



Continuing Education Policy & FAQs

Mission statement:

Magellan Health, Inc. administers its continuing education program to provide our licensed clinical workers with ongoing, relevant, formal learning opportunities.

Our continuing education goals are:

- to enable social workers, licensed counselors, licensed addiction professionals, nurses and psychologists to keep pace with emerging clinical issues in behavioral health;
- to develop and increase clinical competencies in order to improve services to consumers;
- to contribute to the professional development of social workers, licensed counselors, licensed addiction professionals, nurses and psychologists;
- to enable social workers, licensed counselors, licensed addiction professionals, nurses and psychologists to deliver culturally competent care in an effective, understandable and respectful manner that is compatible with consumers' cultural health beliefs, practices and preferred language.

The target audiences for our continuing education programs include social workers, licensed counselors, licensed addiction professionals, nurses and psychologists.

Magellan offers the following courses for learning opportunities:

Continuing education courses /accredited courses

We offer free continuing education clock hours for online courses on a variety of subjects, including peer support, treatment plans and case management. Courses are offered at no cost and available on-demand for learning at your convenience.

Learning opportunities/non-accredited courses

We also offer e-courses not eligible for continuing education clock hours on various topics such as recovery and resiliency, public health and the Affordable Care Act. Courses are free and available on-demand for learning at your convenience. **CE clock hours are not offered for these courses.**

Continuing Education (CE) advice

Maintaining your professional license requires more than just filing paperwork every two or three years. Almost every jurisdiction that issues professional licenses requires continuing education courses for renewal. Licensing boards recognize the importance of lifelong learning to the profession. Professionals at all levels of practice can benefit from continuing coursework in familiar subjects, as well as from an exploration of new topics.

Continuing education requirements vary from one jurisdiction to another; some boards require only a specific number of hours, while others mandate continuing education

in specific subject areas. Each jurisdiction has final approval on any continuing education course from any source on any subject. It is your responsibility to contact your board and verify that your continuing education plans meet their requirements.

Know your responsibility.

Please keep in mind that continuing education is your responsibility – it is not the responsibility of the CE provider, the licensing board, or the professional association. It is up to you to understand your jurisdiction's requirements for continuing education – how your jurisdiction tabulates CE time (e.g., "clock hours" vs. "contact hours"), which types of courses will not be accepted, etc. If you are unsure of the requirements, you can find out by contacting your board.

It isn't just about the course.

When it comes to continuing education, details matter. Your licensing board will likely need the correct kinds of documentation verifying your attendance, and you should be able to rely on your CE provider's record keeping. Continuing education providers should be able to do the following:

- Issue you a signed certificate of completion for the program you completed.
- Keep attendance records and other documents on file for as long as seven years after the program.
- Provide qualifications of the instructors and personnel who develop and implement the course.

Keep records.

Complying with your board's CE requirements is the responsibility of the individual professional so it is important to keep your own records of CE sessions attended.

Choose wisely.

Remember, the continuing education systems used by boards were designed to ensure that professionals maintain their knowledge and skills. Ask yourself whether the CE course you're considering is a good fit for you. While it's tempting to choose courses that play to your own strengths, you may also want to consider using CE requirements as a way to round out your professional knowledge.

Continuing education clock hours

Each hour of education shall be accepted as one (1) continuing education clock hour.

Magellan is approved to offer CE clock hours by the following organizations when indicated on the course promotional material:

- American Psychological Association (APA)
- Association of Social Work Boards (ASWB)
- The Association for Addiction Professionals (NAADAC) National Board for Certified Counselors (NBCC).

Be sure to read the CE approval statement from each organization and each organization's CE requirements in the promotional material.

Please note that not all courses carry all continuing education credits. If you want to complete an online course to meet professional requirements, be sure to confirm that you choose online courses with certificates that meet your needs before enrolling.

It is the responsibility of each professional to understand the requirements for license renewal or check with the state or national licensing board and/or professional organization to become more familiar with their policies and acceptable online/home study accreditation prior to enrollment in a course.

Frequently asked questions

How can I tell if a course is accredited for continuing education credits?

Please refer to the course promotional material under CE Approval Statements.

When and how can I print my certificate?

After reviewing all course material, you'll need to pass the course post-test AND complete the course evaluation. After passing the post-test (80 percent passing score is required) and completing the course evaluation, a certificate will be available immediately online or by email within 30 days. Please refer to the course promotional material for course certificate details. If you have questions about the course requirements, CE certificate or CE clock hours, contact:

Magellan/CE Administrator
6950 Columbia Gateway Drive
Columbia, Maryland 21046
Fax: 410-953-5218
Phone: 410-953-4707
Email: CE@MagellanHealth.com

Why have I not yet received my certificate?

If you have not received your certificate within 30 days or you are not able to access your certificate online after completing the course requirements, contact:

Magellan/CE Administrator
6950 Columbia Gateway Drive
Columbia, Maryland 21046
Fax: 410-953-5218
Phone: 410-953-4707

Email: CE@MagellanHealth.com

Is there a limit to the number of credits I can get online and apply to license renewal?

Some boards will limit the number of hours that can be earned online. You will need to contact your state board to obtain these requirements.

I am not a provider in the U.S.; will these courses be acceptable for my license renewal?

You will have to check with your licensing board/body to find out if our courses are acceptable for continuing education credit. Some licensing boards do not require a specific accreditation; however, some licensing boards do specify number of hours, subject areas, or other information for license renewal.

What is the cost for continuing education courses?

Magellan's courses are free of charge unless noted. If there is a cost for the course, we will note that in the course promotional material.

How do I request a refund for a paid CE course?

Refer to the course promotional material, or you may contact:

Magellan/CE Administrator
6950 Columbia Gateway Drive
Columbia, Maryland 21046
Fax: 410-953-5218
Phone: 410-953-4707
Email: CE@MagellanHealth.com

All refunds will be handled within 10 business days.

Will you notify me if a continuing education course is cancelled/rescheduled?

In the event that we cancel a live webinar, we will try to reschedule. We will notify participants of the new date by email.

How do I request special accommodations?

Magellan will make reasonable accommodations for participants with physical, visual or hearing impairments. Please contact the CE administrator to inquire about available accommodations.

Magellan/CE Administrator
6950 Columbia Gateway Drive
Columbia, Maryland 21046
Fax: 410-953-5218
Phone: 410-953-4707
Email: CE@MagellanHealth.com

How do I report a grievance?

Grievance policy: We provide participants with telephone, email and U.S. postal access in order to facilitate reports of dissatisfaction. Magellan will acknowledge receipt of complaints and make every effort to respond in a timely manner to all notices of participant dissatisfaction. We will attempt to resolve each grievance in a mutually satisfactory manner. To express a complaint or grievance, contact:

Magellan/CE Administrator
6950 Columbia Gateway Drive
Columbia, Maryland 21046
Fax: 410-953-5218
Phone: 410-953-4707
Email: CE@MagellanHealth.com