# COVENTRY HEALTH CARE
## 2009-2013 Credit Recommendation Guide

The following courses have been evaluated by Corporate Articulation to potentially fulfill General Education or Elective credits for an Undergraduate Degree. In order to potentially receive any of the credits recommended below, students should submit supporting documents to Prior Learning Assessment. For more information on PLA visit: [ecampus.phoenix.edu/pla](http://ecampus.phoenix.edu/pla) or contact the department toll free at 866-440-4707.

There are fees associated with your PLA submission. However, you may be eligible for PLA benefits. Please contact your Finance Advisor for more information.

PLA will not award credit for certifications or coursework that duplicates the content of credits earned through PLA, transfer credit, National Testing Program credit or University of Phoenix.

Clock hour to semester credit hour conversions are made by the University using current U.S. Department of Education standards.

**University of Phoenix Equivalency**: General Education or Elective category to which credit can be applied.

**Combinable**: Courses may only be combined with courses of similar content and General Education/Elective areas.

**Non-Academic**: Lack of college level theory and/or principle necessary for credit recognition. Company specific and skill-based training.

**Too Few Hours**: Courses/training that cannot receive credit because they are less than 1 hour total in length. Similar content in a 1(+) hour timeframe may be eligible for credit.

**Applicable Hours**: Indicates the total amount of actual learning time. Any breaks or lunch time included in the initial clock hours have been removed.

Updated: 10/23/2018

The credit awards shown are for informative purposes, state and program limits on Prior Learning Assessment credit may apply.

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Leadership Development
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**Staff Development**

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**Trainer Development**

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<td>EDLDR1020</td>
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<td>02/2010-12/2013</td>
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<td>Moving from Conflict to Collaboration</td>
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<td>Effective Coaching Skills</td>
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<td>02/2009-12/2013</td>
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<td>02/2012-12/2013</td>
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<td>180 Min(s)</td>
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<td>Presentation Skills - The Basics Enhanced</td>
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<td>EDTD4040</td>
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<td>01/2010-12/2013</td>
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<td>EDTD4049</td>
<td>Presentation Skills: LAB-Engaging Your Virtual Audience</td>
<td>Self-Paced</td>
<td>01/2009-12/2013</td>
<td>120 Min(s)</td>
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<td>EDTD4050</td>
<td>Creating Effective Job Aids</td>
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<td>01/2010-12/2013</td>
<td>120 Min(s)</td>
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<td>EDTD4050</td>
<td>Creating a Job Aid Post Work</td>
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<td>Pulling It All Together: Module 1 - Pre-Design Self-Paced</td>
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<td>EDTD4160</td>
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<td>Module 4: Course Blue Print/Outline Self-Study</td>
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<td>240 Min(s)</td>
<td>4</td>
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<td>GADEXD154</td>
<td>GA - Problem Solving III</td>
<td>Classroom</td>
<td>02/2012-12/2013</td>
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<td>GADEXD155</td>
<td>GA - DISC</td>
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<td>02/2012-12/2013</td>
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<td>GADEXD156</td>
<td>GA - Emotional Intelligence</td>
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<td>GADEXD157</td>
<td>GA - StrengthFinders 2.0</td>
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<td>120 Min(s)</td>
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<td>GADNED051</td>
<td>GA - SS - The 5 Keys for Handling Challenging Customers</td>
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<td>GADNED052</td>
<td>GA - SS - Defusing Anger</td>
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<td>GADNED056</td>
<td>GA - Phone Etiquette</td>
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<td>GA - How Full is Your Bucket</td>
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<td>GADNED063</td>
<td>How to Say it at Work</td>
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<td>HPNFINC1010</td>
<td>Budget 101 Core Fundamentals for Tracking Project Budgets</td>
<td>Classroom</td>
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<td>90 Min(s)</td>
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<td>Mastering Management Series: Workforce Bullying &amp; Retaliation Conversation</td>
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<td>ICTHR020912</td>
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<td>Microsoft Live Meeting New Organizer Training - Scheduling</td>
<td>Self-Paced</td>
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<td>02/2012-12/2013</td>
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<td>Getting on Track with Your Learning and Development</td>
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<td>Introduction to Cache Objectscript</td>
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<td>02/2012-12/2013</td>
<td>960 Min(s)</td>
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<td>Introduction to M Programming for Programmers and Analysts</td>
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<td>2,400 Min(s)</td>
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<td>DBMS Technical Advanced - DBMS Form Development</td>
<td>Self-Paced</td>
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<td>Project Management Overview for IT Leadership</td>
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<td>Principled Negotiation</td>
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<td>02/2012-12/2013</td>
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<td>ITPM1130</td>
<td>Working with Distributed Teams</td>
<td>Self-Paced</td>
<td>02/2012-12/2013</td>
<td>60 Min(s)</td>
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<td>Navigating through Change and Transition</td>
<td>Self-Paced</td>
<td>02/2012-12/2013</td>
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<td>Building Trust in Teams</td>
<td>Self-Paced</td>
<td>02/2012-12/2013</td>
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<td>ITPM1160</td>
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<td>02/2012-12/2013</td>
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<td>ITPM1170</td>
<td>Constructive Confrontation</td>
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<td>Listening Effectively</td>
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<td>02/2012-12/2013</td>
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<td>Introduction to CIP</td>
<td>Self-Paced</td>
<td>02/2012-12/2013</td>
<td>120 Min(s)</td>
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<td>It's a Risky World</td>
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<td>02/2012-12/2013</td>
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<td>ITPM2011</td>
<td>Writing Effective Requirement Statements</td>
<td>Self-Paced</td>
<td>02/2012-12/2013</td>
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<td>ITPM2020</td>
<td>CIP Estimation</td>
<td>Self-Paced</td>
<td>02/2012-12/2013</td>
<td>60 Min(s)</td>
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<td>ITPM2030</td>
<td>CIP Use Case Workshop</td>
<td>Self-Paced</td>
<td>02/2012-12/2013</td>
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<td>User Stories for CIP</td>
<td>Self-Paced</td>
<td>02/2012-12/2013</td>
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<td>ITPM2050</td>
<td>CIP for Business Analysts</td>
<td>Self-Paced</td>
<td>02/2012-12/2013</td>
<td>120 Min(s)</td>
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<td>CIP Product Owner</td>
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<td>02/2012-12/2013</td>
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<td>ITPM3020</td>
<td>Developing in a CIP Project</td>
<td>Self-Paced</td>
<td>02/2012-12/2013</td>
<td>120 Min(s)</td>
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<td>ITPM3110</td>
<td>Facilitating and Coaching a CIP Team</td>
<td>Self-Paced</td>
<td>02/2012-12/2013</td>
<td>120 Min(s)</td>
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<td>Self-Paced</td>
<td>02/2012-12/2013</td>
<td>360 Min(s)</td>
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<td>Self-Paced</td>
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<td>Designing Secure Systems: Part 1</td>
<td>Self-Paced</td>
<td>02/2012-12/2013</td>
<td>60 Min(s)</td>
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<td>Designing Secure Systems: Part 2</td>
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<td>Avoiding the Most Dangerous Programming Errors</td>
<td>Self-Paced</td>
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<td>MEDCSVC0011</td>
<td>Foundations of Medicare Lesson 1 - What is Medicare?</td>
<td>Self-Paced</td>
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<td>60 Min(s)</td>
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<td>Foundations of Medicare - Lesson 2 - Medical Coverage Options</td>
<td>Self-Paced</td>
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<td>Foundations of Medicare - Lesson 3 - Prescription Drug Coverage</td>
<td>Self-Paced</td>
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<td>GET MOTIVATED SEMINAR</td>
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<td>TDANT1000</td>
<td>Case Management: Whatâ€™s it Worth? An Approach at Reviewing Case Managementâ€™s Role in Cost Savings</td>
<td>Self-Paced</td>
<td>02/2012-12/2013</td>
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<td>WCCLI1N13 N</td>
<td>Suicide: Basic Information for Case Managers</td>
<td>Self-Paced</td>
<td>02/2012-12/2013</td>
<td>60 Min(s)</td>
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<td>Cultural Competency - Workers Compensation Home Study</td>
<td>Self-Paced</td>
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<td>Co-Morbid Conditions and Case Management</td>
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<td>WCCLI2N03 R</td>
<td>Legal Issues of the Case Manager (Care Management)</td>
<td>Self-Paced</td>
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<td>60 Min(s)</td>
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<td>Workers Comp (Care Management)</td>
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<td>WCCLI2N05 R</td>
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<td>WCCSTE102 N</td>
<td>World Class Customer Service - CSU/CMO</td>
<td>Classroom</td>
<td>02/2012-12/2013</td>
<td>360 Min(s)</td>
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<td>Communication Skills (FS)</td>
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<td>285 Min(s)</td>
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<td>WCCUST100 N</td>
<td>World Class Customer Service - First Script</td>
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<td>90 Min(s)</td>
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<td>WCCWCS10 0P</td>
<td>Process Excellence Awareness</td>
<td>Classroom</td>
<td>02/2012-12/2013</td>
<td>720 Min(s)</td>
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<td>WCCWCS10 1N</td>
<td>HIPAA Awareness Training</td>
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<td>7 Basic Quality Tools - Variation and Process Mapping (Course 1 of 3)</td>
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<td>Making &quot;Cents&quot; of Cost Management</td>
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<td>WCFCM129</td>
<td>Report Writing: Documenting Guideline Findings</td>
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<td>Working with Different Communication Styles: DiSC Discovering Yourself and Others</td>
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<td>WCLEAD106 O</td>
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<td>02/2012-12/2013</td>
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<td>01/2012-12/2013</td>
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<td>Vendors, Supporting Our Medicare Business</td>
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<td>Five Things You May Not Know About Paying Broker Commissions</td>
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</table>

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