OPTUMHealth[®] Education

Population Health Clinical Educational Series

Frequently Asked Questions December 2018

I. Registration

- These webcasts are intended for invited Optum/UnitedHealth Group employees only.
- You may register for only one webcast per month.
- Need to change or cancel your registration? Please email OptumHealth Education at moreinfo@optumhealtheducation.com.
- Need your registration confirmation resent? Please email OptumHealth Education at moreinfo@optumhealtheducation.com. Do not re-register for the webcast!
- Unable to attend one of the live webcasts? Don't worry! All webcasts will be made available on-demand. Instructions will be sent via email by your manager when the ondemand webcast is posted.
- Upon registration, you will be sent a confirmation email automatically from the website.
 This confirmation email will contain a link to add the webcast as an appointment to your
 Outlook calendar and instructions on how to participate in the live webcast. You will be
 sent a reminder email to take the pretest both one week and 24 hours prior to the
 webcast. If you have already taken the pretest, you do not need to retake it. This
 message is only a reminder.

II. Accreditation/Continuing education

- Earn 1.00 ACPE/APA/ASWB/CCMC/CME/CNE credit for each webcast completed.
- This webcast is accredited for case managers, counselors, nurses, pharmacists, pharmacy technicians, physicians, psychologists, social workers and therapists.

III. Pretest

- You will be sent a reminder email to take the pretest both one week and 24 hours prior to the webcast. If you have already taken the pretest, you do not need to retake it. This message is only a reminder.
- Please read and follow the instructions in the pretest email closely!
- Go to https://www.optumhealtheducation.com

 - If you Do have an account, click \$\frac{2\log in}{\text{log in}}\$ and enter your log-in information.
- You must be logged into your account to take the pretest.

Once logged in, go to the course page on the website.

(The specific url/website address will be provided in the pretest email.)

Click the REGISTER tab

ASTHMA: PREVENTION AND TREATMENT OF EXACERBATIONS December 13, 2018 OVERVIEW PROGRAM/FACULTY ACCREDITATION REGISTER

In the ACCESS CODE box, enter "optum" (all lowercase) and click UNLOCK

OVERVIEW	PROGRAM/FACULTY	ACCREDITATION	REGISTER
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Click CONTINUE

CONTINUE >



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Under CE INFO click START or click Continue (bottom right-hand-side)

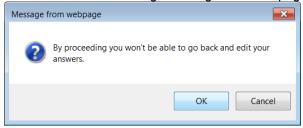




After reviewing the Accreditation Statement (CE Info), click Next (bottom right-hand-side)



- Take pretest: Select your answers and press FINISH (bottom right-hand-side of the page) when complete
- Click "OK" to the following "Message from webpage."



Review your results and then close your browser window.



 Please Note: The pre-activity assessment is not graded. Responses will be collected to develop baseline knowledge levels to assess the activity.

IV. Participating in the live webcast

- Upon registration, you will be sent a confirmation email automatically from the website. This confirmation email will contain a link to add the webcast as an appointment to your Outlook calendar and instructions on how to participate in the live webcast.
- You will be sent a reminder email to take the pretest both one week and 24 hours prior to the webcast. If you have already taken the pretest, you do not need to retake it. This message is only a reminder.
- Be sure to log into the WebEx using your proper first and last name (no abbreviations; i.e. Katie R.). This will allow us to quickly and easily pull attendance reports directly from WebEx.
- We encourage you to listen to the audio via your computer or have WebEx call you
- Please remember to **keep your phone on mute** throughout the entire meeting.
- If you would like to ask the speaker a question or respond to a comment, please use the "chat" feature within WebEx. Click on the "chat" icon in the upper right-hand corner of your screen to open up your chat window. In the drop-down box, select "EVERYONE" prior to pressing "send."
- A Q&A session will be held at the end of the presentation.
- Upon conclusion of the activity, you will be emailed instructions on how to receive your certificate of attendance.



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V. Slides

 When available, slides can be downloaded here: https://www.optumhealtheducation.com/population-health-reg

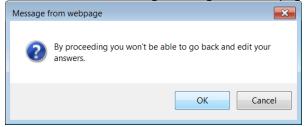
VI. Post-test and how to claim credit

- You will be sent an email to take the post-test 48–72 hours following the webcast.
- Please read and follow the instructions in the post-test email closely!
- Post-activity materials including claiming credit must be completed within 30 days
 of participating in the webcast. No exceptions will be made!
- You must be logged into your account in order to take the post-test. NOTE: You must complete the pre-test in order to complete the post-test.
 Once logged in, go to the course page on the website.
 (The specific url/website address will be provided in the post-test email.)
- Under the CONTINUE tab click CONTINUE

ASTHMA: PREVENTION AND TREATMENT OF EXACERBATIONS December 10, 2018



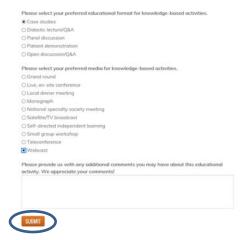
- Post-Test: Select your answers and press FINISH (bottom right-hand-side of the page) when complete
- Click "OK" to the following "Message from webpage."



Review your results and then click Next (bottom right-hand-side)



 Evaluation: Complete all of the required questions (*) within the Evaluation. When finished, click SUBMIT (bottom of the page)





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Click Next (bottom right hand-side)
 EVALUATION



- Credit: Credit received is no longer tied to your profile! Learners can now easily claim the credit or credits that meet their needs.
- Under Credit, check the check box next to the type of credit you would like to request.
- Enter your credit hours.
- Check off that you agree (just above the SUBMIT button)
- Click SUBMIT (bottom right hand-side)



- Click Next (bottom right hand-side)
- Click "Download certificate"



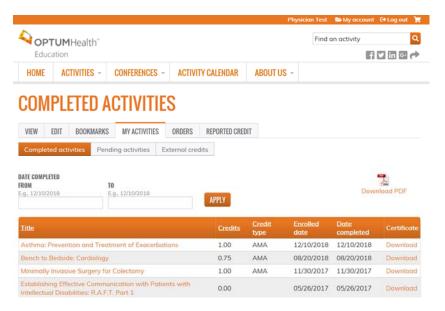
• Depending on your browser settings, your certificate may open up in the same tab, a new tab or download directly to your desk top. Print or save the PDF of your certificate.





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- You may close out of your browser.
- A complete listing of all of your activities can be found in your profile, under My Account, My Activities.



VII. Contact Us

• If you have any questions about your participation in this activity, please email OptumHealth Education at moreinfo@optumhealtheducation.com.