEDIATE CLAIMS ENTRY	CLASSROOM	01/2009-12/2010	16 HOURS	0	0	NON-ACADEMIC
	IDX MCA FUNCTIONAL - INTRODUCTION TO CLAIMS ENTRY	CLASSROOM	01/2009-12/2010	16 HOURS	0	0	NON-ACADEMIC
	IDX MCA TECHNICAL - INTRODUCTION TO CLAIMS ENTRY	CLASSROOM	01/2009-12/2010	16 HOURS	0	0	NON-ACADEMIC
	IDX MCA TECHNICAL – INTERMEDIATE CLAIMS ENTRY	CLASSROOM	01/2009-12/2010	16 HOURS	0	0	NON-ACADEMIC
	MCA TECHNICAL	CLASSROOM	01/2009-12/2010	40 HOURS	40	2.5	INTERDISCIPLINARY/ELECTIVE
	MICROSOFT LIVE MEETING NEW ORGANIZER TRAINING	CLASSROOM	01/2009-12/2010	3 HOURS	3	COMBINABLE	INTERDISCIPLINARY/ELECTIVE

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	DBMS REPORT WRITER	CLASSROOM	01/2009-12/2010	32 HOURS	32	2	INTERDISCIPLINARY/ELECTIVE
	DBMS TECHNICAL	CLASSROOM	01/2009-12/2010	32 HOURS	32	2	INTERDISCIPLINARY/ELECTIVE
	DBMS TECHNICAL FOR ANALYSTS	CLASSROOM	01/2009-12/2010	40 HOURS	40	2.5	INTERDISCIPLINARY/ELECTIVE
	DBMS TECHNICAL: GENERATED SELECTOR UTILITY	CLASSROOM	01/2009-12/2010	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
	IDX-MCPS INTERFACE FUNCTIONAL TRAINING	CLASSROOM	01/2009-12/2010	2 HOURS	0	0	NON-ACADEMIC
	MCPS FUNCTIONAL	CLASSROOM	01/2009-12/2010	12 HOURS	0	0	NON-ACADEMIC
	MCPS TECHNICAL	CLASSROOM	01/2009-12/2010	6 HOURS	0	0	NON-ACADEMIC
	AES PROGRAMMING	CLASSROOM	01/2009-12/2010	24 HOURS	24	1.5	INTERDISCIPLINARY/ELECTIVE
	INTERMEDIATE M PROGRAMMING	CLASSROOM	01/2009-12/2010	32 HOURS	32	2	SCIENCE/ TECHNOLOGY
	INTRODUCTION TO M PROGRAMMING	CLASSROOM	01/2009-12/2010	32 HOURS	32	2	SCIENCE/ TECHNOLOGY
	BAR BATCH RECOVERY	CLASSROOM	01/2009-12/2010	8 HOURS	0	0	NON-ACADEMIC
	BAR MONTH END	CLASSROOM	01/2009-12/2010	8 HOURS	0	0	NON-ACADEMIC
	BAR TECHNICAL	CLASSROOM	01/2009-12/2010	24 HOURS	24	1.5	SCIENCE/ TECHNOLOGY
	BILLING BOOTCAMP (BAR AND PREMIUM BILLING)	CLASSROOM	01/2009-12/2010	32 HOURS	0	0	NON-ACADEMIC
	AP & GL FUNCTIONAL*	CLASSROOM	01/2009-12/2010	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
	AP & GL TECHNICAL*	CLASSROOM	01/2009-12/2010	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
	IDX GLOBAL DATA RELATIONSHIPS	CLASSROOM	01/2009-12/2010	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
	IDX TECHNICAL OVERVIEW	CLASSROOM	01/2009-12/2010	4 HOURS	4	COMBINABLE	SCIENCE/ TECHNOLOGY
	GLOBAL DOCUMENTATION	CLASSROOM	01/2009-12/2010	8 HOURS	0	0	NON-ACADEMIC
	M FOR ANALYSTS	CLASSROOM	01/2009-12/2010	40 HOURS	40	2.5	SCIENCE/ TECHNOLOGY

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	INTRODUCTION TO CACHE OBJECTSCRIPT	CLASSROOM	01/2009-12/2010	16 HOURS	16	1	SCIENCE/ TECHNOLOGY
	CACHE, NEW FEATURES TO M	CLASSROOM	01/2009-12/2010	8 HOURS	8	0.5	SCIENCE/ TECHNOLOGY
	PREMIUM BILLING TECHNICAL	CLASSROOM	01/2009-12/2010	8 HOURS	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	UNDERSTANDING THE ERROR TRAP	CLASSROOM	01/2009-12/2010	8 HOURS	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	IDX PROGRAMMER TIPS & TRICKS	CLASSROOM	01/2009-12/2010	8 HOURS	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	COVENTRY IT PROJECT MANAGEMENT STANDARDS	SELF-PACED	01/2009-12/2010	3 HOURS	3	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	COGNOS 8 BI ANALYSIS STUDIO	CLASSROOM	01/2009-12/2010	7 HOURS	7	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	COVENTRY IT SDLC STANDARDS	SELF-PACED	01/2009-12/2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	IT GENERAL COMPUTER CONTROLS (GCC)	SELF-PACED	01/2009-12/2010	1 HOUR	1	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	COGNOS 8.3 REPORT DIFFERENCES	CLASSROOM	01/2009-12/2010	90 MIN	1.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	COGNOS 8.3 ANALYSIS STUDIO DIFFERENCES	CLASSROOM	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	COGNOS 8.3 REPORT STUDIO EXPRESS	CLASSROOM	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	SECURITY CONCEPTS TRAINING	CLASSROOM	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	IDX BASICS	CLASSROOM	01/2009-12/2010	4 HOURS	0	0	NON-ACADEMIC
	CPD FUNCTIONAL	CLASSROOM	01/2009-12/2010	4 HOURS	0	0	NON-ACADEMIC
	CPD EPIF TRAINING	CLASSROOM	01/2009-12/2010	3.5 HOURS	0	0	NON-ACADEMIC
	INTRODUCTION TO THE PROJECT DASHBOARD	SELF-PACED	01/2009-12/2010	30 MIN	0	0	NON-ACADEMIC
	MAJOR INCIDENT MANAGEMENT	SELF-PACED	01/2009-12/2010	50 MIN	0	0	TOO FEW HOURS
	DESIGNING SECURE SYSTEMS – PART 1	SELF-PACED	01/2009-12/2010	1 HOUR	1	COMBINABLE	SCIENCE/ TECHNOLOGY
	DESIGNING SECURE SYSTEMS – PART 2	SELF-PACED	01/2009-12/2010	1 HOUR	1	COMBINABLE	SCIENCE/ TECHNOLOGY

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	DESIGNING SECURE SYSTEMS – PART 3	SELF-PACED	01/2009-12/2010	1 HOUR	1	COMBINABLE	SCIENCE/ TECHNOLOGY
	DATA CLASSIFICATION	SELF-PACED	01/2009-12/2010	30 MIN	0	0	TOO FEW HOURS
	CATASTROPHIC CASE MANAGEMENT	SELF-PACED	01/2009-12/2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	CMADVANCE	CLASSROOM	01/2009-12/2010	20 HOURS	20	1	INTERDISCIPLINARY/ ELECTIVE
	CMSTART	CLASSROOM	01/2009-12/2010	27 HOURS	27	1.5	INTERDISCIPLINARY/ ELECTIVE
	COGNITIVE BEHAVIORAL THERAPY	SELF-PACED	01/2009-12/2010	4 HOURS	4	COMBINABLE	SOCIAL SCIENCE
	COST MANAGEMENT	CLASSROOM	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	CRISIS RESPONSE	CLASSROOM	01/2009-12/2010	8 HOURS	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	CULTURAL COMPETENCY	SELF-PACED	01/2009-12/2010	2 HOURS	2	COMBINABLE	SOCIAL SCIENCE
	DIABETES	CLASSROOM	01/2009-12/2010	1 HOUR	1	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	DISABILITY MANAGEMENT	SELF-PACED	01/2009-12/2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	EVERYTHING YOU WANT TO KNOW ABOUT PSYCHOLOGY	CLASSROOM	01/2009-12/2010	1 HOUR	1	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	HOME BEHAVIORAL EVALUATION HOME STUDY	SELF-PACED	01/2009-12/2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	ILLEGAL IMMIGRATION AND WORKERS COMP CHALLENGES	SELF-PACED	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	JOB ANALYSIS HOME STUDY	SELF-PACED	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	JOB PLACEMENT HOME STUDY	SELF-PACED	01/2009-12/2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	LIFE X RAY HOME STUDY	SELF-PACED	01/2009-12/2010	2 HOURS	0	0	NON-ACADEMIC
	LONG TERM CARE HOME STUDY	SELF-PACED	01/2009-12/2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	MARITIME WORKERS COMP HOME STUDY	SELF-PACED	01/2009-12/2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	OVERVIEW OF BURNS	SELF-PACED	01/2009-12/2010	2 HOURS	0	0	NON-ACADEMIC

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	PSYCHOLOGICAL EFFECTS OF JOB LOSS	SELF-PACED	01/2009-12/2010	2 HOURS	2	COMBINABLE	SOCIAL SCIENCE
	RTW: THE EMPLOYER CONNECTION	CLASSROOM	01/2009-12/2010	1 HOUR	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	STROKE	SELF-PACED	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	TRAUMA AND THE MIND BODY CONNECTION	SELF-PACED	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	TSA LMS HOME STUDY	SELF-PACED	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	VOCATIONAL ASSESSMENT	SELF-PACED	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	WORKERS COMPENSATION BASICS	SELF-PACED	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	WORKPLACE VIOLENCE	CLASSROOM	01/2009-12/2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	SUICIDE: BASIC INFORMATION FOR CASE MANAGERS	SELF-PACED	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CALIFORNIA MEDICAL BILL REVIEWER CERTIFICATION*	SELF-PACED	01/2009-12/2010	30 HOURS	30	1	INTERDISCIPLINARY/ELECTIVE
	CALIFORNIA MEDICAL BILL REVIEWER RECERTIFICATION*	SELF-PACED	01/2009-12/2010	16 HOURS	0	0	NON-ACADEMIC
	COVENTRY CONNECT OVERVIEW	CLASSROOM	01/2009-12/2010	1 HOUR	0	0	NON-ACADEMIC
	COVENTRY CONNECT OVERVIEW	SELF-PACED	01/2009-12/2010	1 HOUR	0	0	NON-ACADEMIC
	COVENTRY CONNECT INQUIRY	CLASSROOM	01/2009-12/2010	1 HOUR	0	0	NON-ACADEMIC
	COVENTRY CONNECT INQUIRY	SELF-PACED	01/2009-12/2010	1 HOUR	0	0	NON-ACADEMIC
	COVENTRY CONNECT BILL INDEXING	CLASSROOM	01/2009-12/2010	1 HOUR	0	0	NON-ACADEMIC
	COVENTRY CONNECT BILL INDEXING	SELF-PACED	01/2009-12/2010	1 HOUR	0	0	NON-ACADEMIC
	COVENTRY CONNECT CORRESPONDENCE INDEXING	CLASSROOM	01/2009-12/2010	30 MIN	0	0	NON-ACADEMIC
	COVENTRY CONNECT CORRESPONDENCE INDEXING	SELF-PACED	01/2009-12/2010	30 MIN	0	0	NON-ACADEMIC
	COVENTRY CONNECT BILL MANAGEMENT	CLASSROOM	01/2009-12/2010	1 HOUR	0	0	NON-ACADEMIC

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	COVENTRY CONNECT BILL MANAGEMENT	SELF-PACED	01/2009-12/2010	1 HOUR	0	0	NON-ACADEMIC
	COVENTRY CONNECT PHARMACY	CLASSROOM	01/2009-12/2010	1 HOUR	0	0	NON-ACADEMIC
	COVENTRY CONNECT PHARMACY	SELF-PACED	01/2009-12/2010	1 HOUR	0	0	NON-ACADEMIC
	COVENTRY CONNECT CARE MANAGEMENT	CLASSROOM	01/2009-12/2010	30 MIN	0	0	NON-ACADEMIC
	COVENTRY CONNECT CARE MANAGEMENT	SELF-PACED	01/2009-12/2010	30 MIN	0	0	NON-ACADEMIC
	COVENTRY CONNECT REPORTS	CLASSROOM	01/2009-12/2010	30 MIN	0	0	NON-ACADEMIC
	COVENTRY CONNECT REPORTS	SELF-PACED	01/2009-12/2010	30 MIN	0	0	NON-ACADEMIC
	SALES & MARKETING TRAINING BACK TO BASICS SCHOOL	CLASSROOM	01/2009-12/2010	40 HOURS	40	2.5	INTERDISCIPLINARY/ELECTIVE
	CPD EPIF TRAINING	CLASSROOM	01/2009-12/2010	3.5 HOURS	0	0	NON-ACADEMIC
	CALIFORNIA UNLAWFUL HARASSMENT FOR MANAGERS	CLASSROOM	01/2009-12/2010	2.5 HOURS	2.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	ESSENTIALS REFRESHER TRAINING	CLASSROOM	01/2009-12/2010	5 HOURS	0	0	NON-ACADEMIC
	INTERQUAL CRITERIA FOR SOUTHERN HEALTH CCRN'S & CM'S	CLASSROOM	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	INTERQUAL CRITERIA FOR SOUTHERN HEALTH PREAUTHORIZATION STAFF	CLASSROOM	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	INTERQUAL TRAINING FOR HCUSA CRC'S	CLASSROOM	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	INTERQUAL TRAINING FOR HCUSA PREAUTHORIZATION AND CCM STAFF	CLASSROOM	01/2009-12/2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	INTERQUAL: APPLICATION WITH Q&A	CLASSROOM	01/2009-12/2010	1 HOUR	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MHBP - MMO / QUAL CARE CLAIMS PROCESSING TRAINING	CLASSROOM	01/2009-12/2010	1 HOUR	0	0	NON-ACADEMIC
	GMIS REFRESHER	CLASSROOM	01/2009-12/2010	4 HOURS	0	0	NON-ACADEMIC
	MONTHLY IT WC TRAINING SESSIONS	CLASSROOM	01/2009-12/2010	1.5 HOURS	0	0	NON-ACADEMIC
	CCS DOCUMENTATION WORKFLOW GUIDELINES	CLASSROOM	01/2009-12/2010	45 MIN	0	0	NON-ACADEMIC

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	CVC BE MORE E-EFFICIENT WITH E-MAIL	CLASSROOM	01/2009-12/2010	60 MIN	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CVC FACILITY CREDENTIALING - AN OVERVIEW	CLASSROOM	01/2009-12/2010	45 MIN	0	0	NON-ACADEMIC
	DME PROCESSING TRAINING	CLASSROOM	01/2009-12/2010	90 MIN	0	0	NON-ACADEMIC
	IT CAREER DEVELOPMENT - BROWN BAG SESSION	CLASSROOM	01/2009-12/2010	60 MIN	0	0	NON-ACADEMIC
	BMC REMEDY IT SERVICE MANAGEMENT 7.5: ADMINISTERING - PART 1 (WBT)	SELF-PACED	01/2009-12/2010	4 HOURS	0	0	NON-ACADEMIC
	BMC: REMEDY AR SYSTEM 7.5: FOUNDATION - PART 1 (WBT)	SELF-PACED	01/2009-12/2010	6 HOURS	0	0	NON-ACADEMIC
	BMC: REMEDY AR SYSTEM 7.5: FOUNDATION - PART 2	SELF-PACED	01/2009-12/2010	40 HOURS	0	0	NON-ACADEMIC
	BMC: REMEDY AR SYSTEM 7.X: ADMINISTERING - PART 1 (WBT)	SELF-PACED	01/2009-12/2010	6 HOURS	0	0	NON-ACADEMIC
	BMC: REMEDY AR SYSTEM 7.X: ADMINISTERING - PART 1 (WBT)	SELF-PACED	01/2009-12/2010	3 HOURS	0	0	NON-ACADEMIC
	BMC: REMEDY ASSET MANAGEMENT 7.5: USING (WBT)	SELF-PACED	01/2009-12/2010	3 HOURS	0	0	NON-ACADEMIC
	BMC: REMEDY IT SERVICE MANAGEMENT 7.5: ADMINISTERING - PART 2	SELF-PACED	01/2009-12/2010	40 HOURS	0	0	NON-ACADEMIC
	BMC: REMEDY IT SERVICE MANAGEMENT 7.X: APPLICATION ADMINISTERING ESSENTIALS (WBT)	SELF-PACED	01/2009-12/2010	3 HOURS	0	0	NON-ACADEMIC
	BMC: REMEDY SERVICE DESK 7.5-USING INCIDENT MANAGEMENT (WBT)	SELF-PACED	01/2009-12/2010	3 HOURS	0	0	NON-ACADEMIC
	BMC: REMEDY SERVICE DESK 7.X: USING PROBLEM MANAGEMENT (WBT)	SELF-PACED	01/2009-12/2010	2 HOURS	0	0	NON-ACADEMIC
	CONCURRENT REVIEW PROCESS WITH INTEGRATED DISCHARGE PLANNING (LEADERSHIP)	SELF-PACED	01/2009-12/2010	2 HOURS	0	0	NON-ACADEMIC
	CONCURRENT REVIEW PROCESS WITH INTEGRATED DISCHARGE PLANNING (STAFF)	SELF-PACED	01/2009-12/2010	2 HOURS	0	0	NON-ACADEMIC
	DIRECTPROVIDER.COM (NETWORK MANAGEMENT)	SELF-PACED	01/2009-12/2010	2 HOURS 3 MIN	0	0	NON-ACADEMIC
	E-OFFICE TRAINING	SELF-PACED	01/2009-12/2010	2 HOURS	0	0	NON-ACADEMIC
	FSD - NOTIFIER	SELF-PACED	01/2009-12/2010	2 HOURS	0	0	NON-ACADEMIC

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	PCM - FACILITY VIEW ONLY*	SELF-PACED	01/2009-12/2010	2 HOURS	0	0	NON-ACADEMIC
	PCM - OCN VIEW ONLY*	SELF-PACED	01/2009-12/2010	120 MIN	0	0	NON-ACADEMIC
	IT TRAINING SUITES: AN OVERVIEW FOR MANAGEMENT	CLASSROOM	01/2009-12/2010	1 HOUR	1	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	WRITING EFFECTIVE LEARNING OBJECTIVES	CLASSROOM	01/2009-12/2010	1 HOUR	1	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	COGNOS 8 REPORT STUDIO EXPRESS	CLASSROOM	01/2009-12/2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE