



MEMO

TO: Network Providers
FROM: Mark Mishal, Office of Recipient Rights Director
DATE: 10/19/21
RE: Recipient Rights Training

MCCMH-ORR will be conducting tele-training via GoToMeeting due to concerns regarding the transmission of COVID-19.

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

Oct 27	10 AM EDT
Nov 2	2 PM EDT
Nov 10	10 AM EDT
Nov 18	2 PM EDT
Nov 23	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 register and receive the training. Individuals **MUST register by emailing TeleRightsRegistration@outlook.com** and provide **ALL** the following information:

- **Your Legal First and Last name**
- **Company:** The company you are taking training for. If you are working under **Self Determination**, you need to provide your Fiscal Intermediary, NOT your consumer.
- **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)
- **New Hire or Refresher:** If you have not taken an in-person 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 in-person recipient rights when you first started with this company, you are a Refresher. → Please include your last in-person recipient rights training date and the Recipient Rights Office that provided the training in your request.
- **Valid email address:** Email you wish to have your log in instructions sent to.
- **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.

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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.

**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 communication regarding instructions and log-in information.*

Additional **Important** Information:

- Videos are available to show how to register and how to sign into the gotomeeting platform and the different functions you will need to use for the training. Connect via a computer, laptop or mobile device; you cannot call into the training, you must be connected through a device.

How to Register: <https://youtu.be/f50Duw4SCFo>

How to sign into GoToMeeting and the functions you need for training:

Ipad: <https://youtu.be/u7YuvG-l8Hs>

Iphone: <https://youtu.be/7PCziDDYVEI>

Desktop Computer/Laptop Computer: <https://youtu.be/T6SNbMnS9XQ>

Android Tablet: https://youtu.be/zyjxh3Xmw_4

Android Phone: <https://youtu.be/ggepMV40qoQ>

- 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 forty-five 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 share one computer. A device must be used to log-in, calling into the training without a device is not permitted.
- Certificates of completion are mailed directly to the registered employer via US Postal mail. Currently, this process is taking approximately one month. We request you allow this timeframe to pass before inquiring about undelivered certificates.
- 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 containing all the required information. 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 will receive a confirmation email showing your request has been processed. You are not considered registered until you receive the confirmation email.
- You must be registered in order to attend; sharing the meeting link is prohibited.

An email containing the meeting link will be sent to the registered person by 8pm (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 or alternative emails for our emails if you do not receive a response.

Current training information is also located at:

<https://www.mccmh.net/training-opportunities/> under "Recipient Rights Training"