CE BROKER - PROVIDER FAQs

(11/2016)

SUPPORT

What is the best way to get support for the CE Broker system? The CE Broker team has several support options:

1. Log in to your CE Broker Account and click on the "Chat now" link. This is the fastest way to receive support.
2. Call the support team at 1-877-434-6323. Wait times may vary. The call center does offer a return call option which will hold your place in line without requiring you to stay on the line. The support team will return the call but will not know the name of the caller so if you use this option and call from a phone that is a part of a phone tree system that would route the return call to a main switchboard, please notify the switchboard operator that you are the one expecting the return call.
3. The Board staff can answer basic support questions, but cannot answer questions about technical system matters. Those calls would need to go directly to the support team at CE Broker for review.

ADDING COURSES

How long do I have to add courses? Providers are required to add courses into CE Broker no later than 30 days after the offering date of the course.

I am submitting a conference for approval. How do I identify concurrent session information? When adding this event, you will choose "Conference" from the live course options. Then click on the "Advanced Delivery Method" tab you will choose "Concurrent Sessions". The system will then allow you to identify both the total hours a person can attend and the total possible hours by subject area.

ADDING COURSE DATES

How long do I have to add course dates?

Providers are required to add course dates into CE Broker no later than 30 days after the offering date of the course.

COURSE COMPLETIONS

How long do I have to submit course completions? Submitting course completions is currently a voluntary process. If you choose to enter course completions for your attendees, we ask that you notify your attendees of the timelines set by your organization (ie. 14 days, 30 days, 90 days) This will give attendees an understanding of when to expect the course to show up on their transcript.

When logging course completions, I keep getting an error message. Why? There may be a few factors at play here:

1. If the professional is not certified/licensed with our Board, you will not be able to load course completions for them in the CE Broker system.
2. If the professional is an RA or a CDCA-PRE you will not be able to load course completions for them in the CE Broker system. The system is designed to track renewal hours and the RA and CDCA-PRE are non-renewable certificates.
3. The licensing number might not be correct. Check the license number using the Board's Licensing Verification page on our website. If the number is correct, make sure the number is entered in the correct format. It must include the license abbreviation and the number (ie. CDCA.123561 or OCPS.418259)

COURSE CERTIFICATES

How do I document the new subject area approvals on our certificates of completion? You will list the subject area letter and number designation. For example, if the course is approved for C1 (Theories of Addiction/Addiction Knowledge) you would list C1 on the certificate. If more than one area is covered, place a comma between the subject areas. For example: C1, P2, R1.

COMPLIANCE

Do I still need to send in Quarterly Reports? No. Adding your courses and course dates in CE Broker will replace the Quarterly Report requirement. Once you have added your courses and dates in CE Broker, the Board will be able to monitor your offerings on a quarterly basis and provide feedback when necessary.

How should I maintain my supporting documentation (agenda, presenter bio, sign-in, etc)? Please maintain either a paper or electronic record of these supporting documents. When the Board conducts its quarterly review of your courses, we may ask to view some of those documents. We are also working with CE Broker to improve the system to allow providers to attach supporting documents directly to the course in the system. We will notify all providers when this feature is live.

How will I know the results of my quarterly review now that I do not send a report?
You will receive an email from the Board upon completion of the quarterly review. The email will either indicate all is well or identify any suggestions/corrections for future course offerings.