



A Member of Med-Net Concepts' Network of Compliance,  
Risk, Education and Consulting Companies

# COMPLIANCE OFFICER- QUALIFIED CERTIFICATE PROGRAM

## CANDIDATE HANDBOOK

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**COMPLIANCE OFFICER-QUALIFIED (CO-Q)  
CERTIFICATE PROGRAM CANDIDATE  
HANDBOOK**

**Table of Contents**

<b><u>Overview</u></b> .....	3
<b><u>Welcome</u></b> .....	3
<b><u>Definition of a Certificate Program</u></b> .....	4
<b><u>Why Professional Qualification is Important</u></b> .....	4
<b><u>Who Should Consider Professional Compliance Qualification</u></b> .....	4
<b><u>Professional Credentialing Committee</u></b> .....	5
<b><u>CO-Q Designation Requirements</u></b> .....	5
<b><u>Eligibility and Application Process</u></b> .....	5
<b><u>Eligibility</u></b>	
<b><u>Application Process</u></b>	
<b><u>Completing the Program and Examination Process</u></b> .....	6
<b><u>Completing the Program</u></b>	
<b><u>Comprehensive Examination Overview</u></b>	
<b><u>CO-Q Expiration</u></b> .....	9
<b><u>Requalification</u></b>	
<b><u>CO-Q Certificate Program Fees</u></b> .....	10
<b><u>Refund and Cancellation</u></b> .....	11
<b><u>Continuing Education Credits (CEs)</u></b> .....	11
<b><u>Certificates</u></b> .....	12
<b><u>CE Certificates</u></b> .....	12
<b><u>CO-Q Program Completion Certificates</u></b> .....	12
<b>Related Policies</b>	
<b><u>Appeals</u></b> .....	12
<b><u>Disciplinary Policy</u></b> .....	12
<b><u>Privacy Policy</u></b> .....	13
<b><u>Disclaimer</u></b> .....	18

## **Overview**

Compliance is a way of operating in which an organization follows internal policies, procedures, and controls designed to prevent and detect violations of applicable laws, regulations, and ethical standards, such as fraud, waste, and abuse.

Compliance programs have been mandatory for all skilled nursing facilities since the passage of the Affordable Care Act of 2010, with oversight and enforcement by the Office of Inspector General (OIG). Compliance programs, including the requirement for a compliance officer, became a skilled nursing facility condition of participation in March of 2013 with Health and Human Services enforcement.

The regulation is provided in the State Operations Manual, Appendix PP, under F895 Compliance and Ethics Programs.

## **Welcome**

About Med-Net Academy, LLC.

Med-Net Academy, LLC, is a member of Med-Net Concepts' compliance, risk, education, and consulting companies that serve skilled nursing facilities, assisted living facilities, home health agencies, and all other healthcare providers. Med-Net Concepts, through its affiliate companies, specializes in developing and implementing compliance and ethics programs for long-term and post-acute care (LTPAC) and other healthcare providers in order to prevent fraud, waste, and abuse from occurring in their settings. Our team functions under the expertise of a healthcare law firm that has been protecting healthcare providers through compliance and ethics programs since 1997.

Med-Net Academy (MNA) provides a range of educational materials produced by a team of highly experienced LTPAC professionals. Our dynamic library of in-services, educational programs, audit tools, and competency guides addresses fraud, waste, and abuse prevention; regulatory and legal topics; and additional programs that highlight safety, privacy, human resources, clinical, and other areas of benefit to staff at our client organizations. MNA is an approved provider for both NAB and nursing continuing education courses. In addition, MNA includes condensed versions of required Centers for Medicare & Medicaid (CMS) policies and procedures. All educational material is password protected for our clients' use. If you are not a client, click [HERE](#) to learn how you can become one and avail yourself and your staff to everything Med-Net Academy offers.

Our Compliance Officer Qualified (CO-Q) certificate program is one step to preparing for leading an effective compliance and ethics program. The content material is a comprehensive review of the OIG's Seven Elements of an Effective Compliance Program needed to establish and maintain an effective compliance and ethics program. By completing the CO-Q certificate program, participants demonstrate knowledge of the Elements of a compliance and ethics program.

The Compliance Officer Qualified (CO-Q) designation is earned by professionals who have demonstrated a high level of proficiency in the core standards of Compliance and Ethics Management. This designation is awarded through a comprehensive examination covering seven element compliance domains:

- Element 1: Standards, Policies, and Procedures
- Element 2: Program Administration
- Element 3: Screening and Evaluation of Employees, Physicians, Vendors, and Other Agents
- Element 4: Communication, Education, and Training
- Element 5: Monitoring, Auditing, and Internal Reporting Systems
- Element 6: Counseling and Discipline
- Element 7: Investigations and Remedial Measures

### **Definition of a Certificate Program:**

A certificate program is a voluntary process that is not regulated or standardized and is not to be confused with Professional Certification. A certificate program generally consists of a prescribed course or curriculum with or without assessment or testing. The certificate program results in a Certificate of Achievement issued by the program sponsor upon program completion.

### **Why Professional Qualification is Important**

This professional qualification program establishes core standards for the field of long-term care compliance management requirements necessary for healthcare compliance management professionals.

- For professionals, the CO-Q designation provides those working in Compliance Management a means to demonstrate their proficiency and skill in the discipline.
- For organizations, requiring the CO-Q designation provides a way for employers to validate a potential candidate's compliance management knowledge, skill base, and critical competencies.

### **Who Should Consider Professional Compliance Qualification**

- Compliance and Ethics Officers
- Quality, Compliance, and Risk Management Professionals
- Healthcare Executives
- Healthcare Professionals with the requisite background
- Non-Clinical Healthcare or Compliance Staff with the requisite background

Knowledge about the compliance and ethics program is inherent in the role of the nursing home administrator. Earning the CO-Q designation demonstrates a commitment to compliance and ethics excellence. Note: Federal law does not prohibit an administrator from serving as the compliance

and ethics officer; however, some states may prohibit this dual role. Check your state regulations for specific information.

### **Professional Credentialing Committee**

The Credentialing Committee is composed of compliance experts who oversee the integrity of the Compliance Officer Qualified Certificate Program by:

- Ensuring the educational curriculum reflects compliance and ethics requirements established by the Office of Inspector General (OIG), The Centers for Medicare and Medicaid Services (CMS), and the Department of Justice (DOJ)
- Reviewing and approving candidate eligibility
- Maintaining exam credibility
- Monitoring program effectiveness
- Rendering candidate decisions
- Resolving disputes and conflicts
- Retaining a record of individuals who have successfully achieved the CO-Q credential for five years and tracking expirations and renewals at 4 years of issue
- Reviewing and approving renewal applications

### **CO-Q Designation Requirements**

#### A. Eligibility and Application Process

##### Eligibility

Candidates for the CO-Q designation are those who include compliance practices as an integral component of current or future professional/role-related responsibilities. Candidates must possess academic and related compliance experience to include one of the following levels:

- Baccalaureate degree with at least one year of compliance experience in a healthcare or healthcare consultative setting; or
- Related education with a minimum of three full-time or equivalent years of relevant compliance experience, which includes planning, implementing, evaluating, and/or improving compliance programs, in a healthcare or healthcare consultative setting.
  - Proof of education and experience is required in the form of a copy of a college diploma, resume, or other pertinent and validated continuing education or professional credential.

Candidate eligibility will be reviewed by Med-Net staff, and valid applications will be presented to the Med-Net Professional Credentialing Committee for review and approval within 45 days of receipt.

## Application Process

The CO-Q certificate application demonstrates requisite education, experience, and continuing education. The application can be found at [www.mednetcompliance.com/co-q-program/co-application/](http://www.mednetcompliance.com/co-q-program/co-application/).

Completed applications can be emailed to [complianceeducation@mednetconcepts.com](mailto:complianceeducation@mednetconcepts.com).

Candidates must complete the application, provide all supportive documentation, and remit the non-refundable application fee prior to the application being processed by staff and the Professional Credentialing Committee.

Candidates will receive an email notification that their application has been received.

Once the application has been reviewed by the Professional Credentialing Committee, the candidate will receive notification regarding the Committee's decision. If approved, the candidate will enroll in the CO-Q Certificate Program at <https://mednetconcepts.com/store/compliance-officer-qualifiedco-q-certification-program-2/> and pay appropriate fees. Med-Net will provide the password information to access the training materials, posttests, and comprehensive examination after payment has been processed.

\*As part of the application, the candidate will be asked to sign an attestation page indicating the completeness and truthfulness of the information provided on the application and in any supportive documentation. In addition, the candidate agrees to ensure the integrity of the examination and all training materials by not sharing, in any form, the information provided.

## B. Completing the Program and Examination Process

### Completing the Program

Once eligibility has been authorized by the Professional Credentialing Committee, there are two ways to complete and attain the Compliance Officer Qualified (CO-Q) designation.

#### 1. Modular Learning Approach

- Complete a review of the Compliance Officer Qualified (CO-Q) Certificate Program modules for all seven elements and achieve a passing score on each posttest and the final examination.

All modules that are components of the Compliance Officer Qualified Certificate Program are available on Med-Net Academy at [www.mednetcompliance.com/med-net-academy/co-gmodules/](http://www.mednetcompliance.com/med-net-academy/co-gmodules/).

- Select a session from the listing of topics.
- The password for the sessions will be provided to candidates upon verification of fee receipt.
- Progress through the educational training session:
  - Advance or reverse the slides by using the arrow keys

- Move from one module within a designated Element to the next by closing the current module and opening the next.
- Upon completion of the training(s) for an Element, candidates are ready to take the posttest. Select the posttest option for that Element.
- The posttest begins with a registration page. Once the registration is completed, click on the *Start Quiz* link to begin the posttest.
- A passing posttest score is 70%, and candidates have two chances to select the correct answer to each question. The candidate's score will be displayed at the end of the posttest.
- The posttest is designed to reinforce the candidate's understanding of each module. It does not provide the designation of CO-Q. It serves as proof of completion of each Element's training.
- A final comprehensive exam must be successfully completed after all modules for the Seven Elements of the Compliance Officer Qualified Certificate Program have been taken and posttests are successfully passed.
- Attaining a score of 70% on the Comprehensive Exam is a requirement to receive the designation of Compliance Officer Qualified (CO-Q).
- Failure to pass the exam on two tries imposes a six-month waiting period before the candidate can make a request to the Professional Credentialing Committee to retake the comprehensive exam. If approved, the candidate will be subject to the exam-only fee noted below.

## 2. Facilitated Learning Approach

- CO-Q content is presented in either a live webinar series or a live conference workshop that includes a test-your-knowledge component.
- Completion of a facilitated CO-Q program creates eligibility to apply for the exam leading to the CO-Q designation.
- Candidates who have demonstrated successful completion of the facilitated learning course and the test-your-knowledge component can apply for the comprehensive exam by going to <https://www.mednetcompliance.com/co-q-program/co-q-application/> to download and complete the CO-Q Program application.
- After eligibility has been established and the application has been approved, a final comprehensive exam must be successfully completed.
- Attaining a score of 70% on the Comprehensive Exam is a requirement to receive the designation of Compliance Officer Qualified (CO-Q).
- Failure to pass the exam on two tries imposes a six-month waiting period before the candidate can make a request to the Professional Credentialing Committee to retake the comprehensive exam. If approved, the candidate will be subject to the exam-only fee noted below.

## 3. Professional Portfolio

To qualify for the CO-Q Designation Exam Only option, candidates must present a professional portfolio that is reviewed by the Professional Credentialing Committee against

established eligibility criteria. A professional portfolio is an organized collection of relevant documents and artifacts that clearly demonstrate the qualifications that support the candidate's eligibility to bypass the prescribed educational program requirements.

- An experienced and fully qualified candidate, per the eligibility requirements above, who wants to take the comprehensive exam without taking and passing the modules, must present a professional portfolio demonstrating compliance education and experience with their application to the Professional Credentialing Committee for their review and approval prior to sitting for the exam (see below for professional portfolio information). The Professional Credentialing Committee's decision for candidate eligibility to test without completion of the defined CO-Q modules is final.
- A passing score of 70% is required to attain the CO-Q designation. Candidates under this option have two attempts to pass the comprehensive exam.
- Failure to pass the exam on two tries imposes a six-month waiting period before the candidate can make a request to the Professional Credentialing Committee to retake the comprehensive exam. If approved, the candidate will be subject to the exam-only fee noted below.

#### **Process:**

- Demonstrate examples of candidate eligibility to qualify for the CO-Q Designation Exam Only Option.
- The Professional Portfolio is an extension of a résumé or curriculum vitae, not a replacement.
- Summarizes who the candidate is including life goals and philosophies, what the candidate does best, and how the candidate presents as a fully qualified CO-Q candidate to bypass the requisite educational programming.
- Demonstrate the candidate's professional development in the area of compliance management, how they navigated compliance career transitions, and tracked their professional growth as it relates to compliance and ethics services.

#### **Professional Portfolio Components**

Primary Professional Portfolio components for compliance management typically include, but are not limited to:

- Contact Information: Phone and Email
- Cover
- Table of contents
- Introduction - Include who the candidate is, including professional interests, goals, and/or philosophies, with a special emphasis on compliance and ethics activities
- Credentials - such as résumé, transcripts, references, stellar evaluations that support compliance related activities
- Leadership Highlights that include compliance and ethics experiences

- Compliance Research or Project Outcomes - papers authored, articles written, important presentations
- Compliance Teamwork or Collaboration Projects - highlighting the candidate's work and contribution
- Honors/Awards demonstrating compliance excellence

### **Candidate Preparatory Guidance:**

- Collection of Data
  - Identify and collect evidence of compliance and ethics skills and experiences from:
    - ✓ Activities - demonstrate leadership skills in compliance management services, demonstrate outcomes (how a compliance problem was solved), showcase drive and initiative
    - ✓ Employment that includes a compliance trajectory
    - ✓ Courses that demonstrate a compliance orientation
    - ✓ Training that documents the successful completion of compliance program training
      - Include documents, focusing on quality and not quantity
- Sorting
  - Summarize the message that supports the eligibility requirements for the CO-Q designation
  - Organize the documents into the identified categories noted above, specifically focusing on compliance and ethics management
  - Document permission to utilize any proprietary information
- Assembling
  - Assemble the portfolio electronically for submission to the Manager of Professional Credentialing and Quality who will share the Portfolio with the Professional Credentialing Committee.
  - Make it professional and visually appealing.

### Comprehensive Examination Overview

- Once a candidate has successfully taken the posttests for all seven elements, he or she is ready to take the comprehensive exam.
- The Med-Net online CO-Q comprehensive examination consists of 75 multiple choice questions that are based on the Med-Net CO-Q Certificate Program sessions. Curriculum content is derived from compliance and ethics requirements established by the OIG, CMS, and DOJ.

### C. CO-Q Expiration

The CO-Q designation is awarded for a period of four years, at which time the credentialed officer can make a request to the Professional Credentialing Committee for renewal.

## Requalification

The CO-Q designation is valid for four years from the date of issue noted on the Certificate of Completion. Prior to the credential expiration date, the credentialed compliance officer completes both the re-credentialing application and the required continuing compliance and ethics education. The Professional Credentialing Committee reviews all CO-Q renewal applications to determine eligibility for credential renewal.

### CO-Q Certificate Program Fees

Compliance Officer Qualified Program Fees		
Training and Examination Fees	Client	Non-Client
Application Fee	N/A	\$25.00
Pricing		
Bundle pricing: Access to Med-Net Academy training materials (up to 12 months) and comprehensive examination (up to two attempts)	\$299	\$450
Training Materials Only: Med-Net Academy CO-Q training materials (accessible for 12 months) (8.75 Administrator CE's and 8.0 Nursing CE)	\$225	\$350
Live webinar/Live Conference pricing is established through the registration process. (excludes examination)	TBD	TBD
Examination Only: CO-Q Comprehensive examination only (Up to two attempts. Retakes beyond a second attempt require an additional application, fee, and review process.)	\$99	\$150
Single Element Session Fees – Administrator CE	Client	Non-Client
Element 1 (3.75CE)	\$85	\$115
Element 2 (.75CE)	\$25	\$55
Element 3 (1.0CE)	\$25	\$55
Element 4 (2.25CE)	\$55	\$85
Elements 5 & 6 (.50CE)	\$25	\$55

Elements 7 (.50CE)	\$25	\$55
<b>Single Element Session Fees – Nursing CE</b>	<b>Client &amp; NADONA Members</b>	<b>Non-Client</b>
Element 1 (3.5CE)	\$85	\$115
Element 2 & 3 (1.5CE)	\$37	\$67
Element 4 (2.0CE)	\$55	\$85
Elements 5, 6 & 7(1.0CE)	\$25	\$55
<b>Re-credentialing Fees (every 4 years)</b>	<b>Client</b>	<b>Non-Client</b>
Credentialing Compliance Update Module	\$125	\$190

**Refund and Cancellation**

Candidates who have been approved for, but have not yet taken the comprehensive exam, and who wish to cancel the exam authorization, may notify the Professional Credentialing Committee within 30 days of approval. The exam fee, minus a \$25.00 processing fee, will be refunded within 30 days of the notification. After 30 days, no refunds will be issued.

**Continuing Education Credits (CEs)**

Med-Net Academy’s CO-Q Certificate Program sessions have been reviewed and approved by the National Association of Long-Term Care Administrator Board’s (NAB) National Continuing Education Review Service (NCERS) for continuing education credit for nursing home administrators.

Each session has its own CE designation, based on the word count of the PowerPoint presentations, and a specific approval number.

To earn CE credit for a session, a candidate must complete the posttest at the end of the PowerPoint and achieve a passing score of at least 70%. The number of posttest questions are based on the word count of the session. Candidates have two (2) attempts to select the correct answer to each posttest question.

Candidates will receive immediate feedback on their score from the program platform. Med-Net will be notified of all candidate scores via email and will verify scores prior to releasing CE credit. Candidates with passing scores who hold nursing home administrator licenses will have their CE entered into the NAB CE Registry. (Note: Licensed nursing home administrators must have a NAB CE Registry account in order for Med-Net to report CE. If you do not have an account for the CE Registry, please visit <https://www.nabweb.org/ceregistryadmin> to create an account.)

After CE information has been uploaded into the NAB CE Registry, the candidate will receive an email from Med-Net confirming that the CEs have been entered and the CE certificate may be downloaded. Please allow 7-10 business days for processing of CEs.

*Important note to individuals with licenses other than nursing home administration:*

*While these sessions are approved through NAB/NCERS for nursing home administrator credits, Med-Net suggests that those who hold licenses in other areas such as nursing, social work, physical therapy, etc., inquire with their respective state licensing board prior to purchasing a program to ensure that the board will accept the credits. All state licensing boards have final say on what credits they will accept.*

These sessions are approved by the National Association of Long Term Care Administrator Boards. For additional information, contact NAB at 1444 I St., NW, Suite 700, Washington, DC 20005-2210, (202)712-9040, or [www.nabweb.org](http://www.nabweb.org).

## **Certificates**

### CE Certificates

*For Licensed Nursing Home Administrator Candidates:*

As noted above, certificates for session CE's can be downloaded at the candidate's convenience from the NAB CE Registry after notification from Med-Net that the CE's have been entered into the Registry system.

*For Non-Nursing Home Administrator Candidates:*

For candidates who do not hold a nursing home administrator license, Med-Net will email CE certificate(s) in PDF format.

### CO-Q Program Completion Certificates

After verification of successful completion of the program's comprehensive exam with a passing score of at least 70%, Med-Net will issue a hard copy certificate suitable for framing via US Mail. Please allow 2-4 weeks for processing.

## **Appeals**

Candidates may appeal a decision of the Professional Credentialing Committee. All appeals must be submitted in writing to the Professional Credentialing Committee at [complianceeducation@mednetconcepts.com](mailto:complianceeducation@mednetconcepts.com) within 30 days of receiving the original decision. The appeal request should state the reason for the appeal and include any information to be considered by the Professional Credentialing Committee.

## **Disciplinary Policy**

The Professional Credentialing Committee may rescind the application or CO-Q designation of an individual or otherwise take disciplinary action in accordance with the Professional Credentialing Committee procedures, which are included in this handbook.

Such procedures include:

- ineligibility or failure to comply with proficiency requirements;
- irregularity in connection with the exam (as indicated on the signed attestation);
- unauthorized possession or distribution of CO-Q training and testing materials;
- misrepresentation in any statement to the Professional Credentialing Committee or public regarding the CO-Q designation; or
- conviction or plea of guilty to a felony or misdemeanor related to healthcare practice, management, or administration.

Med-Net Academy, LLC may amend these Disciplinary Procedures as needed.

In the event disciplinary review is required, the Professional Credentialing Committee will review the issue and follow established procedure for such reviews.

Med-Net Academy's Compliance Officer Qualified Certificate Program does not discriminate on the basis of age, color, creed, disability, gender, health status, lifestyle, membership status, nationality, race, religion, or sexual orientation.

Questions or comments regarding the CO-Q Certificate Program must be submitted to the Med-Net Professional Credentialing Committee in writing via email at [complianceeducation@mednetconcepts.com](mailto:complianceeducation@mednetconcepts.com).

## **Privacy Policy**

This privacy policy has been compiled to better serve those who are concerned with how their "Personally Identifiable Information" (PII) is being used online. PII, as described in US privacy law and information security, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect, or otherwise handle your Personally Identifiable Information in accordance with our website.

**What personal information do we collect from the people that visit our blog, website, or app?**

When ordering or registering on our site, as appropriate, you may be asked to enter your name, email address, mailing address, phone number, PayPal information, or other details to help you with your experience.

### **When do we collect information?**

We collect information from you when you place an order, fill out a form, or enter information on our site.

### **How do we use your information?**

We may use the information we collect from you when you register, make a purchase, sign up for our newsletter, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

- To allow us to better serve you in responding to your customer service requests.
- To quickly process your transactions.
- To verify your qualifications.
- To submit Continuing Education credits (“CE”) to appropriate licensing boards.
- To track CO-Q candidate applications for approval dates and renewal purposes.
- To send periodic emails regarding your order or other products and services.
- To follow up after correspondence (live chat, email, or phone inquiries).

### **How do we protect your information?**

We do not use vulnerability scanning and/or scanning to PCI standards.

We only provide articles and information.

We use Malware Scanning.

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology.

We implement a variety of security measures when a user who places an order enters, submits, or accesses their information, to maintain the safety of personal information.

All financial transactions are processed through a gateway provider and are not stored or processed on our servers.

We use PayPal transactions for our webstore.

### **Do we use ‘cookies’?**

We do not use cookies for tracking purposes.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. Since each browser is a little different, look at your browser's Help Menu to learn the correct way to modify your cookies.

If you turn cookies off.

### **Third-party disclosure**

We do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable Information.

### **Third-party links**

Occasionally, at our discretion, we may include or offer third-party products or services on our website. These third-party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

### **Google**

Google's advertising requirements can be summed up by Google's Advertising Principles. They are put in place to provide a positive experience for users. <https://support.google.com/adwordspolicy/answer/1316548?hl=en>

We use Google AdSense Advertising on our website.

Google, as a third-party vendor, uses cookies to serve ads on our site. Google's use of the DART cookie enables it to serve ads to our users based on previous visits to our site and other sites on the Internet. Users may opt out of the use of the DART cookie by visiting the Google Ad and Content Network privacy policy.

### **We have implemented the following:**

- Google Display Network Impression Reporting
- Demographics and Interests Reporting

We, along with third-party vendors such as Google, use first-party cookies (such as the Google Analytics cookies) and third-party cookies (such as the DoubleClick cookie) or other third-party identifiers together to compile data regarding user interactions with ad impressions and other ad service functions as they relate to our website.

### **Opting Out**

Users can set preferences for how Google advertises to you using the Google Ad Settings page. Alternatively, you can opt out by visiting the Network Advertising Initiative Opt Out page or by using the Google Analytics Opt-out Browser add-on.

### **California Online Privacy Protection Act (CalOPPA)**

CalOPPA is the first state law in the nation to require commercial websites and online services to post a privacy policy. The law's reach stretches well beyond California to require any person or company in the United States (and conceivably the world) that operates websites collecting Personally Identifiable Information from California consumers to post a conspicuous privacy policy on its website stating exactly the information being collected and those individuals or companies with whom it is being shared. See more at: <http://consumercal.org/california-onlineprivacy-protection-act-caloppa/#sthash.0FdRbT51.dpuf>

**According to CalOPPA, we agree to the following:**

- Users can visit our site anonymously.
- Once this privacy policy is created, we will add a link to it on our home page or as a minimum, on the first significant page after entering our website.
- Our Privacy Policy link includes the word “Privacy” and can easily be found on the page specified above.
- You will be notified of any Privacy Policy changes:
  - On our Privacy Policy Page
- Can change your personal information:
  - By calling us

**How does our site handle Do Not Track signals?**

We honor Do Not Track signals and Do Not Track, plant cookies, or use advertising when a Do Not Track (DNT) browser mechanism is in place.

**Does our site allow third-party behavioral tracking?**

It is also important to note that we do not allow third-party behavioral tracking.

**COPPA (Children Online Privacy Protection Act)**

When it comes to the collection of personal information from children under the age of 13 years old, the Children's Online Privacy Protection Act (COPPA) puts parents in control. The Federal Trade Commission, United States' consumer protection agency, enforces the COPPA Rule, which spells out what operators of websites and online services must do to protect children's privacy and safety online.

We do not specifically market to children under the age of 13 years old.

**Fair Information Practices**

The Fair Information Practices Principles form the backbone of privacy law in the United States, and the concepts they include have played a significant role in the development of data protection laws around the globe. Understanding the Fair Information Practice Principles and how they should be implemented is critical to comply with the various privacy laws that protect personal information.

**In order to be in line with Fair Information Practices we will take the following responsive action, should a data breach occur:**

- We will notify you via email within 1-3 business days.
- We also agree to the Individual Redress Principle, which requires that individuals have the right to legally pursue enforceable rights against data collectors and processors who fail to adhere to the law. This principle requires not only that individuals have enforceable rights against data users, but also that individuals have recourse to courts or government agencies to investigate and/or prosecute non-compliance by data processors.

## **CAN-SPAM Act**

The CAN-SPAM Act is a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them, and spells out tough penalties for violations.

**We collect your email address in order to:**

- Send information, respond to inquiries, and/or other requests or questions
- Process orders and to send information and updates pertaining to orders
- Send you additional information related to your product and/or service
- Market to our mailing list or continue to send emails to our clients after the original transaction has occurred unless there has been an opt-out request
- Provide CO-Q renewal reminders
- Provide Compliance Officer informational updates

**To be in accordance with CAN-SPAM, we agree to the following:**

- Not to use false or misleading subjects or email addresses.
- Identify the message as an advertisement in some reasonable way.
- Include the physical address of our business or site headquarters.
- Monitor third-party email marketing services for compliance, if one is used.
- Honor opt-out/unsubscribe requests quickly.
- Allow users to unsubscribe by using the link at the bottom of each email.

**If at any time you would like to unsubscribe from receiving future emails, you can do the following, and we will promptly remove you from ALL correspondence:**

- Email us at [info@mednetconcepts.com](mailto:info@mednetconcepts.com)
- Follow the instructions at the bottom of each email

## **Contacting Us**

If there are any questions regarding this privacy policy, you may contact us using the information below.

<https://www.mednetcompliance.com/>

190 Nassau Street  
Suite 14  
Princeton, NJ 08542  
United States

[info@mednetconcepts.com](mailto:info@mednetconcepts.com)

(609) 454-5020

## DISCLAIMER

Med-Net Academy, LLC, has developed a program of study for use in preparing appropriate candidates for leading an effective Compliance and Ethics Program. The content of this Program is based upon the Centers for Medicare & Medicaid Services (CMS) regulation as detailed in the State Operations Manual, Appendix PP, F895 Compliance and Ethics Program and the Office of Inspector General (OIG) governmental compliance guidelines. The contents of this handbook serves as an introduction to the Compliance Officer Qualified Certificate Program modules and their related posttests and final exam.

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