OCPC Compliance Guide for Long-Term Care Administration

Welcome to your comprehensive compliance guide for the UConn Long-Term Care Administration program! These pages provide a detailed step-by-step walkthrough of everything you need to do to be successful in the compliance process.

Training Resources & Key Contacts

In addition to the content in this guide, you'll find all the training resources relevant to your compliance process on your program's dedicated resource page. This page includes:

- Video library of episodes dedicated to each of your requirements and covering exactly what you need to do, the documents you need, and how to submit your documents to Complio with a live click-by-click demo
- Useful links to required forms and Complio
- Printable checklist of requirements and deadlines to help you stay on track

The training resources should answer most of your questions. But you may run into specific details or personal circumstances that you need to clarify. That's where your OCPC Compliance Specialist comes in! Reach out to your Compliance Specialist in one of two ways:

- Email ocpc.compliance@uconn.edu including your program and anticipated graduation year in the subject line
- Schedule a virtual meeting via Nexus – You'll find a Nexus link in the signature of each email you receive from OCPC. You'll also find the link on your program's resource page.

What is compliance & why should you care?

"Compliance" is the set of requirements you must fulfill to participate in the clinical or practicum placements required to complete your program. These include health requirements, background checks and drug screens, trainings, forms, and more. Most will be items that all students in your program will complete (these are monitored by OCPC) and some will be based on your agency placement assignment (these are monitored by your program). **The most important thing to keep in mind is that you will not be able to participate in any clinical or practicum placements if you have not met all compliance requirements.** This means meeting your deadlines and staying on top of expiring items at all times. You won't be allowed to begin a placement if you're out of compliance, and you'll be removed immediately from placement if your compliance lapses. This could disrupt your planned placement schedule or even delay your program completion date. Compliance is a serious process, and failure to maintain compliance leads to serious consequences. Note that working at your agency does not change your requirements.

Checklist of Requirements & Deadlines – Fall Internships

The following is a checklist of your requirements and the deadlines for completing them. The expectation is that all requirements are completed, submitted, and approved by the deadline.

- **Deadline #1: October 1st**
  - MMR – positive titers for Measles, Mumps, and Rubella
  - Varicella – positive titer
  - Hepatitis B – positive Hepatitis B Surface Antibody titer
  - Tdap – vaccine record dated within 10 years
  - COVID-19 Vaccine – original series plus one booster
  - Seasonal Influenza Vaccine (annual requirement)
  - Tuberculosis (annual requirement) – QuantiFERON blood test or 2-step PPD
  - Physical Exam (annual requirement) – using UConn's form
  - Health Insurance – front and back of insurance card
  - CPR Certification – American Heart Association BLS Provider
  - Student Consent & Attestation form – complete in Complio
  - Photo/Information Release form – complete in Complio
  - HIPAA Training – complete in HuskyCT
  - OSHA Training (annual requirement) – complete in HuskyCT
  - Background Check & FACIS 3 (annual requirement)
  - 12-panel Drug Screen (annual requirement)
- **Ongoing Maintenance**
  - Renew Complio subscription when needed
  - Complete agency requirements as assigned by program based on clinical schedule
  - Keep expiring items up to date at all times

My Upcoming Expiration Dates (Fall Internships)

Use this section to keep track of your own expiration dates based on your completion dates!

Requirement	Completion Date	Time to Add	New Due Date	Complete?
Tuberculosis		1 year		
Physical Exam		1 year		
Tdap		10 years		
OSHA Training		1 year		
CPR Certification		2 years		

Checklist of Requirements & Deadlines – Spring Internships

The following is a checklist of your requirements and the deadlines for completing them. The expectation is that all requirements are completed, submitted, and approved by the deadline.

- **Deadline #1: February 1st**
  - MMR – positive titers for Measles, Mumps, and Rubella
  - Varicella – positive titer
  - Hepatitis B – positive Hepatitis B Surface Antibody titer
  - Tdap – vaccine record dated within 10 years
  - COVID-19 Vaccine – original series plus one booster
  - Seasonal Influenza Vaccine (annual requirement)
  - Tuberculosis (annual requirement) – QuantiFERON blood test or 2-step PPD
  - Physical Exam (annual requirement) – using UConn's form
  - Health Insurance – front and back of insurance card
  - CPR Certification – American Heart Association BLS Provider
  - Student Consent & Attestation form – complete in Complio
  - Photo/Information Release form – complete in Complio
  - HIPAA Training – complete in HuskyCT
  - OSHA Training (annual requirement) – complete in HuskyCT
  - Background Check & FACIS 3 (annual requirement)
  - 12-panel Drug Screen (annual requirement)
- **Ongoing Maintenance**
  - Renew Complio subscription when needed
  - Complete agency requirements as assigned by program based on clinical schedule
  - Keep expiring items up to date at all times

My Upcoming Expiration Dates (Spring Internships)

Use this section to keep track of your own expiration dates based on your completion dates!

Requirement	Completion Date	Time to Add	New Due Date	Complete?
Tuberculosis		1 year		
Physical Exam		1 year		
Tdap		10 years		
OSHA Training		1 year		
CPR Certification		2 years		

What is Complio?

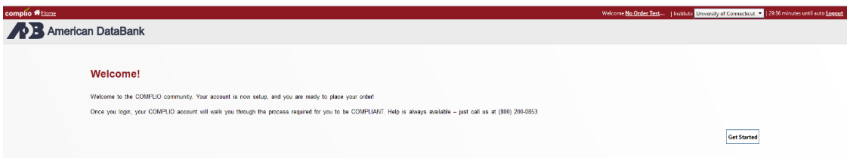
Complio (by American DataBank or ADB) is a web-based, third-party compliance platform that students in all clinical and practicum programs at UConn use to manage compliance. You'll purchase and maintain a Complio subscription, use the system to upload your documentation, receive reminders from Complio about expiring items, and order any required background check or drug screen items in Complio.

Goal #1 – Purchase your Complio subscription

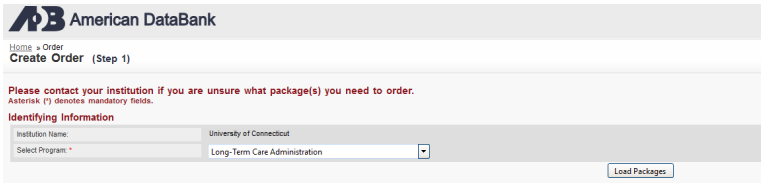
Prefer a video? You'll find a step-by-step tutorial on your program's dedicated resource page.

You won't be able to see requirements or submit any documents until you have an active Complio subscription (also called a "tracking package" since it's what you'll use to track your compliance). To purchase your Complio subscription, follow these steps:

1. Go to http://adb.uconn.edu
2. Log in with your UConn NetID and password. If you have any log-in issues, reach out to ocpc.compliance@uconn.edu right away for assistance.
3. Click "I do not have an account with Complio" and follow the account creation steps, including email verification
4. From the Welcome screen, click "Get Started"



5. Use the dropdown menu to select Long-Term Care Administration



6. Click "Load Packages"
7. Select "University of Connecticut Tracking Package" ($15 for 12-month subscription)



8. Scroll to the bottom and click "Next" to proceed to payment and complete your order

Goal #2 – Set up healthcare provider appointments

You'll need to see a healthcare provider to complete several compliance categories. Start early as some providers may be booking months in advance! If you don't have a primary care provider (PCP), you can complete items through UConn Student Health & Wellness (Storrs campus) or most urgent care and MinuteClinic locations. Items your healthcare provider will need to order or complete for you:

- Physical Exam using UConn's Physical Exam form
- Bloodwork
  - MMR titers
  - Varicella titer
  - Hepatitis B Surface Antibody titer
  - QuantiFERON or T-spot blood test for TB

You may also need documentation of past vaccinations for flu, COVID-19, and Tdap from your provider if you don't have copies already. If you need to receive any new immunizations, you can receive those through your PCP, Student Health & Wellness, or any local pharmacy.

Important Note: It is your responsibility to complete all requirements on time and with appropriate documentation. If your regular healthcare provider cannot accommodate you, you may need to get creative!

Goal #3 – Achieve Compliance

Your overall goal is to achieve compliance in all required categories so that you're ready to start your clinical or practicum placements on schedule. You'll follow the same basic three-step process for each category:

1. **Complete** required steps – refer to step-by-step instructions
2. **Document** required steps – refer to details below for the documentation you'll need
3. **Submit** documentation – refer to step-by-step submission instructions

You can always check the status of any category from your Complio home screen. There, you'll see which items have been approved (green checkmark icon), which are incomplete (red X icon), and which are under review (yellow exclamation icon). You'll also see all your expiration dates, which will help you stay on track. (Pro Tip: Use the "My Upcoming Expiration Dates" table in your checklist of requirements and deadlines to record your expiration dates!)



Not Compliant **Under Review** **Compliant**

Achieving compliance in a given category means that you've completed all steps required for the category, your documentation includes all required details, you've submitted your documentation correctly to Complio, and your submitted documentation has been approved.

When you complete a requirement, make sure to get the necessary documentation and submit it to Complio right away. Plan for 3-5 business days after submission for your documentation to be reviewed by the team at Complio. If an item is rejected, you'll receive an email with the rejection comment. Always read those comments as they will tell you what the problem is! If you need help understanding what you need to do to correct the issue, reach out to your Compliance Specialist at ocpc.compliance@uconn.edu.

What documentation is required?

Prefer a video? You'll find a tutorial on our documentation page.

After you've completed the steps required for compliance, it's time to move onto phase two of the compliance process: Documenting your completed steps. Complete documentation for each requirement is essential for compliance, and it's your responsibility to obtain the documentation you need from your healthcare provider or other sources. Sometimes this means being persistent and insistent because not all standard documents include all the required information. Be particularly careful when taking screenshots from your patient portal.

Examples of the types of documents you'll need include but are not limited to lab reports for completed titer tests, documentation of immunizations received, lab reports or results from TB testing, health insurance card, UConn physical exam form, and CPR certification card. You may be able to access some of these documents from your patient portal. Others may come directly from your provider.

In general, all documents must include:

- Your name (first and last) and provider information
- Relevant date(s) and service performed (examples: type of test, immunization received)
- Results (if relevant)
- For MMR, Varicella, and Hepatitis B titers, documentation must include either:
    - Qualitative test results (examples: positive, negative, equivocal)
    - Quantitative test results with a reference range to interpret the numerical value
- For flu shots, your documentation must also include the vaccine brand name or manufacturer and the vaccine lot #

Download PDF documents from your patient portal, use your browser's Print to PDF option, scan or photograph printed documents, or take screenshots. **No matter how you prepare your documents, double check that all required datapoints are visible and legible. Incomplete documents will be rejected by Complio – no exceptions!** We strongly recommend creating a folder to collect all your compliance documents and giving each file a descriptive name that easily shows what it contains. This will help you stay organized and make the submission process easier!

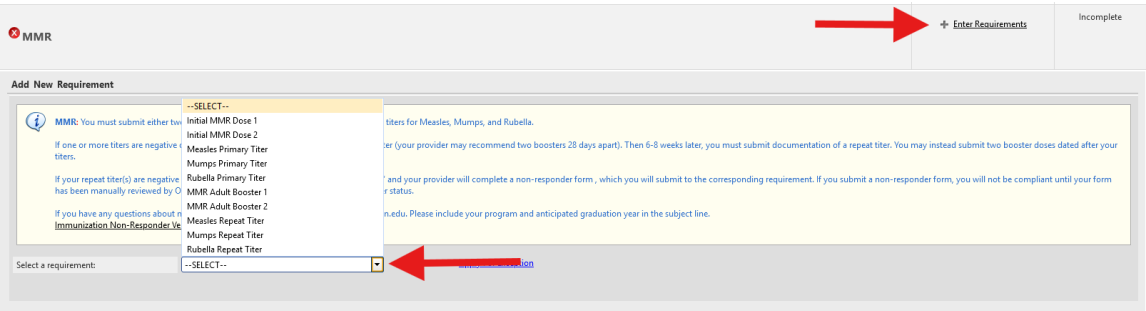
Submitting Documents to Complio

Prefer a video? You'll find a tutorial on our submission page.

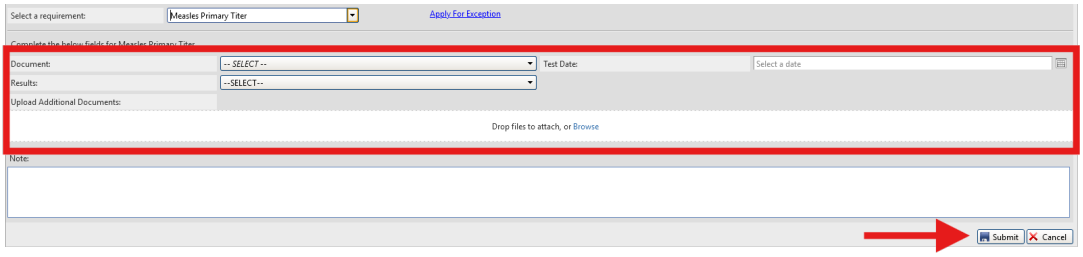
Nothing counts until you've correctly submitted your complete documentation to Complio! Once you get the hang of the submission process, it's straightforward. You'll follow the exact same steps to submit documents for each requirement. Documents are only reviewed for the requirement to which they are submitted. For categories that have multiple components, you must submit data and documentation to each requirement separately. For example: If you submit a lab report showing results for your Measles titer, Mumps titer, and Rubella titer to the Measles Primary Titer requirement, only your Measles titer result will be reviewed. You'll need to submit the same file to your Mumps Primary Titer and Rubella Primary Titer requirements as well so that those results will also be reviewed for the requirements they fulfill.

Follow these submission steps for each completed requirement:

1. Log into Complio at http://adb.uconn.edu
2. On your home screen, find the category you want to work on
3. Click "Enter Requirements" to expand the category
4. If applicable, select the individual requirement from the dropdown menu (for categories with only a single requirement, this step is not necessary)



5. Enter all required details (examples: date, type of test, result)
6. Select the file(s) you want to attach to document this requirement (drag and drop from your device, browse your device to select, or select files uploaded to your document library)
7. Click "Submit"



8. Watch for a category status change on your home screen – A yellow exclamation means you've submitted data for all components required for compliance in that category!
9. Repeat steps 1-8 for each required element in the category and for all required categories

Pro Tips – Avoiding Common Problems

Keep these tips in mind—they'll help you be successful!

1. **Take deadlines seriously!** Future you will be grateful that current you was proactive. Don't procrastinate! If you've received information from your Compliance Specialist, it's time to get started. Deadlines are there to ensure you're ready for your first placement.
2. **Follow instructions!** Compliance is all about details, and we give you very detailed instructions about what to do, what documents you need, and how to submit your documents to Complio. Many students waste time by not following provided instructions.
3. **Check your UConn email often!** All official communications will be sent there, and you are responsible for checking it even during breaks.
4. **Ask questions early and often!** Don't struggle on your own if there's something you don't understand. Definitely review the provided resources, but also don't wait to ask questions until you get close to a deadline.

Staying on Track

Prefer a video? You'll find a tutorial on our Stay on Track page.

Once you've achieved compliance, congratulate yourself on a job well done! But remember that you're not done thinking about compliance! You may have follow-up steps, and you'll likely have items that expire during your program. Planning is key to avoiding a disruption in your placement. You'll be reminded of upcoming expirations in multiple ways:

1. Use common sense – For example, if you complete your Annual TB requirement on July 15th this year, you know it'll be due again on July 15th next year. Due dates are not a mystery, so easily plan ahead for completing a new test! Always leave time for results to come back.
2. Auto-Reminders from Complio – You'll begin receiving reminders 60 days before a requirement expires. Reminders go out at 60, 30, 14, and 7 days before an expiration.
3. Reminders from OCPC – On the 1st and 15th of each month, OCPC sends email reminders to all students with items expiring within the following 30 days.

You'll receive at least five notices prior to an expiration date, so there's virtually no excuse for losing compliance! If you're out of compliance, you won't be able to start a placement. If you lose compliance during a placement, you'll be removed immediately and not able to return until you've regained compliance. OCPC will send a final warning email the day before a compliance lapse, and you'll have until noon the following day to take care of the item(s) to avoid a disruption.

Requirement Details – MMR (Measles, Mumps & Rubella)

Prefer a video? You'll find a tutorial covering this content on our MMR page.

Complete MMR

You must document immunity to Measles, Mumps, and Rubella through positive titers (blood tests that measure immunity). Complete these steps:

1. Have your healthcare provider order titers for Measles, Mumps, and Rubella
2. Complete bloodwork at provider's designated lab location
3. If all three titers are positive, you'll have no follow-up steps; proceed to documentation
4. If one or more titers are negative or equivocal, you'll have additional follow-up steps:
   - Receive at least one MMR booster (dose of MMR vaccine)
   - Have your healthcare provider order repeat MMR titer(s)
   - Complete repeat titer(s) 6-8 weeks after your booster
   - If any repeat titer(s) are negative or equivocal, you'll be considered a non-responder and will need to complete the Non-Responder Form with your provider

Document MMR

How to document your completed steps:

1. After you've completed your bloodwork, obtain a lab report for each titer
2. If you need to receive a booster, obtain documentation of the booster
3. If you need to complete a repeat titer, obtain documentation of the titer results
4. If you need to complete the Non-Responder Form, complete the form with your provider

Submit MMR

The key is to submit each step to its corresponding requirement in the MMR category:

Completed Step	Complio Requirement for Submission
Measles Titer (regardless of result)	Measles Primary Titer
Mumps Titer (regardless of result)	Mumps Primary Titer
Rubella Titer (regardless of result)	Rubella Primary Titer
MMR Booster	MMR Adult Booster 1
Repeat Measles Titer	Measles Repeat Titer
Repeat Mumps Titer	Mumps Repeat Titer
Repeat Rubella Titer	Rubella Repeat Titer
Non-Responder Form	MMR Non-Responder Form

Requirement Details – Varicella

Prefer a video? You'll find a tutorial covering this content on our Varicella page.

Complete Varicella

You must document immunity to Varicella through a positive titer (blood test that measures immunity). Complete these steps:

1. Have your healthcare provider order a titer for Varicella
2. Complete bloodwork at provider's designated lab location
3. If your titer is positive, you'll have no follow-up steps; proceed to documentation
4. If your titer is negative or equivocal, you'll have additional follow-up steps:
    - Receive at least one Varicella booster (dose of Varicella vaccine)
    - Have your healthcare provider order a repeat Varicella titer
    - Complete repeat titer 6-8 weeks after your booster
    - If your repeat titer is negative or equivocal, you'll be considered a non-responder and will need to complete the Non-Responder Form with your provider

Document Varicella

How to demonstrate completion of your completed steps:

1. After you've completed your bloodwork, obtain a lab report for your titer
2. If you need to receive a booster, obtain documentation of the booster
3. If you need to complete a repeat titer, obtain documentation of the titer results
4. If you need to complete the Non-Responder Form, complete the form with your provider

Submit Varicella

The key is to submit each component to its corresponding requirement in the Varicella category:

Completed Step	Complio Requirement for Submission
Varicella Titer (regardless of result)	Varicella Primary Titer
Varicella Booster	Varicella Adult Booster 1
Repeat Varicella Titer	Varicella Repeat Titer
Non-Responder Form	Varicella Non-Responder Form

Requirement Details – Hepatitis B

Prefer a video? You'll find a tutorial covering this content on our Hepatitis B page.

Complete Hepatitis B

You must document immunity to Hepatitis B through a positive titer (blood test that measures immunity). Complete these steps:

1. Have your healthcare provider order a Hepatitis B Surface Antibody Titer
2. Complete bloodwork at provider's designated lab location
3. If your titer is positive, you'll have no follow-up steps; proceed to documentation
4. If your titer is negative or equivocal, you'll have additional follow-up steps:
    - Receive your first Hepatitis B booster (dose of vaccine)
    - Wait 4-6 weeks
    - Receive your second Hepatitis B booster (dose of vaccine)
    - If you are completing the 3-shot series, wait 5 months and receive your third Hepatitis B booster (dose of vaccine)
    - Have your healthcare provider order a repeat Hepatitis B Surface Antibody titer
    - Complete repeat titer 4-6 weeks after your final booster
    - If your repeat titer is negative or equivocal, you'll be considered a non-responder and will need to complete the Non-Responder Form with your provider

Document Hepatitis B

How to demonstrate completion of your completed steps:

1. After you've completed your bloodwork, obtain a lab report for your titer
2. If you need to receive boosters, obtain documentation of each booster
3. If you need to complete a repeat titer, obtain documentation of the titer results.
4. If you need to complete the Non-Responder Form, complete the form with your provider

Submit Hepatitis B

The key is to submit each component to its corresponding requirement in the Hepatitis B category:

Completed Step	Complio Requirement for Submission
Hepatitis B Surface Antibody Titer (regardless of result)	Primary Hepatitis B Surface Antibody Titer
Hepatitis B Booster 1	Hepatitis B Booster 1
Hepatitis B Booster 2	Hepatitis B Booster 2
Hepatitis B Booster 3	Hepatitis B Booster 3
Repeat Hepatitis B Surface Antibody Titer	Repeat Hepatitis B Surface Antibody Titer
Non-Responder Form	Hepatitis B Non-Responder Form

Requirement Details – Tdap (Tetanus, Diphtheria & Pertussis)

Prefer a video? You'll find a tutorial covering this content on our Tdap page.

Complete Tdap

You must document a current Tdap vaccine dated within 10 years. Complete these steps:

1. Check your patient portal or with your provider for the date of your most recent Tdap
2. If Tdap is dated within 10 years, you'll have no follow-up steps; proceed to documentation
3. If you cannot document a Tdap vaccine dated within 10 years, receive a new Tdap vaccine through PCP, Student Health & Wellness, or any local pharmacy

Document Tdap

How to demonstrate completion of your completed steps:

1. Locate documentation of your current Tdap vaccine

Submit Tdap

1. Submit your Tdap documentation to the Tdap category in Complio

Requirement Details – Annual Seasonal Influenza Vaccine

Prefer a video? You'll find a tutorial covering this content on our Flu page.

Complete Seasonal Influenza Vaccine

You must document a current Seasonal Influenza Vaccine by October 1st of each year (the deadline for your initial compliance for this category may differ). Complete these steps:

1. Receive your current year's flu shot by your deadline.

Document Seasonal Influenza Vaccine

How to demonstrate completion of your completed steps:

1. Locate documentation of your current flu vaccine. Flu shot documentation should include all standard pieces of information plus the facility that administered the vaccine, the brand name or manufacturer of the vaccine, and the vaccine expiration date.

Submit Seasonal Influenza Vaccine

1. Submit your annual flu shot to the Seasonal Influenza Vaccine category in Complio

Requirement Details – COVID-19 Vaccine

Prefer a video? You'll find a tutorial covering this content on our COVID-19 page.

Complete COVID-19 Vaccine

You must document your original COVID-19 vaccine series and one booster. Alternatively, you can seek a medical or religious exemption for this requirement. Complete these steps:

1. Check patient portal, vaccine card, or with provider to find records of COVID-19 vaccine doses – if you can document all required doses, you'll have no follow-up steps
2. If you haven't received all required doses, you'll need to receive any that you're missing through your PCP, Student Health & Wellness, or any local pharmacy
3. To seek a medical or religious exemption, follow the appropriate process (remember that not all agencies will accept exemptions for this requirement):
   - Medical Exemptions – Have your provider complete the medical exemption form; submit completed exemption form to Student Health & Wellness for review
   - Religious Exemptions – Complete religious exemption request form

Document COVID-19 Vaccine

How to demonstrate completion of your completed steps:

1. Locate documentation of your required COVID-19 vaccine doses or approved exemption
2. Medical exemptions approved by Student Health & Wellness will appear on your SHaW immunization history report; religious exemption approvals come to you by email

Submit COVID-19 Vaccine

The key is to submit each component to its corresponding requirement in the COVID-19 category:

Completed Step	Complio Requirement for Submission
First Dose of Pfizer or Moderna	COVID-19 Dose 1
Second Dose of Pfizer or Moderna	COVID-19 Dose 2
Single-dose vaccine (Johnson & Johnson)	COVID-19 Single Dose
Most recent booster (regardless of manufacturer)	COVID-19 Booster 1
Approved medical or religious exemption	COVID-19 Exemption

Requirement Details – Annual Tuberculosis (TB)

Prefer a video? You'll find a tutorial covering this content on our TB page.

Complete Tuberculosis

Annual TB must remain updated at all times. You have two options for this requirement:

1. Option 1 – QuantiFERON/T-Spot Blood test
   - Have your provider order a QuantiFERON or T-spot blood test
   - Complete bloodwork at provider's designated lab location
   - If test is negative, you'll have no follow-up steps; proceed to documentation
   - If test is positive, you'll need to complete follow-up steps outlined below
2. Option 2 – 2-Step PPD Skin Test (four total provider visits)
   - Visit 1 – Have your provider place PPD #1 and wait 48-72 hours
   - Visit 2 – Return to your provider to have PPD #1 read; wait 7-21 days
   - Visit 3 – Return to your provider to have PPD #2 placed and wait 48-72 hours
   - Visit 4 – Return to your provider to have PPD #2 read
   - If tests are negative, you'll have no follow-up steps; proceed to documentation
   - If any test is positive, you'll need to complete follow-up steps outlined below
3. Follow-Up Steps – Chest X-Ray & Questionnaire (**only** for individuals with a current positive test or a history of TB!)
   - Have your provider order a chest x-ray
   - Complete chest x-ray at provider's designated location
   - Complete Annual TB Questionnaire with your provider

Document Tuberculosis

How to demonstrate completion of your completed steps:

1. For the blood test option, obtain a lab report for your test; for the 2-step PPD option, obtain documentation of each PPD including placement and read dates
2. If you have completed a chest x-ray and questionnaire, obtain documentation of your chest x-ray result and annual questionnaire with all required signatures

Submit Tuberculosis

The key is to submit each item to its corresponding requirement in the Tuberculosis category:

Completed Step	Complio Requirement for Submission
QuantiFERON or T-spot blood test	Annual QuantiFERON/T-Spot Blood Test
First PPD test	Annual PPD #1
Second PPD test	Annual PPD #2
Chest X-Ray	Annual Chest X-Ray
TB questionnaire	Annual TB Screening Questionnaire

Requirement Details – Annual Physical Exam

Prefer a video? You'll find a tutorial covering this content on our Physical Exam page.

Complete Physical Exam

You must document a physical exam dated within the past 12 months using the required UConn physical exam form. Complete these steps:

1. Schedule a physical exam appointment with your PCP, Student Health & Wellness, urgent care, or MinuteClinic
2. If you've already had a physical exam in the past 12 months, your insurance will likely not cover a new one; have your provider complete the UConn physical exam form based on your most recent physical
3. Attend your appointment and ensure that your provider completes all sections of the UConn physical exam form (note that your provider doesn't need to complete an N95 fit test; they only need to give medical clearance for you to be fitted for an N95 respirator)
4. You must also complete a one-time color vision self-assessment in HuskyCT (you'll find this assessment in the same HuskyCT site as your HIPAA and OSHA trainings)

Document Physical Exam

How to document your completed steps:

1. After your physical exam appointment, obtain a copy of your completed physical exam form (ensure that your provider has completed all sections!)
2. Once you've completed your one-time color vision self-assessment in HuskyCT, screenshot or print to PDF your certificate of completion

Submit Physical Exam

The key is to submit each item to its corresponding requirement in the Physical Exam category:

Completed Step	Complio Requirement for Submission
Physical Exam	Physical Exam
One-time color vision screening assessment	UConn Color Vision Screening

Requirement Details – Health Insurance

Complete Health Insurance

You must document your current health insurance. Complete these steps:

1. Locate your insurance card; if your insurance card does not list you as the insured person, request documentation from your insurer to show that you're covered

Document Health Insurance

How to document your completed steps:

1. Scan or take a photo of the front and back of your insurance card

Submit Health Insurance

1. Submit the front and back of your insurance card to the Health Insurance category

Requirement Details – CPR

Complete CPR

You must document current American Heart Association (AHA) BLS Provider certification. Alternative certifications are not acceptable. Complete these steps:

1. If you don't currently have the required certification, locate an appropriate course (OCPC recommends starting at the AHA website to use their Find a Course feature)
2. Enroll in your course through the sponsoring organization and pay any enrollment fees
3. Complete the didactic and skills assessment portions of the course

Document CPR

How to document your completed steps:

1. After completion of CPR course, you'll receive instructions from your instructor to access your AHA BLS Provider certification card

Submit CPR

1. Submit your AHA BLS Provider certification card to the American Heart Association BLS or ACLS CPR Card requirement under the CPR category in Complio

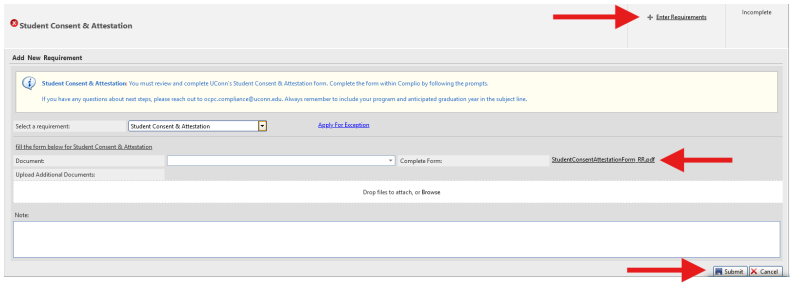
Requirement Details – Student Consent & Attestation

Prefer a video? You'll find a tutorial covering this content on our SCA page.

Complete, Document & Submit SCA (all in one!)

You must review, sign, and submit the Student Consent & Attestation form in Complio. Complete these steps:

1. Log into Complio at http://adb.uconn.edu
2. On your home screen, locate the Student Consent & Attestation category
3. Click "Enter Requirements" to expand the category
4. Click the link for the form next to the field labeled "Complete Form."



5. Review form and sign electronically
6. Click "Submit" to submit your form

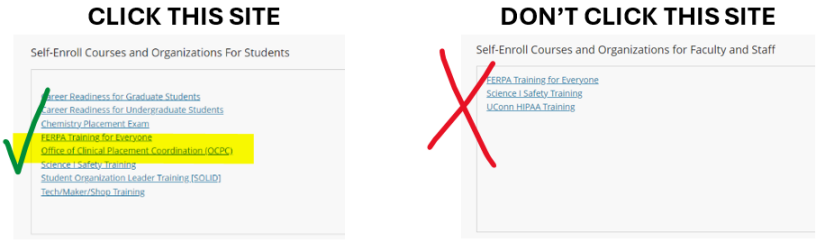
Requirement Details – HIPAA & OSHA Trainings

Prefer a video? You'll find a tutorial covering this content on our HIPAA/OSHA page.

Complete HIPAA & OSHA

You must complete HIPAA Training and annual OSHA Training in HuskyCT. Complete these steps:

1. Log into HuskyCT and navigate to your Institution Page
2. Find the box labeled "Self-Enroll Courses and Organizations for Students"
3. Locate site called "Office of Clinical Placement Coordination (OCPC)" and click to enter



4. Once you've entered the OCPC site, click "Enroll" in the left menu and then "Submit"



5. Select your training module (HIPAA or OSHA) to open the training
6. Complete the training; you have two attempts to correctly answer 27 of 30 questions

Document HIPAA & OSHA

How to demonstrate completion of your completed steps:

1. Access your certificate by clicking the "My Certificates of Completion" link in the left menu; open your certificate by clicking the printer icon (screenshot or print to PDF)



Submit HIPAA & OSHA

1. Submit your certificate of completion for HIPAA to the HIPAA Training category
2. Submit your certificate of completion for OSHA to the OSHA Training category

Annual Screening Requirements

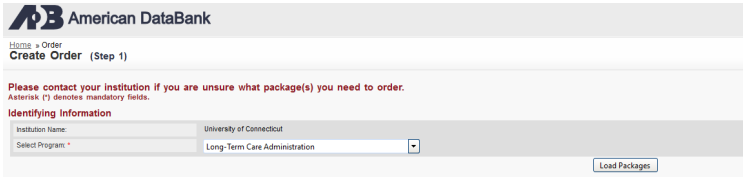
Prefer a video? You'll find a tutorial on your program's dedicated resource page.

In this section, you'll find instructions about ordering your required screening items as well as important general information about the background check and drug screen process. **Please wait for instructions to ensure that you complete your screenings at the appropriate time.** Review all provided information carefully prior to ordering your screenings to ensure success. If you do not have a social security number or if you have any concerns about potential flags on your screenings, reach out to our Clinical Case Manager at clinicalcasemanager@uconn.edu right away to receive confidential guidance.

Ordering Your Screening Items

Instructions for ordering your screening items will be included in the initial compliance email you receive from your OCPC compliance specialist. Fall internship students will complete screenings for the October 1st deadline; spring internship students will complete screenings for the February 1st deadline. When instructed, follow these steps:

1. Log into Complio at http://adb.uconn.edu
2. Click "Place Order" at the top right of your home screen
3. Use the dropdown menus to select Long-Term Care Administration



4. Select "LTC Screening Bundle," which includes three items:
   - Basic Background Check – base price $28.40 but total cost varies by the state(s) in which you have lived
   - FACIS Level 3 – $7.00
   - 12-panel Drug Screen – $59.00
5. When prompted for a passcode, enter the passcode provided in the instruction email from your OCPC Compliance Specialist.

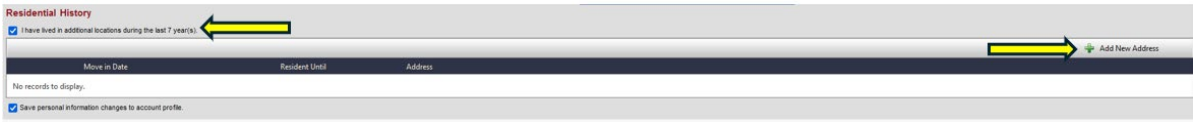


6. If you've lived outside the U.S. for 90+ consecutive days at any point in the last seven years, you must also order an international background check by selecting the International Criminal Background Check item listed under the "Common Screening Items" heading. Note that this does not apply if you lived exclusively on a U.S. military ship or base. The

base cost for the international background check is $20.00 with additional fees based on the applicable countries.



7. Once you've selected your item(s), scroll to the bottom. Click "Next" to proceed.
8. Check your personal details for accuracy. If any information is incorrect, you'll have a flag on your background check and will have to pay for a new background check with the correct information. Pay special attention to the following:
   - Name – The primary name on your Complio profile must match exactly what is on your social security card including any middle initials, middle names, hyphens, suffixes, etc.
   - Social Security Number – Double check that you've entered this correctly
   - Birthdate – Double check that you've entered this correctly
   - Current Address – Double check that you've entered this correctly
9. Add any past addresses if you have lived at more than one address in the last 7 years:
   - Check the box labeled "I have lived in additional location(s) during the last 7 years" to bring up additional address options
   - Use the "Add New Address" button to add each address
   - DO NOT add international addresses to your residential history unless you have also added an international background check to your order (see step 6 above).
   - If you have added an international background check to your order, make sure you enter at least one international address to your residential history.



10. Click "Next" to continue
11. Select your desired drug screen lab location from the available options
12. Click "Next" to continue
13. Review and electronically sign all required disclosures
14. Review your personal and order details. This is your last chance to make sure everything is correct. You will not be able to edit your information after completing your order.
15. Click "Next" to proceed to the payment screen and complete your order as you would any online purchase.

Next Steps for Background Checks

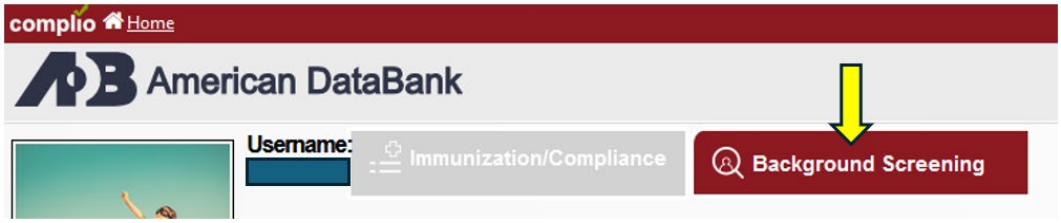
Once you've placed your screening order, your background check components will run automatically behind the scenes. There's nothing more that you need to do except to watch for notification of completion and any notices about flags. Once complete, your result will be

automatically ported into your compliance profile with no additional action on your part. If you have any type of flag on your background check, you must follow up with our Clinical Case Manager at clinicalcasemanager@uconn.edu right away to begin the resolution process.

Next Steps for Drug Screens

Once you've placed your screening order, you will have some follow-up steps to actually complete your required drug screen:

1. Contact your selected lab location to make an appointment and confirm their hours of operation. Remember that some locations may not perform drug screens at all times. You must complete your drug screen by the July 15th deadline. Additionally, note that your Complio order will expire after 14 days, so your drug screen must be completed prior to the order expiration.
2. Go to your selected lab location to complete your drug screen. Make sure you bring your drug screen order registration with you in case they cannot find you in their electronic system. You'll get this by email from Complio or you can access it on the Background Screening Tab of your Complio home screen:



3. Watch for an email from Complio with results within a few days after your visit to the lab. Once complete, your result will be automatically ported into your compliance profile with no additional action on your part.
4. If your drug screen is flagged for any reason, you must follow up with our Clinical Case Manager at clinicalcasemanager@uconn.edu right away to begin the resolution process. If you must repeat your drug screen, you are responsible for the cost of the new drug screen order and for completing it within the specified timeframe.

Screening Policies & Key Tips for Success

Please keep the following in mind as you approach your screening items:

1. If you have any concerns about potential flags on your screening items, please reach out to clinicalcasemanager@uconn.edu to discuss prior to your order. Remember that a conversation with the Clinical Case Manager does not necessarily mean that the flagged issue will be acceptable to your program or clinical/practicum agency.

2. Background checks include national criminal search, state and county criminal searches in all states of residence for the past 7 years, OIG/GSA searches, national sex offender registry search, social security number validation, and FACIS Level 3 screening.
3. The 12-panel drug screen checks for amphetamines, barbiturates, benzodiazepines, cocaine, marijuana, methadone, methaqualone, opiates, phencyclidine, propoxyphene, MDMA (Ecstasy), and oxycodone.
4. One of the most common drug screen flags is a negative dilute, which typically occurs when you have over-hydrated prior to your test. Don't drink more than 8 oz of water in the two hours prior to your drug screen appointment.
5. Under UConn policy, you are allowed two drug screen attempts. If you are unable to pass the drug screen on your second attempt, the flagged result will be reported to your program and may affect your ability to participate in your clinical and practicum placements.
6. UConn must still test for marijuana, and drug screens flagged for marijuana will be reported to your program and agency. See the full marijuana policy statement for details.
7. Certain foods and medications can cause a false positive on your drug screen. Avoid eating things like poppy seeds leading up to your drug screen appointment and discuss all prescription medications with the Clinical Case Manager. Menstruation can sometimes also affect the result of a drug screen, so please plan accordingly.
8. Note that some contracts between UConn and agencies allow the agency to conduct random drug screens of students placed at the agency at any time without notifying UConn or the student. Please reach out to clinicalcasemanager@uconn.edu if you have any questions or concerns.