

2025 Compliance Training Information and Frequently Asked Questions

What is Compliance Training and why do I have to take it?

- Compliance Training is an opportunity for Envision teammates to both review and deepen their understanding of the complexities of today's regulatory healthcare environment. It is important that we understand the laws that impact us, such as the Anti-Kickback Statute, Antitrust laws and HIPAA, and how they apply to Envision in order to reduce risk across the organization.

Didn't I take Compliance Training already? How is this different from the training modules I completed last year?

- Compliance Training is an annual requirement. There may be additional training requirements for Envision teammates, which may be communicated separately, but they are unrelated to Compliance Training.

Who is required to take Compliance Training?

- All Envision teammates, both non-clinical and clinical, including APPs/CRNAs, who work more than 160 hours between July 1, 2024 and June 30, 2025 at an Envision contracted site.
- Subcontractors who provide clinical services and who work more than 160 hours between July 1, 2024 and June 30, 2025 at an Envision contracted site.
- 2025 Annual Compliance Training is not required for teammates who were hired on or after January 1, 2025.

What is the timeframe to complete the required Compliance Training?

- 2025 Compliance Training must be completed between August 4, 2025 and September 30, 2025.

What happens if I do not complete Annual Compliance Training?

- Any Envision teammate (including employees and independent contractors) who does not complete the training during the training period may be subject to discipline, up to and including termination.

Will clinicians receive CME credits for the completion of Annual Compliance Training?

- Yes. Three of the required Compliance courses have been approved for CME credits. The approved courses are (i) HIPAA: Privacy Rule; (ii) 2025 Healthcare Compliance Course: Areas of Focus; and (iii) EMTALA (for emergency medicine clinicians only). Please note that clinicians are responsible for printing the certificate after completion of these courses and submitting the certificate to the appropriate governing body.

What courses am I required to complete and how long will they take to complete?

Course Name	CME Credits Offered	Appx. Time to Complete
Envision Healthcare Compliance Program Review	N/A	10 minutes
2025 Healthcare Compliance Course: Areas of Focus	0.5	30 minutes
HIPAA: Privacy Rule	1.0	20 minutes
EMTALA (emergency medicine clinicians only)	0.25	20 minutes

Will I be compensated for the time spent completing my required training?

- For clinical teammates, all mandatory training is expected to be completed while on clinical shift; thus, additional compensation is not provided for the time spent completing the required training.
 - The required training is designed so that it can be completed in short clips to enable teammates to find time during their clinical shifts to complete the training.
 - Clinicians who are paid hourly, or on a shift basis (including independent contractors) should not complete training off clinical shift.
 - Salaried clinicians may complete training off clinical shift but will not be compensated extra for the time.
- Time spent completing mandatory training is not considered clinical hours and will not be counted towards the threshold for incentive pay.
- For non-clinical teammates, mandatory training should be completed during normal working hours.

How do I log into HealthStream to complete my required training?

- Option 1 (Single sign on via Okta): Okta is utilized to access Envision applications (e.g. EVHC My Portal, Concur, IT Support Services, HealthStream). You are required to have an Envision network username and password to log in to Okta.
 1. Click on <https://evhc.okta.com>
 2. Click on the HealthStream tile
 3. Once you log in, you will see an alert page reminding you to turn off any pop-up blockers and recommended browsers to be used for training. Click Continue to be taken to the HealthStream Learning Center Home Page.
- Option 2: (for those who do not use or have a login for Okta): On August 6th, you will receive an automated email from HS-Alerts (hs-alerts@healthstream.com) with instructions detailing how to access the training modules on HealthStream.

1. Find the HealthStream alert that was emailed to you from hs-alerts@healthstream.com and follow the instructions provided. If you do not have an email alert from HealthStream, please visit the myHR HealthStream support page or contact the Envision IT Service Desk at 833.893.4357 (Options 4,1).
2. Click on this [bypass link](#) once you have received your unique login information.
3. Enter your **Employee ID/HealthStream User ID** (this is the number found in the emailed alert or the number provided by the Envision IT Service Desk).
4. Enter your personalized HealthStream password. If this is your first time in HealthStream, enter the default temporary password, **Password#1**. If you use this default password, you will be prompted to change the default password to a personalized password. The system will then prompt you to log in with your personalized password.
5. Once you log in, you will see an alert page reminding you to turn off any pop-up blockers and recommended browsers to be used for training. Click Continue to be taken to the HealthStream Learning Center Home Page.

What if I cannot find my Employee ID / HealthStream ID?

- The Envision IT Service Desk can assist you and can be reached by dialing 833.893.4357 (Options 4,1).

What browser can I use to open HealthStream?

- You can use Google Chrome or Safari on a laptop or mobile device. Please disable your pop-up blocker.

Vendor Attestations: I work for a company that is hired by Envision. Do I need to take Compliance Training?

- If you are not paid directly by Envision and you do not provide patient care services or billing or coding functions for Envision, you do not need to take the training modules through HealthStream. However, Envision is requiring all subcontractors who provide patient care services or billing or coding functions to Envision to receive Compliance Training packets for distribution to its employees/contractors. We require one representative from each subcontracting company to sign an attestation via DocuSign, attesting that the training packet will be distributed to each of their employees/contractors who provide services for Envision. If you have not received a training packet from your company, please email the Ethics & Compliance Department at complianceconcerns@envisionhealth.com.

If a clinician works at multiple Envision contracted sites, who is responsible for tracking the clinician?

- All clinicians (not including locum tenens) will be listed under their primary site as assigned in Oracle. If you do not see a clinician listed under an expected site, you may need to ask the clinician for their primary site to ensure they are being tracked appropriately. The site listed in Oracle may not always be the site they work at most frequently.

If a teammate is leaving Envision during the training period (August 4th to September 30th), do they need to take the training?

- No, but supervisors must work with Human Resources (“HR”) to ensure appropriate processes are followed when terminating a teammate.

There is a teammate on my roster who is not listed as one of my direct reports in HealthStream. Who do I notify and how?

- Notify your HR business partner.

A clinician no longer works at Envision. What do I do?

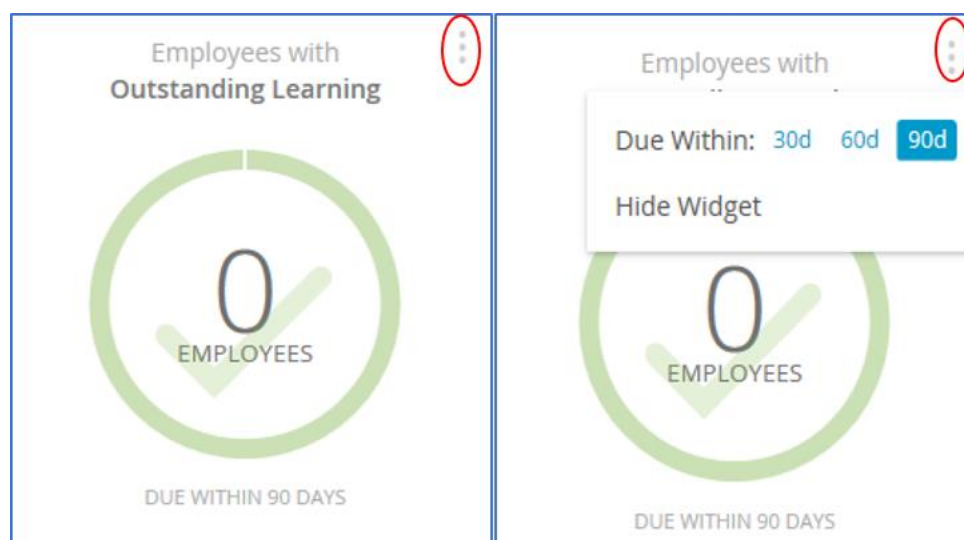
- If you believe a clinician who is identified in your HealthStream report does not work at Envision, please inform your HR representative to begin the termination/inactivation process.

How can I receive confirmation of completion of the Compliance Training for myself or someone on my team?

- If you are trying to confirm for yourself, please log into HealthStream and click on the Completed tab to view your completed assignments. You can also print a certificate from this page.
- To confirm completion status for a direct report, please log into HealthStream and click on the My Team tab to view the status of your direct reports. If one of your direct reports cannot be found in HealthStream, notify your HR business partner.

How do I determine if my direct reports have outstanding Compliance Training assignments in HealthStream?

- Log into HealthStream and click on the My Team tab. In the section for “Employees with Outstanding Learning,” click on the three dots in the upper right-hand corner to change the settings. Select **90d** to see all your direct reports with outstanding assignments.



One of my teammates is not receiving email reminders from HealthStream. Who do I notify and how?

- If the teammate's email has recently been migrated to @envisionhealth.com and they have not received the weekly automated alert from HealthStream to remind them to complete training, please ask them to check if the email alerts from HealthStream have been quarantined by Office 365. The alerts would be quarantined by quarantine@messaging.microsoft.com. If so, they should select the action Release & Allow Sender to ensure those alerts are received in the future. They can also search their junk email inbox.
- If your teammate is still experiencing issues, please ask them to contact the Envision IT Service Desk at 833.893.4357 (Options 4,1).

What do I do if it appears that I have not been assigned the correct learning modules or it appears that my learning modules are duplicated in HealthStream?

- Please go to the HealthStream support page in [myIT](#) and follow the prompts. You may also send an email to askhr@envisionhealth.com.

What do I do if I have a clinician who is inactive in Oracle but is still listed as active in HealthStream?

- Please go to the HealthStream support page in [myIT](#) and follow the prompts. You may also send an email to askhr@envisionhealth.com.

What do I do if I have a clinician who is listed twice (under two different IDs) in HealthStream or in my weekly report?

- Please go to the HealthStream support page in [myIT](#) and follow the prompts. You may also send an email to askhr@envisionhealth.com.

If a teammate is on a leave of absence (LOA) or is inactive, do they need to take the training by September 30th?

- No. If a teammate is on a LOA during the entire training period, that teammate will not need to complete the training by September 30th. A teammate returning from leave of absence will have 30 days to take the training upon returning to work.

Resources and Support:

- **TIP:** When completing training in **HealthStream**, please use the **Back button provided within the course interface** rather than your browser's Back button to ensure proper navigation and progress tracking.
- If you have any issues or questions regarding the HealthStream LMS, please contact the Envision IT Service Desk at 833.893.4357 (Options 4,1).
- If you have any questions regarding specific content in the Compliance Training modules, please contact the Ethics & Compliance Department at 615.787.2160 or complianceconcerns@envisionhealth.com.