

Report Interpretation Guide  
**Expanded Process  
Measures**

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## Introduction

The Expanded Process Measures report provides home health with detailed information about their performance on a comprehensive set of process measures. The monthly information provided by this report will allow users to assess their comparative performance on all process measures and then monitor their trends to ensure performance goals are met.

## Quick View of Report Specifications

Report Attribute	Specification
Patient Universe	Depends on the measure - See measure descriptions for more information
Payers	No limitations; all payers for patients included in patient universe
Time period	Results presented for 12 individual months. Cumulative and comparative columns are for the complete 12-month window
OASIS Version & Time Points	OASIS-C; Time points depend on the measure. See measure descriptions for more information
Data Source	OASIS instrument
Minimum Data Requirement	OASIS-C instrument must be complete; two OASIS assessments (for example, an SOC assessment and a discharge assessment) are required for some measures
Agency Uses	Clinical, OBQI
Report Frequency	A new month's data will be made available on the 1st of the following month, likewise for quarter and year timeframes; Norms for previous timeframes will be recalculated daily
Report Location	Connection / OnDemand tab / Clinical Outcomes Folio / Expanded Proc Meas tab
Comparative Groups	National, Regional, and State norms
Risk Adjustment	Data is not risk adjusted; CMS has not yet released risk adjustment methodology for OASIS-C measures, nor have they definitely announced plans to risk adjust process measure results.

### Sample Report

OCS HomeCare		Expanded Process Measures												
Prepared for:	OCS Home Health Agency										Provider Number:	999999		
Represents:	January 2010 - December 2010										Branch ID:	All		
<b>Legend</b>		Num = Numerator			Den = Denominator			Rate = Observed Rate			Cum. = Cumulative			
<b>Timely Care</b>														
<b>Timely Initiation of Care</b>														
		Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.	Cum.
Your Agency	Num.	52	28	36	46	38	62	59	42	44	53	57	73	590
	Den.	57	34	37	52	41	65	65	47	50	58	60	75	641
	Rate	91.2%	82.4%	97.3%	88.5%	92.7%	95.4%	90.8%	89.4%	88.0%	91.4%	95.0%	97.3%	92.0%
National		89.5%	89.9%	90.2%	90.4%	90.4%	90.7%	91.0%	91.1%	91.0%	90.5%	90.9%	91.3%	90.6%
State		89.1%	88.8%	89.4%	89.0%	89.6%	89.8%	90.0%	90.4%	89.8%	88.8%	90.5%	90.8%	89.7%
<b>Care Coordination</b>														
<b>MD Notification Guidelines Established</b>														
		Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.	Cum.
Your Agency	Num.	4	1	0	1	6	10	17	11	15	12	14	21	112
	Den.	16	21	29	46	37	53	56	34	37	30	42	57	458
	Rate	25.0%	4.8%	0.0%	2.2%	16.2%	18.9%	30.4%	32.4%	40.5%	40.0%	33.3%	36.8%	24.5%
National		78.2%	78.4%	78.4%	73.1%	64.0%	58.2%	55.9%	54.3%	54.3%	55.3%	54.6%	54.8%	62.1%
State		80.5%	81.1%	78.2%	70.7%	63.5%	62.2%	63.2%	58.2%	55.3%	56.4%	55.0%	54.8%	63.7%
<b>Assessment</b>														
<b>Depression Assessment Conducted</b>														
		Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.	Cum.
Your Agency	Num.	55	34	36	53	41	65	64	46	50	57	60	75	636
	Den.	57	34	37	53	41	65	65	47	50	58	60	75	642
	Rate	96.5%	100.0%	97.3%	100.0%	100.0%	100.0%	98.5%	97.9%	100.0%	98.3%	100.0%	100.0%	99.1%
National		91.7%	92.8%	93.5%	94.1%	94.5%	95.0%	95.3%	95.6%	96.0%	96.3%	96.5%	96.8%	94.9%
State		96.8%	97.5%	96.8%	97.1%	97.0%	97.6%	97.4%	97.9%	97.8%	98.0%	97.9%	98.5%	97.5%
<b>Fall Risk Assessment Conducted</b>														
		Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.	Cum.
Your Agency	Num.	51	30	34	47	36	56	59	45	44	50	49	64	565
	Den.	51	30	34	47	36	56	59	45	44	50	49	64	565
	Rate	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
National		94.4%	94.7%	94.4%	94.2%	94.0%	93.8%	93.9%	93.6%	93.7%	93.5%	93.7%	93.6%	93.9%
State		97.2%	96.8%	97.2%	97.4%	97.0%	97.0%	96.9%	96.4%	97.1%	96.9%	96.7%	96.5%	96.9%

## Report Structure

### Header Definitions

Element	Definition
Prepared for:	Agency Name
Provider Number:	Agency ID (M0010)
Represents:	Assessments completed between the start and end months
Branch ID:	Branch ID (M0016)

### Row and Column Definitions

Element	Definition
Numerator	Number of patients who received the process in question
Denominator	Total number of patients who were appropriate to receive the process
Rate	The numerator divided by the denominator for the month
Cumulative Score (Cum.)	The numerator, denominator, and rate for year-to-date
National Norm	The rate for all US agencies
State Norm	The rate for agencies in the same state

### Measure Definitions

**Note:** Patients are **only** included in the numerator/denominator when the patient's end assessment occurred within the report time frame

Element	Numerator	Denominator
<b>Timely Care</b>		
Timely Initiation of Care	Count of SOC/ROC assessments in which the SOC/ROC (M0030/M0032) date was on or before the physician-specified date (M0102) OR within 2 days of the referral date (M0104) or inpatient discharge date (M1005) whichever is later	Count of end assessments (RFA = 6, 7, 8, or 9) where M0102, M0104, or M1005 was answered at SOC/ROC
<b>Care Coordination</b>		
MD Notification Guidelines Established	Count of SOC/ROC assessments in which the physician-ordered plan of care establishes parameters (limits) for notifying the physician of changes in patient status (M2250_a = Yes)	Count of end assessments (RFA = 6, 7, 8, or 9) where M2250_a is answered Yes/No at SOC/ROC
<b>Assessment</b>		

<b>Element</b>	<b>Numerator</b>	<b>Denominator</b>
Depression Assessment Conducted	Count of SOC/ROC assessments in which the patient was screened for depression (using a standardized depression screening tool) at SOC/ROC (M1730, M1710, M1720)	Count of end assessments (RFA = 6, 7, 8, or 9); excludes episodes for which the patient is nonresponsive
Fall Risk Assessment Conducted	Count of SOC/ROC assessments in which the patient, if 65 or older, had a multi-factor fall risk assessment at SOC/ROC (M1910)	Count of end assessments (RFA = 6, 7, 8, or 9) where patient was 65 years and older at SOC/ROC
Pain Assessment Conducted	Count of SOC/ROC assessments in which the patient was assessed for pain, using a standardized pain assessment tool, at SOC/ROC (M1240)	Count of end assessments (RFA = 6, 7, 8, or 9)
Pressure Ulcer Risk Assessment Conducted	Count of SOC/ROC assessments in which the patient was assessed for risk of developing pressure ulcers at SOC/ROC (M1300)	Count of end assessments (RFA = 6, 7, 8, or 9)
<b>Care Planning</b>		
Depression Intervention in Plan of Care	Count of SOC/ROC assessments in which patients with depression symptoms/diagnosis had a physician-ordered plan of care that includes interventions such as medication, referral for other treatment, or a monitoring plan for current treatment (M2250_d = Yes, M1710, M1720)	Count of end assessments (RFA = 6, 7, 8, or 9) in which depression interventions were appropriate; assessments are excluded if the patient has no diagnosis or symptoms of depression
Diabetic Foot Care, Patient Education in Plan of Care	Count of SOC/ROC assessments in which the patient is diabetic and the physician-ordered plan of care includes regular monitoring for the presence of skin lesions on the lower extremities and patient education on proper foot care (M2250_b = Yes)	Count of end assessments (RFA = 6, 7, 8, or 9) in which diabetic foot care and education were appropriate for the patient; episodes are excluded if the patient is not diabetic or is bilateral amputee
Falls Prevention Steps in Plan of Care	Count of SOC/ROC assessments in which interventions to mitigate the risk of falls were included in the physician-ordered plan of care for patients assessed to be at risk for falls (M2250_c = Yes)	Count of end assessments (RFA = 6, 7, 8, or 9) in which falls prevention interventions were appropriate for the patient; episodes are excluded if the patient is not assessed to be at risk for falls
Pain Intervention in Plan of Care	Count of SOC/ROC assessments in which intervention(s) to monitor and mitigate pain were included in the physician-ordered plan of care for patients who were identified as having pain (M2250_e = Yes)	Count of end assessments (RFA = 6, 7, 8, or 9) in which pain interventions were appropriate for the patient; episodes are excluded if no pain is identified

Element	Numerator	Denominator
Pressure Ulcer Prevention in Plan of Care	Count of SOC/ROC assessments in which interventions to prevent pressure ulcers were included in the physician-ordered plan of care for patients assessed to be at risk for pressure ulcers (M2250_f = Yes)	Count of end assessments (RFA = 6, 7, 8, or 9) where M2250_f answered Yes/No at SOC/ROC
Pressure Ulcer Treatment Based on Principles of Moist Wound Healing in Plan of Care	Count of SOC/ROC assessments in which pressure ulcer treatment based on principles of moist wound healing was specified in the physician-ordered plan of care (or an order was requested) for patients who have pressure ulcers with need for moist wound healing (M2250_g = Yes)	Count of end assessments (RFA = 6, 7, 8, or 9) in which pressure ulcer treatments were appropriate for the patient; episodes are excluded if the patient has no pressure ulcers with need for moist wound healing
<b>Care Plan Implementation</b>		
Depression Interventions Implemented – All Episodes	Count of episodes of care in which the patient has symptoms or diagnosis of depression and depression interventions were included in the physician-ordered plan of care and implemented (since the previous OASIS assessment) (M2400_c = Yes, M1710, M1720)	Count of episodes of care (RFA = 6, 7, or 9) in which depression interventions were appropriate; episodes are excluded if the patient has no diagnosis or symptoms of depression
Depression Interventions Implemented – Short Term Episodes	Count of short term episodes of care in which the patient has symptoms or diagnosis of depression and depression interventions were included in the physician-ordered plan of care and implemented (M2400_c = Yes, M1710, M1720)	Count of short term episodes of care (RFA = 6, 7, or 9) in which depression interventions were appropriate; episodes are excluded if the patient has no diagnosis or symptoms of depression
Depression Interventions Implemented – Long Term Episodes	Count of long term episodes of care in which the patient has symptoms or diagnosis of depression and depression interventions were included in the physician-ordered plan of care and implemented (since the previous OASIS assessment) (M2400_c = Yes, M1710, M1720)	Count of long term episodes of care (RFA = 6, 7, or 9) in which depression interventions were appropriate; episodes are excluded if the patient has no diagnosis or symptoms of depression
Diabetic Foot Care and Patient/Caregiver Education Implemented – All Episodes	Count of episodes of care in which diabetic foot care and education were included in the physician-ordered plan of care and implemented for patients with diabetes (since the previous OASIS assessment) (M2400_a = Yes)	Count of episodes of care (RFA = 6, 7, or 9) in which diabetic foot care and education were appropriate for the patient; episodes are excluded if the patient is not diabetic or is bilateral amputee

<b>Element</b>	<b>Numerator</b>	<b>Denominator</b>
Diabetic Foot Care and Patient/Caregiver Education Implemented – Short Term Episodes	Count of short term episodes of care in which diabetic foot care and education were included in the physician-ordered plan of care and implemented for patients with diabetes (M2400_a = Yes)	Count of short term episodes of care (RFA = 6, 7, or 9) in which the diabetic foot care and education are appropriate for the patient; episodes are excluded if the patient is not diabetic or is bilateral amputee
Diabetic Foot Care and Patient/Caregiver Education Implemented – Long Term Episodes	Count of long term episodes of care in which diabetic foot care and education were included in the physician-ordered plan of care and implemented for patients with diabetes (since the previous OASIS assessment) (M2400_a = Yes)	Count of long term episodes of care (RFA = 6, 7, or 9) in which diabetic foot care and education were appropriate for the patient; episodes are excluded if the patient is not diabetic or is bilateral amputee
Heart Failure Symptoms Addressed – All Episodes	Count of episodes of care in which the patient exhibited symptoms of heart failure and appropriate actions were taken (since the previous OASIS assessment) (M1500, M1510)	Count of episodes of care (RFA = 6, 7, or 9) in which the patient exhibited symptoms of heart failure
Heart Failure Symptoms Addressed – Short Term Episodes	Count of short term episodes of care in which the patient exhibited symptoms of heart failure and appropriate actions were taken (M1500, M1510)	Count of short term episodes of care (RFA = 6, 7, or 9) in which the patient exhibited symptoms of heart failure
Heart Failure Symptoms Addressed – Long Term Episodes	Count of long term episodes of care in which the patient exhibited symptoms of heart failure and appropriate actions were taken (since the previous OASIS assessment) (M1500, M1510)	Count of long term episodes of care (RFA = 6, 7, or 9) in which the patient exhibited symptoms of heart failure
Pain Interventions Implemented – All Episodes	Count of episodes of care in which the patient had pain and pain interventions were included in the physician-ordered plan of care and implemented (since the previous OASIS assessment) (M2400_d = Yes)	Count of episodes of care (RFA = 6, 7, or 9) in which the patient had pain and M2400_d answered Yes/No at SOC/ROC
Pain Interventions Implemented – Short Term Episodes	Count of short term episodes of care in which the patient had pain and pain interventions were included in the physician-ordered plan of care and implemented (M2400_d = Yes)	Count of short term episodes of care (RFA = 6, 7, or 9) in which the patient had pain and M2400_d answered Yes/No at SOC/ROC
Pain Interventions Implemented – Long Term Episodes	Count of long term episodes of care in which the patient had pain and pain interventions were included in the physician-ordered plan of care and implemented (since the previous OASIS assessment) (M2400_d = Yes)	Count of long term episodes of care (RFA = 6, 7, or 9) in which the patient had pain and M2400_d answered Yes/No at SOC/ROC

Element	Numerator	Denominator
Treatment of Pressure Ulcers Based on Principles of Moist Wound Health Implemented – All Episodes	Count of episodes of care in which pressure ulcer treatment based on principles of moist wound healing was included in the physician-ordered plan of care and implemented for patients with pressure ulcers needing moist healing (since the previous OASIS assessment) (M2400_f = Yes)	Count of episodes of care (RFA = 6, 7, or 9) in which pressure ulcer treatments were appropriate for the patient; episodes are excluded if the patient has no pressure ulcers with need for moist wound healing
Treatment of Pressure Ulcers Based on Principles of Moist Wound Health Implemented – Short Term Episodes	Count of short term episodes of care in which pressure ulcer treatment based on principles of moist wound healing was included in the physician-ordered plan of care and implemented for patients with pressure ulcers needing moist healing (M2400_f = Yes)	Count of short term episodes of care (RFA = 6, 7, or 9) in which pressure ulcer treatments were appropriate for the patient; episodes are excluded if the patient has no pressure ulcers with need for moist wound healing
Treatment of Pressure Ulcers Based on Principles of Moist Wound Health Implemented – Long Term Episodes	Count of long term episodes of care in which pressure ulcer treatment based on principles of moist wound healing was included in the physician-ordered plan of care and implemented for patients with pressure ulcers needing moist healing (since the previous OASIS assessment) (M2400_f = Yes)	Count of long term episodes of care (RFA = 6, 7, or 9) in which pressure ulcer treatments were appropriate for the patient; episodes are excluded if the patient has no pressure ulcers with need for moist wound healing
<b>Education</b>		
Drug Education on High Risk Meds Provided to Patient/Caregiver at Start of Episode	Count of SOC/ROC assessments in which patients/caregivers were education about high-risk medications at SOC/ROC of care including instructions on how to monitor the effectiveness of drug therapy, how to recognize potential adverse effects, and how and when to report problems (M2010 = Yes)	Count of end assessments (RFA = 6, 7, or 9) in which education is appropriate for the patient; assessments are excluded if the patient is not taking any high risk drugs or patient/caregiver is fully knowledgeable about special precautions associated with all high-risk medications
Drug Education on All Medications Provided to Patient/Caregiver – All Episodes	Count of episodes of care in which the patient/caregiver was instructed on how to recognize potential adverse effects, and how and when to report problems (since the previous OASIS assessment) (M2015 = Yes)	Count of episodes of care (RFA = 6, 7, or 9) in which education is appropriate for the patient; assessments are excluded if the patient is not taking any drugs
Drug Education on All Medications Provided to Patient/Caregiver – Short Term Episodes	Count of short term episodes of care in which the patient/caregiver was instructed on how to recognize potential adverse effects, and how and when to report problems (M2015 = Yes)	Count of short term episodes of care (RFA = 6, 7, or 9) in which education is appropriate for the patient; assessments are excluded if the patient is not taking any drugs

<b>Element</b>	<b>Numerator</b>	<b>Denominator</b>
Drug Education on All Medications Provided to Patient/Caregiver – Long Term Episodes	Count of long term episodes of care in which the patient/caregiver was instructed on how to recognize potential adverse effects, and how and when to report problems (since the previous OASIS assessment) (M2015 = Yes)	Count of long term episodes of care (RFA = 6, 7, or 9) in which education is appropriate for the patient; assessments are excluded if the patient is not taking any drugs
<b>Prevention</b>		
Immunization Received for Current Flu Season	Count of episodes of care in which the patient received influenza immunization for the current flu season or had a valid reason for not receiving flu immunization (M1040, M1045)	Count of episodes of care (RFA = 6, 7, or 9); episodes are excluded if the entire episode of care is outside the influenza season
Flu Vaccine Offered & Refused	Count of episodes of care in which the patient was offered and refused influenza immunization for the current flu season (M1040 = No and M1045 = Offered and Declined)	Count of episodes of care (RFA = 6, 7, or 9) in which the patient did not receive the influenza vaccine from your agency for this year's influenza season
Flu Vaccine Contraindications	Count of episodes of care in which the patient was determined to have medical contraindication(s) to receiving influenza immunization (M1040 = No and M1045 = assessed and determined to have medical contraindication(s))	Count of episodes of care (RFA = 6, 7, or 9) in which the patient did not receive the influenza vaccine from your agency for this year's influenza season
PPV Ever Received	Count of episodes of care in which the patient was determined to have ever received Pneumococcal Polysaccharide Vaccine (PPV) (M1050, M1055)	Count of episodes of care (RFA = 6, 7, or 9)
PPV Offered & Refused	Count of episodes of care in which the patient was offered and refused Pneumococcal Polysaccharide Vaccine (PPV) (M1050 = No and M1055 = Offered and Declined)	Count of episodes of care (RFA = 6, 7, or 9)
PPV Contraindications	Count of episodes of care in which the patient was determined to have medical contraindication(s) to receiving Pneumococcal Polysaccharide Vaccine (PPV) (M1050 = No and M1055 = assessed and determined to have medical contraindication(s))	Count of episodes of care (RFA = 6, 7, or 9)
Potential Medication issues Identified and Timely Physician Contact at Start of Episode	Count of SOC/ROC in which the patient's drug regimen at SOC/ROC was assessed to pose a risk of clinically significant adverse effects or drug reactions and whose physician was contacted within one calendar day (M2000 = problems found during review and M2002 = Yes)	Count of end assessments (RFA = 6, 7, or 9) in which the patient's drug regimen at SOC/ROC was assessed to pose a risk of clinically significant adverse effects or drug reactions

Element	Numerator	Denominator
Potential Medication Issues Identified and Timely Physician Contact – All Episodes	Count of episodes of care in which the patient's drug regimen was assessed to pose a risk of significant adverse effects or drug reactions and whose physician was contacted within one calendar day (since the previous OASIS assessment) (M2004 = Yes)	Count of episodes of care (RFA = 6, 7, or 9) in which medication intervention is appropriate; episodes are excluded if no clinically significant medication issues identified since the previous OASIS assessment
Potential medication Issues Identified and Timely Physician Contact – Short Term Episodes	Count of short term episodes of care in which the patient's drug regimen was assessed to pose a risk of significant adverse effects or drug reactions and whose physician was contacted within one calendar day (M2004 = Yes)	Count of short term episodes of care (RFA = 6, 7, or 9) in which medication intervention is appropriate; episodes are excluded if no clinically significant medication issues identified since the previous OASIS assessment
Potential medication Issues Identified and Timely Physician Contact – Long Term Episodes	Count of long term episodes of care in which the patient's drug regimen was assessed to pose a risk of significant adverse effects or drug reactions and whose physician was contacted within one calendar day (since the previous OASIS assessment) (M2004 = Yes)	Count of long term episodes of care (RFA = 6, 7, or 9) in which medication intervention is appropriate; episodes are excluded if no clinically significant medication issues identified since the previous OASIS assessment
Falls Prevention Steps Implemented – All Episodes	Count of episodes of care in which interventions to mitigate the risk of falls were included in the physician-ordered plan of care and implemented, for patients at risk for falls (since the previous OASIS assessment) (M2400_b = Yes)	Count of episodes of care (RFA = 6, 7, or 9) in which falls prevention interventions are appropriate; episodes are excluded if a formal multi-factor fall risk assessment indicates the patient was not at risk for falls since the last OASIS assessment
Falls Prevention Steps Implemented – Short Term Episodes	Count of short term episodes of care in which interventions to mitigate the risk of falls were included in the physician-ordered plan of care and implemented, for patients at risk for falls (M2400_b = Yes)	Count of short term episodes of care (RFA = 6, 7, or 9) in which falls prevention interventions are appropriate; episodes are excluded if a formal multi-factor fall risk assessment indicates the patient was not at risk for falls since the last OASIS assessment
Falls Prevention Steps Implemented – Long Term Episodes	Count of long term episodes of care in which interventions to mitigate the risk of falls were included in the physician-ordered plan of care and implemented, for patients at risk for falls (since the previous OASIS assessment) (M2400_b = Yes)	Count of long term episodes of care (RFA = 6, 7, or 9) in which falls prevention interventions are appropriate; episodes are excluded if a formal multi-factor fall risk assessment indicates the patient was not at risk for falls since the last OASIS assessment

Element	Numerator	Denominator
Pressure Ulcer Prevention Implemented – All Episodes	Count of episodes of care in which interventions to prevent pressure ulcers were included in the physician-ordered plan of care and implemented for patients assessed to be at risk for pressure ulcers (since the previous OASIS assessment) (M2400_e = Yes)	Count of episodes of care (RFA = 6, 7, or 9) in which episodes are excluded if formal assessment indicates the patient was not at risk of pressure ulcers since the last OASIS assessment
Pressure Ulcer Prevention Implemented – Short Term Episodes	Count of short term episodes of care in which interventions to prevent pressure ulcers were included in the physician-ordered plan of care and implemented for patients assessed to be at risk for pressure ulcers (M2400_e = Yes)	Count of short term episodes of care (RFA = 6, 7, or 9) in which episodes are excluded if formal assessment indicates the patient was not at risk of pressure ulcers since the last OASIS assessment
Pressure Ulcer Prevention Implemented – Long Term Episodes	Count of long term episodes of care in which interventions to prevent pressure ulcers were included in the physician-ordered plan of care and implemented for patients assessed to be at risk for pressure ulcers (since the previous OASIS assessment) (M2400_e = Yes)	Count of long term episodes of care (RFA = 6, 7, or 9) in which episodes are excluded if formal assessment indicates the patient was not at risk of pressure ulcers since the last OASIS assessment

### **Measure Definition Notes**

- Measures require that the SOC/ROC assessment associated with the EOC assessment occurred on or after 1/1/2010
- In cases where the patient had a SOC and ROC assessment in their episode, the most recent ROC assessment is being used
- **Short Term Episodes** are defined as having an EOC that is less than 60 days from the SOC/ROC AND there were no recertification assessments between the SOC/ROC and the EOC.
- **Long Term Episodes** are defined as having an EOC that is greater than 60 days from the SOC/ROC AND there was at least one recertification assessment between the SOC/ROC and the EOC.

### **Other Resources**

For more information or guidance, please contact OCS HomeCare Client Support at 866.641.8324 or refer to the information available on the e-Learning Network, located on the Support tab in Connection.