MedCerts
A Stride Company

Academic Catalog

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Contact Information

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About MedCerts

MedCerts is a training provider for Healthcare, Information Technology (IT), and administrative professional development certification programs. As the healthcare field continues to grow, so does the need to administer and manage healthcare information. If you are entering the healthcare or IT fields or are already part of them and are seeking to broaden your career opportunities, consider MedCerts as the training partner of choice to help you achieve your certification goals.

MedCerts was founded in 2009 and for the first two years of operation partnered with schools and universities to deliver certification and career training in allied health and IT fields. Gaining licensed proprietary school status in the State of Michigan in 2011 represented our transition into a full-service, online school – delivering high quality, and primarily video-based lectures as the backbone of our instructional content. Since 2011, we have actively expanded our partnerships with Workforce offices across the US, while expanding our service offering, and training over 35,000 students for entry into a new career.

MedCerts utilizes a mentored learning format. MedCerts delivers comprehensive online programs leading to certification in fields that are both high-growth and in-demand. Utilizing subject matter expert instructors, proactive support from Student Success Advisors, and professionally developed courseware, workbooks, and student guides, our programs are designed to prepare students for certification success. Each program is flexible and self-paced. Many of MedCerts programs are fundable through sources such as the Workforce Innovation and Opportunity Act (WIOA) and the Military Spouse Career Advancement Account (MyCAA) program.

State Licenses and Approvals

MedCerts is a private institution based in Michigan. It is approved to operate by the Michigan Department of Labor and Economic Opportunity – Employment & Training Division. This oversight ensures that MedCerts maintains compliance with standards of operation, faculty requirements, and programmatic and curriculum integrity. All new programs undergo a review process prior to being approved for release. MedCerts has a certificate of approval from the state of Kansas Board of Regents, 1000 SW Jackson, Suite 500, Topeka, KS 66612-1368, 785-430-4240. MedCerts is also licensed as a Proprietary School in Alabama, Colorado, Indiana, Kentucky, Louisiana, and Washington D.C. MedCerts is authorized to operate in the State of Georgia. As an education provider, MedCerts is a WIOA Eligible Training Provider in nearly 30 US States, as governed by each State's respective Workforce Development Board.

MedCerts is approved and regulated by the Texas Workforce Commission, Career Schools and Colleges, Austin, Texas.
Texas Workforce Commission
Career Schools and Colleges
101 E. 15th Street, Room 226T
Austin, Texas 78778
Phone: 512-936-3100
https://www.twc.texas.gov/

Instructional Model – The MedCerts Learning Experience

MedCerts provides engaging, comprehensive, and high-quality curricula in a flexible and convenient online learning environment. MedCerts supports the educational goals of its students with subject matter experts, a network of Student Success Advisors, and a Career Services department, who use a team approach to support student success.

MedCerts programs are considered open enrollment and students can start at any time. Each program has an assigned expected duration, and each student receives a custom Learning Plan which defines the timeline for expected program Start/End Dates. MedCerts' programs are built using the 12 Elements of eLearning, based on M. David Merrill's principles of Instructional Design, and delivered asynchronously. Asynchronous learning is a student-centered teaching method that utilizes a combination of online learning resources that is free from the constraints of a scheduled classroom event in terms of time and place. Learning can take place anywhere, anytime!

MedCerts students have the freedom to access courses and instructional materials at any time they choose, and from any location in the world, as long as they have access to an Internet connection. The MedCerts Learning Portal is accessible on mobile devices such as tablets and most modern smart phones. Upon enrollment, students have access to their training through the MedCerts Learning Portal (http://train.medcerts.com) 24 hours a day, 7 days a week, and for a period of twelve (12) months from their official program Start Date.

Courses are delivered through recorded video lecture as the primary means of instruction, combined with a variety of secondary methods including courseware (text/workbooks), software demos, live and offline labs, quizzes, and tests, flash cards, games and activities, simulation activities, external resources, and much more.

While MedCerts' curricula have been designed to align with specific Certification Exam objectives or knowledge domains, our training equips students with the expanded skills and expertise they will need to be successful in their new career.

MedCerts Mission

MedCerts' aim is to empower students with specialized Healthcare and IT education designed for their professional development. Every effort of our organization is to provide innovative learning opportunities which will serve students by ensuring their certification and ultimately, their career readiness. We continue to foster positive educational experiences for the lifelong success of everyone associated with our organization.

MedCerts Pillars
Our Foundation for Success
- Our Purpose is to Ensure Our Student's Success
- Our Team Members are Our Greatest Assets
- Every Member of the Team has a Contribution
- Innovation is Essential for Long-term Growth
- Every Communication is an Opportunity to Build a Relationship

Institutional Goals

The goals of MedCerts are:
1. To provide quality distance learning education to students seeking certification or career development, in order to gain entry into a new career or to advance within their current career.
2. To develop engaging and current instruction that is affordable and allows students the best chance of successfully obtaining certification in their chosen field or career path.
3. To provide the highest degree of student support and allowing for the highest likelihood of a successful outcome - program completion, earning certification, and ultimate employment.

Instructional Objectives

MedCerts achieves its goals through the fulfillment of the following objectives:
1. To offer courses in healthcare and information technology that exceed standards for certification.
2. To continually develop and enhance educational courses that combine an assortment of learning approaches to accomplish our goal of engaging the learner.
3. To continually seek to innovate, and adapt our delivery and instructional methods, leveraging technology as a tool for improvement.
4. To continually seek to develop new learning opportunities based on in-demand certifications and targeting high job-growth paths.
5. To provide easy access to educational and student support services that contribute to the student's success.
6. To prepare students for certification within the industry for which they are trained.
7. To measure its institutional effectiveness through continual monitoring of student academic performance and progress, satisfaction, and completion and employment outcomes.

Ensuring Institutional and Programmatic Effectiveness

MedCerts strives to improve the quality and effectiveness of our curricula, including how we deliver and support our training. We collect and monitor data analytics on program completion rates, assessment, and mock exam scores, certification exam pass rates, graduate employment, student and graduate feedback, student satisfaction surveys, and a variety of other important metrics that help to guide quality improvement for each program that we offer.

Institutional Ownership

MedCerts, LLC is a wholly owned subsidiary of Stride, Inc. The powers, duties, and responsibilities of MedCerts' day-to-day operation is the responsibility of Chief Executive Officer, Craig Sprinkle.

Staff and Faculty

Administrative Leadership

Craig Sprinkle
CEO, CFO
BS Finance

Dana Janssen
CPO
BS Education, MBA

Tiffany Toth
Financial Controller
BS Finance

Rafael Castaneda
Vice President of Workforce Development

Mark Adamo
Vice President of Enrollment

Julie Campos
Senior Director of Operations and Student Success

Amanda Roszkowski
Senior Director of Marketing

Suzanne Robinson
Technical Program Manager

Ali Aljahmi
Salesforce Operations Manager

Hattie Hogue
Registrar

Sharon Balke
Director of Career Services

Primary Faculty and Staff

Tina Bennett
Subject Matter Expert
Degree(s): BS Biological Sciences

Michael Boggs
IT Program Director
Degree(s): Bachelor of Science in Information Systems Security
Certification(s): AWS Certified Cloud Practitioner and Certified Solutions Architect-Associate; Cisco Certified CyberOps Associate; CompTIA IT Operations Specialist, Network Infrastructure Professional, Secure Infrastructure Specialist, Security Analytics Professional; Google IT Support

Ed Carlson
Adjunct Instructor, Veterinary Assistant
Certification(s): Veterinary Technician Specialist (Nutrition), Certified Veterinary Technician

Lisa Cochran
Subject Matter Expert and Product Developer
Degree(s): Associate in Arts, Bachelor of Business Administration Certification(s): Microsoft Certified Trainer, Microsoft Office Specialist (MOS)

Joseph Fischer
Student Success Advisor
Degree(s): Bachelor of Science in Computer Engineering,
Master of Art in Organizational Leadership
Certification(s): ITF, Healthcare IT, A+, Net+, Server+, INet+, Security+, Linux+, MCP, MCSA, MCSE

David Jagrosse
Adjunct Instructor Sterile Processing

Timika Jefferson
Students Success Advisor
Degree(s): MS Healthcare Administration
Certification(s): CCS

Sherrie Moore
Pharmacy Technician Program Director
Degree(s): Bachelor of Arts in Economics, Doctor of Pharmacy
Certification(s): Certified Pharmacy Technician (CPhT)

Ian Montel
NASM Personal Trainer and Nutrition Coach Adjunct Instructor
Degree(s): BS Sports and Exercise Science, MS Human Movement with emphasis in Exercise Physiology

Jason Priest
Clinical and Externship Coordinator / Pharmacy Externship Coordinator Certification(s): CPhT, RPhT, EMT-B

Robert Prudhomme
Subject Matter Expert
Degree(s): MA Applied Behavior Analysis, BS Psychology, Health Promotion
Certification(s): BCBA

Barbara Westrick
Program Director and SME
Degree: Associate Degree – Medical Secretary
Certification(s): CMA, CPC, CPCT/A, CET, CPT, CHUC

Jennifer Zabel
Subject Matter Expert
Degree(s): MS Health Care Administration, Ethics Concentration, BS Health Care Sciences, AAS Dental Hygiene
Certification(s): CHEP, DANB CDA

Table of Contents

HI-1000: Medical Front Office Assistant and Administration Specialist

Tuition: $4,000
Duration: 21 weeks
Clock Hours: 336
Target Certifications:
1. Medical Coder & Biller Certification (MCBC)
2. Certified Medical Administrative Assistant (CMAA)

The HI-1000 Medical Front Assistant and Administration Specialist program is designed to equip students with the skills necessary to provide excellent administrative support in an office environment and the knowledge to achieve the Certified Medical Administrative Assistant (CMAA) and Medical Coder & Biller Certification (MCBC).

This online training program provides training in areas including Medical Office Procedures and Administration, Human Anatomy and Physiology, Medical Terminology, Medical Office Computer Applications, and Insurance Billing and Coding Essentials. Upon completion of the program, students will be taught skills necessary to be successful in the areas of Medical Office Administration and Medical Insurance Reimbursement, and the knowledge to achieve dual healthcare certifications (CMAA and MCBC), increasing their marketability in the field and allowing for greater flexibility in your career path.

Course Code and Name	Clock Hours
HI-1011 Medical Office Procedures and Administration	96
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-1015 Insurance Billing and Coding Essentials	96
MS-1000 Microsoft Office Basics	16
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:
- Medical Front Office
- Medical Receptionist
- Medical Insurance Specialist
- Health Care Administrator
- Medical Office Management and Administrator
- Medical Billing Specialist
- Clinical Specialist
- Patient Centered Care Coordinator

HI-2000: Medication Care Coordinator

Tuition: $4,000
Duration: 24 weeks
Clock Hours: 384
Target Certifications:
1. Certified Pharmacy Technician (CPhT)
2. Certified Medical Administrative Assistant (CMAA)

The HI-2000 Medication Care Coordinator program is designed to equip students with the skills necessary to provide excellent support in a pharmacy or clinical environment and the knowledge to achieve the Certified Medical Administrative Assistant (CMAA) and Certified Pharmacy Technician (CPhT) certifications.

This online certification program provides training in the areas of Human Anatomy, Physiology and Medical Terminology, Medical Office Procedures and Administration, as well as Pharmacy Technician Principles and Practices. Upon completion of the program, students will be taught the skills necessary in the areas of Medical Office Administration and Pharmacy, and the knowledge to achieve dual healthcare certifications (CMAA and CPhT), increasing their marketability in the field and allowing for greater flexibility in their career path.

Upon completion of the program, students are uniquely prepared to serve as a liaison between clinical providers, the pharmacy, and consumers. Students are also prepared to assist consumers with their medication plan, insurance, and other services including the medication distribution process.

Course Code and Name	Clock Hours
HI-1011 Medical Office Procedures and Administration	96
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-1017 Pharmacy Technician Principles and Practices	128
MS-2000 Microsoft Office Series I	32
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:
- Medication Care Coordinator
- Patient Centered Care Coordinator
- Patient Services Representative
- Consumer Medication Coordinator
- Pharmacy Informaticist

HI-3000: Medical Front Office and Electronic Health Records

Tuition: $4,000
Duration: 19 weeks
Clock Hours: 304
Target Certifications:
1. Certified Electronic Health Records Specialist (CEHRS)
2. Certified Medical Administrative Assistant (CMAA)

The HI-3000 Medical Front Office and Electronic Health Records program is designed to equip students with the skills necessary to provide excellent support in a Medical Office environment and the knowledge to earn certification as a Certified Electronic Health Records Specialist (CEHRS) and Certified Medical Administrative Assistant (CMAA). This program teaches students to properly handle patient data, fundamental records and document management, medical office procedures, and more. Upon completion of the program and achieving certification, students may find work in physician offices and laboratories, reference laboratories, urgent care centers, nursing home facilities, wellness clinics, and hospitals.

This program provides training in the areas of Human Anatomy and Physiology, Medical Office Administration, Medical Terminology, Medical Office Computer Applications, and Electronic Health Records technology and management. Upon successful completion of the program, students will be taught the skills necessary to be successful in the areas of Medical Office Administration and Electronic Health Records, and the knowledge to achieve dual healthcare certifications (CMAA and CEHRS), increasing their marketability in the field and allowing for greater flexibility in their career path.

Course Code and Name	Clock Hours
HI-1011 Medical Office Procedures and Administration	96
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-1018 Electronic Health Records	64
MS-1000 Microsoft Office Basics	16
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:
- Electronic Health Records Specialist
- Medical Records Technician
- HIPAA Compliance Officer
- Health Information Support Specialist
- Medical Office Specialist
- Medical Receptionist
- Patient Centered Care Coordinator
- Health Information/Medical Records Administrator
- Medical Front Office Assistant
- Medical Records Administrator
- Medical Office Management and Administrator

HI-4000: Electronic Health Records and Reimbursement Specialist

Tuition: $4,000
Duration: 19 weeks
Clock Hours: 304
Target Certifications:
1. Certified Electronic Health Records Specialist (CEHRS)
2. Medical Coder & Biller Certification (MCBC)

The HI-4000 Electronic Health Records and Reimbursement Specialist program is designed to teach students the necessary skills to provide excellent support in a Medical Back Office environment and the knowledge to achieve the Certified Electronic Health Records Specialist (CEHRS) certification and earn the Medical Coder & Biller Certification (MCBC). This program teaches students the proper handling of patient data, fundamental records and document management, medical insurance reimbursement, and more.

This online certification program provides comprehensive training in the areas of Microsoft Office, Human Anatomy and Physiology, Medical Terminology, Insurance Billing and Coding and Electronic Health Records. Upon completion of the program, students will be taught the skills necessary to be successful in the areas of Electronic Health Records and Reimbursements, the knowledge to achieve dual healthcare certifications (CEHRS and MCBC), increasing their marketability in the field and allowing for greater flexibility in your career path in locations such as physician offices, insurance billing offices, reference laboratories, urgent care centers, nursing home facilities, wellness clinics, and hospitals.

Course Code and Name	Clock Hours
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-1015 Insurance Billing and Coding Essentials	96
HI-1018 Electronic Health Records	64
MS-1000 Microsoft Office Basics	16
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:
- Electronic Health Records Specialist
- Health Information/Medical Records Technician
- Health and Medical Administrative Services
- Medical Insurance Specialist
- Medical/Health Management and Clinical Assistant
- Health Information/Medical Records Administrator
- Medical Billing Specialist
- Billing and Coding Support
- Health Care Administration Management
- HIPAA Compliance Officer

HI-5100: Professional Coder

Tuition: $3,500
Duration: 22 weeks
Clock Hours: 352
Target Certifications:
1. Certified Professional Coder (CPC-A) or Certified Coding Specialist Physician-Based (CCS-P)

The HI-5100 Professional Coder (CPC) program provides comprehensive training to help students achieve the Certified Professional Coder – CPC-A credential or the Certified Coding Specialist-Physician-based (CCS-P), both of which are the standard for medical coding in physician office settings. Our partnership with the American Academy of Professional Coders (AAPC) and the American Health Information Management Association (AHIMA) enables you to have the tools needed to successfully pass the CPC examination or the CCS-P examination. Those passing the CPC examination earn the credential, CPC-A. When the CPC-A (apprentice) is ultimately combined with one year of practical coding experience, the individual earns the full CPC designation.

Regardless of the choice of the exam, students are taught the principles of medical coding related to the three main code books: CPT, ICD-10-CM Volumes 1 & 2, and HCPCS Level II. The Medical Coding textbook contains access to a coding software that allows for coding practice even after the completion of the course. The software allows for hands-on demonstration of learned coding skills.

This program is recommended for anyone who is preparing for a career in medical coding and to prepare for either the CCS-P or CPC-A certification exam. The payment for one of these exams is provided by MedCerts.

Upon completion of the program, students are eligible for a MedCerts-sponsored 12-month membership into the AAPC.

Previous Medical front office experience or training is highly recommended

Course Code and Name	Clock Hours
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-1051 Medical Coding	224
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:
- Professional Medical Coder
- Surgical Coder
- Medical Management Specialist
- Reimbursement Coordinator/Specialist
- Professional Feel Coder
- Coding Specialist
- Outpatient Medical Coder
- Compliance Auditor – Coding

HI-6000: Medical Assistant

Tuition: $4,000
Duration: 28 weeks
Clock Hours: 448
Target Certifications:
1. Certified Clinical Medical Assistant (CCMA)
2. Certified Medical Administrative Assistant (CMAA)

Medical Assistants are professionals who may administer medications, assist with minor procedures, record vital signs, take medical histories, prepare patients and rooms for examinations, handle laboratory specimens, provide patient education, and much more. Because of the specialized skill set and knowledge that is held by these professionals, they find themselves working in clinics, physicians' offices, hospitals, outpatient facilities, and specialists' offices across the country. Medical Assistant students are prepared to perform both clinical and administrative duties required in a medical facility through MedCerts' online medical assistant certification classes.

The HI-6000 Medical Assistant program covers a wide range of skills and objectives that extend beyond the primary functions of a Medical Assistant. Throughout the program, students experience 3D virtual office scenarios, clinical skill simulations, animations, assessment gamification, and activities. You will enjoy robust online courses including Human Anatomy and Medical Terminology, Professionalism in Allied Health, Clinical Medical Assisting and more.

Course Code and Name	Clock Hours
HI-1011 Medical Office Procedures and Administration	96
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-6010 Clinical Medical Assisting	224
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:
- Medical Assistant
- Doctor's Assistant
- Ophthalmic Technician
- Optometric Technician
- Chiropractor Assistant
- Medical Office Assistant
- Optometric Assistant

RX-3000: Pharmacy Technician Professional (ASHP/ACPE)

Tuition: $4,000
Duration: 25 weeks
Clock Hours: 464
Target Certifications:
1. Certified Pharmacy Technician (CPhT)

The RX-3000 Pharmacy Technician Professional (ASHP/ACPE) program provides training of the highest standard, as defined by the American Society of Health-System Pharmacists (ASHP). The ASHP/ACPE recognizes programs that meet their quality and compliance standards through formal accreditation. The MedCerts Pharmacy Technician Professional program is accredited by the ASHP/ACPE.

This online certification program provides comprehensive training in the areas of Human Anatomy, Physiology and Medical Terminology and Pharmacy Technician Principles and Practices. This program incorporates instructor-led video-based training and demonstrations, along with activities and simulations.

Upon successful completion of this program, students are eligible to sit for the Certified Pharmacy Technician (CPhT) exam sponsored by the Pharmacy Technician Certification Board (PTCB). MedCerts covers the cost of this exam.

Students must complete a 6-week Externship experience at a Pharmacy location. The externship is the capstone of the Learning Experience, allowing you to apply what you have learned in a real-world environment.

Students are responsible for locating and securing a site to fulfill the clinical requirements of this program.

Course Code and Name	Clock Hours
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-2017 Pharmacy Technician Principles and Practices ASHP	176
PS-1011 Professionalism in Allied Health	32
EX-2017 Pharmacy Technician Externship	160

Potential Career Paths Include:
- Pharmacy Technician
- Pharmacy Assistant
- Pharmaceutical Sales
- Infusion Technician
- Pharmacy Aide
- Compliance Specialist
- Inpatient Technician
- Pharmacy Technology Specialist

Course Descriptions

EX-2017: Pharmacy Technician Externship

Lecture	Lab	Ext.	Total
0	0	160	160

This course provides checkpoints for the student's progress throughout the 160 required hours of externship experience for the RX-3000 program.

Performance objectives include complying with pharmacy laws, HIPAA/HITECH, CMS, and other healthcare regulations, verifying medication orders, calculating, and measuring dosages, and preparing and packaging medications, applying knowledge of pharmacology, documentation, and inventory control practices, and demonstrating procedures requiring sterile, non-sterile, and chemotherapy compounding.

Prerequisites: HI-2017

HI-1011: Medical Office Procedures and Administration

Lecture	Lab	Ext.	Total
42	54	0	96

The course will introduce the student to the Healthcare industry, its environment, and the daily skills and knowledge required to understand how the medical office works.

Performance objectives include following HIPAA and HITECH Compliance laws, understanding the different kinds of insurances and plans, performing medical front office procedures, scheduling patients, and providing patient education.

Prerequisites: HI-1014

HI-1014: Introduction to Human Anatomy, Physiology and Medical Terminology

Lecture	Lab	Ext.	Total
33	63	0	96

This course is designed to familiarize the student with the language of medicine through the study of prefixes, suffixes, root words, pronunciations of words, and abbreviations.

Performance objectives include recognizing the structure and function of the 11 body systems and their organs, understanding the medical language that is used to describe those systems, analyzing and understanding medical terms by breaking down their word components, appreciating the major diseases and conditions related to the human body, and applying your knowledge within the healthcare setting.

Prerequisites: None

HI-1015: Insurance Billing and Coding Essentials

Lecture	Lab	Ext.	Total
39	57	0	96

This course provides foundational knowledge required of an administrative allied healthcare professional with insight and focus on the role of the Insurance Billing Specialist. Performance objectives include describing the phases of the revenue cycle and gaining an understanding of basic insurance terminology, demonstrating knowledge of confidentiality and billing laws, regulations, and standards, explaining verification of patient financial responsibility and insurance information, differentiating government and commercial insurance plans and determining which is primary, and applying ICD-10-CM, CPT, and HCPCS codes and modifiers based on coding guidelines.

Prerequisites: HI-1014

HI-1017: Pharmacy Technician Principles and Practices

Lecture	Lab	Ext.	Total
72	56	0	128

This Pharmacy Technician course is designed to education and train the student in the diverse field of Pharmacy Technology.

Performance objectives include learning the current pharmacy laws and medication regulations, understanding the primary functions of different pharmacy organizations, learning the top 200 medications and their purpose, and understanding the different roles of the Pharmacy Technician and how to perform tasks around the pharmacy.
Prerequisites: HI-1014

HI-1018: Electronic Health Records	Lecture	Lax	Ext.	Total
	26	38	0	64

This course provides students with the skills required for the development and maintenance of electronic health records in both facility and private practice environments. Performance objectives include learning about the background of software and applications, understanding basic insurance and billing practices, understanding electronic record keeping chart components, learning the Regulatory Compliance Laws, and understanding how to identify differences between reports.
Prerequisites: HI-1014

HI-1051: Medical Coding	Lecture	Lab	Ext.	Total
	136	88	0	224

This course provides students with expertise in reviewing and assigning medical codes for diagnosis, procedures, and services performed by physicians and other qualified healthcare providers in the office or facility setting (ex: outpatient hospital).
Performance objectives include understanding basic medical terminology as it is used in coding and reimbursement, applying the fundamentals of professional (physician) medical coding, extracting the most relevant information from medical cases and charts, properly utilizing CPT, ICD-10-CM, and HCPCS coding manuals, and assigning the correct procedure and diagnosis codes for professional (outpatient) services.
Prerequisites: HI-1014

HI-2017: ASHP/ACPE Pharmacy Technician Professional	Lecture	Lab	Ext.	Total
	99	77	0	176

This Pharmacy Technician course is designed to educate and train the student in the diverse field of Pharmacy Technology.
Performance objectives include complying with pharmacy laws, HIPAA/HITECH, CMS, and other healthcare regulations, verifying medication orders, calculating, and measuring dosages, and preparing and packaging medications, applying knowledge of pharmacology, documentation, and inventory management in the pharmacy, adhering to patient-safety, medication-safety, and effective infection control practices, and demonstrating procedures requiring sterile, non-sterile, and chemotherapy compounding.
Prerequisites: HI-1014

HI-6010: Clinical Medical Assisting Comprehensive	Lecture	Lab	Ext.	Total
	136	88	0	224

This course provides students with expertise in reviewing and assigning medical codes of diagnosis, procedures, and services performed my physicians and other qualified healthcare providers in the office of facility setting (ex: outpatient hospital). Performance objectives include understanding basic medical terminology as it is used in coding and reimbursement, applying the fundamentals of professional (physician) coding, extracting the most relevant information from medical cases and charts, properly utilizing CPT, ICD-10-CM, and HCPCS coding manuals, and assigning the correct procedure and diagnosis codes for professional (outpatient) services.
Prerequisites: HI-1011, HI-1014

MS-1000: Microsoft Office Basics

	Lecture	Lab	Ext.	Total
	14	2	0	16

This set of courses will provide the range of skills needed to create professional-quality documents within an office environment.

Performance objectives include creating professionally quality documents in Microsoft Word and Excel, preparing, editing, and proofing documents in Microsoft Word, enhancing Microsoft Word documents with lists, tables, and graphics, organizing data, and performing calculations using Microsoft Excel, and analyzing information in Microsoft Excel using filters, tables, and pivot tables.

Prerequisites: None

MS-2000: Microsoft Office Series I

	Lecture	Lab	Ext.	Total
	28	4	0	32

This set of courses will provide the range of skills needed to create professional-quality documents within an office environment.

Performance objectives include Performance objectives include creating professionally quality documents in Microsoft Word and Excel, preparing, editing, and proofing documents in Microsoft Word, enhancing Microsoft Word documents with lists, tables, and graphics, organizing data and performing calculations using Microsoft Excel, and analyzing information in Microsoft Excel using filters, tables, and pivot tables.

Prerequisites: None

MS-6000: Microsoft Office Series III

	Lecture	Lab	Ext.	Total
	80	16	0	96

This set of courses will provide the range of skills needed to create professional-quality documents and effectively communicate and collaborate within an office environment. Performance objectives include preparing, editing, and enhancing documents in Microsoft Word, applying methods to organize, calculate, and analyze information using Microsoft Excel, utilizing multiple options for exchanging information and managing activities using Microsoft Outlook, creating effective and robust presentations using Microsoft PowerPoint and design various types of diagrams using Microsoft Visio, and collaborating effectively with the use of Office 365 Web Apps, OneDrive, and Skype for Business.

Prerequisites: None

PS-1011: Professionalism in Allied Health

	Lecture	Lab	Ext.	Total
	9	23	0	32

This course will benefit anyone considering a career in allied health, as well as those already working in the field. Allied Health Professionals must be committed to the key attributes of professionalism and strive to reflect this within the delivery of patient-centered, safe, and effective care.

Performance objectives include gaining an understanding of the expectations of an allied healthcare professional in the workplace, developing an emotional intelligence, self-management, and interpersonal skills, building, and improving internal and external communication skills with all exchanges, enhancing the patient care experience with successful interaction and patient satisfaction, and maintaining solution-oriented conversations, managing conflict, and building confidence.

Prerequisites: None

Healthcare and Medical Certifications

Our Healthcare Certification programs provide comprehensive training that equips students with the knowledge and skills needed to pass nationally recognized certification exams. Upon successful completion of one of our programs, graduates will be qualified for and/or eligible to sit for exams offered by organizations such as the National Healthcareer Association (NHA), the Pharmacy Technician Certification Board (PTCB), and the American Association of Professional Coders (AAPC).

CCMA – Certified Clinical Medical Assistant

The Certified Clinical Medical Assistant (CCMA) credential is issued by the National Healthcareer Association (NHA). The CCMA exam is 150 questions and is allotted 3 hours to complete. It will test a candidate's knowledge on a variety of topics including, but not limited to: foundational knowledge and basic science, anatomy and physiology, clinical patient care, and administrative assisting. MedCerts covers the cost of the CCMA exam.

As a CCMA you may:
- Understand basic human anatomy and utilize medical terminology and responsible communication in the healthcare facility
- Comply with HIPAA/HITECH, OSHA, CMS and other healthcare regulations and laws as they apply to patient information
- Comprehend the use of Diagnosis and Procedure codes and employ Electronic Health Records and related Practice Management
- Recognize the importance of infection control and environmental safety in general, specialty and surgical practices
- Gain an understanding of the laboratory, specimen collection techniques, cardiopulmonary testing, pharmacology, and medication administration

CCS-P – Certified Coding Specialist-Physician Based

A CCS-P is a mastery-level coding practitioner with expertise in physician-based settings such as physician offices, group practices, multi-specialty clinics, or specialty centers. This coding practitioner reviews patients' records and assigns numeric and/or alphanumeric codes for each diagnosis and procedure. To perform this task, the individual must possess in-depth knowledge of the CPT coding system and familiarity with the ICD-10-CM and HCPCS Level II coding systems. The CCS-P is also an expert in health information documentation, data integrity, and quality.

People with the CCS-P certification may:
- Specialize in physician-based settings such as physician offices, group practices, multi-specialty clinics, or specialty centers
- Review patient records and assign numeric/alphanumeric codes for each diagnosis and procedure
- Possess in-depth knowledge of the CPT coding system and familiarity with the ICD-10-CM and HCPCS Level II coding systems
- Become an expert in health information documentation, data integrity, and quality
- Play a critical role in a health provider's business operations, because patients' coded data is submitted to insurance companies or the government for expense reimbursement

CEHRS – Certified Electronic Health Records Specialist

The Certified Electronic Health Records Specialist (CEHRS) certification is the nationally recognized certification for Electronic Health Record Specialists. Obtaining the CEHRS certification indicates students know how to use and understand electronic records in a medical setting. The CEHRS is responsible for maintaining the integrity and protecting the privacy and security of patient information.

As a Certified EHR Specialist, you may:

- Audit patient records for compliance with legal and regulatory requirements
- Document examination information, scheduling treatments, and process laboratory tests
- Abstract clinical information for inclusion in reports such as quality improvement studies
- Perform basic coding to submit claims for reimbursement for insurers
- Process release of information (ROI) requests for medical records
- Review patient records to ensure they are complete, and collect patient demographic and insurance information

CMAA – Certified Medical Administrative Assistant

The Certified Medical Administrative Assistant (CMAA) credential is offered by the National Healthcare Association (NHA). CMAAs are responsible for various administrative duties and often have direct patient contact. It demonstrates the ability to perform routine administrative tasks in a physicians' office, nursing home, hospital, or clinic to keep it running efficiently.

As a CMAA you may:
- Operate computer systems or other types of technology to accomplish office tasks
- Greet patients and help them fill out forms
- Answer calls, schedule appointments, and maintain files of patients
- Update and maintain patient and other practice information
- Coordinate the collection and preparation of operating reports such as time and attendance

CPC – AAPC's Certified Professional Coder Certification

AAPC (formerly American Academy of Professional Coders) was founded in 1988 as a professional organization providing training, certification, ongoing education, networking, and job opportunities to medical coders, medical billers, auditors, compliance managers, and physician practice managers in the United States. The CPC examination consists of questions regarding the correct application of CPT, HCPCS Level II procedure and supply codes and ICD-10-CM diagnosis codes used for billing professional medical services to insurance companies. Examinees must also demonstrate knowledge on proper modified use, coding guidelines and regulatory rules.
Key knowledge areas and skill sets measured by the AAPC Certified Professional Coder (CPC) certification exam also include the ability to:
- Identify the purpose of the CPT®, ICD-10-CM Volumes 1 & 2, and HCPCS Level II code books
- Understand and apply the official ICD-10-CM coding guidelines
- Identify differences between ICD-9-CM and ICD-10-CM guidelines
- Apply coding conventions when assigning diagnoses and procedure codes
- Identify the information in appendices of the CPT® manual
- Explain the determination of the levels of E/M services
- Code a wide variety of patient services using CPT®, ICD-10-CM, and HCPCS Level II codes
- List the major features of HCPCS Level II Codes
- Provide practical application of coding operative reports and evaluation and management services

CPhT – Certified Pharmacy Technician

The Pharmacy Technician Certification Examination (PTCE) is a nationally recognized certification offered by the PTCB (Pharmacy Technician Certification Board). The PTCE content was developed by experts in pharmacy technician practice based on a nationwide Job Analysis Study that the PTCB's Certification Council and Board of Governors used to approve the blueprint for the current PTCE. Those who pass the exam will be recognized as a nationally Certified Pharmacy Technician (CPhT).

As a CPhT you may:

- Receive and process prescription requests from patients, and those sent electronically from doctors' offices
- Accurately count, weigh, pour and mix medications
- Prepare accurate prescription labels
- Prepare and process insurance claim forms and manage inventory
- Establish and maintain patient profiles as well as computerized patient records

MCBC – Medical Coder & Biller Certification

A Medical Biller and Coder may work in a variety of settings, including hospitals, outpatient and inpatient clinics, surgical centers, and dental offices. Any place that provides medical services requires the services of a certified Medical Biller and Coder. A Medical Biller and Coder may work in conjunction with physicians and other medical providers and, in addition to coding services, provide education to providers regarding medical record requirements and conduct chart reviews for completeness.

As a MCBC you may:
- Accurately locate documentation in the patient record to support coding and billing process
- Assign codes for diagnoses and procedures
- Submit claims for reimbursement based on payer policies and procedures
- Coach providers on the best documentation practices to support quality coding and optimal reimbursement

Healthcare and Medical Certification Organizations

American Association of Professional Coders (AAPC)
2233 S Presidents Dr., Suite F
Salt Lake City, UT 84120
800-626-2633

American Health Information Management Association (AHIMA)
233 N. Michigan Avenue, 21st Floor
Chicago, IL 60601-5809
312-233-1100

American Healthcare Documentation Professionals Group (AHDPG)
415 Boston Turnpike, Suite 212
Shrewsbury, MA 01545
800-407-1186

National Healthcareer Association (NHA)
11161 Overbrook Rd.
Leawood, KS 66211
800-499-9092

American Medical Certification Association (AMCA)
194 US Highway 46 East
Fairfield, NJ 07004
888-960-AMCA (2622)

Pharmacy Technician Certification Board (PTCB)
2215 Constitution Ave NW #101,
Washington, DC
20037
800-363-8012

Student Support Services

MedCerts encourages students to take advantage of the variety of services offered by our Student Success Team. MedCerts is proud to deliver impactful, professional, and results-driven support services. Our obligation to students does not stop with our curriculum and we firmly believe that student success depends on the level of support MedCerts provides.

General Support

Proactive
- New Student Orientation – Orientation required for all students to start their program.
- Private Student Consultations – Based on need or request, all students can self-schedule an appointment for consultation with an Advisor, if support or guidance is needed.
- All student progress is monitored and reported to Student Services daily.
- Timed outreach – Students are contacted at scheduled intervals throughout training regarding their program progress/status.
- Remedial Support – Students who are identified as deficient in progress are provided a phone consultation with a Student Success Advisor.
- In-Activity Monitoring – If no activity for a period of time, outreach by phone/email occurs.

Reactive
- Phone and Email Support
- Certification Exam Registration and Scheduling Assistance

Subject Matter Support

- Ongoing webinars over subject matter
- One-on-One Tutoring – Based on need, or by student request.

Technical Support

- Dedicated Tech Support to assist with video troubleshooting, software installation, browser issues, etc.
- Creation/Delivery of custom troubleshooting & FAQ video modules
- Available by phone, email, and chat with remote screen-share support capability

Career Services

MedCerts Career Services is committed to preparing students to achieve their career goals by teaching them job search skills and supporting them through the job application process. Students have access to many self-guided career resources and tools in the MedCerts Career Center. Professional Career Coaches are also available to assist students at any time with resumes, cover letters, interviews, and job search planning. Our Employer Relations team works to develop relationships with employers nationwide and can assist students in identifying employment opportunities and connecting with employers. While MedCerts does not guarantee post-training employment, the Career Services team is available to prepare and support students through the job search process. Students are eligible for support from the MedCerts Career Services Team for a period of 12 months following the completion of their program.

Post-Training Employment

MedCerts is licensed by the State of Michigan Department of Licensing and Regulatory Affairs (LARA) as a Proprietary School. However, neither employment nor satisfaction of state or any applicable local licensing requirements for any fields or certifications related to MedCerts training are guaranteed to graduates upon program completion. Students/Graduates are solely responsible for determining if the program satisfies the state and local educational/licensing requirements for their chosen career field and does not conflict with state or local educational requirements for compulsory age students, if applicable.

2023 Holidays

There are several annual holidays observed by MedCerts and for which the school will be closed. Please review the holiday schedule below and check your class schedule for any potential attendance issues. If you have any questions about the holiday schedule, contact the Student Services Department at studentsuccessadvisors@medcerts.com.

*Online Mentoring and Student Support Services will be unavailable during the following holidays.

New Year's Day	President's Day	Independence Day	Thanksgiving Day	Christmas Day
Monday, January 2 (observed)	Monday, 2/20	Tuesday 7/4	Thursday, 11/23	Monday, 12/25
Martin Luther King Day	**Memorial Day**	**Labor Day**	**Day After Thanksgiving**	
Monday, 1/16	Monday, 5/29	Monday, 9/4	Friday, 11/24	

Tuition Payment Options and Financial Aid

Program Price

The program price identified in the MedCerts catalog includes tuition, which covers the following:

- Online course materials
- Instructional content including courseware (e-book and printed), study guides, and other miscellaneous materials (i.e., flash cards, reference materials, lab materials, lab manuals, etc.)
- Academic, Technical, and Service Support
- Experiential Learning Support, if applicable
- On-Demand Progress Reports
- Live Online Subject Matter Support
- Certification Exam Registration
- Certification Exam Payment (see each program description for eligible exams)
- Career Services
- Transcripts
- Certificate of Completion
- Shipping charges related to course materials, certificate of completion, etc.
- Access to additional library of non-academic courses (business/soft skills)

Payment Methods

MedCerts accepts payment from students via the following methods and sources:

- Personal check
- Cashier's check or money order
- Mastercard, Visa, and American Express
- Private loan*
- Grant funding options

*If a student obtains a loan to pay for an educational program, the student is responsible to repay the full amount of the loan plus any applicable interest, less the amount of any refund.

MyCAA Funding

The Military Spouse Career Advancement Accounts (MyCAA) program is sponsored by the Department of Defense and is designed to offer education funding for eligible military spouses. MyCAA is a component of the Department of Defense's (DoD's) Spouse Education and Career Opportunities (SECO) program designed to help eligible military spouses purse the skills needed for gainful employment in high demand, high growth portable career fields and occupations.

Army Credentialing Assistance Funding

MedCerts is an approved provider of the Army Credentialing Assistance Program for eligible active-duty Army, Reserve, and National Guard service members. The Army Credentialing Assistance Program is a part of the Army Credentialing Opportunities Online (COOL) service and is designed to aid in getting certifications and licenses that match with civilian careers.

WIOA Funding

MedCerts has partnered with many Workforce Offices as an approved training provider in several states! The federal Workforce Innovation & Opportunity Act (WIOA) offers a comprehensive range of workforce development activities through statewide and local organizations. MedCerts is also an

approved Vocational Rehabilitation vendor in many states. Check with your local Workforce Development Board for training program availability and eligibility requirements.

Employer-Based Funding
Tuition assistance or reimbursement may be available through your employer as a benefit to employees. You can check with your employer's HR department or Benefit Administrator to see if this is available and if you qualify.

Payment Options
MedCerts is committed to provide funding that fits individual student needs. Students who don't qualify for tuition assistance can sign up for tuition payment plans by contacting our enrollment office at (800) 743-1175 or by sending an email to finance.options@medcerts.com. Students can select one of two available plan options: 4 payments over 3 months at 0% interest and 12 payments over 11 months at 6% interest.

Students must be current and not in default with any payments prior to sitting for the national exam.

Federal Financial Aid
MedCerts does not participate in Title IV Federal Financial Aid programs.

Fees
In addition to tuition charges, the following fees may apply to student enrollment:

Official Transcript, Education Verification Letter, Certificate of Completion processing (Shipping costs vary, see Transcript policy below)	$3.25
Replacement Diploma w/Official Diploma Cover	$15.00
Non-Sufficient Fund (NSF) Fee	$25.00

Workforce Invoicing Policy
MedCerts' policy is to bill 100% of the tuition costs at the time of enrollment. Further defined, MedCerts will confirm the student has satisfactorily started their respective program and will invoice the full amount of tuition at that time. Invoices that are issued are due 30 days after the invoice date.

Shipping and Handling
MedCerts pays shipping and handling charges for required materials and textbooks. There are no additional fees passed to the student for shipping, handling, or custom duties on international student shipments.

Texas Program Cancellation and Refund Policy

Cancellation Policy
A full refund will be made to any student who cancels the enrollment contract within 7 days (until midnight of the seventh day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed. The last page of this agreement contains the "Notice of Cancellation" that is to be submitted with all cancellation requests.

Refund Policy
All students have a seven-day cancellation period. All tuition paid by a student will be refunded if the student chooses to withdraw from the school within seven calendar days after having signed the enrollment agreement. Following the cancellation period, students may withdraw from MedCerts at any time by submitting a request for cancellation. Cancel balances are calculated based on original, undiscounted tuition. The institution uses the **Total Course Price** in preparing enrollment agreements, calculating refund amounts

and collecting student accounts. Total Course Price includes charges for tuition, registration, educational services and instruction. The amount students owe upon withdrawing is determined by how much of each course in the program they have completed, deducting all payments made. Upon cancellation, the amount due to the school or the amount refunded to the student is calculated according to the schedule specified by the state of the student's residence. Applicants who are denied admission will be refunded all tuition and charges/fees paid.

The refund schedule for Texas is listed below.

1. Refund computations will be based on the number of LESSONS in each course in the program.
2. The effective date of termination for refund purposes will be the earliest of the following:
    a. the date of notification to the student if the student is terminated by the school;
    b. the date of receipt of emailed/written notice from the student that he/she wishes to withdraw; or
    c. ten school days following the last date of attendance.
3. After the seven-day cancellation period, the following refund policy will apply:
a. The student will be refunded the pro rata portion of the remaining tuition based on the number of lessons not-yet completed and serviced by the school minus the total number of lessons competed. The proration is defined by a percentage that represents the unused tuition that is eligible for refund. **EXAMPLE**: *Student completes 35 out of 110 lessons (32%) and decides he/she would like to withdraw from the program. The student is eligible for a refund in the amount equal to the non-completed lessons (75 lessons). In this example, 75 lessons represent 68% of the program, thus the student is entitled to a 68% refund of tuition.*
4. A full refund of all tuition and fees is due in each of the following cases:
    a. an enrollee is not accepted by the school;
    b. the program of instruction is discontinued by the school, preventing the student from completing the program; or,
    c. the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or misrepresentations by the owner or representatives of the school.

Refunds will be totally consummated within 60 days of withdrawal or termination.

Refund Policy for Texas Students Called to Active Military Service

A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:

    a. if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
    b. a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the   program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
    c. the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
    d. satisfactorily completed at least 90 percent of the required coursework for the program; and
    e. demonstrated sufficient mastery of the program material to receive credit for completing the program.

The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s) within 60 days after the effective date of termination.

Academic and School Policies

Instructional Staff Availability

MedCerts instructors and instructional support staff are online and are available via phone and email Monday-Friday, from 9:00 am – 8:00pm (Eastern Standard Time). Inquiries submitted through email during normal business hours are typically responded to within the hour. Emailed inquiries received outside of business hours are typically responded to on the next business day. On occasion, MedCerts Student Support may not be available during scheduled services hours. In these unavoidable cases, MedCerts will post an announcement within the Learning Portal as to the reason, and the likely duration of the lapse in service.

Learning Portal and Systems/Network Availability

MedCerts training is delivered online and is hosted in a virtual environment. As such, the Learning Portal and associated support materials and support agents are reliant upon the operational integrity of a variety of systems and networks. On rare occasion, these networks, or systems may be not functional, lose quality, or provide intermittent service. In such events, MedCerts will do its best to communicate updates or announcements to students regarding the loss or deficiency in system/network services.

Non-Discrimination Policy

MedCerts is committed to providing a learning environment that is free of discrimination. Equal opportunity will be extended to all persons in all aspects of our program. MedCerts will not discriminate against a student because of race, color, religion, sex, sexual orientation, pregnancy, national origin, ancestry, age, marital status, physical or mental disability, or medical condition. If a student believes they are being discriminated against, they should report the facts of the incident to their instructor, Education Consultant, or the Director of Admissions in writing. See Grievance and Appeal Procedures.

MedCerts adheres to all federal laws prohibiting job discrimination based on race, color, sex, national origin, religion, age, equal pay, disability, or genetic information.

Admission Policy

The MedCerts Student Application and Enrollment Agreement is a binding contract when signed by the student and accepted by MedCerts. The student signature on the Agreement indicates that the student has read and understood the terms of the Agreement, including student, academic, and school policies, has read and understood any literature, including the school catalog and applicable addenda, and believes they have the ability to benefit from the or program(s) selected. Students review and sign the enrollment agreement, and upon signature receive an electronic copy via email. Upon MedCerts' receipt of the agreement, the student will receive an official acceptance letter that includes the program start date, welcome, and instructions. An electronic signature is a binding signature. Prospective students are encouraged to read the catalog and materials prior to enrolling.

Admission Criteria

A student may be admitted into a MedCerts Certification Program upon satisfying the following requirements:
1. Complete a MedCerts Student Application and Enrollment Agreement.
2. Have a consultation with a MedCerts Representative to evaluate skill and experience levels and identify education and career goals.

3. Be at least 18 years of age or have parent/legal guardian authorization.
4. Have a high school diploma, or GED, or equivalent.
5. Be proficient in English and be able to read, write, and speak the English language (programs are only offered in English).
6. Where applicable, take a skills assessment (i.e., Wonderlic) that will help the Admissions department provide appropriate academic screening and course placement based on student aptitude.
7. Establish a mutually agreed upon payment method.
8. For the RX-3000: Pharmacy Technician Professional Program ONLY
   a. Provide a copy of a government-issued photo ID to validate identity upon enrollment.
   b. Provide a photo (non-ID) for use as an uploaded profile picture within the Learning Portal for continued identity verification.
   c. Take the Wonderlic Scholastic Level Exam (SLE-Q) and the Wonderlic Basic Skills Test (WBST) and must achieve a minimum score of 19 and 280 respectively. The results of these assessments may prevent the student from enrolling in the RX-3000 program. If declined, the Program Director will present alternate program options.
   d. Affirm understanding of participation in an externship is a requirement of the program, and as such must be able to pass a drug and criminal background screen.

As a 100% online institution with no residency requirements, MedCerts is not a Student and Exchange Visitor Program certified school. Therefore, enrollment at MedCerts does not make a student eligible for F-1 Student Visa status.

Use of Wonderlic Basic Skills Test and Scholastic Level Exam Assessments

Applicants who otherwise meet the requirements to pursue a selected program of study, may be required to take the Wonderlic Scholastic Level Exam (SLE) depending upon the requested enrollment of select programs.

The results of these assessments will not necessarily prevent the student from enrolling in a MedCerts program, however, based on the results of the assessment a student may be advised to select a different program. Each program that requires the assessments has a minimum "Cut Score". Wonderlic provides a recommendation for a minimum score based on the Department of Labor's O*Net database and the program titles provided by MedCerts. The determination is based on guidance provided by the Department of Education, as well as additional research and feedback.

NOTE: Applicants to the RX-3000 Pharmacy Technician Professional program are required to take the Wonderlic Scholastic Level Exam (SLE-Q) and the Wonderlic Basic Skills Test (WBST) and must achieve a minimum score of 19 and 280 respectively. The results of these assessments may prevent the student from enrolling in the RX-3000 program. If declined, the student may select a different program.

NOTE: Applicants to the HI-5100: Professional Coder program are required to take the Wonderlic Scholastic Level Exam (SLE-Q) and the Wonderlic Basic Skills Test (WBST) and must achieve a minimum score of 20 and 280 respectively. The results of these assessments may prevent the student from enrolling in the HI-5100 program. If declined, the student may select a different program.

Criminal Background Checks, Drug Screening, and Immunization Policy

Please be advised that while MedCerts does not perform criminal background, drug screening, or immunization checks, the student's drug, criminal, or immunization status may prevent future employment as a healthcare or IT professional. Regulatory boards, externship sites, employers, and other organizations may require these screenings, and adverse results may prohibit a student from moving forward in the program. MedCerts does not hold any control over the drug, immunization, criminal, or background screening processes or policies held by any organization outside of MedCerts.

Physical Requirements – RX-3000 PROGRAM

Students enrolled in the RX-3000: Pharmacy Technician Professional are required to participate in an externship component. RX-3000 students are also required to complete a simulation component within the program. Both components require that the student perform a variety of functions or procedures to demonstrate proficiency. Students are required to discriminate increment readings on syringes and discriminate different colored and shaped objects. The student needs to be able to recognize and respond to voices under protective garb and on the phone. Excellent fine motor skills are required. The ability to stand for long periods of time (8-12 hours) manipulating needles and syringes while holding arms out in front is required. The ability to stand and work for long periods of time in safety equipment and garb is a must. Students are expected to be able to lift 25 pounds and push and pull carts up to 50-100 pounds. For a complete list of duties please contact the Program Director. Contact information for the Program Director can be provided by your Education Consultant upon request.

Student Identity Verification Process

During the enrollment process, students are provided with a unique username and password which allows them to log into the MedCerts Learning Portal and access online training materials and complete assignments, quizzes, and final exams. Each username and password combination is unique to each student, and MedCerts' Code of Conduct policy prohibits students from sharing this information. Student identity is verified by confirming the student's first and last names, address, and telephone number prior to releasing any information. Students are responsible for all comments, exams, and assignments posted on their account. If a student feels that his or her account was compromised by someone else, he or she must change his or her password immediately and notify the school. MedCerts will use the e-mail listed on a student's account to send academic and school updates. These communications can be personal in nature and for this reason we recommend that students use an e-mail that is not shared with others.

If MedCerts suspects that a student's account has been compromised, access to the student account may be blocked until student's identity has been verified. This process is done only to protect the student's interest. Students are responsible for all comments, quizzes, exams, and assignments posted on their account.

The certification exams, which are not administered by MedCerts, require the student's identity be confirmed by a proctor, by reviewing and verifying of a government issued identification.

Transfer of Credit

The acceptance of transfer academic credits to another institution is determined by the receiving institution. Institutions individually establish criteria for transfer credit acceptance based on many factors, including but not limited to, course content, degree or non-degree course, final grade, any applicable credits per course, type of accreditation, age of credits, etc. MedCerts' programs may or may not transfer to other institutions for credit and depends solely on the receiving institution's criteria and determination. MedCerts does not imply or guarantee the transferability of credits from its programs.

Due to the unique nature of MedCerts programs, and the fact that MedCerts instructors/staff must verify that the school's standards have been met, students are not permitted to transfer credit in for any of the instruction. Students are also not awarded credit for prior experiential learning. Students must meet the requirements assigned to the program, with no variance between individual learners. Additionally, MedCerts programs and courses are measured in Clock Hours, not Credit Hours.

Orientation

New students will be prompted with a 5–10-minute guided orientation the first time they login to their program. This helps familiarize students with the format and key components of their program and helps ensure that each student is adequately prepared to begin their training. It is the student's responsibility to complete the guided orientation. Students may also request a personal orientation if they still have questions.

Minimum System and Device Requirements for Students

MedCerts programs are comprised of a variety of eLearning elements and format types, which are accessible from within the MedCerts Learning Portal with a standard high-speed internet connection. There are no downloads, installations, or other software required within any MedCerts program. MedCerts students are required to have a functioning email address and be able to send and receive emails throughout the term of their enrollment.

Minimum System/Device Requirements
- Supported Devices:
  - Laptop and Desktop PCs
  - Mac
  - Chromebooks
- Minimum Device Specifications:
  - Processor - Intel Core i3/i5/i7 or above, AMD A series
  - Minimum Ram - 4gb (8GB recommended)
- Required Browser(s) –Google Chrome or Mozilla Firefox
- Recommended Minimum Internet Speed - 20mbps
- RX-3000 Program only - Video Recording Device (video-ready phone, webcam, camcorder)

Note Regarding Mobile Devices:
Android tablets, iPads, mobile phones are supported for most elements within MedCerts programs, however a PC/Mac/Chromebook is required.

Code of Conduct

All MedCerts students are expected to adhere to the standards and policies established by MedCerts. Failure to adhere to the Student Code of Conduct will be subject to disciplinary action up to and including dismissal or expulsion from MedCerts.

Students are expected to:
- Uphold and follow all codes of conduct, including this code and all rules applicable to class environments, MedCerts-sponsored activities, including off-campus activities.
- Obey all appliable MedCerts policies and procedures and all local, state, and federal laws.
- Respect the learning environment which includes, but is not limited to, participating and completing class assignments.
- Uphold and maintain academic and professional honesty and integrity.
- Be responsible for their behavior and respect the rights and dignity of others both within and outside the MedCerts community.
- Not share login credentials, curriculum, or any other course/program materials
- Not copy or reproduce course materials. All MedCerts online course content is copyrighted under the United States Copyright law.
- Maintain respectful written and verbal communication with MedCerts team members, instructors, and other students. Abuse of any form is not permitted.
- Not interfere with the educational opportunity of other prospective, current or alumni students.
- Refrain from soliciting, aiding, or inciting others to commit a violation of the student code of conduct. Not participate in, or contribute to, disruptive behavior within the discussion boards
- Not threaten to or carry out acts of mental or bodily harm to others.

- Not misuse or abuse any MedCerts equipment that is used or accessed throughout your training program. This includes, but is not limited to, hardware, software, and internet-based resources.
- Not knowingly falsify or provide misleading information.
- Not engage in acts of stalking, any type of harassment, including but not limited to verbal, physical, or sexual, or race or gender discrimination, including gender-identity.

Additional externship/clinical site expectations (if applicable):
- Adhere to the externship site's work schedule, policies, and procedures. Violation of an externship site's schedule, policies, or procedures may be considered a violation of the Student Code of Conduct.

Academic Misconduct, Academic Integrity, and Professional Behavior
1. Academic misconduct is defined as any activity that undermines the academic integrity of the institution.
2. Academic integrity is defined as the demonstration of honest and moral conduct in an academic environment.
3. Professional behavior is defined as consistent conduct and behavior that conveys respect for the dignity of MedCerts team members and students.

Academic integrity is expected of all students. Some programs may have additional student responsibilities associated with them based on additional standards and/or professional standards, as well as compliance with federal and state laws. MedCerts views any act of academic dishonesty or unprofessional behavior as a serious offense which may require disciplinary measures, up to and including dismissal or expulsion from MedCerts. Violations of academic integrity and professional behavior include, but are not limited to, the following acts:

1. Cheating: Unauthorized use of notes or study aids, or acquiring information from another student's materials, on an examination: obtaining a copy of an examination or question from an exam prior to taking the exam; altering work with the intent to deceive another person to do one's work and then submitting as one's own work; allowing another person to take an examination in one's name; submitting duplicate work for multiple assignments without proper citation is considered plagiarism.
2. Aiding cheating or other acts of dishonesty: Providing material or information to another student with the knowledge that this material or information will be used to deceive MedCerts staff.
3. Plagiarism: Presenting within one's own work the ideas, representations, or words of another person without customary and proper acknowledgement of that person's authorship in considered plagiarism. Students who are unsure of what constitutes plagiarism should consult with MedCerts. Claims of ignorance will not necessarily excuse the offense.
4. Data misrepresentations: Fabricating data; deliberately presenting in an assignment data that were not gathered in accordance with the assigned guidelines or are deliberately fabricated; or providing an inaccurate account of the method by which the data were gathered and generated.
5. Falsification of Academic Records or documents: Falsification of academic records or documents includes, but is not limited to, altering any documents affecting academic records; forging signatures or falsifying information of an official academic document such as a progress report, or any other official MedCerts letter or communication, will constitute academic dishonesty.
6. Unauthorized access to computerized academic or administrative records or systems. Unauthorized access to computerized academic or administrative records or systems means viewing or altering MedCerts' records without authorization; copying or modifying MedCerts' computer programs or systems without authorization; releasing or dispensing information gained through unauthorized access; or interfering with the use or availability of computer systems or information. Also, when MedCerts-sponsored activities are held at locations owned or managed by other institutions or organizations, the unauthorized used, viewing, copying or altering of those institutions' computer records, systems, or programs would similarly constitute a violation of academic integrity.

7. Unprofessional or inappropriate behavior within an externship experience: Conduct that in considered to be lewd, indecent, obscene, inappropriate, and/or non-compliant with professional standards; or a violation of clinical or other affiliated site expectations or guidelines; or a violation of federal or state laws.
8. All other MedCerts policies not listed related to academics: Violation of any other MedCerts polices.

Personal misconduct involving computers/technology
1. Unauthorized use of computers and technology. Theft of abuse of computer(s) and resources including, but not limited to:
    a. Unauthorized entry into a file, to use, read, or change the contents, or for any other purpose
    b. Unauthorized transfer of a file, including peer-to-peer file sharing
    c. Use of another individuals' identification and/or password
    d. Use of computer, network, or resources to interfere with the work of another student or MedCerts employee
    e. Use of computer, network, or resources to interfere with the work of normal operation of MedCerts' computing system

Dismissal

Dismissal refers to the termination of a student's enrollment with MedCerts, resulting in a student's removal from their MedCerts' program. Being dismissed from a program does not absolve a student from any financial agreements made with MedCerts. If a student has a contract with a sponsor or other funding source, the student should check in with that source to learn how being dismissed may impact that agreement. Reasons for dismissal may be referenced within the Student Code of Conduct Policy.

Students who have been dismissed from MedCerts are not eligible for reinstatement or readmission unless an appeal is submitted by students to the Student Affairs Committee and approval granted.

Academic Probation

After sixty (60) days of inactivity combined with a lack of communication, the student may be placed on Academic Probation. During the 60 days preceding probation, repeated outreach attempts will be made to contact the student to offer/deliver assistance and to encourage the student to get back on track with their studies (pace of program). After 30 Days of Academic Probation, a Student Support Advisor will review the student's record and make a recommendation to extend the Academic Probation period or Dismiss the student from his/her program. This decision is made by the Director of Programs, in cooperation with the Student Services team. Any student who is placed on Academic Probation remains eligible for program continuation and program completion unless formally dismissed from the program. To exit probationary status, the student must contact Student Services and complete a consultation. At that time, the student must decide whether they wish to or work to regain good standing within his/her training program.

Accommodating Students with Disabilities

MedCerts complies with the Americans with Disabilities Act, Section 504 of the Rehabilitation Act and state and local requirements regarding students with disabilities. MedCerts does not discriminate on the basis of race, color, gender, religion, national origin, age, or physical disability. MedCerts will provide reasonable accommodations or services to qualified students with disabilities.
MedCerts will deem a request for accommodation or services reasonable if:
1. It is based on documented individual needs
2. It does not force the school to fundamentally alter the educational course, compromise its academic standards, or place the disabled individual in a better than equal position with nondisabled students.

3. It does not impose a financial or administrative burden upon the school beyond which is deemed reasonable and customary
4. Is within the scope of the school

Students who need special accommodations should submit a letter to the Accommodations Department accessibilitydepartment@medcerts.com, indicating the nature of the special needs. The student must also provide documented evidence of the disability.

MedCerts defines a qualified student as one whom, with or without reasonable accommodations, is able to perform the essential functions of program or course requirements.

Student responsibility includes:
- Following the accommodation procedure outlined above
- Identifying the disability to the Accommodations Department
- Providing appropriate documentation, from within five (5) years, from a qualified medical provider or other licensed professional, of the disability and the accommodation or service needed
- Providing a signed medical opinion stating that with the reasonably requested accommodation or service, the student will be physically and/or mentally able to perform the essential functions of program or course requirements
- Being proactive in the submission of all required documents for consideration as accommodations are not granted retroactively

If a student identifies a disability that may prevent him/her from completing his/her program, completing an externship, or seeking employment in a field for which the program is designed to prepare him/her, MedCerts will take all information into consideration, including medical or professional documentation, when determining whether and what type of an accommodation will be made.

Attendance

Good attendance and academic performance are crucial for a successful learning experience. Each class includes material, labs, and other exercises that build throughout the duration of each course in the program, and it is important that students complete all classes and lab simulations required for their program. MedCerts programs are flexible; however, each program has an expected duration which is built into a master Learning Plan for each student. Each program requires that the student devote approximately 16 hours per week to their training. Doing so will position the student to successfully complete the program within the assigned duration of the program.

Course Interruption

If a student needs a temporary leave of absence from the program, they must submit a request in writing to MedCerts. Requests must be submitted via email to studentsuccessadvisors@medcerts.com. The request should explain the need for the leave of absence and include any relevant documentation to support the request. A one (1) month leave of absence will be granted for good cause. Based on need, the leave of absence may be extended in one (1) month increments, up to a total of three (3) months of maximum leave. A leave of absence does not extend the LMS access expiration date. If a student fails to request an extension in a timely manner or cannot complete the course successfully by the LMS access expiration date, the student will not be eligible for a passing grade.

Satisfactory Progress

It is MedCerts' sincere intent that students succeed in their programs. MedCerts will make every effort to ensure this objective. Students are tracked and monitored on a continuous basis, and each student's progress is measured against the standard pace of completion for their chosen program. If a student falls behind the expected pace of completion, the student will be notified, and corrective action will need to occur. Corrective action can include the student devoting additional time to their studies to catch up, or as extensive as a required consultation with Student Services, wherein a revised schedule can be created based on a remedial plan in more extreme cases of deficiency.

If the student's progress is severely deficient, and the student does not respond to Student Services contact efforts, the student may be placed on Academic Probation after the defined period described in the Academic Probation policy above.

Record of Progress

MedCerts provides students with mechanisms to help them stay on track for timely completion of program requirements. Students have on-demand access to their current Progress Report which displays program percent progression, quiz and exam results. At the conclusion of training, this report serves as the unofficial transcript for program completion.

Availability and Duration of Training and Support

Access to Online Video Content via the Learning Portal is granted for a period of twelve (12) months from the official Program Start Date, which is defined as the Enrollment Period of a program. Additionally, students receive support from all divisions of MedCerts Student Services including Technical Support, and Subject Matter Experts for the duration of their Enrollment Period.

If a student completes their program within the Enrollment Period and needs access to the LMS materials or Student Support Services in preparation for a National Certification Exam, they may request a one-time three (3) month extension to the Enrollment Period. This three (3) month extension will immediately follow the original Enrollment Period. A formal email request must be sent to Student Support at studentsuccessadvisors@medcerts.com prior to the original Enrollment Period expiration.

Students that have been dismissed according to the MedCerts Dismissal Policy immediately and permanently loses access to the Learning Portal and must re-enroll into a MedCerts program to regain access to the Learning Portal.

Grading

Grades for quizzes and exams are available immediately after completion of the quiz or exam. Quizzes and exams are considered Pass/Fail, with a minimum score of 80% required for quizzes and exams. Each may be re-taken until a satisfactory score is achieved. This is to ensure that the student is more easily able to identify difficult/challenging areas where improvement may be needed, re-focus efforts on these areas, and then re-assess for mastery of content. Some programs have graded components/assignments that are manually reviewed. Please allow up to two (2) business days for such assignments to be graded and posted to the student's academic record.

Final Grade

A final Pass/Non-Pass grade will be assigned based on the composite results of all modules within the student's program. A Pass grade will be assigned upon verification that the required components of the program have

successfully been completed. A Non-Pass grade is only assigned after the student has exceeded the maximum 12-month expiration.

To achieve a Pass grade for the program students must meet the following requirements:
1. View all course video chapters as assigned
2. Attempt and pass all chapter review quizzes with a minimum score of 80%
3. Score at least 80% on each assigned course Final Exam.
4. Successfully complete any other program-specific requirements as presented in syllabus or course schedule/outline.
   a. Certification Examination Knowledge Assessments are not considered to be part of the program's academic requirements.
5. Successfully complete a hands-on experiential training through an organized externship (RX-3000 & VA-3000 programs).

Some specialty courses/programs require that the student submit additional assignments, video simulations, or other assessed work.

MedCerts, at its discretion, may determine a student has completed the academic requirements of their program and will issue that student's Final Grade and update that student's status to "Completed".

In instances where MedCerts has determined that a student has completed the academic requirements of their program and issued that student a Final Grade and updated their status to "Completed," that student must still meet all the National Certification Examinations Eligibility requirements listed under the "National Certification Examinations Eligibility" section of this catalog.

Program Transfer

Students have a one-time option to transfer to another program within the MedCerts catalog of equal or lesser tuition value. After consulting with Student Support, students must submit a written/emailed request for consideration. To be eligible for program transfer, additional approvals may be necessary (i.e., Case Manager, Workforce Representative, MyCAA Counselor, etc.). Requests for program transfer must be received by MedCerts prior to the student's official Program End Date, without exception.

Students who have completed greater than 50% of their original program are not eligible for a program transfer.

Completion Documentation

Certificate of Completion

Students that have met the above requirements and have met all financial obligations are eligible to receive a MedCerts Certificate of Completion. The Certificate of Completion awards the student with eligibility to MedCerts sponsored certification exams and an expanded array of student services made available to program completers (i.e., exam preparation assistance, resume assistance, soft/business skills training, etc.). Upon completion, students are required to submit/verify their current mailing address to MedCerts. Once the address verification is received, in most cases we will process and mail the certificate within 1-2 weeks.

Internship/Externship

Graduates of the RX-3000 Pharmacy Technician Professional (ASHP/ACPE) program is eligible for an Externship at a participating externship host site. Students must apply to the program and complete the prerequisite criteria before being accepted into the program. Only eligible candidates who meet the employment requirements and

state licensure and/or registration requirements will be selected. It is important that students present themselves in a positive and professional manner, as a reflection of both themselves and MedCerts. The opportunity to participate in the externship will only be available for one (1) year after the successful completion of their program. Any requests received after eligibility expiration would need to be evaluated for reactivation and a decision to allow for placement will be made on an individual basis.

While reasonable efforts will be made to place students in an externship site, placement in an externship is not guaranteed, and depends on a variety of factors including student geography and availability of a participating pharmacy. Additionally, MedCerts reserves the authority to not sponsor a student for externship at the school's discretion. In such cases, students are allowed the option to set up their own externship at any other retail or hospital facility.

The extern participant will:
- Adhere to the Externship Site's work schedule and its policies and procedures including dress code and/or uniform requirements.
- Assume personal and professional responsibilities for actions and activities.
- Maintain academic performance and conduct standards set forth by MedCerts and the Externship Site.
- Work effectively with peers and supervisors.
- Notify the Externship Site and MedCerts of changes in status.
- Notify MedCerts upon successful completion of the externship program.
- Be courteous, attentive, and respectful throughout the externship as a representative of MedCerts.

Additionally, the externship participant agrees to communicate with MedCerts regarding their progress throughout their externship experience. Upon the conclusion of the externship, the participant agrees to submit feedback on their experience at the request of MedCerts.

National Certification Exam Payment and Registration

The cost for the first attempt of each eligible National Certification exam within a student's program is included in the tuition cost. MedCerts is a recognized Institutional Sponsor of the certificate exams for which we prepare students. MedCerts' sponsorship of your exam demonstrates to the certifying body that you have completed education through a recognized training provider. Students that have registered for an exam under the sponsorship of MedCerts will not be charged for the certification exam. Students are provided a detail of which exams they will be eligible to attempt prior to their enrollment in the program. Students may be eligible for more than one exam. MedCerts will cover the cost of the first attempt of each eligible exam only. The cost for any exam re-take will be the responsibility of the student.

Students must be in good financial standing to have their exam fees paid by MedCerts.

National Certification Examinations

National Certification Examinations Eligibility

To be registered for National Certification exams, students must have successfully completed 100% of the program content. The cost of exams is covered by MedCerts, as a Sponsor we reserve the right to determine exam readiness. Fees for exam registration will be paid by MedCerts only within the Enrollment Period or formally approved three (3) month extension. Within the eligible exam registration period, MedCerts will make every effort to ensure that students are provided with appropriate supplemental materials or resources, as deemed necessary to meet the requirements related to the current exam objectives relevant to the student's eligible exam(s). Due to the ever-changing nature of curriculum and exam objectives, this policy is necessary to ensure that MedCerts

only sponsors student's exam registration in a situation where the program completion is aligned with current exam objectives.

Retaking Exams

If a student fails a certification exam, MedCerts will pay for one (1) exam re-take fee per program. Programs with multiple eligible certifications, will only be eligible for one (1) certification exam retake paid by MedCerts.

Except as noted above MedCerts does not offer complimentary retakes for any exams. Students will be responsible for all charges associated with scheduling and sitting for a failed examination.

Exam Results

Because MedCerts sponsors students for healthcare certification exams, we are notified of student exam results as soon as they become available. In instances where exam results may not be made immediately available to MedCerts, students are required to notify Student Services of exam results directly. CompTIA exam results are only released to the student who attempted the exam.

Since MedCerts does not cover the cost for exam re-takes that means MedCerts does not officially sponsor the second attempt. Due to this fact, MedCerts does not automatically receive exam results for non-sponsored exams. In these cases, it is the student's responsibility to report exams result to MedCerts Student Support.

Student Records and Confidentiality

Permanent academic records, which include transcripts, are maintained by MedCerts for students. Individual records will be maintained for a minimum of six (6) years following the end of the last Enrollment Period, graduation, or withdrawal. It is the policy of MedCerts to not release educational or financial information to anyone other than the student. To release information to anyone other than the student, MedCerts must have written consent from the student to do so. The student must complete the Student Information Release Form. From time to time, MedCerts may be required to report student's Personally Identifiable Information ("PII") to either state or federal agencies in order to fully comply with all state, federal or local laws and regulations. Student records, including communication logs between students and MedCerts staff are considered confidential, and will not be sold, shared, or exchanged with any non-authorized person or entity.

Official and Unofficial Transcripts

Official Transcript: A signed and stamped copy of students' transcript, education verification letter, or certificate of completion can be sent by MedCerts via Parchment services directly to students, an institution or employer designated on the request ticket through this link:
https://www.parchment.com/u/registration/44455832/institution. The following fees apply to official student document orders:

- Cost for digital processing = **$3.25**
- Cost for print and mailed services
  - USPS Domestic: $2.50 shipping/handling (+ $3.25 request fee) = **$5.75**
  - USPS International: $5.25 shipping/handling (+ $3.25 request fee) = **$8.50**
- Cost for expedited services
  - FedEx (Overnight Domestic): $30 shipping/handling (+ $3.25 request fee) = **$33.25**
  - FedEx (International Priority): $55 shipping/handling (+ $3.25 request fee) = **$58.25**

A transcript and other documents may not be considered official if they are not sent directly by MedCerts via Parchment services to the designated recipient. Once MedCerts receives the official order request through the Parchment Storefront, documents will be released within 7 calendar days. Expedited orders will be

processed within 2 business days and are subject to additional processing fees (see Expedited Service fees above).

Unofficial Program Progress Report: An unofficial program progress report can be printed by a student from their MedCerts Learning Portal.
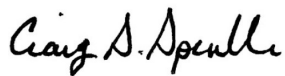
Grievance Procedure

MedCerts serves students across the nation, in accordance with the laws and regulations in place for each state. The following grievance procedure is applicable to all students unless the student is located in a state with unique grievance policy requirements. Please refer to the Appendices to confirm whether a state-specific policy is applicable to you.

If a student has a question or problem, please contact MedCerts Student Services. If a satisfactory agreement cannot be reached through Student Services, you should then contact the Director of Programs and they will respond within 10 business days. It is the policy of MedCerts to resolve student concerns in a swift and equitable manner.

Students have the right to submit a complaint or grievances to MedCerts through any means of their choosing. If by email, submit to studentsuccessadvisors@medcerts.com. If by phone, call 800-734-1175. It is the policy of MedCerts to respond within 10 business days. The student will not be subject to any unfair action and/or treatment by any school official as a result of a complaint.

Statement of Accuracy

"The information contained in this catalog is true and correct to the best of my knowledge."
Craig Sprinkle - MedCerts CEO, January 13, 2023.

Appendices

Army-Military Policies and Procedures

Individuals pursuing a MedCerts program through the Army Credentialing Opportunities On-Line (Army COOL) service, who wish to withdraw for their program are subject to the Army COOL withdrawal policy, as disclosed by Department of The Army Memorandum ATZL-AU, dated May 2022. Withdrawal policy excerpt is provided below with MedCerts-specific context provided in parentheses and italics:

(8) Soldiers who withdraw from a CA-approved course or exam must do so in ArmyIgnitED. Soldiers must download and digitally complete the CA Withdrawal form found in their CA request. Under no circumstances will the Soldier coordinate a withdrawal directly with the vendor. If this occurs, the Soldier will be liable for any debt incurred. *(If this occurs, the Soldier will be liable for any debt incurred and will be subject to the Refund Policy for the state in which they are located.)*

d. If the vendor *(MedCerts)* cancels a CA funded course or exam, the Soldier must submit a SNOW ticket informing ACCESS, ArmyU of the cancellation not later than five business days from the date the Soldier was notified by the vendor *(MedCerts)* of the cancellation. The Soldier will attach a cancellation notice from the vendor *(MedCerts)*.