



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 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.

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	Keynomics Training	Self-Paced	01/2009-12/2013	2 Day(s)	0	0	Non-Academic
	Targeted Selection Workshop Prerequisite	Self-Paced	01/2009-12/2013	8 Hour(s)	4	Combinable	Interdisciplinary/Elective
	7 Deadly Sins	Classroom	01/2009-12/2013	1 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Boosting Business Results	Classroom	01/2009-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Business Etiquette	Classroom	01/2009-12/2013	8 Hour(s)	8	0.5	Interdisciplinary/Elective
	Coaching for Improvement	Classroom	01/2009-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Coaching for Success	Classroom	01/2009-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Communicating and Listening	Classroom	01/2009-12/2013	3.5 Hour(s)	3.5	Combinable	Communication Arts
	Conflict	Classroom	01/2009-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	Contributing To Meeting Success	Classroom	01/2009-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Coventry Service Touch	Classroom	01/2009-12/2013	3 Hour(s)	3	Combinable	Interdisciplinary/Elective
	Developing Others	Classroom	01/2009-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Emotional Intelligence	Classroom	01/2009-12/2013	1.5 Hour(s)	1.5	Combinable	Interdisciplinary/Elective
	Essentials of Leadership	Classroom	01/2009-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Feedback Fundamentals	Classroom	01/2009-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Fish!	Classroom	01/2009-12/2013	8 Hour(s)	8	0.5	Interdisciplinary/Elective
	Getting Started as a New Leader	Classroom	01/2009-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	How to Handle Change and Upheaval	Classroom	01/2009-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Influencing Others	Classroom	01/2009-12/2013	3 Hour(s)	3	Combinable	Interdisciplinary/Elective
	Influential Leadership	Classroom	01/2009-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Insight Learning Inventory	Classroom	01/2009-12/2013	2.5 Hour(s)	2.5	Combinable	Interdisciplinary/Elective
	Interaction Skills for Success	Classroom	01/2009-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Keys To Leadership	Classroom	01/2009-12/2013	8 Hour(s)	8	0.5	Interdisciplinary/Elective
	Leadership: Inspiring Commitment	Classroom	01/2009-12/2013	12 Hour(s)	12	0.5	Interdisciplinary/Elective
	Making Effective Decisions	Classroom	01/2009-12/2013	3 Hour(s)	3	Combinable	Interdisciplinary/Elective
	Making Meetings Work	Classroom	01/2009-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Managing Stress	Classroom	01/2009-12/2013	8 Hour(s)	8	0.5	Interdisciplinary/Elective
	Meeting Management	Classroom	01/2009-12/2013	8 Hour(s)	8	0.5	Interdisciplinary/Elective
	Meyers Briggs Type Indicator	Classroom	01/2009-12/2013	8 Hour(s)	8	0.5	Interdisciplinary/Elective
	Motivating Employees	Classroom	01/2009-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Personal Empowerment: Taking Initiative	Classroom	01/2009-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Planning and Critical Path	Classroom	01/2009-12/2013	7 Hour(s)	7	Combinable	Interdisciplinary/Elective
	Positive Approaches To Resolving Performance Problems	Classroom	01/2009-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Problem Analysis and Decision Making	Classroom	01/2009-12/2013	14 Hour(s)	14	0.5	Interdisciplinary/Elective

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	Problem Solving/Hpi	Classroom	01/2009-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Rapid Decision Making	Classroom	01/2009-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Resolving Conflict	Classroom	01/2009-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Reviewing Performance Progress	Classroom	01/2009-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Service Plus	Classroom	01/2009-12/2013	8 Hour(s)	8	0.5	Interdisciplinary/Elective
	Setting Performance Expectations	Classroom	01/2009-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Solid Business Writing	Classroom	01/2009-12/2013	4 Hour(s)	4	Combinable	Communication Arts
	Thunderbolt Thinking (Thunderbolt Thinking: Innovation Fundamentals)	Classroom	01/2009-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Time Management	Classroom	01/2009-12/2013	0.5 Hour(s)	0	0	Too Few Hours
	Valuing Differences	Classroom	01/2009-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Working Through Conflict	Classroom	01/2009-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Writing Effective Focal Reviews	Classroom	01/2009-12/2013	3 Hour(s)	3	Combinable	Interdisciplinary/Elective
	Basic Forms of Id	Self-Paced	01/2009-12/2013	3 Hour(s)	1.5	Combinable	Interdisciplinary/Elective
	Career Coaching	Self-Paced	01/2009-12/2013	0.5 Hour(s)	0	0	Too Few Hours
	Challenging Callers	Self-Paced	01/2009-12/2013	1.5 Hour(s)	0.75	Combinable	Interdisciplinary/Elective
	Cob Medicare	Self-Paced	01/2009-12/2013	3.5 Hour(s)	0	0	Non-Academic
	Compensation Policy and Procedures Course for Supervisors	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Coordination Of Benefits	Self-Paced	01/2009-12/2013	4 Hour(s)	0	0	Non-Academic
	Corporate Compliance and Ethics Training (2007)	Self-Paced	01/2009-12/2013	2 Hour(s)	0	0	Non-Academic
	Coverage Card	Self-Paced	01/2009-12/2013	3 Hour(s)	0	0	Non-Academic
	Cso Attendance Policy and Procedures Course for Supervisors	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Dazzling The Difficult Customer	Self-Paced	01/2009-12/2013	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Dol	Self-Paced	01/2009-12/2013	2 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Dress Code Policy and Procedures Course for Supervisors	Self-Paced	01/2009-12/2013	20 Min(s)	0	0	Too Few Hours
	E-Mail Etiquette	Self-Paced	01/2009-12/2013	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective

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	Establishing Winning Attitudes	Self-Paced	01/2009-12/2013	0.75 Min(s)	0	0	Too Few Hours
	Flexchoice	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Hr-02 Code Of Business Conduct and Ethics Policy	Self-Paced	01/2009-12/2013	5 Min(s)	0	0	Too Few Hours
	I Health - Phase III	Self-Paced	01/2009-12/2013	0.25 Hour(s)	0	0	Too Few Hours
	Inquiry Vs. Complaint	Self-Paced	01/2009-12/2013	2 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Introduction To Keynomics	Self-Paced	01/2009-12/2013	0.5 Hour(s)	0	0	Too Few Hours
	It Standards and Guidelines	Self-Paced	01/2009-12/2013	0.25 Hour(s)	0	0	Too Few Hours
	Kronos - Managers' Exercise 1: Overview	Self-Paced	01/2009-12/2013	0.25 Hour(s)	0	0	Too Few Hours
	Kronos - Managers' Exercise 2: Attaching An Employee's Schedule	Self-Paced	01/2009-12/2013	0.25 Hour(s)	0	0	Too Few Hours
	Kronos - Managers' Exercise 3: Updating An Non-Exempt Employee's Timecard	Self-Paced	01/2009-12/2013	0.25 Hour(s)	0	0	Too Few Hours
	Kronos - Managers' Exercise 4: Approving Employee Timecards	Self-Paced	01/2009-12/2013	0.25 Hour(s)	0	0	Too Few Hours
	Kronos - Managers' Exercise 5: Using Kronos Reports	Self-Paced	01/2009-12/2013	0.25 Hour(s)	0	0	Too Few Hours
	Kronos - Managers' Exercise 6: Using Kronos To Approve Time Off	Self-Paced	01/2009-12/2013	0.25 Hour(s)	0	0	Too Few Hours
	Kronos - Managers' Exercise 7: Using Kronos To Delegate Time Off Requests	Self-Paced	01/2009-12/2013	0.25 Hour(s)	0	0	Too Few Hours
	Clarify Expectations	Self-Paced	01/2009-12/2013	2 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Leadership 101	Self-Paced	01/2009-12/2013	0.75 Hour(s)	0	0	Too Few Hours
	Leave Of Absence Policy and Procedures Course For Supervisors	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Life of a Claim	Self-Paced	01/2009-12/2013	0.75 Hour(s)	0	0	Too Few Hours
	Medicare Part D Commercial	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Medicare Part D Group Admin	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Meeting the Centers for Medicare and Medicaid Services Standards	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	Navigator Reports Now	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Performance Coaching	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	Plan Document	Self-Paced	01/2009-12/2013	5 Hour(s)	2.25	Combinable	Interdisciplinary/Elective
	Presentation Skills	Self-Paced	01/2009-12/2013	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective

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	Telephone Etiquette	Self-Paced	01/2009-12/2013	2 Hour(s)	0.75	Combinable	Interdisciplinary/Elective
	Time Management	Self-Paced	01/2009-12/2013	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Unlawful Harassment Refresher for Employees	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	Unlawful Harassment Refresher for Managers	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	With All Due Respect - Avoiding Unlawful Harassment in the workplace	Self-Paced	01/2009-12/2013	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Using Abstracts	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Workplace Safety	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Your Online Future, Directprovider.Com	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Your Online Future, My Online Services	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Your Online Future, Online Account Management	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Adult Learning Principles	Classroom	01/2009-12/2013	1 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Designing Effective Job Aids	Classroom	01/2009-12/2013	1 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Generations in Training	Classroom	01/2009-12/2013	1 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Hoteling Manager Orientation	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	Leadership Tools	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	LMS Administrator Training	Classroom	01/2009-12/2013	2 Hour(s)	0	0	Non-Academic
	Managing Remotely	Classroom	01/2009-12/2013	2 Hour(s)	1.5	Combinable	Interdisciplinary/Elective
	On the Level: An Introduction to the 4 Levels of Evaluation	Classroom	01/2009-12/2013	1 Hour(s)	1	Combinable	Interdisciplinary/Elective
	The Magic of Visual Aids	Classroom	01/2009-12/2013	1 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Using The Learning Link to Support Your Employees' Training And Development	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Cso Idx Release Training	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Medicare and MCPS Supplemental Training	Classroom	01/2009-12/2013	4 Hour(s)	0	0	Non-Academic
	Directprovider.Com	Classroom	01/2009-12/2013	2.5 Hour(s)	0	0	Non-Academic
	Directprovider.Com_Release_Training	Classroom	01/2009-12/2013	2 Hour(s)	0	0	Non-Academic
	Exceptions Management Training	Classroom	01/2009-12/2013	3 Day(s)	24	1.5	Interdisciplinary/Elective

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	Faxcom Training	Classroom	01/2009-12/2013	1.5 Hour(s)	0	0	Non-Academic
	Fehb [Mailhandlers] New Hire Customer Communication Specialists	Classroom	01/2009-12/2013	6 Week(s)	5	Combinable	Interdisciplinary/Elective
	Fehb [Mailhandlers] New Hire Technical Claims Specialists	Classroom	01/2009-12/2013	6 Week(s)	5	Combinable	Interdisciplinary/Elective
	30 Day Follow-Up Training	Classroom	01/2009-12/2013	8 Hour(s)	0	0	Non-Academic
	Cob Core Training	Classroom	01/2009-12/2013	24 Hour(s)	0	0	Non-Academic
	Claim Interp Post NH Training	Classroom	01/2009-12/2013	24-40 Hour(s)	0	0	Non-Academic
	Cob Refresher	Classroom	01/2009-12/2013	8 Hour(s)	0	0	Non-Academic
	Accumulators	Classroom	01/2009-12/2013	1 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Attitude 101 Lunch and Learn	Classroom	01/2009-12/2013	1 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Call Documentation	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Contracts Stoploss Itemized	Classroom	01/2009-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Essentials Refresher	Classroom	01/2009-12/2013	2 Hour(s)	0	0	Non-Academic
	Commercial Adjustments Training	Classroom	01/2009-12/2013	2 Day(s)	16	1	Interdisciplinary/Elective
	Commercial Benefits Interpretation Refresher	Classroom	01/2009-12/2013	1 Day(s)	0	0	Non-Academic
	Commercial Claims Interpretation Refresher	Classroom	01/2009-12/2013	3 Day(s)	0	0	Non-Academic
	Commercial Claims Processing	Classroom	01/2009-12/2013	1 Week(s)	0	0	Non-Academic
	Promoting The Plan Advanced Training	Classroom	01/2009-12/2013	8 Hour(s)	0	0	Non-Academic
	Tcs Os Processing/Fraud/Essentials/Split Yr Claims	Classroom	01/2009-12/2013	8 Hour(s)	8	0.5	Interdisciplinary/Elective
	Mailhandlers 2008 Benefits Processing Training	Classroom	01/2009-12/2013	4 Hour(s)	0	0	Non-Academic
	Customer Service Conversion Class	Classroom	01/2009-12/2013	9 Day(s)	0	0	Non-Academic
	Claims Conversion Class	Classroom	01/2009-12/2013	10 Day(s)	0	0	Non-Academic
	MHBP Medicare Cob Refresher	Classroom	01/2009-12/2013	4 Hour(s)	0	0	Non-Academic
	MHBP High To Standard Option Migration	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	MHBP Additional Abstracts Training	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Value / Standard Option With Medicare	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic

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	MHBP Cob Audit Refresher	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	MHBP Misc Audit Refresher	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	MHBP Data Key Audit Refresher	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	MHBP New Benefits Training	Classroom	01/2009-12/2013	4 Hour(s)	0	0	Non-Academic
	MHBP Cpm Audit Refresher	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	MHBP Locating Npi's In Qterm	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	MHBP Duplicate Audit Refresher	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	MHBP Provider Audit Refresher	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	MHBP Denial Audit Refresher	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	MHBP Processing Test And Office Visits	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	MHBP Open Season Traveler Training	Classroom	01/2009-12/2013	2 Hour(s)	0	0	Non-Academic
	MHBP Line Code Audit Refresher	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	Idx Training for Fatal Edits	Classroom	01/2009-12/2013	3 Day(s)	0	0	Non-Academic
	MHBP Fish	Classroom	01/2009-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Benf Audit Refresher	On The Job	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	Data Audit Refresher	On The Job	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	Genl Audit Refresher	On The Job	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	Ctmg Audit Refresher	On The Job	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	Edi Audit Refresher	On The Job	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	Ti Audit Refresher	On The Job	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	Netw Audit Refresher	On The Job	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	Prov Audit Refresher	On The Job	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	Prom Audit Refresher	On The Job	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours
	Acs Audit Refresher	On The Job	01/2009-12/2013	1 Hour(s)	0	0	Too Few Hours

Leadership Development

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	The Learning Link's Supervisor Demonstration	Self-Paced	01/2009-12/2013	0 Hour(s)	0	0	Too Few Hours
	Kronos - Managers' Exercise 1: Overview	Self-Paced	01/2009-12/2013	5 Min(s)	0	0	Too Few Hours
	Kronos - Managers' Exercise 2: Attaching An Employee's Schedule	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Kronos - Managers' Exercise 3: Updating An Non-Exempt Employee's Timecard	Self-Paced	01/2009-12/2013	5 Min(s)	0	0	Too Few Hours
	Kronos - Managers' Exercise 4: Approving Employee Timecards	Self-Paced	01/2009-12/2013	5 Min(s)	0	0	Too Few Hours
	Kronos - Managers' Exercise 5: Using Kronos Reports	Self-Paced	01/2009-12/2013	5 Min(s)	0	0	Too Few Hours
	Kronos - Managers' Exercise 6: Using Kronos To Approve Time Off	Self-Paced	01/2009-12/2013	10 Min(s)	0	0	Too Few Hours
	Kronos - Managers' Exercise 7: Using Kronos To Delegate Time Off Requests	Self-Paced	01/2009-12/2013	10 Min(s)	0	0	Too Few Hours
	Clarify Expectations	Self-Paced	01/2009-12/2013	25 Min(s)	0	0	Too Few Hours
	Career Coaching for Managers	Self-Paced	01/2009-12/2013	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Compensation Policy and Procedures Course for Supervisors	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Footprints: A Leader's Guide To Respecting Others	Self-Paced	01/2009-12/2013	25 Min(s)	0	0	Too Few Hours
	Time and Attendance Policy and Procedures Course For Supervisors	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Cso Attendance Policy and Procedures Course for Supervisors	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Leave Of Absence Policy and Procedures Course For Supervisors	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Corrective Action Policy and Procedures Course for Supervisors	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Dress Code Policy and Procedures Course for Supervisors	Self-Paced	01/2009-12/2013	20 Min(s)	0	0	Too Few Hours
	Emergency Medical Policy and Procedures Course for Supervisors	Self-Paced	01/2009-12/2013	20 Min(s)	0	0	Too Few Hours
	Internal Job Posting Policy and Procedures Course for Supervisors	Self-Paced	01/2009-12/2013	20 Min(s)	0	0	Too Few Hours
	Hr 101	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Workplace Safety for Managers	Self-Paced	01/2009-12/2013	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective

Staff Development

	Kronos Exempt Employee Online Training Course	Self-Paced	01/2009-12/2013	0.5 Hour(s)	0	0	Too Few Hours
	Kronos Non-Exempt Employee Online Training Course	Self-Paced	01/2009-12/2013	0.5 Hour(s)	0	0	Too Few Hours
	The Learning Link's Learner Demonstration	Self-Paced	01/2009-12/2013	0.25 Hour(s)	0	0	Too Few Hours

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	Grammar Skills Assessment	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Grammar Skills Assessment for E-Mail Associates	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Employee Base Pay Training	Self-Paced	01/2009-12/2013	0.5 Hour(s)	0	0	Too Few Hours
	In-Touch Customer Service	Self-Paced	01/2009-12/2013	0.75 Hour(s)	0	0	Too Few Hours
	Footprints - Diversity Training (Also Known As Footprints: A Guide To Respecting Others)	Self-Paced	01/2009-12/2013	0.75 Hour(s)	0	0	Too Few Hours
	Ergonomics	Self-Paced	01/2009-12/2013	0.5 Hour(s)	0	0	Too Few Hours
	Making The Decision To Lead	Self-Paced	01/2009-12/2013	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Workers' Compensation 101	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	With All Due Respect - Avoiding Unlawful Harassment In The Workplace	Self-Paced	01/2009-12/2013	0.5 Hour(s)	0	0	Too Few Hours
	Workplace Safety for Employees	Self-Paced	01/2009-12/2013	0.5 Hour(s)	0	0	Non-Academic

Trainer Development

	Classroom Management	Self-Paced	01/2009-12/2013	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	New Trainer Orientation – Principles Of Adult Education	Self-Paced	01/2009-12/2013	0.5 Hour(s)	0	0	Too Few Hours

Leadership Development

	Leading In Times Of Change - The Workshop	Classroom	01/2009-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Leading In Times Of Change - Webinar	Classroom	01/2009-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Effective Coaching Skills	Classroom	01/2009-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Making Meetings Worthwhile	Classroom	01/2009-12/2013	1 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Writing Effective Focal Reviews	Classroom	01/2009-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Delivering Effective Focal Reviews	Classroom	01/2009-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Resolving Performance Problems	Classroom	01/2009-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Conflict Management	Classroom	01/2009-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Managing Stress	Classroom	01/2009-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Business Writing Essentials	Classroom	01/2009-12/2013	4 Hour(s)	4	Combinable	Communication Arts
	Managing Remotely	Classroom	01/2009-12/2013	1 Hour(s)	1	Combinable	Interdisciplinary/Elective

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	Business Etiquette for Leaders	Classroom	01/2009-12/2013	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	Change Management	Classroom	01/2009-12/2013	1.5 Hour(s)	1.5	Combinable	Interdisciplinary/Elective

Employee Development

	Increasing Your Emotional Intelligence	Classroom	01/2010-12/2013	4 Hour(s)	4	Combinable	Social Science
	Communication Styles	Classroom	01/2010-12/2013	4 Hour(s)	4	Combinable	Communication Arts
	Having Difficult Conversations	Classroom	01/2010-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Situational Coaching	Classroom	01/2010-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Presentation Basics	Self-Paced	01/2009-12/2013	2 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Presentation Skills: Visual Aids	Classroom	01/2009-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Presentation Skills: Engaging Your Virtual Audience	Classroom	01/2009-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Presentation Skills: Workshop	Classroom	01/2009-12/2013	12 Hour(s)	12	0.5	Interdisciplinary/Elective
	Intellectual Property	Self-Paced	01/2010-12/2013	2 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Building And Sustaining Trust	Classroom	01/2010-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Government Programs Customer Service	Classroom	01/2010-12/2013	8 Hour(s)	8	0.5	Interdisciplinary/Elective
	Adapting and Thriving in a Changing Workplace	Classroom	01/2010-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Peer Coaching	Classroom	01/2010-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Diffusing Anger	Classroom	01/2009-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	The 5 Keys for Handling Challenging Customers	Classroom	01/2009-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Conflict Resolution	Self-Paced	01/2009-12/2013	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Time Management	Classroom	01/2009-12/2013	1 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Emotional Intelligence	Classroom	01/2010-12/2013	4 Hour(s)	4*	Combinable	Social Science
	Problem Solving – Module I	Classroom	01/2009-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Problem Solving – Module II	Classroom	01/2009-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Problem Solving – Module III	Classroom	01/2009-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Strength Finders 2.0	Classroom	01/2009-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	Disc	Classroom	01/2009-12/2013	3 Hour(s)	3	Combinable	Interdisciplinary/Elective
	Phone Etiquette	Classroom	01/2009-12/2013	3 Hour(s)	3	Combinable	Interdisciplinary/Elective
	C3 Group Setup for Account Management	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	C3 Fsa's For Account Management	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	C3 Hsa's for Account Management	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Coventry Fund	Classroom	01/2009-12/2013	2 Hour(s)	0	0	Non-Academic
	Individual Business – Navigator - Marketing	Classroom	01/2009-12/2013	1.5 Hour(s)	0	0	Non-Academic
	Medco (Esd)	Classroom	01/2009-12/2013	1.5 Hour(s)	0	0	Non-Academic
	First Health - Enrollment Conversion Phase II	Classroom	01/2009-12/2013	70 Hour(s)	0	0	Non-Academic
	First Health - Enrollment Conversion Phase III	Classroom	01/2009-12/2013	35 Hour(s)	0	0	Non-Academic
	Individual Business Careteam New Hire	Classroom	01/2009-12/2013	100 Hour(s)	0	0	Non-Academic
	Ar Phones New Hire	Classroom	01/2009-12/2013	160 Hour(s)	0	0	Non-Academic
	C3 Customer Service New Hire	Classroom	01/2009-12/2013	100 Hour(s)	0	0	Non-Academic
	Pre- Existing Conditions	Classroom	01/2009-12/2013	1.5 Hour(s)	0	0	Non-Academic
	Mhnet - Enhancement	Classroom	01/2009-12/2013	24 Hour(s)	24	1.5	Interdisciplinary/Elective
	Individual Business Enrollment	Classroom	01/2009-12/2013	100 Hour(s)	0	0	Non-Academic
	Ar Cash Posting New Hire	Classroom	01/2009-12/2013	100 Hour(s)	0	0	Non-Academic
	Ar Large Reconciliation New Hire	Classroom	01/2009-12/2013	72 Hour(s)	0	0	Non-Academic
	Medical Management Basics	Classroom	01/2009-12/2013	3 Hour(s)	0	0	Non-Academic
	Idx Referrals	Classroom	01/2009-12/2013	10 Hour(s)	0	0	Non-Academic
	Navigator	Classroom	01/2009-12/2013	3 Hour(s)	0	0	Non-Academic
	Medical Terminology for Non-Clinical Staff	Classroom	01/2009-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Patient Centered Interviewing	Classroom	01/2009-12/2013	1 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Case Management Fundamentals	Classroom	01/2009-12/2013	15 Hour(s)	0	0	Non-Academic
	Cultural Diversity for Case Managers	Self-Paced	01/2009-12/2013	1 Hour(s)	0.5	Combinable	Social Science

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	Case Management Ethics	Self-Paced	01/2009-12/2013	1.5 Hour(s)	0.75	Combinable	Interdisciplinary/Elective
	Clinical Decision Making Support Tools	Classroom	01/2009-12/2013	11 Hour(s)	11	0.5	Interdisciplinary/Elective
	Web Intelligence Reports	Classroom	01/2009-12/2013	2 Hour(s)	0	0	Non-Academic
	Computer Tips, Techniques, and Strategies	Classroom	01/2009-12/2013	1.5 Hour(s)	1.5	Combinable	Interdisciplinary/Elective
	World Class Customer Service	Classroom	01/2009-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Communication Skills	Classroom	01/2009-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Telephone Functions	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Telephone Etiquette	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Pharmacy Benefits Management (Pbm) Call Center Onboarding	Classroom	01/2009-12/2013	56 Hour(s)	0	0	Non-Academic
	Workers Comp Management System for Pharmacy Benefits Management (Wcms-Pbm)	Classroom	01/2009-12/2013	4 Hour(s)	0	0	Non-Academic
	Pharmacy Benefits Management Workflow Training	Classroom	01/2009-12/2013	4 Hour(s)	0	0	Non-Academic
	Durable Medical Equipment Call Center Onboarding: Intake Agents	Classroom	01/2009-12/2013	28 Hour(s)	0	0	Non-Academic
	Dme Plus Intake Agent Workflow Training	Classroom	01/2009-12/2013	3 Hour(s)	0	0	Non-Academic
	Durable Medical Equipment Call Center Onboarding: Schedulers	Classroom	01/2009-12/2013	56 Hour(s)	0	0	Non-Academic
	Medco Eservice Delivery*	Classroom	01/2009-12/2013	14 Hour(s)	14	0.5	Interdisciplinary/Elective
	Net Ops Training: Managing Inboxes Using Wcms	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Medco Eservice Delivery	Self-Paced	01/2009-12/2013	2 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Dmeplus Intake Training: Federal Accounts	Classroom	01/2009-12/2013	28 Hour(s)	0	0	Non-Academic
	Dmeplus Scheduler Training: Federal Accounts	Classroom	01/2009-12/2013	56 Hour(s)	0	0	Non-Academic
	Workers' Comp Management System: Card Extensions And Terminations	Self-Paced	01/2009-12/2013	30 Min(s)	0	0	Non-Academic
	Workers' Comp Management System: Gatekeeper And Program Transfers	Self-Paced	01/2009-12/2013	30 Min(s)	0	0	Non-Academic
	Workers' Comp Management System: Medco Updates	Self-Paced	01/2009-12/2013	40 Min(s)	0	0	Non-Academic
	Workers' Comp Management System: Manual Enrollments Part 1	Self-Paced	01/2009-12/2013	40 Min(s)	0	0	Non-Academic
	Workers' Comp Management System: Manual Enrollments Part 2	Self-Paced	01/2009-12/2013	40 Min(s)	0	0	Non-Academic
	Workers' Comp Management System: Search Options	Self-Paced	01/2009-12/2013	40 Min(s)	0	0	Non-Academic

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	CVC Epls Procedure	Classroom	01/2009-12/2013	30 Min(s)	0	0	Non-Academic
	CVC Universal Training	Classroom	01/2009-12/2013	120 Min(s)	0	0	Non-Academic
	CVC Urac Refresher	Classroom	01/2009-12/2013	90 Min(s)	0	0	Non-Academic
	CVC Dynamic Universal Checklist And Request for Change Notes Training	Classroom	01/2009-12/2013	90 Min(s)	0	0	Non-Academic
	CVC Board Certifications- Certifacts	Classroom	01/2009-12/2013	60 Min(s)	0	0	Non-Academic
	CVC Think Downstream- How What We Do Affects Others	Classroom	01/2009-12/2013	60 Min(s)	0	0	Non-Academic
	CVC Caqh Applications	Classroom	01/2009-12/2013	60 Min(s)	0	0	Non-Academic
	CVC Impromptu- Introduction	Classroom	01/2009-12/2013	30 Min(s)	0	0	Too Few Hours
	CVC Tips And Tricks	Classroom	01/2009-12/2013	60 Min(s)	0	0	Non-Academic
	CVC What Goes On At The Plan Level	Classroom	01/2009-12/2013	30 Min(s)	0	0	Non-Academic
	CVC Impromptu Orientation	Classroom	01/2009-12/2013	60 Min(s)	1	Combinable	Interdisciplinary/Elective
	CVC Impromptu Reports	Classroom	01/2009-12/2013	60 Min(s)	1	Combinable	Interdisciplinary/Elective
	CVC Cpmsm/Cpcs Certificates	Classroom	01/2009-12/2013	60 Min(s)	0	0	Non-Academic
	CVC Reviewing Duplicate Claims	Classroom	01/2009-12/2013	60 Min(s)	1	Combinable	Interdisciplinary/Elective
	CVC Ongoing Monitoring	Classroom	01/2009-12/2013	60 Min(s)	1	Combinable	Interdisciplinary/Elective
	CVC Quick Thinking, Confidence	Classroom	01/2009-12/2013	60 Min(s)	1	Combinable	Interdisciplinary/Elective
	CVC Time Management	Classroom	01/2009-12/2013	30 Min(s)	0	0	Too Few Hours
	CVC Ncqa	Classroom	01/2009-12/2013	60 Min(s)	1	Combinable	Interdisciplinary/Elective
	CVC Hospital Privileges	Classroom	01/2009-12/2013	60 Min(s)	1	Combinable	Interdisciplinary/Elective
	CVC Confidentiality And Security Awareness Training	Classroom	01/2009-12/2013	15 Min(s)	0	0	Non-Academic
	CVC Pearl Providers	Classroom	01/2009-12/2013	30 Min(s)	0	0	Too Few Hours
	CVC Qa Process for Scanning	Classroom	01/2009-12/2013	45 Min(s)	0	0	Non-Academic
	CVC Facility Credentialing- An Overview	Classroom	01/2009-12/2013	45 Min(s)	0	0	Non-Academic
	CVC Be More Efficient With E-Mail	Classroom	01/2009-12/2013	60 Min(s)	1	Combinable	Interdisciplinary/Elective
	Faxcom Training for Broadcast Users	Classroom	01/2009-12/2013	120 Min(s)	2	0	Non-Academic

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	Remedy It Change Management Console Overview	Classroom	01/2009-12/2013	2 Hour(s)	0	0	Non-Academic
	Mca Functional Bootcamp	Classroom	01/2009-12/2013	24 Hour(s)	0	0	Non-Academic
	Edi Mca 835 Technical	Classroom	01/2009-12/2013	8 Hour(s)	0	0	Non-Academic
	Edi Mca 837 Technical	Classroom	01/2009-12/2013	24 Hour(s)	0	0	Non-Academic
	Edi Mca 837/835 Functional Training	Classroom/ Self-Paced	01/2009-12/2013	6.0/2.0 Hour(s)	0	0	Non-Academic
	Idx Mca Functional - Intermediate Claims Entry	Classroom	01/2009-12/2013	16 Hour(s)	0	0	Non-Academic
	Idx Mca Functional - Introduction To Claims Entry	Classroom	01/2009-12/2013	16 Hour(s)	0	0	Non-Academic
	Idx Mca Technical - Introduction To Claims Entry	Classroom	01/2009-12/2013	16 Hour(s)	0	0	Non-Academic
	Idx Mca Technical – Intermediate Claims Entry	Classroom	01/2009-12/2013	16 Hour(s)	0	0	Non-Academic
	Mca Technical	Classroom	01/2009-12/2013	40 Hour(s)	40	2.5	Interdisciplinary/Elective
	Microsoft Live Meeting New Organizer Training	Classroom	01/2009-12/2013	3 Hour(s)	3	Combinable	Interdisciplinary/Elective
	Dbms Report Writer	Classroom	01/2009-12/2013	32 Hour(s)	32	2	Interdisciplinary/Elective
	Dbms Technical	Classroom	01/2009-12/2013	32 Hour(s)	32	2	Interdisciplinary/Elective
	Dbms Technical for Analysts	Classroom	01/2009-12/2013	40 Hour(s)	40	2.5	Interdisciplinary/Elective
	Dbms Technical: Generated Selector Utility	Classroom	01/2009-12/2013	8 Hour(s)	8	0.5	Interdisciplinary/Elective
	Idx-Mcps Interface Functional Training	Classroom	01/2009-12/2013	2 Hour(s)	0	0	Non-Academic
	Mcps Functional	Classroom	01/2009-12/2013	12 Hour(s)	0	0	Non-Academic
	Mcps Technical	Classroom	01/2009-12/2013	6 Hour(s)	0	0	Non-Academic
	Aes Programming	Classroom	01/2009-12/2013	24 Hour(s)	24	1.5	Interdisciplinary/Elective
	Intermediate M Programming	Classroom	01/2009-12/2013	32 Hour(s)	32	2	Science/Technology
	Introduction To M Programming	Classroom	01/2009-12/2013	32 Hour(s)	32	2	Science/Technology
	Bar Batch Recovery	Classroom	01/2009-12/2013	8 Hour(s)	0	0	Non-Academic
	Bar Month End	Classroom	01/2009-12/2013	8 Hour(s)	0	0	Non-Academic
	Bar Technical	Classroom	01/2009-12/2013	24 Hour(s)	24	1.5	Science/Technology
	Billing Bootcamp (Bar And Premium Billing)	Classroom	01/2009-12/2013	32 Hour(s)	0	0	Non-Academic

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	Ap & GI Functional*	Classroom	01/2009-12/2013	8 Hour(s)	8	0.5	Interdisciplinary/Elective
	Ap & GI Technical*	Classroom	01/2009-12/2013	8 Hour(s)	8	0.5	Interdisciplinary/Elective
	Idx Global Data Relationships	Classroom	01/2009-12/2013	8 Hour(s)	8	0.5	Interdisciplinary/Elective
	Idx Technical Overview	Classroom	01/2009-12/2013	4 Hour(s)	4	Combinable	Science/Technology
	Global Documentation	Classroom	01/2009-12/2013	8 Hour(s)	0	0	Non-Academic
	M For Analysts	Classroom	01/2009-12/2013	40 Hour(s)	40	2.5	Science/Technology
	Introduction To Cache Objectscript	Classroom	01/2009-12/2013	16 Hour(s)	16	1	Science/Technology
	Cache, New Features To M	Classroom	01/2009-12/2013	8 Hour(s)	8	0.5	Science/Technology
	Premium Billing Technical	Classroom	01/2009-12/2013	8 Hour(s)	8	0.5	Interdisciplinary/Elective
	Understanding The Error Trap	Classroom	01/2009-12/2013	8 Hour(s)	8	0.5	Interdisciplinary/Elective
	Idx Programmer Tips & Tricks	Classroom	01/2009-12/2013	8 Hour(s)	8	0.5	Interdisciplinary/Elective
	Coventry It Project Management Standards	Self-Paced	01/2009-12/2013	3 Hour(s)	1.5	Combinable	Interdisciplinary/Elective
	Cognos 8 Bi Analysis Studio	Classroom	01/2009-12/2013	7 Hour(s)	7	Combinable	Interdisciplinary/Elective
	Coventry It Sdlc Standards	Self-Paced	01/2009-12/2013	4 Hour(s)	2	Combinable	Interdisciplinary/Elective
	IT General Computer Controls (Gcc)	Self-Paced	01/2009-12/2013	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Cognos 8.3 Report Differences	Classroom	01/2009-12/2013	90 Min(s)	1.5	Combinable	Interdisciplinary/Elective
	Cognos 8.3 Analysis Studio Differences	Classroom	01/2009-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Cognos 8.3 Report Studio Express	Classroom	01/2009-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Security Concepts Training	Classroom	01/2009-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Idx Basics	Classroom	01/2009-12/2013	4 Hour(s)	0	0	Non-Academic
	Cpd Functional	Classroom	01/2009-12/2013	4 Hour(s)	0	0	Non-Academic
	Cpd Epif Training	Classroom	01/2009-12/2013	3.5 Hour(s)	0	0	Non-Academic
	Introduction To The Project Dashboard	Self-Paced	01/2009-12/2013	30 Min(s)	0	0	Non-Academic
	Major Incident Management	Self-Paced	01/2009-12/2013	50 Min(s)	0	0	Too Few Hours
	Designing Secure Systems – Part 1	Self-Paced	01/2009-12/2013	1 Hour(s)	0.5	Combinable	Science/Technology

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	Designing Secure Systems – Part 2	Self-Paced	01/2009-12/2013	1 Hour(s)	0.5	Combinable	Science/Technology
	Designing Secure Systems – Part 3	Self-Paced	01/2009-12/2013	1 Hour(s)	0.5	Combinable	Science/Technology
	Data Classification	Self-Paced	01/2009-12/2013	30 Min(s)	0	0	Too Few Hours
	Catastrophic Case Management	Self-Paced	01/2009-12/2013	4 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Cmadvance	Classroom	01/2009-12/2013	20 Hour(s)	20	1	Interdisciplinary/Elective
	CMSTART	Classroom	01/2009-12/2013	27 Hour(s)	27	1.5	Interdisciplinary/Elective
	Cognitive Behavioral Therapy	Self-Paced	01/2009-12/2013	4 Hour(s)	2	Combinable	Social Science
	Cost Management	Classroom	01/2009-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Crisis Response	Classroom	01/2009-12/2013	8 Hour(s)	8	0.5	Interdisciplinary/Elective
	Cultural Competency	Self-Paced	01/2009-12/2013	2 Hour(s)	1	Combinable	Social Science
	Diabetes	Classroom	01/2009-12/2013	1 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Disability Management	Self-Paced	01/2009-12/2013	4 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Everything You Want To Know About Psychology	Classroom	01/2009-12/2013	1 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Home Behavioral Evaluation Home Study	Self-Paced	01/2009-12/2013	4 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Illegal Immigration And Workers Comp Challenges	Self-Paced	01/2009-12/2013	2 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Job Analysis Home Study	Self-Paced	01/2009-12/2013	2 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Job Placement Home Study	Self-Paced	01/2009-12/2013	4 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Life X Ray Home Study	Self-Paced	01/2009-12/2013	2 Hour(s)	0	0	Non-Academic
	Long Term Care Home Study	Self-Paced	01/2009-12/2013	4 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Maritime Workers Comp Home Study	Self-Paced	01/2009-12/2013	4 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Overview Of Burns	Self-Paced	01/2009-12/2013	2 Hour(s)	0	0	Non-Academic
	Psychological Effects Of Job Loss	Self-Paced	01/2009-12/2013	2 Hour(s)	1	Combinable	Social Science
	RTW: The Employer Connection	Classroom	01/2009-12/2013	1 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Stroke	Self-Paced	01/2009-12/2013	2 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Trauma and the Mind Body Connection	Self-Paced	01/2009-12/2013	2 Hour(s)	1	Combinable	Interdisciplinary/Elective

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	TSA LMS Home Study	Self-Paced	01/2009-12/2013	2 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Vocational Assessment	Self-Paced	01/2009-12/2013	2 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Workers Compensation Basics	Self-Paced	01/2009-12/2013	2 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Workplace Violence	Classroom	01/2009-12/2013	1.5 Hour(s)	1.5	Combinable	Interdisciplinary/Elective
	Suicide: Basic Information for Case Managers	Self-Paced	01/2009-12/2013	2 Hour(s)	1	Combinable	Interdisciplinary/Elective
	California Medical Bill Reviewer Certification	Self-Paced	01/2009-12/2013	30 Hour(s)	15	1	Interdisciplinary/Elective
	California Medical Bill Reviewer Recertification	Self-Paced	01/2009-12/2013	16 Hour(s)	0	0	Non-Academic
	Coventry Connect Overview	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Coventry Connect Overview	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Coventry Connect Inquiry	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Coventry Connect Inquiry	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Coventry Connect Bill Indexing	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Coventry Connect Bill Indexing	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Coventry Connect Correspondence Indexing	Classroom	01/2009-12/2013	30 Min(s)	0	0	Non-Academic
	Coventry Connect Correspondence Indexing	Self-Paced	01/2009-12/2013	30 Min(s)	0	0	Non-Academic
	Coventry Connect Bill Management	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Coventry Connect Bill Management	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Coventry Connect Pharmacy	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Coventry Connect Pharmacy	Self-Paced	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Coventry Connect Care Management	Classroom	01/2009-12/2013	30 Min(s)	0	0	Non-Academic
	Coventry Connect Care Management	Self-Paced	01/2009-12/2013	30 Min(s)	0	0	Non-Academic
	Coventry Connect Reports	Classroom	01/2009-12/2013	30 Min(s)	0	0	Non-Academic
	Coventry Connect Reports	Self-Paced	01/2009-12/2013	30 Min(s)	0	0	Non-Academic
	Sales & Marketing Training Back To Basics School	Classroom	01/2009-12/2013	40 Hour(s)	40	2.5	Interdisciplinary/Elective
	Cpd Epif Training	Classroom	01/2009-12/2013	3.5 Hour(s)	0	0	Non-Academic

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	California Unlawful Harassment for Managers	Classroom	01/2009-12/2013	2.5 Hour(s)	2.5	Combinable	Interdisciplinary/Elective
	Essentials Refresher Training	Classroom	01/2009-12/2013	5 Hour(s)	0	0	Non-Academic
	Interqual Criteria for Southern Health Ccm's & Cm's	Classroom	01/2009-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Interqual Criteria for Southern Health Preauthorization Staff	Classroom	01/2009-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Interqual Training for Hcusa Crc's	Classroom	01/2009-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Interqual Training for Hcusa Preauthorization And Ccm Staff	Classroom	01/2009-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Interqual: Application With Q&A	Classroom	01/2009-12/2013	1 Hour(s)	1	Combinable	Interdisciplinary/Elective
	MHBP - Mmo / Qual Care Claims Processing Training	Classroom	01/2009-12/2013	1 Hour(s)	0	0	Non-Academic
	Gmis Refresher	Classroom	01/2009-12/2013	4 Hour(s)	0	0	Non-Academic
	Monthly It Wc Training Sessions	Classroom	01/2009-12/2013	1.5 Hour(s)	0	0	Non-Academic
	Ccs Documentation Workflow Guidelines	Classroom	01/2009-12/2013	45 Min(s)	0	0	Non-Academic
	CVC Be More E-Efficient With E-Mail	Classroom	01/2009-12/2013	60 Min(s)	1	Combinable	Interdisciplinary/Elective
	CVC Facility Credentialing - An Overview	Classroom	01/2009-12/2013	45 Min(s)	0	0	Non-Academic
	Dme Processing Training	Classroom	01/2009-12/2013	90 Min(s)	0	0	Non-Academic
	It Career Development - Brown Bag Session	Classroom	01/2009-12/2013	60 Min(s)	0	0	Non-Academic
	Bmc Remedy It Service Management 7.5: Administering - Part 1 (Wbt)	Self-Paced	01/2009-12/2013	4 Hour(s)	0	0	Non-Academic
	Bmc: Remedy Ar System 7.5: Foundation - Part 1 (Wbt)	Self-Paced	01/2009-12/2013	6 Hour(s)	0	0	Non-Academic
	Bmc: Remedy Ar System 7.5: Foundation - Part 2	Self-Paced	01/2009-12/2013	40 Hour(s)	0	0	Non-Academic
	Bmc: Remedy Ar System 7.X: Administering - Part 1 (Wbt)	Self-Paced	01/2009-12/2013	6 Hour(s)	0	0	Non-Academic
	Bmc: Remedy Ar System 7.X: Administering - Part 1 (Wbt)	Self-Paced	01/2009-12/2013	3 Hour(s)	0	0	Non-Academic
	Bmc: Remedy Asset Management 7.5: Using (Wbt)	Self-Paced	01/2009-12/2013	3 Hour(s)	0	0	Non-Academic
	Bmc: Remedy It Service Management 7.5: Administering - Part 2	Self-Paced	01/2009-12/2013	40 Hour(s)	0	0	Non-Academic
	Bmc: Remedy It Service Management 7.X: Application Administering Essentials (Wbt)	Self-Paced	01/2009-12/2013	3 Hour(s)	0	0	Non-Academic
	Bmc: Remedy Service Desk 7.5-Using Incident Management (Wbt)	Self-Paced	01/2009-12/2013	3 Hour(s)	0	0	Non-Academic
	Bmc: Remedy Service Desk 7.X: Using Problem Management (Wbt)	Self-Paced	01/2009-12/2013	2 Hour(s)	0	0	Non-Academic

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	Concurrent Review Process With Integrated Discharge Planning (Leadership)	Self-Paced	01/2009-12/2013	2 Hour(s)	0	0	Non-Academic
	Concurrent Review Process With Integrated Discharge Planning (Staff)	Self-Paced	01/2009-12/2013	2 Hour(s)	0	0	Non-Academic
	Directprovider.Com (Network Management)	Self-Paced	01/2009-12/2013	2.05 Hour(s)	0	0	Non-Academic
	E-Office Training	Self-Paced	01/2009-12/2013	2 Hour(s)	0	0	Non-Academic
	Fsd - Notifier	Self-Paced	01/2009-12/2013	2 Hour(s)	0	0	Non-Academic
	Pcm - Facility View Only	Self-Paced	01/2009-12/2013	2 Hour(s)	0	0	Non-Academic
	Pcm - Ocn View Only	Self-Paced	01/2009-12/2013	120 Min(s)	0	0	Non-Academic
	It Training Suites: An Overview for Management	Classroom	01/2009-12/2013	1 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Writing Effective Learning Objectives	Classroom	01/2009-12/2013	1 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Cognos 8 Report Studio Express	Classroom	01/2009-12/2013	1.5 Hour(s)	1.5	Combinable	Interdisciplinary/Elective
10,280	What's New in Microsoft Outlook 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
15,204	Classroom Management	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
15,205	Dazzling the Difficult Customer	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
15,208	Grammar Skills Assessment	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
15,209	Grammar Skills Assessment for E- Mail Associates	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
15,243	How Full is your Bucket - Lunch and Learn	Classroom	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
15,563	Time Management	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
17,629	Course 4106: Core Training for Microsoft Office Excel 2003	Self-Paced	02/2012-12/2013	30 Min(s)	0	0.0	Too Few Hours
17,624	Course 4101: Advanced Training for Microsoft Office Excel 2003	Self-Paced	02/2012-12/2013	30 Min(s)	0	0.0	Too Few Hours
17,705	Selecting the Right Candidate	Classroom	02/2012-12/2013	210 Min(s)	3.5	Combinable	Interdisciplinary/Elective
17,743	Writing Secure Code - Java (J2EE)	Classroom	02/2012-12/2013	1,920 Min(s)	32	2.0	Science/Technology
18,483	Personal Strengths	Classroom	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
18,623	Coaching for Improved Performance	Classroom	02/2012-12/2013	90 Min(s)	1.5	Combinable	Interdisciplinary/Elective
19,323	Leadership by Example	Classroom	02/2012-12/2013	60 Min(s)	1	Combinable	Interdisciplinary/Elective
19,423	It's A Matter of Respect	Classroom	02/2012-12/2013	210 Min(s)	3.5	Combinable	Interdisciplinary/Elective

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
20,403	FirstRebate - Technical Training	Classroom	02/2012-12/2013	1,440 Min(s)	24	1.5	Science/Technology
20,663	GA - SS - Conflict Resolution - Part 1	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
15,207	In-Touch Customer Service	Self-Paced	02/2012-12/2013	45 Min(s)	0	0.0	Too Few Hours
20,904	In-Touch Manager Toolkit	Self-Paced	02/2012-12/2013	30 Min(s)	0	0.0	Too Few Hours
21,023	Influencing and Leading in the Classroom	Classroom	02/2012-12/2013	60 Min(s)	1	Combinable	Interdisciplinary/Elective
21,074	Principals of Project Management	Classroom	02/2012-12/2013	360 Min(s)	6	Combinable	Interdisciplinary/Elective
21,684	GA - SS - Problem Solving - Phase 1	Classroom	02/2012-12/2013	240 Min(s)	4	Combinable	Interdisciplinary/Elective
21,685	GA - SS - Problem Solving - Phase 2	Classroom	02/2012-12/2013	240 Min(s)	4	Combinable	Interdisciplinary/Elective
21,687	GA - SS - Problem Solving - Phase 3	Classroom	02/2012-12/2013	240 Min(s)	4	Combinable	Interdisciplinary/Elective
21,723	MHBP Fish	Classroom	02/2012-12/2013	60 Min(s)	1	Combinable	Interdisciplinary/Elective
21,923	GA - SS - Phone Etiquette	Classroom	02/2012-12/2013	120 Min(s)	0	0.0	Non-Academic
22,123	IT Recruiting	Classroom	02/2012-12/2013	360 Min(s)	0	0.0	Non-Academic
22,203	Database Code Control Management System (DBCMS/ICR)	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Science/Technology
22,243	BR4 System Test Event Maintenance	Classroom	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
22,323	MCPS Navigational Training Module	Self-Paced	02/2012-12/2013	90 Min(s)	0.75	Combinable	Interdisciplinary/Elective
22,343	Making the Decision to Lead	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
22,803	PM Process Standardization - Business Analyst & Developer Overview	Classroom	02/2012-12/2013	60 Min(s)	1	Combinable	Interdisciplinary/Elective
22,983	Writing Secure Code:ASP.NET	Classroom	02/2012-12/2013	1,920 Min(s)	32	2.0	Science/Technology
23,043	Regression Testing File Preparation	Classroom	02/2012-12/2013	480 Min(s)	0	0.0	Non-Academic
23,203	Career Coaching	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
23,243	GA - Web - Time Management	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
23,289	User Acceptance Testing	Classroom	02/2012-12/2013	960 Min(s)	0	0.0	Non-Academic
23,340	Leadership	Classroom	02/2012-12/2013	90 Min(s)	1.5	Combinable	Interdisciplinary/Elective
23,383	FLSA Overview	Classroom	02/2012-12/2013	45 Min(s)	0.75	Combinable	Interdisciplinary/Elective
63,823	Don't Play with Employee Pay	Classroom	02/2012-12/2013	75 Min(s)	1.25	Combinable	Interdisciplinary/Elective

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
23,483	Coaching and Mentoring	Classroom	02/2012-12/2013	180 Min(s)	0	0.0	Non-Academic
23,903	The Americans with Disabilities Act	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
24,189	Course 6355: Fine Tuning Resource and Assignment Details in MS Project 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
24,189	Course 6355: Fine Tuning Resource and Assignment Details in MS Project 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
24,190	Course 6354: Fine Tuning Task Details in Microsoft Office Project 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
24,191	Course 6356: Organizing and Printing Project Information in MS Project 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
24,192	Course 6357: Tracking and Viewing Project Status in MS Office Project 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
24,193	Course 6358: Integrating MS Project 2007 with Other MS Office Programs	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
24,194	Course 6359: Troubleshooting & Fine Tuning a Project Plan in MS Project 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
25,100	Global Knowledge:The Value of EVM for Cost Control	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
25,116	BMC:BMC Remedy Change Management 7.x: Using (WBT)	Self-Paced	02/2012-12/2013	180 Min(s)	1.5	Combinable	Interdisciplinary/Elective
25,120	Kronos:WTK6.0 Administering the Application	Self-Paced	02/2012-12/2013	960 Min(s)	8	0.5	Interdisciplinary/Elective
25,121	SAS:Enterprise BI Library with SAS Enterprise Guide	Self-Paced	02/2012-12/2013	2,820 Min(s)	23.5	1.5	Interdisciplinary/Elective
25,124	Sun Microsystems:Creating Web - Tier Applications Using Visual Development Environment	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
25,127	Sun Microsystems:Getting Starting with the Java Persistence	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Science/Technology
25,128	Sun Microsystems:GlassFish Application Server - Administration Bundle	Self-Paced	02/2012-12/2013	540 Min(s)	4.5	Combinable	Science/Technology
25,129	Sun Microsystems:GlassFish Application Server - Introduction	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Science/Technology
25,130	Sun Microsystems:Introduction to Developing Rich-Client Applications	Self-Paced	02/2012-12/2013	240 Min(s)	2	Combinable	Science/Technology
25,131	Sun Microsystems:Introduction to Web Services Interoperability Technologies (WSIT) Bundle	Self-Paced	02/2012-12/2013	300 Min(s)	2.5	Combinable	Science/Technology
25,135	Sun Microsystems:Java Programming Language	Self-Paced	02/2012-12/2013	480 Min(s)	4	Combinable	Science/Technology
25,136	Sun Microsystems:JavaScript Language for Java Developers	Self-Paced	02/2012-12/2013	240 Min(s)	2	Combinable	Science/Technology
25,137	Sun Microsystems:Making Your JMS Applications Secure and Highly Available	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Science/Technology
25,138	Sun Microsystems:Sun Java System Message Queue Platform Edition 4.0 - Introduction	Self-Paced	02/2012-12/2013	240 Min(s)	2	Combinable	Science/Technology
25,140	Sun Microsystems:Web Services Infrastructure and Organizations	Self-Paced	02/2012-12/2013	180 Min(s)	1.5	Combinable	Science/Technology

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25,141	Sun Microsystems:Managing Your Web Services Deployment	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Science/Technology
25,142	Sun Microsystems:Overview of XML	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Science/Technology
25,143	Sun Microsystems:Sun Java System Application Server Platform Edition 9 - Overview	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Science/Technology
25,144	Sun Microsystems:Sun Java System Web Infrastructure Suite Overview	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Science/Technology
25,145	Sun Microsystems:Understanding Sun Java Message Queue 4.2 and Its New Features	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Science/Technology
25,146	Sun Microsystems:Web Services Enabling Technologies	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Science/Technology
25,843	SAS:Introduction to Programming with SAS/IML Software	Self-Paced	02/2012-12/2013	720 Min(s)	6	Combinable	Science/Technology
29,103	Incident Management - Policy and Process Guidelines	Self-Paced	02/2012-12/2013	90 Min(s)	0	0.0	Non-Academic
29,317	GA - SS - Coventry Service Touch - Part 1	Classroom	02/2012-12/2013	240 Min(s)	0	0.0	Non-Academic
29,318	GA - SS - Coventry Service Touch - Part 2	Classroom	02/2012-12/2013	240 Min(s)	0	0.0	Non-Academic
29,363	GA - SS - Strengths Finder 2.0	Classroom	02/2012-12/2013	120 Min(s)	0	0.0	Non-Academic
29,383	GA - SS - FISH	Classroom	02/2012-12/2013	120 Min(s)	0	0.0	Non-Academic
29,384	GA - SS - How Full Is Your Bucket	Classroom	02/2012-12/2013	90 Min(s)	0	0.0	Non-Academic
29,385	GA - SS - How To Say It At Work	Classroom	02/2012-12/2013	240 Min(s)	4	Combinable	Communication Arts
30,423	Maximizing Your Time Using Outlook	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
31,703	Presentation Skills - The Basics	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Communication Arts
31,763	Cultural Competency	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
31,763	Cultural Competency	Classroom	02/2012-12/2013	120 Min(s)	2	Combinable	Interdisciplinary/Elective
31,783	HEDIS	Classroom	02/2012-12/2013	120 Min(s)	2	Combinable	Interdisciplinary/Elective
32,503	Positive Employee Relations	Classroom	02/2012-12/2013	60 Min(s)	1	Combinable	Interdisciplinary/Elective
33,903	Project Management Professional (PMP) Prep Course	Self-Paced	02/2012-12/2013	2,400 Min(s)	20	1.0	Interdisciplinary/Elective
35,763	Strategic Thinking	Classroom	02/2012-12/2013	240 Min(s)	4	Combinable	Interdisciplinary/Elective
35,784	Using Sound Judgment	Classroom	02/2012-12/2013	240 Min(s)	0	0.0	Non-Academic
35,923	Intellectual Property Rights Course	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
35,983	Lean Six Sigma Sponsor Training	Classroom	02/2012-12/2013	960 Min(s)	16	1.0	Interdisciplinary/Elective

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
36,543	Introduction to the New Microsoft Office User Interface	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
36,583	5262 - What's New in Microsoft Office System 2007 Collection	Self-Paced	02/2012-12/2013	480 Min(s)	4	Combinable	Interdisciplinary/Elective
36,903	Coventry Iterative Process (CIP) Training (Agile Methodology)	Classroom	02/2012-12/2013	90 Min(s)	0	0.0	Non-Academic
36,903	Coventry Iterative Process (CIP) Training (Agile Methodology)	Self-Paced	02/2012-12/2013	90 Min(s)	0	0.0	Non-Academic
37,543	4697 - Introduction to the New Microsoft Office Fluent User Interface	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
37,583	5419 - Getting Started with Microsoft Office Word 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
37,603	5420 - Editing and Proofreading Documents in Microsoft Office Word 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
37,623	5421 - Formatting Documents in Microsoft Office Word 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
37,643	5422 - Working with Columns and Tables in Microsoft Office Word 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
37,663	5423 - Working with Graphical Elements in Microsoft Office Word 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
37,683	5424 - Working with Longer Documents in Microsoft Office Word 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
37,703	5425 - Getting Started with Microsoft Office Excel 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
37,723	5426 - Performing Calculations on Data in Microsoft Office Excel 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
37,743	5427 - Formatting and Printing Worksheets in Microsoft Office Excel 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
37,763	5428 - Filtering and Summarizing Data in Microsoft Office Excel 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
37,783	5429 - Working with Pivot Tables and Charts in Microsoft Office Excel 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
37,823	5430 - Collaborating with Others in Microsoft Office Excel 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
37,843	5431 - Getting Started with Microsoft Office PowerPoint 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
37,863	5432 - Working with Slides in Microsoft Office PowerPoint 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
37,883	5433 - Working with the Slide Layout and Themes in Microsoft Office PowerPoint 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
37,923	5435 - Enhancing the Slides with Multimedia Elements in Microsoft Office PowerPoint 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
37,943	5436 - Delivering Presentations Using Microsoft Office PowerPoint 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
37,963	5437 - Getting Started with Microsoft Office Outlook 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
37,983	5438 - Working with E-mail Messages in Microsoft Office Outlook 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,003	5439 - Managing Mail and Contact Information in Microsoft Office Outlook 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
38,023	5440 - Managing the Calendar in Microsoft Office Outlook 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,043	5441 - Working with Tasks and Notes in Microsoft Office Outlook 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,063	5442 - Sharing and Remotely Accessing Data in Microsoft Office Outlook 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,123	5444 - What's New in Microsoft Office Excel 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,143	5445 - What's New in Microsoft Office InfoPath 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,163	5446 - What's New in Microsoft Office OneNote 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,183	5447 - What's New in Microsoft Office Outlook 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,184	5448 - What's New in Microsoft Office PowerPoint 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,203	5449 - What's New in Microsoft Office Word 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,223	5450 - What's New in Microsoft Office Visio 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,344	5457 - Getting Started with Microsoft Office Project 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,363	5458 - Working with Resources with Microsoft Office Project 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,364	5459 - Formatting and Printing Your Project Plan with Microsoft Office Project 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,365	5460 - Tracking Progress on Tasks with Microsoft Office Project 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,365	5460 - Tracking Progress on Tasks with Microsoft Office Project 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,366	5461 - Getting Started with Microsoft Office Visio 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,383	5462 - Working with Shapes and Connectors with Microsoft Office Visio 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,403	5463 - Creating Special Diagrams with Microsoft Office Visio 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,423	5464 - Visualizing Data in Diagrams with Microsoft Office Visio 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,443	5465 - Getting Started with Windows SharePoint Services 3.0	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,444	5466 - Creating and Managing Windows SharePoint Services 3.0 Sites	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,445	5467 - Team Collaboration with Windows SharePoint Services 3.0	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,463	5468 - Using Windows SharePoint Services 3.0 with Microsoft 2007 Office System Apps	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,483	5469 - Getting Started with Microsoft Office OneNote 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,484	5470 - Working with Notes in Microsoft Office OneNote 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective

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38,485	5471 - Using Microsoft Office OneNote 2007 for Research	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,486	5472 - Sharing Microsoft Office OneNote 2007 Information	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,503	5473 - Getting Started with Microsoft Office InfoPath 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,504	5474 - Importing and Modifying Forms by Using Microsoft Office InfoPath 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,523	5475 - Developing Effective Forms in Microsoft Office InfoPath 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,524	5476 - Performing Advanced Operations in Microsoft Office InfoPath 2007	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,643	4114 - Doing More with Microsoft Windows SharePoint Services	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,663	4115 - Getting Started with Microsoft Windows SharePoint Services	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,683	4119 - Core Training for Microsoft Windows XP Professional Service Pack 2	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,703	4120 - Core Training for Microsoft Windows XP Professional	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
38,723	6081 - Windows Vista Essentials	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
40,683	IT Training Suites: An Overview for Management	Classroom	02/2012-12/2013	60 Min(s)	1	Combinable	Interdisciplinary/Elective
41,963	CVC Be more E-efficient with E-mail	Classroom	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
42,371	Customer Service Fundamentals: Building Rapport in Customer Relationships	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
42,378	Customer Service Confrontation and Conflict	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
42,397	Customer Service over the Phone	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
43,603	CompTIA A+ 2009	Self-Paced	02/2012-12/2013	1,440 Min(s)	12	0.5	Interdisciplinary/Elective
45,163	Change Leadership Pilot Workshop: Processes and Tools for Leading Change	Classroom	02/2012-12/2013	960 Min(s)	16	1.0	Interdisciplinary/Elective
45,583	Communication Etiquette	Self-Paced	02/2012-12/2013	20 Min(s)	0	0.0	Too Few Hours
49,105	Embracing Organizational Change	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
62,363	Difficult Interviewing Situations WBT	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
63,823	Don't Play With Employee Pay	Classroom	02/2012-12/2013	75 Min(s)	1.25	Combinable	Interdisciplinary/Elective
64,643	Dealing with Difficult Employee Situations	Classroom	02/2012-12/2013	75 Min(s)	1.25	Combinable	Interdisciplinary/Elective
64,803	Resource Management for Managers and Directors	Classroom	02/2012-12/2013	60 Min(s)	1	Combinable	Interdisciplinary/Elective
66,383	Effective Email Time Management	Self-Paced	02/2012-12/2013	75 Min(s)	0	0.0	Non-Academic

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66,504	ADAAA The Americans With Disabilities Act	Classroom	02/2012-12/2013	90 Min(s)	1.5	Combinable	Interdisciplinary/Elective
66,744	Motivating Employees	Self-Paced	02/2012-12/2013	75 Min(s)	0.62	Combinable	Interdisciplinary/Elective
67,124	Foundations of Management: The Fundamentals of Decision Making	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
69,303	Resume Writing and Interviewing Tips for Success	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
70,203	LS00045 : Windows Server 2008 R2 for IT Pros: Hyper-V QuickDemo	Classroom	02/2012-12/2013	15 Min(s)	0	0.0	Too Few Hours
70,204	LS00046 : Windows Server 2008 R2 for IT Pros: Branch Cache Quick Demo	Classroom	02/2012-12/2013	15 Min(s)	0	0.0	Too Few Hours
70,205	LS00047 : Windows Server 2008 R2 for IT Pros: Direct Access Quick Demo	Classroom	02/2012-12/2013	15 Min(s)	0	0.0	Too Few Hours
70,206	LS00048 : Windows Server 2008 R2 for IT Pros: Management Quick Demo	Classroom	02/2012-12/2013	15 Min(s)	0	0.0	Too Few Hours
70,803	Understanding the Quarterly Earnings Call	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
70,823	Workforce Bullying	Classroom	02/2012-12/2013	75 Min(s)	0	0.0	Non-Academic
70,883	Creating Business Intelligence Solutions in Microsoft SharePoint 2010	Self-Paced	02/2012-12/2013	75 Min(s)	0.62	Combinable	Interdisciplinary/Elective
70,885	Microsoft SharePoint 2010 for End user - Collaboration Features	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
70,889	Finding Content and People Using Microsoft SharePoint 2010 Enterprise Search	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
70,892	Connecting to People and Resources with My Sites in Microsoft SharePoint 2010	Self-Paced	02/2012-12/2013	90 Min(s)	0.75	Combinable	Interdisciplinary/Elective
70,898	Setting Up Projects in Microsoft Project 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
70,900	Building a Project Schedule in Microsoft Project 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
70,902	Tracking and Managing Projects inMicrosoft Project 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
70,905	Customizing and Sharing Projects in Microsoft Project 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
70,907	Beginner Skills in Microsoft Access 2010	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
70,909	Intermediate Skills in Microsoft Access 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
70,911	Advanced Skills in Microsoft Access 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
70,924	Beginner Skills in Microsoft Outlook 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
70,926	Advanced Skills in Microsoft Outlook 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
70,928	Intermediate Skills in Microsoft Outlook 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
70,944	Beginner Skills in Microsoft PowerPoint 2010	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective

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70,946	Advanced Skills in Microsoft PowerPoint 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
70,948	Intermediate Skills in Microsoft PowerPoint 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
70,950	Creating and Customizing Websites Using Microsoft SharePoint Designer 2010	Self-Paced	02/2012-12/2013	90 Min(s)	0.75	Combinable	Interdisciplinary/Elective
70,952	Managing and Controlling Documents Using Microsoft SharePoint Designer 2010	Self-Paced	02/2012-12/2013	75 Min(s)	0.62	Combinable	Interdisciplinary/Elective
70,954	Customizing Workflow Processes Using Microsoft SharePoint Designer 2010	Self-Paced	02/2012-12/2013	75 Min(s)	0.62	Combinable	Interdisciplinary/Elective
70,984	Beginner Skills Training in Microsoft OneNote 2010	Self-Paced	02/2012-12/2013	90 Min(s)	0.75	Combinable	Interdisciplinary/Elective
71,004	Beginner Skills Training in Microsoft Publisher 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
71,006	Taking Content Offline Using Microsoft SharePoint Workspace 2010	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
71,008	Beginner Skills Training in Microsoft Visio 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
71,024	Beginner Skills in Microsoft Word 2010	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
71,028	Intermediate Skills in Microsoft Word 2010	Self-Paced	02/2012-12/2013	90 Min(s)	0.75	Combinable	Interdisciplinary/Elective
71,030	Advanced Skills in Microsoft Word 2010	Self-Paced	02/2012-12/2013	90 Min(s)	0.75	Combinable	Interdisciplinary/Elective
71,044	Beginner Skills in Microsoft Excel 2010	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
71,046	Intermediate Skills in Microsoft Excel 2010	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
71,048	Advanced Skills in Microsoft Excel 2010	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
71,050	Working with Microsoft Lync 2010 for Collaboration	Self-Paced	02/2012-12/2013	90 Min(s)	0.75	Combinable	Interdisciplinary/Elective
71,052	Beginner Skills Training in Microsoft InfoPath 2010	Self-Paced	02/2012-12/2013	90 Min(s)	0.62	Combinable	Interdisciplinary/Elective
71,086	What's New in Microsoft Word 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.62	Combinable	Interdisciplinary/Elective
71,088	What's New in Microsoft PowerPoint 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
71,090	What's New in Microsoft Excel 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
71,094	What's New in Microsoft Access 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
71,096	What's New in Microsoft InfoPath 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
71,100	What's New in Microsoft Project 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
71,102	What's New in Microsoft Publisher 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
71,104	What's New in Microsoft SharePoint Designer 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective

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71,106	What's New in Microsoft Visio 2010	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
CHCAHIP017	AHIP - HIPAA Primer Academy of Healthcare Management	Self-Paced	02/2012-12/2013	300 Hour(s)	67	4.0	Interdisciplinary/Elective
CHCAHIP018	AHIP - HIPAA Insurers Academy of Healthcare Management	Self-Paced	02/2012-12/2013	300 Hour(s)	42	2.5	Interdisciplinary/Elective
CHCAHIP019	AHIP - Customer Services Strategies for Health Care Environment	Self-Paced	02/2012-12/2013	300 Hour(s)	95	6.0	5 Interdisciplinary/Elective; 1 Communication Arts
CHCAHIP020	AHIP - Supplemental Health Insurance Academy of Healthcare Management	Self-Paced	02/2012-12/2013	300 Hour(s)	0	0.0	Non-Academic
CHCAHIP021	AHIP - Medical Expense Insurance Academy of Healthcare Management	Self-Paced	02/2012-12/2013	300 Hour(s)	50	3.0	Interdisciplinary/Elective
CHCAHM250	AHM 250 - Healthcare Management: An Introduction Academy of Healthcare Management	Self-Paced	02/2012-12/2013	300 Hour(s)	82.5	5.5	Interdisciplinary/Elective
CHCAHM510	AHM 510 - Governance and Regulation Course Academy of Healthcare Management	Self-Paced	02/2012-12/2013	300 Hour(s)	65	4.0	Interdisciplinary/Elective
CHCAHM520	AHM 520 - Health Plan Finance and Risk Management Academy of Healthcare Management	Self-Paced	02/2012-12/2013	300 Hour(s)	90	6.0	Interdisciplinary/Elective
CHCAHM530	AHM 530 - Network Management Academy of Healthcare Management	Self-Paced	02/2012-12/2013	300 Hour(s)	60	4.0	Interdisciplinary/Elective
CHCAHM540	AHM 540 - Medical Management Course Academy of Healthcare Management	Self-Paced	02/2012-12/2013	300 Hour(s)	77.5	5.0	Interdisciplinary/Elective
CHCCOMP0003	Compliance and Ethics 2011	Self-Paced	02/2012-12/2013	125 Min(s)	1.04	Combinable	Interdisciplinary/Elective
CHCCOMP2011	Compliance and Ethics 2011	Self-Paced	02/2012-12/2013	135 Min(s)	1.12	Combinable	Interdisciplinary/Elective
CHCHR0021	Performance Management Blunders	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
CHCHR0022	Communication Practice: Effective Communication Techniques	Classroom	02/2012-12/2013	60 Min(s)	1	Combinable	Communication Arts
CHCHR300	Targeted Selection Web Based Training	Self-Paced	02/2012-12/2013	240 Min(s)	0	0.0	Non-Academic
CHCHR301	Targeted Selection Interviewer Workshop	Classroom	02/2012-12/2013	420 Min(s)	0	0.0	Non-Academic
CHCHR302	Targeted Selection - Train the Trainer	Classroom	02/2012-12/2013	60 Min(s)	1	Combinable	Interdisciplinary/Elective
CHCHR352	Footprints Diversity Training for Leaders	Self-Paced	02/2012-12/2013	45 Min(s)	0	0.0	Too Few Hours
CHCHR353	Footprints for Leaders Workshop	Self-Paced	02/2012-12/2013	180 Min(s)	1.5	Combinable	Interdisciplinary/Elective
CHCHR356	Footprints Diversity Training - Leader Refresher	Self-Paced	02/2012-12/2013	45 Min(s)	0	0.0	Too Few Hours
CHCHR354	Footprints for Leaders TTT	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
CHCHR390	Unlawful Harassment for Leaders (Initial)	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
CHCHR392	Unlawful Harassment for Leaders (ILT)	Self-Paced	02/2012-12/2013	180 Min(s)	1.5	Combinable	Interdisciplinary/Elective

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CHCHR391	Unlawful Harassment for Leaders (Refresher)	Self-Paced	02/2012-12/2013	30 Min(s)	0	0.0	Too Few Hours
CHCHR393	Unlawful Harassment for Leaders (TTT)	Classroom	02/2012-12/2013	480 Min(s)	8	0.5	Interdisciplinary/Elective
CHCHRIS0002	PeopleSoft HR Query	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
CHCHRIS0003	PeopleSoft HR Rehire process	Self-Paced	02/2012-12/2013	90 Min(s)	0.75	Combinable	Interdisciplinary/Elective
CHCIRM1102	IRM Self Certification Training for PMO	Self-Paced	02/2012-12/2013	30 Min(s)	0	0.0	Too Few Hours
COVNCS1010	Avaya End User Phone Training	Classroom	02/2012-12/2013	75 Min(s)	0	0.0	Non-Academic
CSOSVC0011	Coventry Customer Service TOUCH - 4HR Session	Classroom	02/2012-12/2013	240 Min(s)	0	0.0	Non-Academic
CSOSVC0021	Coventry Customer Service TOUCH - WBT	Self-Paced	02/2012-12/2013	120 Min(s)	0	0.0	Non-Academic
EDCPTS0001	Captivate Training: Back to Basics	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
EDCPTS0002	Captivate Training: Timeline Technique & Tips	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
EDCSVC0010	Coventry Customer Service Touch-8HR Session	Classroom	02/2012-12/2013	480 Min(s)	0	0.0	Non-Academic
EDFOM1101	Foundations 1 Introduction	Self-Paced	02/2011-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
EDFOM1102	Foundations 2 Communication	Self-Paced	02/2011-12/2013	120 Min(s)	1	Combinable	Communication Arts
EDFOM1103	Foundations 3 Coaching	Self-Paced	02/2011-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
EDFOM1104	Foundations 4 Decision Making	Self-Paced	02/2011-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
EDFOM1105	Foundations 5 Manage for Results	Self-Paced	02/2011-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
EDFOM1106	Foundations_6_Change Management and Wrap Up	Self-Paced	02/2011-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
EDLDR0011	Effective Delegation	Classroom	02/2011-12/2013	75 Min(s)	1.25	Combinable	Interdisciplinary/Elective
EDLDR0012	Delivering Outstanding Internal Customer Service	Self-Paced	02/2011-12/2013	75 Min(s)	0.62	Combinable	Interdisciplinary/Elective
EDLDR0013	Behavioral Styles and Their Impact on Teamwork	Self-Paced	02/2011-12/2013	75 Min(s)	0.62	Combinable	Interdisciplinary/Elective
EDLDR0013	Essay Writing Tips and Techniques	Self-Paced	02/2012-12/2013	90 Min(s)	0	0.0	Non-Academic
EDLDR0021	Get Improved Results with Effective One on Ones!	Self-Paced	02/2012-12/2013	75 Min(s)	0	0.0	Non-Academic
EDLDR0031	University of Phoenix - Visiting Student Center	Self-Paced	02/2012-12/2013	90 Min(s)	0	0.0	Non-Academic
EDLDR0032	The Basic Principles for a Collaborative Workplace	Classroom	02/2012-12/2013	180 Min(s)	3	Combinable	Interdisciplinary/Elective
EDLDR0042	Polishing Your Potential	Self-Paced	02/2012-12/2013	75 Min(s)	0.6	Combinable	Interdisciplinary/Elective

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EDLDR1010	Communication Styles	Classroom	02/2012-12/2013	240 Min(s)	4	Combinable	Communication Arts
EDLDR1011	Meetings Bloody Meetings	Classroom	02/2012-12/2013	240 Min(s)	0	0.0	Non-Academic
EDLDR1012	Time Management and Delegation	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
EDLDR1020	Managing Stress	Classroom	02/2010-12/2013	240 Min(s)	4	Combinable	Interdisciplinary/Elective
EDLDR1021	Accelerating Business Decisions	Classroom	02/2012-12/2013	210 Min(s)	3.5	Combinable	Interdisciplinary/Elective
EDLDR1022	Coaching for Improvement	Classroom	02/2012-12/2013	210 Min(s)	3.5	Combinable	Interdisciplinary/Elective
EDLDR1032	Giving and Receiving Constructive Feedback	Classroom	02/2012-12/2013	180 Min(s)	3	Combinable	Interdisciplinary/Elective
EDLDR1040	Having Difficult Conversations	Classroom	02/2012-12/2013	240 Min(s)	4	Combinable	Interdisciplinary/Elective
EDLDR1042	Moving from Conflict to Collaboration	Classroom	02/2012-12/2013	180 Min(s)	3	Combinable	Interdisciplinary/Elective
EDLDR1050	Conflict Management	Classroom	02/2012-12/2013	240 Min(s)	4	Combinable	Interdisciplinary/Elective
EDLDR1052	Proactive Listening	Classroom	02/2012-12/2013	180 Min(s)	3	Combinable	Communication Arts
EDLDR1060	Building and Sustaining Trust - Leadership Actions That Build Trust	Classroom	02/2010-12/2013	240 Min(s)	4	Combinable	Interdisciplinary/Elective
EDLDR1062	Essentials of Leadership	Classroom	02/2012-12/2013	240 Min(s)	4	Combinable	Interdisciplinary/Elective
EDLDR1070	Effective Coaching Skills	Classroom	02/2010-12/2013	240 Min(s)	4	Combinable	Interdisciplinary/Elective
EDLDR1072	Fine Tune Your Business Writing Skills	Classroom	02/2012-12/2013	240 Min(s)	4	Combinable	Communication Arts
EDLDR1080	Leading in Times of Change I: Webinar	Classroom	02/2010-12/2013	120 Min(s)	2	Combinable	Interdisciplinary/Elective
EDLDR1090	Leading in Times of Change II: The Workshop	Classroom	02/2010-12/2013	240 Min(s)	4	Combinable	Interdisciplinary/Elective
EDLDR1100	Resolving Performance Problems	Classroom	02/2010-12/2013	240 Min(s)	4	Combinable	Interdisciplinary/Elective
EDLDR1110	Situational Coaching	Classroom	02/2010-12/2013	240 Min(s)	0	0.0	Non-Academic
EDLDR1129	Writing Effective Focal Reviews	Classroom	02/2009-12/2013	210 Min(s)	0	0.0	Non-Academic
EDLDR1129	Writing Effective Focal Reviews	Self-Paced	02/2009-12/2013	120 Min(s)	0	0.0	Non-Academic
EDLDR1130	Delivering Effective Focal Reviews	Self-Paced	02/2010-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
EDLDR1140	Facilitating Change In Your Organization	Self-Paced	02/2010-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
EDLDR1150	Business Etiquette for Leaders	Classroom	02/2010-12/2013	240 Min(s)	0	0.0	Non-Academic
EDLDR1170	Business Writing Essentials	Classroom	02/2010-12/2013	240 Min(s)	4	Combinable	Interdisciplinary/Elective

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EDLDR1190	Holding Effective One on Ones	Self-Paced	02/2010-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
EDLDR1200	Managing Remotely	Self-Paced	02/2012-12/2013	90 Min(s)	0.75	Combinable	Interdisciplinary/Elective
EDLDR1210	Making Meetings Worthwhile	Self-Paced	02/2010-12/2013	90 Min(s)	0	0.0	Non-Academic
EDLDR1220	Business Etiquette for Staff	Classroom	02/2010-12/2013	180 Min(s)	0	0.0	Non-Academic
EDLDR2011	Retaining Talent	Classroom	02/2011-12/2013	210 Min(s)	3.5	Combinable	Interdisciplinary/Elective
EDLDR3072	Talent Management Workforce Planning Webinar	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
EDLDR3082	Coventry Talent Management for Executives	Self-Paced	02/2012-12/2013	45 Min(s)	0	0.0	Too Few Hours
EDLDR3092	Coventry Talent Management for Talent Administrators	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
EDLMS0011	Using the Saba LMS - The Learner Role	Self-Paced	02/2011-12/2013	60 Min(s)	0	0.0	Non-Academic
EDLMS0012	Using the Saba LMS - The Basic HR Role	Self-Paced	02/2011-12/2013	30 Min(s)	0	0.0	Too Few Hours
EDLMS0021	Using the Saba LMS - The Instructor Role	Self-Paced	02/2011-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
EDLMS0031	Using the Saba LMS - The Super Instructor Role	Self-Paced	02/2011-12/2013	150 Min(s)	1.25	Combinable	Interdisciplinary/Elective
EDLRD1030	Increasing Your Emotional Intelligence	Self-Paced	02/2010-12/2013	240 Min(s)	2	Combinable	Interdisciplinary/Elective
31,983	Welcome to STEPS	Self-Paced	02/2012-12/2013	30 Min(s)	0	0.0	Too Few Hours
EDSTEP0011	STEPS Coach Confirmation	Self-Paced	02/2012-12/2013	15 Min(s)	0	0.0	Too Few Hours
EDSTEP0012	STEPS 90-Day Focal Review Confirmation	Self-Paced	02/2012-12/2013	15 Min(s)	0	0.0	Too Few Hours
EDSTEP0013	STEPS IDP Confirmation	Self-Paced	02/2012-12/2013	15 Min(s)	0	0.0	Too Few Hours
EDSTEP0014	STEPS 60-Day Feedback Survey	Self-Paced	02/2012-12/2013	15 Min(s)	0	0.0	Too Few Hours
EDSTEP0015	STEPS 120-Day Feedback Survey	Self-Paced	02/2012-12/2013	15 Min(s)	0	0.0	Too Few Hours
EDSTEP0016	STEPS Policies and Procedures Test	Self-Paced	02/2012-12/2013	30 Min(s)	0	0.0	Too Few Hours
EDTD4011	Pulling It All Together: Module 5 - Development	Self-Paced	02/2011-12/2013	120 Min(s)	0	0.0	Non-Academic
EDTD4019	Presentation Skills Workshop	Self-Paced	02/2009-12/2013	720 Min(s)	6	Combinable	Communication Arts
EDTD4021	Module 5: Development Workbook	Self-Paced	02/2011-12/2013	180 Min(s)	1.5	Combinable	Interdisciplinary/Elective
EDTD4029	Presentation Skills - The Basics Enhanced	Self-Paced	01/2009-12/2013	120 Min(s)	1	Combinable	Communication Arts
EDTD4039	Presentation Skills: Engaging Your Virtual Audience	Self-Paced	01/2009-12/2013	120 Min(s)	1	Combinable	Communication Arts

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EDTD4040	Creating Your Visuals Self-Study	Self-Paced	01/2010-12/2013	30 Min(s)	0	0.0	Too Few Hours
EDTD4049	Presentation Skills: LAB-Engaging Your Virtual Audience	Self-Paced	01/2009-12/2013	120 Min(s)	1	Combinable	Communication Arts
EDTD4050	Creating Effective Job Aids	Self-Paced	01/2010-12/2013	120 Min(s)	0	0.0	Non-Academic
EDTD4050	Creating a Job Aid Post Work	Self-Paced	01/2010-12/2013	120 Min(s)	0	0.0	Non-Academic
EDTD4060	Creating a Job Aid Post Work	Self-Paced	01/2010-12/2013	120 Min(s)	0	0.0	Non-Academic
EDTD4070	Using Instructional Templates Self- Study	Self-Paced	01/2010-12/2013	45 Min(s)	0	0.0	Too Few Hours
EDTD4080	Pulling It All Together: Module 1 - Pre-Design Self-Paced	Self-Paced	01/2010-12/2013	90 Min(s)	0.75	Combinable	Interdisciplinary/Elective
EDTD4080	Module 2 Assignment: Principles of Adult Learning Self-Study	Self-Paced	01/2010-12/2013	120 Min(s)	0	0.0	Non-Academic
EDTD4090	Module 2 Assignment: Principles of Adult Learning Self-Study	Self-Paced	01/2010-12/2013	45 Min(s)	0	0.0	Too Few Hours
EDTD4100	Planning a Training Program	Self-Paced	01/2010-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
EDTD4110	Module 2 Assignment: Planning a Training Program Exercise	Self-Paced	01/2010-12/2013	45 Min(s)	0	0.0	Too Few Hours
EDTD4120	Pulling It All Together: Module 2 - Planning a Training Program Webinar	Self-Paced	01/2010-12/2013	120 Min(s)	0	0.0	Non-Academic
EDTD4130	Module 3: Introduction to ADDIE and the Analysis Phase Self-Study	Self-Paced	01/2010-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
EDTD4140	Module 3: The Characteristics of Learners Self-Study	Self-Paced	01/2010-12/2013	45 Min(s)	0	0.0	Too Few Hours
EDTD4150	Module 3: Generations in Training Webinar	Self-Paced	01/2010-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
EDTD4160	Module 3: Job/Task Analysis Workbook	Self-Paced	01/2010-12/2013	90 Min(s)	0.75	Combinable	Interdisciplinary/Elective
EDTD4170	Pulling It All Together: Module 3 - Analysis Webinar	Self-Paced	01/2010-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
EDTD4210	Module 4: Course Blue Print/Outline Self-Study	Self-Paced	01/2010-12/2013	30 Min(s)	0	0.0	Too Few Hours
EDTD4220	Module 4: Conducting Research and Citing Sources	Self-Paced	01/2010-12/2013	45 Min(s)	0	0.0	Too Few Hours
EDTD4231	Module 6: Course Preparation and Administration Checklist	Self-Paced	01/2011-12/2013	15 Min(s)	0	0.0	Too Few Hours
EDTD4241	Module 6: Job Aid LMS and Trainer Roles	Self-Paced	01/2011-12/2013	15 Min(s)	0	0.0	Too Few Hours
EDTD4251	Module 6: Pilot Testing	Self-Paced	01/2011-12/2013	60 Min(s)	0	0.0	Too Few Hours
EDTD4261	Module 6: Transfer of Training	Self-Paced	01/2011-12/2013	30 Min(s)	0	0.0	Too Few Hours
EDTD4271	Module 6: Transfer of Training One Word Job Aid	Self-Paced	01/2011-12/2013	15 Min(s)	0	0.0	Too Few Hours
EDTD4281	Module 6: Submission Guidelines	Self-Paced	01/2010-12/2013	15 Min(s)	0	0.0	Too Few Hours

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EDTD4290	Writing Learning Objectives	Self-Paced	01/2010-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
EDTD4301	Module 7: Evaluation Participant Guide	Self-Paced	01/2011-12/2013	75 Min(s)	0	0.0	Non-Academic
EDTD4311	Module 7: Level Two Evaluation Protocol Job Aid	Self-Paced	01/2011-12/2013	15 Min(s)	0	0.0	Too Few Hours
EDTD4331	Module 7: Submission Guidelines	Self-Paced	01/2011-12/2013	15 Min(s)	0	0.0	Too Few Hours
EDTD4341	Pulling It All Together: Module 7 - Evaluation Webinar	Classroom	02/2012-12/2013	120 Min(s)	2	Combinable	Interdisciplinary/Elective
GADEXD151	GA - SS - 6 Thinking Hats	Classroom	02/2012-12/2013	120 Min(s)	0	0.0	Non-Academic
GADEXD152	GA - Problem Solving I	Classroom	02/2012-12/2013	240 Min(s)	4	Combinable	Interdisciplinary/Elective
GADEXD153	GA - Problem Solving II	Classroom	02/2012-12/2013	240 Min(s)	4	Combinable	Interdisciplinary/Elective
GADEXD154	GA - Problem Solving III	Classroom	02/2012-12/2013	240 Min(s)	4	Combinable	Interdisciplinary/Elective
GADEXD155	GA - DISC	Classroom	02/2012-12/2013	180 Min(s)	0	0.0	Non-Academic
GADEXD156	GA - Emotional Intelligence	Classroom	02/2012-12/2013	240 Min(s)	4	Combinable	Social Science
GADEXD157	GA - StengthFinders 2.0	Classroom	02/2012-12/2013	120 Min(s)	2	Combinable	Interdisciplinary/Elective
GADNED051	GA - SS - The 5 Keys for Handling Challenging Customers	Classroom	02/2012-12/2013	180 Min(s)	3	Combinable	Interdisciplinary/Elective
GADNED052	GA - SS - Defusing Anger	Classroom	02/2012-12/2013	240 Min(s)	4	Combinable	Interdisciplinary/Elective
GADNED056	GA - Phone Etiquette	Classroom	02/2012-12/2013	180 Min(s)	0	0.0	Non-Academic
GADNED062	GA - How Full is Your Bucket	Classroom	02/2012-12/2013	120 Min(s)	2	Combinable	Interdisciplinary/Elective
GADNED063	How to Say it at Work	Classroom	02/2012-12/2013	150 Min(s)	2.5	Combinable	Communication Arts
HPNFINC1010	Budget 101 Core Fundamentals for Tracking Project Budgets	Classroom	02/2012-12/2013	90 Min(s)	1.5	Combinable	Interdisciplinary/Elective
ICT02072012	Mastering Management Series: Workforce Bullying & Retaliation Conversation	Classroom	02/2012-12/2013	90 Min(s)	0	0.0	Non-Academic
ICTHR020912	Mastering Management Series: Performance Management Blunders & Effective Communication	Classroom	02/2012-12/2013	90 Min(s)	1.5	Combinable	Communication Arts
ITALLC5020	Intro to Remedy 7.6	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
ITALLC5050	Microsoft Live Meeting New Organizer Training - Scheduling	Self-Paced	02/2012-12/2013	90 Min(s)	0.75	Combinable	Interdisciplinary/Elective
ITALLC5060	Microsoft Live Meeting New Organizer Training - Presenting	Self-Paced	02/2012-12/2013	90 Min(s)	0.75	Combinable	Interdisciplinary/Elective
ITALLC5070	Enterprise Vault .PST Migration Training	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
ITALLC5130	Cognos 8 BI Analysis Studio	Self-Paced	02/2012-12/2013	420 Min(s)	3.5	Combinable	Interdisciplinary/Elective

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ITALLC5900	Cognos 8.3	Self-Paced	02/2012-12/2013	240 Min(s)	2	Combinable	Interdisciplinary/Elective
ITALLC5905	Cognos 8.3 Basics	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
ITALLI1010	Getting on Track with Your Learning and Development	Self-Paced	02/2012-12/2013	120 Min(s)	0	0.0	Non-Academic
ITIDXP1030	Introduction to Cache Objectscript	Self-Paced	02/2012-12/2013	960 Min(s)	8	0.5	Science/Technology
ITIDXP1040	Introduction to M Programming for Programmers and Analysts	Self-Paced	02/2012-12/2013	2,400 Min(s)	20	1.0	Science/Technology
ITIDXP2020	DBMS Technical Advanced - DBMS Form Development	Self-Paced	02/2012-12/2013	840 Min(s)	7	Combinable	Science/Technology
ITIDXP2070	Intermediate M Programming	Self-Paced	02/2012-12/2013	1,920 Min(s)	16	1.0	Science/Technology
ITIDXT1060	DBMS Technical	Self-Paced	02/2012-12/2013	1,920 Min(s)	16	1.0	Interdisciplinary/Elective
ITIDXT1070	DBMS Technical for Analysts	Self-Paced	02/2012-12/2013	2,400 Min(s)	20	1.0	Interdisciplinary/Elective
ITLDR1040	Supporting Your Employees' Learning and Development	Classroom	02/2012-12/2013	120 Min(s)	2	Combinable	Interdisciplinary/Elective
ITLDR4200	Project Management Overview for IT Leadership	Classroom	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
ITLDR4200	Project Management Overview for IT Leadership	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
ITPM1070	Kronos Project Resource Tracking Tool	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
ITPM1080	IT Resource Management for the resource Manager	Self-Paced	02/2012-12/2013	90 Min(s)	0.75	Combinable	Interdisciplinary/Elective
ITPM1090	IT Resource Management for the Project Manager/Demand Manager	Self-Paced	02/2012-12/2013	240 Min(s)	2	Combinable	Interdisciplinary/Elective
ITPM1110	Principled Negotiation	Self-Paced	02/2012-12/2013	50 Min(s)	0	0.0	Too Few Hours
ITPM1120	Influencing Others	Self-Paced	02/2012-12/2013	50 Min(s)	0	0.0	Too Few Hours
ITPM1130	Working with Distributed Teams	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
ITPM1140	Navigating through Change and Transition	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
ITPM1150	Building Trust in Teams	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
ITPM1160	Leading Effective Meetings	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
ITPM1170	Constructive Confrontation	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
ITPM1180	Listening Effectively	Classroom	02/2012-12/2013	60 Min(s)	1	Combinable	Interdisciplinary/Elective
ITPM2000	Introduction to CIP	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
ITPM2010	It's a Risky World	Self-Paced	02/2012-12/2013	480 Min(s)	4	Combinable	Interdisciplinary/Elective

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ITPM2011	Writing Effective Requirement Statements	Self-Paced	02/2012-12/2013	240 Min(s)	2	Combinable	Interdisciplinary/Elective
ITPM2020	CIP Estimation	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
ITPM2030	CIP Use Case Workshop	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
ITPM2040	User Stories for CIP	Self-Paced	02/2012-12/2013	120 Min(s)	0	0.0	Non-Academic
ITPM2050	CIP for Business Analysts	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
ITPM3010	CIP Product Owner	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
ITPM3020	Developing in a CIP Project	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
ITPM3110	Facilitating and Coaching a CIP Team	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
ITPM4020	IT-PMO Project Manager Training (Waterfall)	Self-Paced	02/2012-12/2013	360 Min(s)	3	Combinable	Interdisciplinary/Elective
ITPM4020	IT-PMO Project Manager Training (Waterfall)	Classroom	02/2012-12/2013	360 Min(s)	6	Combinable	Interdisciplinary/Elective
ITPM4030	CIP for Project Managers	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
ITPM4200	IT-PMO 2012 Release Overview for the Experienced PM	Self-Paced	02/2012-12/2013	90 Min(s)	0.75	Combinable	Interdisciplinary/Elective
ITPM4201	IT-PMO Business Analyst Training (Waterfall)	Self-Paced	02/2012-12/2013	120 Min(s)	1	Combinable	Interdisciplinary/Elective
ITPM4201	IT-PMO Business Analyst Training (Waterfall)	Classroom	02/2012-12/2013	120 Min(s)	2	Combinable	Interdisciplinary/Elective
ITPM4202	IT-PMO Developer and Architect Training (Waterfall)	Self-Paced	02/2012-12/2013	90 Min(s)	0.75	Combinable	Interdisciplinary/Elective
ITVNDR2040	Designing Secure Systems: Part 1	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Science/Technology
ITVNDR2041	Designing Secure Systems: Part 2	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Science/Technology
ITVNDR6210	Avoiding the Most Dangerous Programming Errors	Self-Paced	02/2012-12/2013	180 Min(s)	1.5	Combinable	Science/Technology
MEDCSVC0011	Foundations of Medicare Lesson 1 - What is Medicare?	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
MEDCSVC0011	Foundations of Medicare - Lesson 2 - Medical Coverage Options	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
MEDCSVC0011	Foundations of Medicare - Lesson 3 - Prescription Drug Coverage	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
MEDCSVC0011	Foundations of Medicare Lesson 4 - What is Medicaid?	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
MMTDCCM1002	CCM Exam Prep Study Group: Insurance 101	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
MMTDCCM1005	CCM Exam Prep Study Group: Social Security Disability	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
MMTDCCM1006	CCM Exam Prep Study Group: Worker's Compensation	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic

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PHSGETMO T11	GET MOTIVATED SEMINAR	Classroom	02/2012-12/2013	480 Min(s)	8	0.5	Interdisciplinary/Elective
TDANT1000	Case Management: What's it Worth? An Approach at Reviewing Case Management's Role in Cost Savings	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
WCCLIN113 N	Suicide: Basic Information for Case Managers	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
WCCLIN113 O	Cultural Competency - Workers Compensation Home Study	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Social Science
WCCLIN118 N	Methadone: Use and Abuse	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
WCCLIN119 N	Non-Narcotic Analgesics	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
WCCLIN120 N	Muscle Relaxants	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
WCCLIN121 N	Co-Morbid Conditions and Case Management	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
WCCLIN201 R	CCM Exam Prep Tips (Care Management) Module 1 - Unlocking the Mystery	Self-Paced	02/2012-12/2013	120 Min(s)	0	0.0	Non-Academic
WCCLIN201 R	CCM Exam Prep Tips (Care Management) Module 2 - The CCM Exam - What you need to do to prepare yourself	Self-Paced	02/2012-12/2013	120 Min(s)	0	0.0	Non-Academic
WCCLIN203 R	Legal Issues of the Case Manager (Care Management)	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
WCCLIN204 R	Workers Comp (Care Management)	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
WCCLIN205 R	Social Security Disability (Care Management)	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
WCCLIN208 R	Insurance 101 (Care Management)	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
WCCSTE102 N	World Class Customer Service - CSU/CMO	Classroom	02/2012-12/2013	360 Min(s)	6	Combinable	Interdisciplinary/Elective
WCCSTE103 N	Communication Skills (FS)	Classroom	02/2012-12/2013	285 Min(s)	4.75	Combinable	Communication Arts
WCCUST100 N	World Class Customer Service - First Script	Classroom	02/2012-12/2013	90 Min(s)	0	0.0	Non-Academic
WCCWCS10 0P	Process Excellence Awareness	Classroom	02/2012-12/2013	720 Min(s)	12	0.5	Interdisciplinary/Elective
WCCWCS10 1N	HIPAA Awareness Training	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
WCCWCS10 1P	7 Basic Quality Tools - Variation and Process Mapping (Course 1 of 3)	Self-Paced	02/2012-12/2013	30 Min(s)	0	0.0	Too Few Hours
WCCWCS10 2P	7 Basic Quality Tools: Histogram - Control Charts - Pareto (Course 2 of 3)	Self-Paced	02/2012-12/2013	30 Min(s)	0	0.0	Too Few Hours
WCCWCS10 3P	7 Basic Quality Tools - Scatter Plots - CE Diagrams - Check Sheets (Course 3 of 3)	Self-Paced	02/2012-12/2013	30 Min(s)	0	0.0	Too Few Hours
WCCWCS10 4P	Cost of Poor Quality	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
WCCWCS10 5O	Corporate Quality Management System - Documentation Management and Information Mapping	Self-Paced	02/2012-12/2013	75 Min(s)	0	0.0	Non-Academic

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WCCWCS106P	Root Cause Analysis	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
WCCWCS107N	Ergonomics	Self-Paced	02/2012-12/2013	30 Min(s)	0	0.0	Too Few Hours
WCCWCS301E	Creating Controlled Documents Using Intuitive Documentation Techniques	Self-Paced	02/2012-12/2013	180 Min(s)	1.5	Combinable	Interdisciplinary/Elective
WCFCM107O	Complex Case Assessment HomeStudy	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
WCFCM108O	Cognitive Behavioral Therapy (CBT) Home Study	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
WCFCM122O	Making "Cents" of Cost Management	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
WCFCM124O	The Psychological Effects of Job Loss - Workers' Compensation Home Study	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
WCFCM126N	Report Writing - Module 1	Classroom	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
WCFCM129N	Report Writing: Documenting Guideline Findings	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
WCFCM130N	Report Writing: Case Analysis and Action Plan	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
WCFCM130O	Transferable Skills Analysis and Labor Market Survey - Workers Compensation Home Study	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
WCFCM135O	Vocational Assessment - Workers Compensation Home Study	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
WCFCM136O	Vocational Roundtable	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
WCFCM137N	Workers Comp Basics for FCM - Workers Compensation Home Study	Self-Paced	02/2012-12/2013	60 Min(s)	0.5	Combinable	Interdisciplinary/Elective
WCFCM138N	What's the Point of Customer Service	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
WCFCM139N	Job Analysis Q&A	Self-Paced	02/2012-12/2013	60 Min(s)	0	0.0	Non-Academic
WCICP100O	Instructor Credentialing Program	Classroom	02/2012-12/2013	2,160 Min(s)	36	2.0	Interdisciplinary/Elective
WCICP101O	Instructor Credentialing Program: Training and Development Fundamentals	Classroom	02/2012-12/2013	60 Min(s)	1	Combinable	Interdisciplinary/Elective
WCICP102O	Instructor Credentialing Program: Analysis Phase of ADDIE	Classroom	02/2012-12/2013	60 Min(s)	1	Combinable	Interdisciplinary/Elective
WCICP104O	Instructor Credentialing Program: Design and Development Phase of ADDIE	Classroom	02/2012-12/2013	90 Min(s)	1.5	Combinable	Interdisciplinary/Elective
WCICP106O	Instructor Credentialing Program: Implementation Phase of ADDIE	Classroom	02/2012-12/2013	90 Min(s)	1.5	Combinable	Interdisciplinary/Elective
WCICP108O	Instructor Credentialing Program: Evaluation Phase of ADDIE	Classroom	02/2012-12/2013	90 Min(s)	1.5	Combinable	Interdisciplinary/Elective
WCICP109O	Instructor Credentialing Program: On-the-Job Training Skills	Classroom	02/2012-12/2013	120 Min(s)	0	0.0	Non-Academic
WCICP110O	Instructor Credentialing Program: Program Recap and Practice Facilitations	Classroom	02/2012-12/2013	90 Min(s)	0	0.0	Non-Academic
WCLEAD101O	Meeting Leadership Refresher	Classroom	02/2012-12/2013	120 Min(s)	0	0.0	Non-Academic

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WCLEAD102 O	Working with Different Communication Styles: DiSC Discovering Yourself and Others	Classroom	02/2012-12/2013	240 Min(s)	0	0.0	Non-Academic
WCLEAD103 O	Communication and Demonstration Skills Refresher	Classroom	02/2012-12/2013	720 Min(s)	0	0.0	Non-Academic
WCLEAD104 O	Coaching Skills for Leaders	Classroom	02/2012-12/2013	240 Min(s)	4	Combinable	Interdisciplinary/Elective
WCLEAD105 O	Situational Leadership	Classroom	02/2012-12/2013	240 Min(s)	4	Combinable	Interdisciplinary/Elective
WCLEAD106 O	Leading Group Change	Classroom	02/2012-12/2013	240 Min(s)	4	Combinable	Interdisciplinary/Elective

Medicare Training

	CMS Star Ratings	Self-Paced	01/2012-12/2013	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Code of Federal Regulations and Manual Guidance	Self-Paced	01/2012-12/2013	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Coventry's Medicare Organization	Self-Paced	01/2012-12/2013	1 Hour(s)	0	0.0	Non-Academic
	Fast Knowledge-Agent Complaints	Self-Paced	01/2012-12/2013	1 Hour(s)	0	0.0	Non-Academic
	Fast Knowledge-Complaint Tracking Module Process	Self-Paced	01/2012-12/2013	1 Hour(s)	0	0.0	Non-Academic
	Fast Knowledge-Coverage Determinations, Appeals and Grievances	Self-Paced	01/2012-12/2013	1 Hour(s)	0	0.0	Non-Academic
	Fast Knowledge-CSO: Part D Early Refill Overview	Self-Paced	01/2012-12/2013	1 Hour(s)	0	0.0	Non-Academic
	Fast Knowledge-Pharmacy Ops: Part D Early Refill Overview	Self-Paced	01/2012-12/2013	1 Hour(s)	0	0.0	Non-Academic
	Foundations of Medicare	Self-Paced	01/2012-12/2013	2 Hour(s)	0	0.0	Non-Academic
	Health Plan Management System, Managing Business 24/7	Self-Paced	01/2012-12/2013	1 Hour(s)	0	0.0	Non-Academic
	Introduction to Medicare Sales and Marketing	Self-Paced	01/2012-12/2013	1 Hour(s)	0	0.0	Non-Academic
	Plan Application and Bid Process	Self-Paced	01/2012-12/2013	1 Hour(s)	0	0.0	Non-Academic
	The Path to AEP, A Journey to Success	Self-Paced	01/2012-12/2013	1 Hour(s)	0	0.0	Non-Academic
	Vendors, Supporting Our Medicare Business	Self-Paced	01/2012-12/2013	1 Hour(s)	0	0.0	Non-Academic
	Who is the Medicare Beneficiary	Self-Paced	01/2012-12/2013	1 Hour(s)	0	0.0	Too Few Hours
	Five Things You May Not Know About CMS Star Ratings	Classroom	01/2012-12/2013	1.5 Hour(s)	1.5	Combinable	Interdisciplinary/Elective
	Five Things You May Not Know About Actuarial Services	Classroom	01/2012-12/2013	1.5 Hour(s)	1.5	Combinable	Interdisciplinary/Elective
	Five Things You May Not Know About Paying Broker Commissions	Classroom	01/2012-12/2013	1.5 Hour(s)	0	0.0	Non-Academic

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
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The University's Central Administration is located at 4035 S. Riverpoint Parkway Phoenix, AZ 85040. University of Phoenix is accredited by The Higher Learning Commission and is a member of the North Central Association. For additional information, contact The Higher Learning Commission, ncaahlc.org.

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