

## **Joint Provider Surveyor Training**

**April 19, 2022**

Hybrid Conference

Attend “In Person” at the Lansing Center or  
“Virtual” via Zoom

### **Frequently Asked Questions**

*(updated 02/08/22)*

#### **Registration coming in February**

All who participate in this program should assess their personal risk and be prepared to abide by all required safety protocols, whatever they may be at the time of the program. As the program dates approaches, participants will be informed about the safety protocols (such as masks, social distancing etc.)

**Q. What is different for the Spring JPST conference?**

**A.**

- It is recommended that anyone attending in person be fully vaccinated.
- We are offering both “in person” and “virtual attendance” options.
- The conference will utilize a mobile platform in which attendees will check in and complete the conference evaluation. Directions for the conference platform will be provided prior to the conference.

**Q. How do I register?**

**A.** The registration process remains the same. The only difference is you will need to choose “in person” or “virtual attendance”.

**Q. Is there a late registration option for JPST?**

**A. No.** All registrations must be received by April 5, 2022. Late registrations will not be accepted.

**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](mailto:Lara-Bchs-Training@Michigan.gov) to verify your email address.

**Q. I registered for “in-person” but want to switch to virtual. Is that possible?**

**A. Yes, but the request must be made by April 5, 2022.** Email [Lara-Bchs-Training@Michigan.gov](mailto:Lara-Bchs-Training@Michigan.gov) to request the change.

**Q. I registered for virtual but want to attend in person. Is that possible?**

A. **Yes, but the request must be made by April 5, 2022.** No changes to “in person” attendance can be made after April 5. Email: [Lara-Bchs-Training@Michigan.gov](mailto:Lara-Bchs-Training@Michigan.gov) to request the change.

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

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

**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](mailto:Lara-Bchs-Training@Michigan.gov).

## Continuing Education

**Q. Will I receive CE Credits for this training?**

A. Yes, but you must attend the entire conference or be logged in for the entire conference and complete the survey evaluation after the event. The bureau will be monitoring attendance throughout the webinar.

**Q. If attending virtually, is group viewing allowed for CE credit?**

A. Yes, group viewing is permitted, *if necessary*. However, each person in the group that will be requesting CE credits, must be registered, and paid before the training. In addition, individuals will need to electronically check in and complete the evaluation using the conference platform.

Groups must provide attendance information (form will be provided) immediately following the webinar. To request group viewing, contact Tammy Bagby at [Lara-Bchs-Training@Michigan.gov](mailto:Lara-Bchs-Training@Michigan.gov).

**Q. I registered for virtual attendance but did not receive a Zoom link. Why?**

A. The Zoom link will be in the conference platform. No additional registration is necessary for the zoom link. You will receive a “Know Before You go” email with instructions.

**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](mailto: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.

**Q. How do I sign into the Zoom webinar?**

A. You will receive a “Know before you go” email that contains the link. We recommend logging in 10-15 minutes prior to the start of the webinar to test your audio/video system settings.

**Q. Can I ask questions during the live webinar?**

A. Participants can interact with the facilitator through the 'question' feature available in the webinar control panel. The presenter will attempt to answer questions, time permitting.

**Q. Can I watch the presentation any time I want?**

A. No, this will be a LIVE webinar. You must be logged in and participating on April 19, 2022, to view the presentation.

For all other questions, please contact us at: [Lara-Bchs-Training@Michigan.gov](mailto:Lara-Bchs-Training@Michigan.gov).