

WPS GHA Learning Center Questions and Answers

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Search Tip

- To quickly find a specific word or phrase on this page, use the "Find on this Page" tool. First, select "Edit" from the tool bar and choose "Find on this page..." In the box that opens, type the word or phrase you are looking for. Hit the enter key to be taken to any highlighted matches.

Additional References

- **Question 1** - What type of information will I find in the Additional References tab?
 - **Answer 1** - The information relevant to the course. This could include:
 - Handouts
 - PowerPoint PDFs
 - Resources used to create the course
 - Reference for additional information
 - Exercises

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- **Question 2** - How long will the information under the Additional References tab be available?
 - **Answer 2** – The type of course determines this.
 - Live Courses

- Live courses, including seminars, teleconferences, and webinars, are available for 2 weeks (day 1 is the day of the event) after the course, but no longer than 45 days after the course. If you would like to keep the resources longer than that, you will need to print them. Please note: many of the resources are from websites and you will be able to locate them outside of the Learning Center.
- On-Demand Courses
 - On-demand courses do not expire. WPS GHA Provider Outreach and Education staff will review the information and when it is no longer valid, it will be removed from the Learning Center. There is not a set timeframe for on-demand material remaining in the Learning Center.

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Cancellations

- **Question 1** - My plans have changed and I need to cancel an event, how do I do it?
 - **Answer 1** - You will need to log into the event and select the module with the event title. You will then select the “Unregister from session” located on the right-side half way down. Once this is selected, WPS GHA staff will see you are no longer registered.

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- **Question 2** - I cancelled an event in the Learning Center, but I paid. How do I get a refund?
 - **Answer 2** - Refunds are issued by the staff. The refund may take up to 4 weeks after the event to be processed and will be issued by check. If you want to make sure the refund is processed timely, email surveymail@wpsic.com with the following information.
 - In the subject line add
 - “Refund – Course Code”
 - In the body of the email, you may indicate the information in your profile is where the check should be sent or provide the following:
 - Course Title or Code
 - Registrants Name
 - Company Name (if applicable)
 - Payee Name
 - Address where refund is to be issued
 - Contact name if different then registrant

- Contact phone number

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- **Question 3** - I paid by credit card and would like you to credit my card for the refund. Is that possible?
 - **Answer 3** - No, WPS GHA is unable to refund a credit card. At this time, all refunds are made by check.

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- **Question 4** - Does WPS GHA issue full refunds for all cancellations?
 - **Answer 4** – It will depend on the time frame you cancel in.
 - Cancellations less than 24 hours in advance
 - No refund will be made.
 - Cancellations 24 hours in advance, but less than 2 weeks in advance
 - A registrant must cancel 24 hours in advance of the event for a partial refund to be sent. The partial refund is based on the expenses occurred for the facility and materials already prepared.
 - Cancellations 2 weeks or more in advance
 - A full refund is given.

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Continuing Education Units (CEUs)

- **Question 1** - On the Certificate of Achievement, how is the contact time calculated?
 - **Answer 1** - WPS GHA staff uses real-time on the certificates. The certificate will contain hours and minutes. It is up to the agency issuing Continuing Education Units (CEUs) to decide how many they will give a participant.

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- **Question 2** - I need a presenter's bio, how do I get one?
 - **Answer 2** - Contact surveymail@wpsic.com and ask for the presenter's bio for a specific course.

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- **Question 3** - What organizations does WPS GHA work with to issues CEUs?
 - **Answer 3** - WPS GHA does not issue CEUs. We have contacted the American Academy of Professional Coders (AAPC), American Health Information Management Association (AHIMA), and the National Academy of Ambulance Compliance (NAAC) and they have agreed to accept our certificate.

For the organizations listed above and all other organizations, contact the specific organizations about instructions on where to send the certificate or how to receive the CEUs based on the WPS GHA Certificate of Achievement.

- Continuing Education Units (CEUs) – AAPC
 - CEUs for CMS sponsored teleconferences, webinars and workshops are accepted by the American Academy of Professional Coders (AAPC) at a rate of one CEU per hour. These CEUs may come from CMS or Medicare Administrative Contractor (MAC) offices. A certificate of attendance or completion with the CMS logo is necessary to show participation.
 - To claim CEUs, attendees will enter certificate of completion information onto their CEU Tracker using the “No Index Number” option. A copy of the certificate does not need to be provided to AAPC unless the member is selected for verification purposes.
- Continuing Education Credits (CECs) – Other Accrediting Organizations
 - All other CECs are offered by different professional organizations. You will need to go to the individual association/organization to determine their requirements. If they happen to need a bio, please contact us at surveymail@wspic.com.

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General Learning Center Questions

- **Question 1** - Do I need to complete all modules to receive a Certificate of Achievement?
 - **Answer 1** – Yes, for more detail keep reading.
 - Live Events
 - All modules must be completed within 2 weeks (day 1 is the day of the event) of the event. Once all modules are complete, you can go to Recent Achievements and download the certificate. The download is available for 2 weeks after the event closes.
 - On-Demand
 - On-demand courses do not have set time frames for completing and the certificate is available until the event is inactive due to outdated information. We recommend that you

print the certificate as soon as possible, because Medicare changes frequently and WPS GHA may need to remove a course.

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- **Question 2** - How long does it take for WPS GHA to post a recording of a teleconference or webinar to the Learning Center?
 - **Answer 2** - If a recording was made, our staff is committed to having it available within 30 days after the event. If you do not see a recording after 30 days, please contact us via surveymail@wpsic.com.

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- **Question 3** - Can I bookmark WPS GHA's Learning Center?
 - **Answer 3** - Yes, bookmarks are recommended. We recommend that you book mark two different pages, our [log on](#) screen (<https://wpsgha.litmos.com/account/Login>) and [WPS GHA's Live Events](#) (<http://wpsgha.litmos.com/online-courses>) page.

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- **Question 4** - I have a suggestion for improvement on the Learning Center, who do I contact?
 - **Answer 4** - All comments and suggestions should be sent via email to surveymail@wpsic.com.

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- **Question 5** - I have a question following and event, can I use the message feature in the Learning Center to contact the presenter?
 - **Answer 5** - WPS GHA allows questions to be sent for up two weeks after a live event. To track the questions, we ask that you email surveymail@wpsic.com and the presenter will get the email. There are times when the presenter may not be able to check the message feature, and a colleague may be helping with questions.

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- **Question 6** - I'm not able to complete the post-assessment and survey. Is there a problem?

- **Answer 6** - WPS GHA staff must mark each person attended manually, please allow up 48 hours for this to complete. We do our best to get this done as quickly as possible.
- If 48 hours has passed, we ask that you email surveymail@wpsic.com and include:
 - Subject of email
 - Date and Name of the Event
 - In the body of the email
 - What session you attended
 - Your name
 - Organization
 - Learning Center user name (email of the Learning Center user)
 - Contact phone number

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- **Question 7** - How do I register for an on-demand course?
 - **Answer 7** - You must be logged into the Learning Center. Select the On-Demand Courses button on the top of the screen. Click anywhere within the course title (box with the picture and name of the course) and you are registered. You will be taken to the course and can start the course by using the “Start this course” button located in the lower right corner.

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- **Question 8** - I did not receive an email about the Learning Center, is there a problem?
Answer 8 - Check your spam or junk folders. Many companies have blocked (spam or junk email) our emails. Contact your administration to see what needs to be done.

If you have not received an email, you are always able to log in, access the course information, and complete the courses. Once you are registered for a course, it is available to you on your homepage.

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Handouts

- **Question 1** - Where do I locate handouts for the event I registered for?

- **Answer 1** - Login to the Learning Center and locate the course. The course will be in one of two tabs on the center of your Dashboard. In Progress is for courses that you have started or have opened before, while Not Started is for courses that you registered for and have opened. Once you locate the course, open it (click on the picture or title for the course). Look for the tab labeled Additional References, and select it. All the handouts and reference materials are located under this tab.

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- **Question 2** - I received an email, but there is no Additional Reference tab in the course I registered for?
 - **Answer 2** - Not all courses have handouts or additional resources, so when no tab appears there are no handouts for the event. The email you received is a reminder about an upcoming event you registered for and the wording indicates there may be handouts and how to find them. Unfortunately, this is standard wording and goes out for all events.

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- **Question 3** – How far in advance are the handouts posted to the course?
 - **Answer 3** – Please, note the answer to question 2 above and consider that before moving forward. In most cases handouts will be posted 2 weeks before the date of the event. If they are not available at that time, the presenters will send an email notifying you when the handouts are available. If you have questions, contact surveymail@wpsic.com and the include the following information:
 - Subject Line
 - Training name
 - Training date
 - Body
 - Handouts unavailable
 - Question or information you are looking for

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Live Events

- **Question 1** - Where can I see a listing of all future WPS GHA's live events?

- **Answer 1** - To see a listing of live events please go to [WPS GHA's Live Events \(http://wpsgha.litmos.com/online-courses\)](http://wpsgha.litmos.com/online-courses) page. On this page, you will see all seminars, teleconferences, and webinars we have open for registration. These offerings are sorted by type of event and date. From this page, you will also be able to see the city and state a seminar is being held, the time of our teleconferences and webinars, and what jurisdiction and provider type the event is intended for.

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- **Question 2** - How do I register for a live event?
 - **Answer 2** - If something interests you, simply select the title of the event and you will be able to see a full description of the event, including who the main instructor will be and how many seats are available. If you would like to register for the event, select the radial button next to Register and then add it to your cart. Then you may either complete your registration by "Checking Out" or continue browsing through our events and add more to your cart.

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- **Question 3** - Does WPS GHA charge for its education?
 - **Answer 3** - WPS GHA offers all its education **free of charge** except for seminars. In accordance with [CMS Internet Only Manual 100-09 Medicare Administrative Contractor \(MAC\) Beneficiary and Provider Communications Manual, Chapter 6 Provider Customer Service Program](#), section 20.8.2.2, WPS GHA charges a small price for our face-to-face seminars to help cover travel costs, facility rental, and materials. We use careful calculations factoring in all these elements to help us determine the price of each seminar.

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- **Question 4** - Is there anything I need to do once I've registered for a live event before I attend?
 - **Answer 4** - Yes! Once you've registered for an event you will receive two emails. One is confirmation of your registration for the event. The other is asking you to log in to the Learning Center to complete your training course. If you select the link provided in the email, it will automatically log you in (this link will only automatically log you in once) and take you to your Learning Center Dashboard. Once there, find the course under the "Not Started" tab, select the tile, and select the link provided to complete the pre-assessment.

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- **Question 5** - Why do I need to take a pre-assessment before attending the live event?
 - **Answer 5** - Almost all our live events will have a pre-assessment for you to take before you attend the live event. Your answers to this assessment will help the instructor know what areas of information to concentrate on during the training. Once you've taken the pre-assessment, a link containing all the information you need for the live event will activate.

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- **Question 6** - My co-worker wants to attend also. Can I complete a registration for both of us?
 - **Answer 6** - No. Each person wishing to attend an event needs to have a profile set up in the Learning Center and complete a separate registration. This will allow each registrant the ability to earn a Certificate of Achievement.

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- **Question 7** - Is there a way for me to pay for multiple registrations for a seminar at once?
 - **Answer 7** - Each person may register and pay for multiple seminars at once, but there is not a way to pay for multiple attendees at once using PayPal.

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- **Question 8** - WPS GHA has paperless courses, what does this mean?
 - **Answer 8** - All information for the course is in the Learning Center. You will need to go to the course and select the Additional References tab. Once there, select the items you wish to print.
 - The information relevant to the course. This could include:
 - Handouts
 - PowerPoint PDFs
 - Resources used to create the course
 - Reference for additional information
 - Exercises

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- **Question 9** - I have questions on the venue or other logistical questions, who do I contact?

- **Answer 9** - Please send all questions to surveymail@wpsic.com and the presenter or a Provider Outreach and Education staff will respond to you.

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Password

- **Question 1** - I don't have a password, what should I do?

Answer 1 - If you have previously registered for a course or a live event, go to the [Learning Center login page](#) and use the "I've forgotten my username/password link". The link is located on the right below the login button. A temporary link will be emailed to you, and will allow you to login one time. To reset your password, follow the directions in the, "How do I reset my password" tab.

If you have never registered for a course or the Learning Center, you will need to build a profile and set a new password. To build a profile go to <https://wpsghalearningcenter.com> and complete the form. Once you have completed the form, you will need to login.

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- **Question 2** - I can't remember my password, what should I do?
 - **Answer 2** - Go to the Learning Center login page (<https://wpsgha.litmos.com/account/Login>) and use the "I've forgotten my username/password" link. The link is located on the right below the login button. A temporary link will be emailed to you, and will allow you to login one time. To reset your password, follow the directions in the "How do I reset my password" link.

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- **Question 3** - How do I reset my password?
 - **Answer 3** - Once you are in the Learning Center, select the small grey head in the upper right corner. From the drop-down menu, select My Profile & Settings. Use the Edit my profile button on the upper center of the screen. Type the new password in the Password field, and Confirm password field. Scroll to the bottom of the page and select Save.

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Payment

- **Question 1** - What type of payment does PayPal accept?

- **Answer 1** - PayPal accepts all major credit and debit cards. If you or your company has a PayPal account, you may also connect a bank account to your PayPal account and have the seminar fee taken out of your bank account.

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- **Question 2** - What if my only option for payment is mailing a paper check?
 - **Answer 2** - Through the Learning Center, registration cannot be completed until we receive payment. If you need to send payment via paper check, please send an email to WPS.GHA.Learning.Center@wpsic.com with the Reference Code of the course in the subject line. We will send you a Payment Form to mail in along with your check; **however, seating is not guaranteed until payment is received.** To speed along the registration process once we receive your paper check, please make sure everyone wishing to attend the event has a profile set up in the Learning Center and include their email on the Payment Form.

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- **Question 3** - What happens if I mail a paper check and the seminar capacity is reached before you receive it?
 - **Answer 3** - This may happen and is why we highly encourage you to pay for the seminar using PayPal so you can guarantee your seat. If capacity is reached before we receive your check, then we will mail you a check for a full refund.

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- **Question 4** - Where do I get a receipt for an event I paid for?
 - **Answer 4** - Select the course. Once this is complete, then select the module titled "Please email me a receipt". Next, click on the Exit button on the top right corner of the screen and a receipt will be emailed to you.

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- **Question 5** - My credit card is not being accepted by PayPal, what do I do?
 - **Answer 5** - WPS GHA staff does not have access to the reason your credit card is not working in PayPal. You will need to send a paper check for the event. If you need to send payment via paper check, please send an email to WPS.GHA.Learning.Center@wpsic.com with the Reference Code

of the course in the subject line. We will send you a Payment Form to mail in along with your check; **however, seating is not guaranteed until payment is received.** To speed along the registration process once we receive your paper check, please make sure everyone wishing to attend the event has a profile set up in the Learning Center and include their email on the Payment Form.

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- **Question 6** – I mailed a check to WPS GHA, how will I know when it's received?
 - **Answer 6** – WPS GHA staff will register you in the Learning Center and once the registration is complete, you will receive an email with the next step to take for the training.

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- **Question 7** – How long does it normally take for WPS GHA to receive my check?
 - **Answer 7** – Once a check has been mailed, it normally takes 7-10 for the WPS GHA Outreach and Education staff to receive the check. The method of mailing can affect this time frame.

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Registration

- **Question 1** - Why do I need to complete a registration form and all the information on the form?
 - **Answer 1** - First you must complete the form because we are required to track all participants that attend education. The tracking occurs in multiple ways which is why we are required by CMS to collect all pieces of information.
 - Second, WPS GHA is just beginning to use the Learning center. We have future enhancements planned to include, but not limited to:
 - Jurisdiction emails for events
 - Provider type emails for events relevant to them
 - Group registration by a group administrator

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- **Question 2** - Are all Live Courses in the on-line catalog webinars?
 - **Answer 2** - No, the term on-line courses refers to the way we register you. The on-line catalog houses all Live Events which include seminars, teleconferences, and webinars.

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- **Question 3** - I do not know my PTAN or NPI or I'm not a provider and would like to register for the Learning Center. What do I use for the NPI and PTAN fields?
 - **Answer 3** - The field is required and needs to be completed based on the following:
 - Providers
 - Each provider who bills Medicare is assigned both numbers. If you are not aware of your NPI and PTAN, please contact an appropriate person (e.g., billing office manager) at your office that may be able to provide this information to you.
 - Employee of a provider or facility
 - If you work for a provider or facility, then you will need to use the NPI and PTAN of that provider or facility. If you are not aware of the NPI and PTAN, please contact an appropriate person (e.g., billing office manager) at your office that may be able to provide this information to you.
 - CMS/Vendor/Consultant/Partner/Association
 - Contact WPS GHA staff at surveymail@wpsic.com and include the following:
 - Subject of email
 - "Learning Center Registration"
 - In the body of the email
 - Your name
 - Organization (as listed above)
 - Organization name
 - Contact phone number

WPS GHA staff will contact you with the information needed to complete the profile.

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- **Question 4** - I registered for the wrong session. How do I correct this?
 - **Answer 4** - Contact WPS GHA staff at surveymail@wpsic.com and include the following:
 - Subject of email
 - "Seminar Registration – (Seminar Name)"
 - In the body of the email
 - What session you registered for
 - What session you want to register for

- Your name
- Organization
- Learning Center user name (email of the Learning Center user)
- Contact phone number

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- **Question 5** - I registered myself for a session and I meant to register a co-worker. How do I correct this?
 - **Answer 5** - Contact WPS GHA staff at surveymail@wpsic.com and include the following:
 - Subject of email
 - “Seminar Registration – (Seminar Name)”
 - In the body of the email
 - What session you registered for
 - Your name
 - Organization
 - Learning Center user name (email of the Learning Center user)
 - Contact phone number
 - Name of the person who should be registered
 - Learning Center user name (email of the Learning Center user)
 - His/her phone number

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- **Question 6** - When registering a co-worker do I use my name and email address in the cart, or do I use his/her information?
 - **Answer 6** - The information is different depending on where you are entering it.
 - In the cart, you will use his/her information.
 - In PayPal use the information matching the card.
 - Our system and PayPal can have different information.

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- **Question 7** - I registered myself for a session and a co-worker will be attending in my place. How do I correct this?
 - **Answer 7** - Contact WPS GHA staff at surveymail@wpsic.com and include the following:

- Subject of email
 - “Seminar Registration – (Seminar Name)”
- In the body of the email
 - What session you registered for
 - Your name
 - Organization
 - Learning Center user name (email of the Learning Center user)
 - Contact phone number
 - Name of the person who will be attending
 - Learning Center user name (email of the Learning Center user)
 - His/her phone number
- WPS GHA staff will make the change and you will receive a cancelation email, and your co-worker will receive a registration email.

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Time Zone

- **Question 1** - My time zone is not correct or shows a different time zone for the seminar, is there an issue?
 - **Answer 1** -The system will show the time in whatever time zone you have selected on your profile. If you want it to show the correct time zone, then you will need to adjust your profile.

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- **Question 2** - What time zone does the Learning Center list courses in?
 - **Answer 2** - Seminars are listed in the time zone the event is being held in. Check the time zone the facility is in, and apply it to the times listed in the advertisement.
 - Teleconferences and Webinars are listed in Central Time Zone unless otherwise specified.

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