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COMMUNITY MENTAL HEALTH

MEMO

TO: Network Providers
FROM: Mark Mishal
DATE: 10/19/2020
RE: Recipient Rights Training

Due to concerns regarding the transmission of COVID-19, MCCMH-ORR will be conducting tele-training via GoToMeeting until we are cleared to resume face to face trainings.

The following are the current available training dates and times for the two hour training:

October 29	2 PM EDT
November 5	10 AM EDT
November 10	2 PM EDT
November 19	2 PM EDT
November 24	10 AM EDT

MCCMH MCO Policy 9-140: New employees and independent contractors of MCCMH contract providers shall complete Recipient Rights training within thirty (30) days from the date they begin work for the provider, and a face to face refresher training every two years thereafter.

Please review and follow the instructions to sign up for and receive the training. Individuals MUST register by emailing TeleRightsRegistration@outlook.com and provide ALL the following information:

- o **First and Last name**
- o **Company:** The company you are taking training for. If you are **Self Determination**, you need to provide your Fiscal Intermediary, NOT your consumer.
- o **Official Date of Hire**, this must include month, day and year (this is required to complete the registration process and you MUST include one; consult your employer if you are unsure of your official hire date)
- o **New Hire or Refresher:** If you have not taken recipient rights training since you started with your company you are a New Hire, if you have been employed with the same company for two years and took recipient rights when you first started with this company you are a Refresher.
- o **Valid email address.** Email you wish to have your log in instructions sent to.
- o **Date of training you are registering for.** (Registration closes at 5pm the day before the scheduled training.) New hire date request must be within 30 day timeframe.

For staff that are dual employed: If you are dual employed and are registering as a new hire for one company and need a refresher for the other company – Please provide BOTH companies in your request with the corresponding dates of hire, and what type of training is required for each company. Certificates are not transferrable to another company.

ADMINISTRATION

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**As a provider you can register your staff to attend these trainings; the registration confirmation will be sent to the person registering other parties, the registered participant will only receive the email containing instructions and log-in information.*

Additional **Important** Information:

- Connect via a computer, laptop or mobile device, you cannot call into the training, you must be connected through a device.
- The training will start promptly at the scheduled start time. It is recommended that you log in early to avoid technical issues. You may log in up to thirty minutes prior to the training. If you try to log in after the start time you will not be granted access to the training.
- Each person needs to log into the training individually, more than one staff CANNOT sit around one computer.
- For mobile devices the gotomeeting app will need to be downloaded from the Apple App Store or Google Play Store.
- For a computer go to www.gotomeeting.com and click on Join in the upper right hand corner and enter the meeting ID# or click the link provided in the instruction email.
- Certificates of completion are being mailed directly to the registered employer via US Postal mail. At this time we cannot estimate how long it will take to be received.
- If you are scheduled to work with an individual when you registered for the training, you MUST re-schedule for a different time as you cannot be providing services when you attend this training.
- Please submit only ONE registration request. Requests are processed in the order they are received when ORR Staff have the ability to do so (We ask that you are patient with receiving a response back).
- You must be registered in order to attend and sharing of the Meeting ID is prohibited.

An email will be sent to the registered person after 9pm (this is an approximated timeframe) the day before the specified training date. Please review this email as it provides necessary log in information. Note: Check your junk email box for our emails if you do not receive a response.

Current training information is also located at:

<http://training.mccmh.net/TrainingCalendar.aspx> under "Recipient Rights Training"