

Joint Provider Surveyor Training April 11, 2023

Frequently Asked Questions

(updated 0210/23)

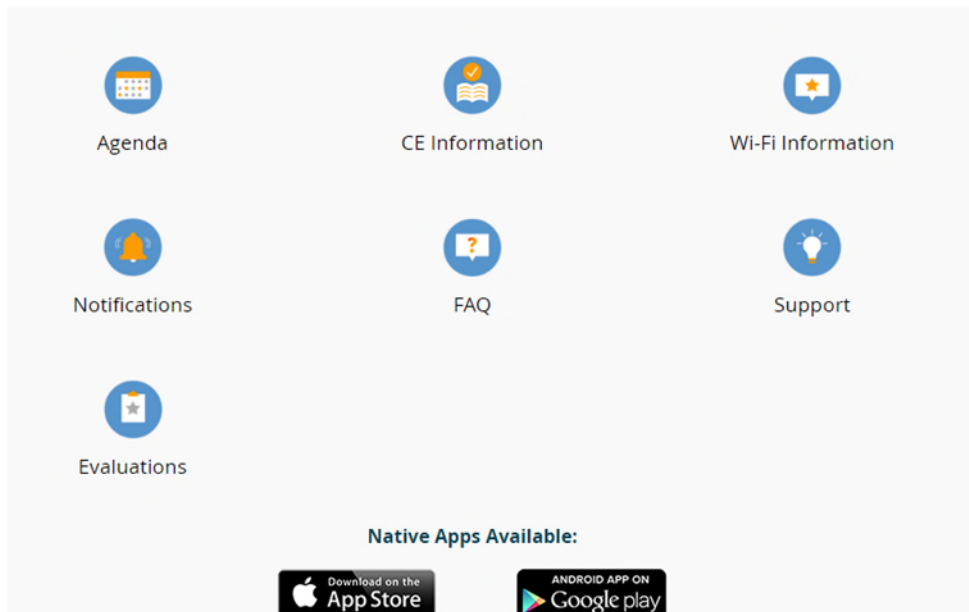
Registration coming in March

Q. Does JPST use a conference platform?

A.

- Yes, JPST will utilize a conference platform in which attendees will check in, complete the individual session evaluations and the conference evaluation. All must be completed to receive continuing education certificates.
- Please note that the check in button will appear on the agenda icon and at the session's scheduled start time. It cannot be accessed prior. (Example: You can't check in for a 9:00 am start time at 8:30)
- Directions for the conference platform will be provided prior to the conference.
- Staff will be available at the registration booths to assist if you have any issues.

Spring 2023 Joint Provider Surveyor Training



Q. Is there a late registration option for JPST?

A. No. All registrations must be received by March 31, 2023. Late registrations will not be accepted.

Q. Can I register on-site at the conference?

A. No, we will not be accepting any walk-in registrations for the conference.



Q. I registered online but was not given an option to pay by credit card. How do I pay?

A. The payment process has changed in order to improve security. Following registration, you will receive an email with instructions for payment. Credit card payment must be received within 3 business days of the payment instructions.

Q. I registered but have not received a confirmation email?

A. The confirmation email will be sent once BCHS receives payment. If you do not see a confirmation email in your inbox, check your “junk” folder, as it may appear there.

Q. My company registered a group of participants, and I am the only one who didn’t receive a confirmation email?

A. Contact Tammy Bagby at Lara-Bchs-Training@Michigan.gov to verify your email address.

Q. Why did I receive a message indicating my registration for the event was not approved?

A. Contact Tammy Bagby at Lara-Bchs-Training@Michigan.gov.

Continuing Education

Q. What types of continuing education credits will be offered?

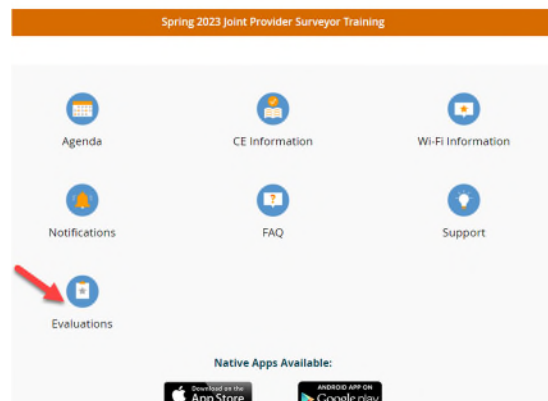
A.

- Nursing Home Administrators
- Nursing
- Social Worker
- General attendance certificate

Q. How do I receive CE Credits for this training?

A. You must attend the entire conference and use the conference platform to

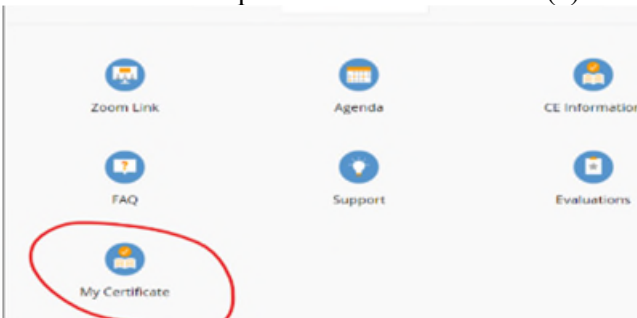
- Check in for each session (check in buttons appear at the time the session starts)
- Complete the session evaluation
- Complete the event evaluation



Q. When will I receive my CE certificates?

A. After you complete the steps below, you will have access to download your certificates at the My Certificates icon.

- Check in for each session (5) (check in buttons appear at the time the session starts)
- Complete the individual session evaluations (5)
- Complete the event evaluation (1)

**Q. I have not yet received an email to access the conference platform.**

A. An email will be sent a week before the conference. Contact Lara-Bchs-Training@Michigan.gov if you have not received an email.

Q. Will I have to download special software to use the conference platform?

A. No additional downloads will be needed.

For all other questions, please contact us at: Lara-Bchs-Training@Michigan.gov.