WEBVTT

00:00:05.000 --> 00:00:09.000

Alright.

00:00:09.000 --> 00:00:11.000

Excellent. Daryl, I think we're ready to go.

00:00:11.000 --> 00:00:21.000

All right. Well, thank you, Jason, and welcome, everybody, this afternoon to this joint presentation by CE Broker and the Texas Behavioral Health Executive Council.

00:00:21.000 --> 00:00:35.000

I know everybody's got a lot of questions, and uh… just, uh, just kind of concern over, uh, this new transition to CE Brokers, so we're trying to put on at least 3 of these webinars to educate everybody, all the licensees on this.

00:00:35.000 --> 00:00:50.000

Uh, to kind of get you used to it, to kind of see what it's about, and kind of understand the background. So, just to start out with, of course, if any of you have ever been to our meetings, our leadership listening hours, you know I'm Daryl Spinks, I'm the Executive Director for BHEC. I have with me here Mr. Robert Romig.

00:00:50.000 --> 00:00:58.000

He's the Deputy Executive Director for the Council. And we're also joined today by Mr. Jason Grubb with CE Broker, and he's got, uh, 3 of his.

00:00:58.000 --> 00:01:10.000

Cohorts here with him today. Deb Carter, Kenny De Brule, and T. Ann Rose, uh, who's… Former ED up at the Oklahoma Psychology Board, so she's not unfamiliar with the mental and behavioral health boards.

00:01:10.000 --> 00:01:22.000

Uh, just to kind of let everybody know, there is a… there's a… there's a cap on the number of people that can be in a Zoom webinar. It's capped at 1,000, but anybody over and above that 1,000 can still watch everything that's going on today.

00:01:22.000 --> 00:01:32.000

Uh, this is being livestreamed on CE Broker's YouTube page, and you'll receive an automatic link to that whenever you try to access the webinar, if it's full.

00:01:32.000 --> 00:01:38.000

Which it appears to be full right now. Um, just to kind of let you know.

00:01:38.000 --> 00:01:49.000

What this is really about today. Bhec has partnered with CE Broker to provide a comprehensive CE management for this agency, licensees, and education providers. In other words, all of you out there in TV lands today.

00:01:49.000 --> 00:01:57.000

And Jason C. Broker and his staff are here with us today, and they're gonna do a demonstration on the system basics, and we're all going to try to answer your questions.

00:01:57.000 --> 00:02:06.000

That you may have about the use of the system. Robert and I are here to answer questions on the BHEC side, and Jason and his crew are here to answer questions about the CE broker side.

00:02:06.000 --> 00:02:19.000

Um, just to kind of give you an outline of, like, how we got here, uh, the use of an online CE management system is something that BHEC had been looking at doing for quite some time. I think it stretches all the way back to 2022 when we first began looking.

00:02:19.000 --> 00:02:27.000

Uh, if you've been watching our meetings since then, you… You'll recall we had several… we had many, many meetings where we actually discussed the project.

00:02:27.000 --> 00:02:35.000

And we actually voted to put out an open bid. Uh, on this, and CE Broker was the winning bidder, if you will.

00:02:35.000 --> 00:02:52.000

The criteria, I mean. Well, we won't go into all the criteria of it, but… Um, one of the things we recognized at the Council was, is as our licensee population is growing, and right now we're at about 92,000 licenses under regulation, but as that continues to grow.

00:02:52.000 --> 00:02:57.000

We're going to have to leverage technology in order to manage the accountability.

00:02:57.000 --> 00:03:01.000

Uh, that is required and expected of us for the public protection functions that we serve.

00:03:01.000 --> 00:03:06.000

And one of the only ways we can do that is through the use of programs like this. Now.

00:03:06.000 --> 00:03:17.000

While BHIC had started down this path a long time ago, Senate Bill 912, which passed this last legislative session, has now mandated it for all agencies, so we're a little bit ahead of the curve on that.

00:03:17.000 --> 00:03:27.000

Uh, we're not just having to start now that the Senate bill is passed, we're already in the implementation phase, and there's a few other Texas agencies that have already gone down this road. Texas Medical Board.

00:03:27.000 --> 00:03:41.000

Uh, Texas Optometry Board, and I can't recall if there's others, but… Um, just to kind of give you some idea of what we're going to be talking about today, because this is something that we are now mandating, I want everybody out there in TV Land to understand.

00:03:41.000 --> 00:03:49.000

That you are going to be required to use, uh, CE Broker to upload and manage your continuing education for BHEC.

00:03:49.000 --> 00:03:56.000

So you're gonna have to have a CE Broker account. Jason's gonna go over all that with you, about what that entails, uh, what the costs are, which are nothing.

00:03:56.000 --> 00:04:00.000

Uh, they're not… it's not gonna cost you anything. There's a free basic account.

00:04:00.000 --> 00:04:06.000

Um, there are some… paid options, though, that you can look at, and I'll let Jason and his team share that with you.

00:04:06.000 --> 00:04:14.000

We're gonna use CE Broker to ensure compliance. Uh, with the continuing education requirements for your particular profession.

00:04:14.000 --> 00:04:23.000

Um, we're also, you know, in the past, you haven't had to upload proof of continuing education prior to renewal. That's going to change. We're going to require you to upload it.

00:04:23.000 --> 00:04:27.000

But there's also going to be some changes, you know, we used to require.

00:04:27.000 --> 00:04:36.000

Um, we would do audits pre-renewal, and if you… you weren't allowed to renew until we did the audit, we're going to be changing up some of that. We're now going to switch to.

00:04:36.000 --> 00:04:45.000

Renewal audit. So, there'll be some changes that we'll talk about a little bit more in detail as we get into this, but… Uh, let's see…

00:04:45.000 --> 00:04:55.000

We… we… We'll have a Q&A session towards the end. I'm expecting probably about 30 to 45 minutes for presentation between us and Jason and his crew.

00:04:55.000 --> 00:05:06.000

But we'll have some Q&A moments in the end. Now, in the meantime, you guys can use the Q&A option down in the menu below, and post your questions there, and they'll either be answered by Jason and his staff, or Robert.

00:05:06.000 --> 00:05:13.000

And myself, as we're going through the proceeding, or they'll be elevated so that we answer them live in the webinar. So that'll depend on what we.

00:05:13.000 --> 00:05:21.000

What we decide would be the best way to answer that, so… Uh, I think, Jason, that's… I think I've pretty much covered it. Probably not in the order…

00:05:21.000 --> 00:05:28.000

Uh, that we had in the agenda, but I think the mission's done. So with that, I'm going to hand it over to you and let you introduce yourself and your crew.

00:05:28.000 --> 00:05:32.000

Yeah, excellent. Thank you, Daryl. Really appreciate it.

00:05:32.000 --> 00:05:40.000

Um, Daryl and Robert. So, hi everybody. My name is Jason Grubb, and I'm with CE Broker.

00:05:40.000 --> 00:05:50.000

I am so happy that you joined us. As Daryl mentioned today, I'm gonna provide you with a thorough overview of.

00:05:50.000 --> 00:05:58.000

Ce Broker, so you understand… you know, who we are, how to use our platform to report hours.

00:05:58.000 --> 00:06:05.000

Find approved content. Review your history, and where to get help from our support staff.

00:06:05.000 --> 00:06:12.000

Should you need it. Like Daryl mentioned, this webinar is actually scheduled for 2 full hours.

00:06:12.000 --> 00:06:20.000

However, the actual overview and the demo portion. That's probably only gonna last about 35 to 45 minutes.

00:06:20.000 --> 00:06:26.000

Meaning that, essentially, the whole back half. Of this webinar is dedicated to.

00:06:26.000 --> 00:06:31.000

Um, to Q&A. I know Daryl kind of already laid some…

00:06:31.000 --> 00:06:41.000

Some ground rules, um, but I will just add that I… am not here alone, thankfully. I'm aided by my colleagues, Deb Carter.

00:06:41.000 --> 00:06:48.000

Kenya Debrell, um, Tian Rose. They're going to be monitoring the Q&A feed.

00:06:48.000 --> 00:06:55.000

And either answering questions directly there, like Daryl mentioned, or they'll kind of compile some of the common questions.

00:06:55.000 --> 00:07:04.000

And we will try and answer those aloud. Um, notably, those that are viewing this webinar on the livestream.

00:07:04.000 --> 00:07:09.000

There's no ability to interact with the webinar or ask questions.

00:07:09.000 --> 00:07:16.000

There are some additional webinar opportunities coming up in October and December. If you'd like to try and make one of those.

00:07:16.000 --> 00:07:26.000

Um, uh, one of those opportunities down the road. So. I have some slides to share with you first.

00:07:26.000 --> 00:07:36.000

Then we'll actually kind of get into the product demo itself. So… With that, let's go ahead and get started.

00:07:36.000 --> 00:07:44.000

Kind of an overview of who we are. So, CE Broker is… But one product line.

00:07:44.000 --> 00:07:51.000

Powered by an organization called Propellis. That is really focused on modernizing how professionals.

00:07:51.000 --> 00:07:58.000

Their employers, regulating entities, and those respective associations. Kind of all work together.

00:07:58.000 --> 00:08:06.000

We, a little over 20 years ago. Our platform was conceived as a solution for Florida's Department of Health.

00:08:06.000 --> 00:08:18.000

Kind of as an automated solution to track. The CE requirements for all 33 healthcare boards underneath that agency, and the million-plus or so.

00:08:18.000 --> 00:08:25.000

Licensees there. Additionally, one of our product lines, EverCheck, that's a credentials verification platform.

00:08:25.000 --> 00:08:34.000

It's used by hospital and health system HR departments to basically ensure that healthcare workers and their… and other employees.

00:08:34.000 --> 00:08:45.000

That they're kind of clear, uh, to be out on the floor on any given day. And then additionally, we have a product line called EmuWare. That's a comprehensive employee and occupational health.

00:08:45.000 --> 00:08:50.000

Um, monitoring software. Think of it sort of like…

00:08:50.000 --> 00:08:55.000

Uh, into it, right? Intuit has Credit Karma and TurboTax, etc.

00:08:55.000 --> 00:09:00.000

Similar structure, Propellis has within it Evercheck, CE Broker, which is the.

00:09:00.000 --> 00:09:05.000

Product line that we're here to talk about today, and EmuWare.

00:09:05.000 --> 00:09:14.000

So I mentioned we started a little over 20 years ago. Since then, we've expanded quite a bit. We now work with a little over 300 agencies.

00:09:14.000 --> 00:09:32.000

Nationwide, that represents about 5 million licensed professionals like yourselves. And, um, kind of the secret sauce to our platform is we have privileged relationships with thousands of educational providers as well.

00:09:32.000 --> 00:09:38.000

Texas actually marks the 12th state. Whose mental and behavioral health.

00:09:38.000 --> 00:09:47.000

Licensees we serve. So, there is a good chance that your colleagues and peers in some of these other states on screen.

00:09:47.000 --> 00:10:01.000

Are already familiar with CE Broker and using us. Personally, fun fact, Texas is my home state. I, uh, so I'm especially excited to bring our solution to a state that I…

00:10:01.000 --> 00:10:10.000

Um, knows so well, and loves so much. I actually grew up just a little bit north of Daryl and Robert there in Austin.

00:10:10.000 --> 00:10:14.000

In a tiny little town called Jarrell, Texas. Went to college at Texas State.

00:10:14.000 --> 00:10:19.000

I might be aging myself here, but it was Southwest Texas State University.

00:10:19.000 --> 00:10:29.000

Uh, back then, go Bobcats! But, uh, yeah, so it's excited to, um, add Texas to our, uh, list of mental and behavioral health.

00:10:29.000 --> 00:10:40.000

Professions that we now serve. Our platform is not just for licensees.

00:10:40.000 --> 00:10:46.000

Rather, it is built with kind of all three primary stakeholders in mind. So.

00:10:46.000 --> 00:10:53.000

The board, the licensee, and the educational provider. Each of these stakeholders kind of have their own.

00:10:53.000 --> 00:10:57.000

Um, bespoke. Experience within our platform.

00:10:57.000 --> 00:11:07.000

To help ensure that they can, in concert. Complete their respective, kind of, piece of the CE life sec… CE life cycle.

00:11:07.000 --> 00:11:17.000

As it were. A couple quick points on course reporting, and I will detail this in more depth once we actually get into the demonstration.

00:11:17.000 --> 00:11:27.000

But there's two primary ways. That your course completions make their way into our platform. The first is via self-reported submissions.

00:11:27.000 --> 00:11:38.000

Where you, as the licensee, kind of go in course by course. You manually report those completions and upload corresponding documentation. I will show you that process as part of the demo, like I mentioned.

00:11:38.000 --> 00:11:46.000

But then, additionally, because we do work with so many providers nationwide, those providers can actually report completions on your behalf.

00:11:46.000 --> 00:11:54.000

And they can do it a number of ways, either individually, or they can upload a bulk attendance roster from, say, an association conference.

00:11:54.000 --> 00:12:07.000

Or some of the larger national entities. They will actually set up a backend connection between their system and ours. Just kind of one additional step to help streamline the.

00:12:07.000 --> 00:12:19.000

The process of reporting and tracking your continuing education. Daryl mentioned the account options previously, and I'll touch on this in the demo as well, but just a high-level overview, you might.

00:12:19.000 --> 00:12:27.000

Kind of be wondering how all of this works. So we actually provide a free solution to the board, or in this case, the behavioral health executive council.

00:12:27.000 --> 00:12:35.000

To licensees and to educational providers, we're able to offer those, uh, those free services.

00:12:35.000 --> 00:12:41.000

Through a very small percentage of actual paid subscriptions. So, we do have several.

00:12:41.000 --> 00:12:55.000

Account options available to licensees when using CE Broker. The first plan, that's our basic account. It provides all of the essential features that you need to track your continuing education.

00:12:55.000 --> 00:13:06.000

And stay in line with board requirements. Again, this is a free package. It's really rich with features. We're rolling out new features included in the free account all the time.

00:13:06.000 --> 00:13:18.000

Of the 5 million licensees that are on our platform, the vast majority of them do use the basic free account, and so while, as Daryl mentioned, you are required by BHEC to have a CE Broker account.

00:13:18.000 --> 00:13:28.000

The basic free version certainly meets that criteria. For licensees that… prefer some additional kind of convenience features.

00:13:28.000 --> 00:13:38.000

Our paid offerings include the professional and the concierge account. And like I said, this is kind of just for those individuals that want everything in one place.

00:13:38.000 --> 00:13:45.000

You can see the pricing tiers associated with those account options there. The biggest differentiator here is that the.

00:13:45.000 --> 00:13:54.000

Professional and concierge account include a compliance transcript, which kind of shows you… it does all that math for you that shows what you've completed, what's still outstanding.

00:13:54.000 --> 00:14:00.000

And the concierge account includes that, certainly, but also comes with a dedicated account manager.

00:14:00.000 --> 00:14:13.000

That will help just provide that one-on-one support, help make sure that you're kind of staying on track, that you have everything that you need ahead of renewal. If you're ever audited, they can kind of help make sure that you have everything in order to respond to the audit.

00:14:13.000 --> 00:14:22.000

Basically, just do everything for you, except… actually, you know, attend the course and do the, uh, do the learning.

00:14:22.000 --> 00:14:28.000

Just a couple more slides here before we jump into the demonstration. We do have a free, uh, mobile app.

00:14:28.000 --> 00:14:32.000

So that you can bring CE kind of wherever you go.

00:14:32.000 --> 00:14:43.000

It's available on both Android and Apple devices. Allows you to check compliance, like I said, kind of from anywhere, and snap a photo of your certificate and report CE on the spot.

00:14:43.000 --> 00:14:50.000

Say, from that, you know, conference that you're attending, and do much more.

00:14:50.000 --> 00:15:00.000

And then lastly here. We take great pride in offering a dedicated, in-house team of customer support specialists.

00:15:00.000 --> 00:15:04.000

That are based here in the United States, they're bilingual, English and Spanish.

00:15:04.000 --> 00:15:15.000

They're trained on BHEC's rules and regulations. They're available Monday through Friday, 7am to 7pm Central. I know it says Eastern Time on here, but I'm…

00:15:15.000 --> 00:15:21.000

Doing some mental math here. Um, 7 a.m. To 7 p.m, Monday through Friday.

00:15:21.000 --> 00:15:30.000

Additionally, we have a robust. Resource library that's kind of full of step-by-step guides, tutorial videos.

00:15:30.000 --> 00:15:36.000

And more, uh, just in case you ever need it. And I will show you how to access those support features.

00:15:36.000 --> 00:15:43.000

Uh, as part of the demonstration. So, with that, let me jump over into the actual…

00:15:43.000 --> 00:15:51.000

Product demonstration itself. So, this is our homepage.

00:15:51.000 --> 00:16:02.000

As a web-based software solution. Everything done on CE Broker is accessed through our website, www.cebroker.com.

00:16:02.000 --> 00:16:11.000

Unless, of course, you're on the mobile app, then you'll use the mobile app. But… This is what it looks like when you first come to our platform.

00:16:11.000 --> 00:16:18.000

The initial thing that you'll want to do if you haven't done it yet, is you'll want to go ahead and create your CE Broker account.

00:16:18.000 --> 00:16:26.000

And it's really simple to get started. You just click on the green box that says, uh, da-da-da, get started.

00:16:26.000 --> 00:16:31.000

So we'll click on that. Because our system is bespoke to each state.

00:16:31.000 --> 00:16:42.000

Entity… And their profession's unique rules and requirements, we need to know what state and what your profession is so that we can make sure we're giving you.

00:16:42.000 --> 00:16:50.000

That bespoke experience. So, in this case, we're gonna go ahead and select, um, our state as Texas, obviously.

00:16:50.000 --> 00:16:56.000

And for our demonstration purposes, we're gonna say that we are a licensed psychologist that's creating this.

00:16:56.000 --> 00:17:06.000

This, uh, initial account. We'll go ahead and click continue. Then you'll see those account options I mentioned previously.

00:17:06.000 --> 00:17:11.000

I won't go into the details of those, um, upgraded paid accounts again here.

00:17:11.000 --> 00:17:16.000

Because BHEC… only requires that you have the basic free account.

00:17:16.000 --> 00:17:27.000

To meet their requirement, we're gonna go ahead and, um… get started with just that, the basic free account.

00:17:27.000 --> 00:17:34.000

So we get data regularly from the board, so that we can ensure that we're matching up our system to who you are.

00:17:34.000 --> 00:17:41.000

And the first place where, kind of, that happens is by entering in your license number.

00:17:41.000 --> 00:17:44.000

If you don't know your license number, or you forgot it.

00:17:44.000 --> 00:17:52.000

You can click this link here. Make sure you're selecting the Texas BHEC Board. Daryl mentioned we also work with the medical board and optometry.

00:17:52.000 --> 00:18:01.000

Select, uh, BHEC, and it's gonna take you over to that license verification page. You can look up your license number in case you, uh, forgot it.

00:18:01.000 --> 00:18:09.000

But in our example here for this test case, we're gonna say our license number is 888-88888.

00:18:09.000 --> 00:18:15.000

And we'll go ahead and click continue. Now, because there are…

00:18:15.000 --> 00:18:20.000

Come on. Give it one second here.

00:18:20.000 --> 00:18:36.000

Let me refresh. Oh, let me try again.

00:18:36.000 --> 00:18:42.000

Sorry about that.

00:18:42.000 --> 00:18:59.000

My system is going slow right now. Let's see…

00:18:59.000 --> 00:19:09.000

Just give it one second.

00:19:09.000 --> 00:19:22.000

Let me actually close this, and I'll reopen a new one.

00:19:22.000 --> 00:19:28.000

Oops.

00:19:28.000 --> 00:19:34.000

Hmm, my internet connection is solid.

00:19:34.000 --> 00:19:49.000

Let me go ahead and do this. Let me… try a different browser real quick.

00:19:49.000 --> 00:19:53.000

Bear with me, folks, I apologize.

00:19:53.000 --> 00:20:00.000

Robert, while he's doing that, you got any questions you want to answer live?

00:20:00.000 --> 00:20:01.000

If not, I'll take one real quick.

00:20:01.000 --> 00:20:07.000

I can then… Sorry, I was trying to unmute. Yeah, one very basic one, just for everybody to know.

00:20:07.000 --> 00:20:11.000

I've gotten a couple of questions about when do you have to start doing this?

00:20:11.000 --> 00:20:20.000

And, uh, you are… you may… create your account now and start uploading CE right away.

00:20:20.000 --> 00:20:31.000

Um, the… starting on January 1st. If you try to renew your license, you will not be able to if you have not completed an account and uploaded your CE.

00:20:31.000 --> 00:20:41.000

And so, the deadline for you personally. Will depend on when your license renewal date is, but I highly suggest you don't wait till the day before.

00:20:41.000 --> 00:20:51.000

To try to create your account and upload everything.

00:20:51.000 --> 00:20:53.000

That's… that's the one I've noticed.

00:20:53.000 --> 00:21:04.000

Okay. And I had just answered a question in the chat or in the Q&A. Somebody was asking about.

00:21:04.000 --> 00:21:12.000

Uh, concerns over is something that's free actually ever free? And just, let me just… put this to mid right now. Yes, it is.

00:21:12.000 --> 00:21:19.000

Uh, the data that we have to share with CE Broker in order to set all the system up, to set everything up.

00:21:19.000 --> 00:21:24.000

Continues to be BHECS data. It is not CE Broker's data, it's ours by the agreement.

00:21:24.000 --> 00:21:38.000

Uh, and one of the things we require of CE Broker is that they provide the free basic online account to everybody, so that it would be zero cost to you, so… Yes, it truly is a zero cost, and another thing, the law does not allow us to pay for the service, so…

00:21:38.000 --> 00:21:43.000

Any online CE management system that the agency used has to be of zero cost to the agency.

00:21:43.000 --> 00:21:50.000

Which this is, so… Uh, CE broker has a different business model for how they make money that really.

00:21:50.000 --> 00:21:59.000

Doesn't have anything to do with what we're… we're doing here today, so… Um, just to answer everybody's questions, your data's secured, not being sold.

00:21:59.000 --> 00:22:03.000

Uh, and it truly is zero cost to you.

00:22:03.000 --> 00:22:05.000

Thanks, Robert and Daryl. I… oh, sorry, go ahead, Robert.

00:22:05.000 --> 00:22:16.000

Jason? Sorry, one question that, while we had this little interruption, um… At the very beginning, some… several people were asking, are we going to send out a copy of the slide deck?

00:22:16.000 --> 00:22:21.000

And I know I answered, folks, we are going to be posting the recording of this meeting.

00:22:21.000 --> 00:22:25.000

Uh, but I didn't know if y'all were gonna share that slide deck or not.

00:22:25.000 --> 00:22:28.000

The slide deck here, we can certainly make it available. Yep.

00:22:28.000 --> 00:22:31.000

Okay?

00:22:31.000 --> 00:22:38.000

So, I don't know exactly what's going on, but for some reason right now, the sign-up function is… seems to have a little glitch.

00:22:38.000 --> 00:22:43.000

So let me go ahead and just sign in to the test accounts.

00:22:43.000 --> 00:22:52.000

That we've already created for demonstration purposes, we can go ahead and start there, and at least show licensees kind of how they report CE, how they view their history, etc.

00:22:52.000 --> 00:22:58.000

We'll try and come back to the actual sign-up flow towards the end. Maybe it'll be working by then.

00:22:58.000 --> 00:23:02.000

So let me find… let me just grab these test credentials that I created.

00:23:02.000 --> 00:23:18.000

For our demonstration purposes, and I'll go ahead and sign in here.

00:23:18.000 --> 00:23:30.000

Okay. So… whether you have a basic free account or one of the upgraded paid accounts, this initial view, this kind of overview page, essentially looks the same.

00:23:30.000 --> 00:23:38.000

Really, the only distinction here is the basic account will just provide a binary, complete, not complete.

00:23:38.000 --> 00:23:44.000

The upgraded paid accounts will kind of show you that progress and that percentage that you've, um, as you kind of near.

00:23:44.000 --> 00:23:55.000

Um, 100%, uh, status. A few things to kind of, uh, orient you to here. Initially, you'll see the profession type.

00:23:55.000 --> 00:24:07.000

Listed here at the top. You will see the compliance status, like I mentioned. It's either going to show complete or not complete. If you have a basic account, it's going to show you that progress. If you haven't an upgraded account.

00:24:07.000 --> 00:24:14.000

It's gonna show your license details, so obviously the state, the license number, then the current cycle that you are in.

00:24:14.000 --> 00:24:21.000

Uh, then down here below, it's gonna show you your course history. This is going to reflect anything that you have self-reported yourself.

00:24:21.000 --> 00:24:27.000

Or has been reported on your behalf by an educational provider.

00:24:27.000 --> 00:24:36.000

Couple other things to orient you to here as well. If you go up to the little, um, envelope icon here in the upper right.

00:24:36.000 --> 00:24:46.000

This is your inbox, so you will see all the notifications that have gone into here when you report something yourself, or when something has been reported on your behalf.

00:24:46.000 --> 00:24:51.000

These are all kind of just sample self-submissions, but you can also see something that has been.

00:24:51.000 --> 00:24:57.000

Reported on your behalf by an educational provider, in this instance here. That all displays there.

00:24:57.000 --> 00:25:08.000

Should the board ever, uh, launch an audit and have communication with you surrounding that audit, you'll see that back-and-forth correspondence here in the Communications Center on this screen.

00:25:08.000 --> 00:25:17.000

And then if you're like me, and you don't like having a cluttered, you know, inbox, as it were, you can certainly select all of these communications and delete them, or archive them.

00:25:17.000 --> 00:25:24.000

To kind of keep this, uh, neat and clean. Additionally, if you click the little settings icon, the little gear.

00:25:24.000 --> 00:25:28.000

Icon here in the upper right. You can go down to your account settings.

00:25:28.000 --> 00:25:38.000

And you can modify some of this kind of basic information. I want to specifically kind of call your attention to these email reminders and notifications.

00:25:38.000 --> 00:25:43.000

So our system is… the default is to send those email reminders to licensees.

00:25:43.000 --> 00:25:48.000

Both when you, um. Have completions, either.

00:25:48.000 --> 00:25:51.000

That you have self-reported or have been submitted on your behalf.

00:25:51.000 --> 00:25:57.000

If you only want to receive those in the message box and not get emails, you can certainly make that.

00:25:57.000 --> 00:26:06.000

Selection here. Then additionally, our system will send reminder emails to licensees as they're continuing education deadline nears.

00:26:06.000 --> 00:26:16.000

And or as their license or certificate expiration deadline nears. And then if you've loaded any credentials into the system, as those deadlines near as well.

00:26:16.000 --> 00:26:21.000

This is pretty simple for, I believe, across all of the boards within BHEC, the.

00:26:21.000 --> 00:26:26.000

Ce cycle and the license cycle are one and the same.

00:26:26.000 --> 00:26:33.000

Some agencies we work with, those are disjointed and they're different. Um, but if you would like to ensure that you're not getting those email reminders.

00:26:33.000 --> 00:26:38.000

You can make those changes here. Obviously, if I just try and click these, nothing is happening.

00:26:38.000 --> 00:26:47.000

I have to go up and click this little edit icon here, and then you can make those selections and update, um, accordingly.

00:26:47.000 --> 00:26:54.000

Let me jump back over to the basic, or the… account view here.

00:26:54.000 --> 00:27:00.000

A couple other things that I want to kind of just draw your attention to before we jump into showing you how to report CE.

00:27:00.000 --> 00:27:09.000

And all of that stuff. If you want to… If you need to download a record of your course history for any reason.

00:27:09.000 --> 00:27:17.000

You can do so here. There's a simple tab that says Easy Export. This is available, of course, across all of the account levels.

00:27:17.000 --> 00:27:24.000

You can click export, and it's going to create a PDF for you, so you can store that for yourself, you can send that to an association, or.

00:27:24.000 --> 00:27:28.000

Whatever the case may be where you need to demonstrate. Your completion of those, um.

00:27:28.000 --> 00:27:37.000

Of those various hours. Another thing I'll point out here before we get into the reporting CE component is.

00:27:37.000 --> 00:27:50.000

How you go about tracking or adding additional licenses. To your CE broker account. So we get that question a lot. Do I need multiple CE broker accounts if I have multiple licenses?

00:27:50.000 --> 00:27:54.000

The answer is no, you can put them all under one account.

00:27:54.000 --> 00:27:59.000

And if you are using one of the upgraded paid accounts, it's one fee for all the licenses.

00:27:59.000 --> 00:28:05.000

We have gone in here. And we have added the credentials for some of these.

00:28:05.000 --> 00:28:12.000

Additional license types that are housed within BHEC, so you'll see that this individual, this, you know.

00:28:12.000 --> 00:28:22.000

Sample individual, this Jane Doe. Is an LPC, there's a psychologist, they're a social worker, and they are a marriage family therapist. Once these.

00:28:22.000 --> 00:28:29.000

Different professions have been loaded into CE Broker, it's easy enough to kind of just toggle back between all of them.

00:28:29.000 --> 00:28:36.000

And view their respective, kind of, compliance status and course histories associated with each of those.

00:28:36.000 --> 00:28:46.000

Uh, each of those licenses. To add a license, you'll simply go down here to the bottom, you'll click the button here that says Add a New License.

00:28:46.000 --> 00:28:56.000

You'll select the state, the profession. Enter in the license number, and then our system is going to work on the back end to try and tie those licenses together.

00:28:56.000 --> 00:29:04.000

You may have to wait up to 24 hours before those licenses are actually tied. You can view an example of a pending instance of that.

00:29:04.000 --> 00:29:08.000

Kind of happening here. Once that is completed on the backend.

00:29:08.000 --> 00:29:13.000

All of those licenses will be available and viewable. Within a singular account. So.

00:29:13.000 --> 00:29:19.000

One thing to keep in mind here is that. The way our system works, it's very chronological.

00:29:19.000 --> 00:29:24.000

The first account that shows up when you log into CE Broker, and the one at the, um, at the top.

00:29:24.000 --> 00:29:35.000

Is gonna be whichever one you put in there first. So, it's just important to know that if you do hold multiple licenses, either underneath the same agency, in this case BHEC, or across multiple states.

00:29:35.000 --> 00:29:43.000

You just want to make sure that you are toggling and looking at the correct license that you want to view your compliance status for, and or report.

00:29:43.000 --> 00:29:50.000

Um, and or report course completions for.

00:29:50.000 --> 00:29:55.000

Let me see if there's anything else on this screen I wanted to highlight before I move on.

00:29:55.000 --> 00:30:03.000

To demonstrating how to. Report continuing education.

00:30:03.000 --> 00:30:12.000

Okay. I think we've covered it all there. So, let's say you are this LPC in this example, and.

00:30:12.000 --> 00:30:18.000

You have, uh, you know, a substantial amount of continuing education that you still need to complete.

00:30:18.000 --> 00:30:29.000

Ahead of your July 31st, 2026. Deadline. You'll just kind of go up here to this button that says Report CE.

00:30:29.000 --> 00:30:34.000

And it's going to present you with the different reporting options.

00:30:34.000 --> 00:30:40.000

You can report CE that's recognized towards the 50% roll, CE that's not recognized towards the 50% rule.

00:30:40.000 --> 00:30:49.000

You can report your one hour of human trafficking, you can… and then you can report some of these kind of additional non… Continuing education.

00:30:49.000 --> 00:31:01.000

Options down here as well, and I'll show you a… I'll show you a few of these examples. We'll start with the CE recognized towards the 50… percent rule. First of all, you'll notice under each of these reporting options.

00:31:01.000 --> 00:31:09.000

There is, um, there's some more information, so you can click this drop-down arrow, it's gonna say Learn More. This kind of outlines specifically what counts.

00:31:09.000 --> 00:31:15.000

As meeting that 50% rule, kind of the established guidelines for the types of educational providers that you need to.

00:31:15.000 --> 00:31:22.000

Take that content from, so you can review that ahead of reporting. And then additionally, it gives you a preview of.

00:31:22.000 --> 00:31:25.000

What's going to be expected of you, the questions you're going to have to answer.

00:31:25.000 --> 00:31:33.000

As part of that reporting flow before you actually get started. So we'll jump in here, we'll actually report some hours.

00:31:33.000 --> 00:31:39.000

Um, for this… continuing education… for the CE cycle.

00:31:39.000 --> 00:31:44.000

So you'll click Report. The first thing we need to know is the completion date.

00:31:44.000 --> 00:31:51.000

We need to make sure, obviously, that the date that the course was completed is within this cycle for it to actually apply to this cycle.

00:31:51.000 --> 00:31:57.000

In this case, I'm going to select August 1st. We're gonna say that this was a live course.

00:31:57.000 --> 00:32:05.000

Um, as far as I know, there aren't any kind of live or delivery, or, uh, live or anytime restrictions across.

00:32:05.000 --> 00:32:18.000

Uh, behavioral health executive councils, but we'll go ahead and select this as a live course, and we'll say this is a web-based program.

00:32:18.000 --> 00:32:24.000

And then we're gonna go ahead and say we want to report… let's say we took a 7-hour course in ethics.

00:32:24.000 --> 00:32:29.000

We're gonna report 7 hours. We're gonna click Continue.

00:32:29.000 --> 00:32:34.000

And it's going to ask you some basic kind of attestation questions. What is the name of the course?

00:32:34.000 --> 00:32:39.000

I'm gonna put ethics course. Test?

00:32:39.000 --> 00:32:49.000

It's gonna ask you what's the name of the educational provider you took the… course from. I'm going to say Ethics Provider…

00:32:49.000 --> 00:32:58.000

Test. And it's gonna ask you to answer one of the questions to ensure that this, in fact.

00:32:58.000 --> 00:33:06.000

Is the type of course taken from a provider that meets the 50% rule. In this case, I'm gonna… let's say this was a provider that's approved by.

00:33:06.000 --> 00:33:14.000

Maybe another, um… State's Board of Counseling, for instance. So we can say city, county, state, or federal government entity.

00:33:14.000 --> 00:33:19.000

Approved this. Provider of this course, we'll click Continue.

00:33:19.000 --> 00:33:28.000

It's only after you have. Answered those attestation questions when our system is going to let you upload verifying documentation. So…

00:33:28.000 --> 00:33:36.000

We'll go ahead and attach our evidentiary documentation. That corresponds with this course completion.

00:33:36.000 --> 00:33:43.000

I have a sample certificate loaded here on my desktop. We'll go ahead and upload that sample certificate, we'll click Continue.

00:33:43.000 --> 00:33:57.000

And you'll get a screen, kind of, um… asking you to verify and attest that what you're submitting is true and accurate, then you can go ahead and submit CE.

00:33:57.000 --> 00:34:10.000

And you get a confirmation here. If you want to print this, you can do so, or print and download as a PDF, you have that option. If you have additional CE to report, you can do so here. If you haven't upgraded account and you want to go and view your transcript.

00:34:10.000 --> 00:34:18.000

You can do that here as well. I'm gonna go ahead and just exit out of this, and show you what this thing looks like on your course history.

00:34:18.000 --> 00:34:24.000

So, as you can see, here is the ethics course that we reported. We reported it for 7 hours.

00:34:24.000 --> 00:34:29.000

If you click the drop-down menu here. Little drop-down arrow.

00:34:29.000 --> 00:34:35.000

It's gonna show you all of the specifics. Our system is going to assign a unique tracking number to it.

00:34:35.000 --> 00:34:45.000

It's gonna show you the date that it was submitted. It's gonna show you the number of hours, and it's gonna show you the, uh, the… your answers to the attestation questions.

00:34:45.000 --> 00:34:56.000

And then, it's going to provide you an opportunity to download that certificate that you uploaded, should you need it. So, many people will use CE Broker simply as a document repository.

00:34:56.000 --> 00:35:00.000

If they ever need to go and retrieve that documentation, they can do so.

00:35:00.000 --> 00:35:07.000

Um, into perpetuity, um, for as long as they, uh, for as long as they would like.

00:35:07.000 --> 00:35:10.000

Now, one thing I'll show you here, and question we get a lot is.

00:35:10.000 --> 00:35:19.000

What if you erroneously reported continuing education hours? You have a few different options. So… you can edit the submission.

00:35:19.000 --> 00:35:24.000

If you click the little ellipsis to the right of the trash can.

00:35:24.000 --> 00:35:28.000

And you want to go and edit the course, you can make some edits.

00:35:28.000 --> 00:35:36.000

You can edit the name of the course, the name of the provider, and the completion date. You cannot edit the number of hours. If you need to change the number of hours.

00:35:36.000 --> 00:35:44.000

Like, the little prop up here, uh, indicates. You need to… delete the entry, and then resubmit it.

00:35:44.000 --> 00:35:52.000

So, for our demonstration purposes, let's go ahead and do that. I'm gonna delete the submission, it's gonna ask you, are you sure you want to delete it?

00:35:52.000 --> 00:36:03.000

We're gonna say yes. You'll see that immediately updates the history. So now let's go back and re-report it, and I'll show you a couple other features of our platform as.

00:36:03.000 --> 00:36:10.000

Part of this process. So I'm going to re-report that exact same submission, CE recognized towards the 50% rule.

00:36:10.000 --> 00:36:20.000

I'll report it. Let's say our completion date was correct, and the course type, and the delivery mechanism, that was all correct.

00:36:20.000 --> 00:36:25.000

Um, but let's say, oh, it was actually an 8-hour course. I want to make sure I'm getting credit for the extra hour.

00:36:25.000 --> 00:36:29.000

I'm gonna change this to 8 hours. And I'll click continue.

00:36:29.000 --> 00:36:44.000

We'll re-answer these, um… Questions?

00:36:44.000 --> 00:36:49.000

And we'll use that same… you know, say it was approved by another state's counselor board.

00:36:49.000 --> 00:36:56.000

We'll click continue, we'll attach our documentation. This process you all saw.

00:36:56.000 --> 00:37:04.000

And click continue. We'll answer our… attestation question, and go ahead and submit.

00:37:04.000 --> 00:37:12.000

And we'll jump back over to our… course history, and we'll see, there it is again, and it counts.

00:37:12.000 --> 00:37:18.000

For the 8 hours. Now, if you haven't upgraded account, and you can see the.

00:37:18.000 --> 00:37:25.000

Little compliance tabulation has updated. We're a little bit closer to reaching our goal of 100%.

00:37:25.000 --> 00:37:29.000

If you have an upgraded account, you do have the ability to view that.

00:37:29.000 --> 00:37:33.000

Course transcript, which I mentioned before. I'm going to show you what that looks like real quick.

00:37:33.000 --> 00:37:39.000

So if you have an upgrading account, you can see this transcript, which kind of maps out all those, um.

00:37:39.000 --> 00:37:47.000

All those hours and kind of specific subject areas for you gives you a little bit of additional visibility. We can scroll down here, and we can see that.

00:37:47.000 --> 00:37:54.000

We have satisfied a requirement of the 5 hours for ethics, however, we reported 8 hours.

00:37:54.000 --> 00:38:01.000

Because BHEC allows. Hours to roll over from ethics and distinct populations, for example.

00:38:01.000 --> 00:38:06.000

Into the kind of general requirement, or the remaining hours required area.

00:38:06.000 --> 00:38:13.000

You can see that 3 of those hours went over… went over there. So now, this licensee only needs 5 hours.

00:38:13.000 --> 00:38:20.000

For remaining, they still obviously need to do human trafficking and endurance prudence exam, and the distinct populations requirement.

00:38:20.000 --> 00:38:26.000

Um, etc. And we kind of give you little visuals for what exactly is happening with the transcript.

00:38:26.000 --> 00:38:32.000

Here.

00:38:32.000 --> 00:38:41.000

So let me also show you what happens if you. Are trying to report hours outside of the.

00:38:41.000 --> 00:38:49.000

Rules set forth by BHAT. So I'll use another example. I'll go back over here to Report CE.

00:38:49.000 --> 00:38:53.000

And let's say I want to leverage one of these other.

00:38:53.000 --> 00:39:09.000

Um, reporting options. In this case, self-study. If you click on the Learn More, you can learn a little bit more about this reporting criteria. You'll notice that the board only allows licensees to report 1 hour as self-study. So let's say you reviewed a…

00:39:09.000 --> 00:39:20.000

Journal article, for instance, that would classify as self-study. Let's say you did that, you want to report that for some of your continuing education. We'll jump in here to report.

00:39:20.000 --> 00:39:25.000

And again, let's use that same date, let's say we did this on August 1st.

00:39:25.000 --> 00:39:31.000

And let's say that. We're gonna have these count towards general.

00:39:31.000 --> 00:39:43.000

And we're gonna say, you know, let's say, oh, it took me… 3 hours to review this… article, I want 3 hours to count. You'll enter 3 here, and you'll click continue. Our system's gonna say.

00:39:43.000 --> 00:39:56.000

Hang on, as I showed you previously. You're not allowed to do that. It's only going to count for up to 1 hour, and so you'll go in here and modify this to just say, okay, 1 hour, you'll try again, click continue.

00:39:56.000 --> 00:40:01.000

In this case, the system's gonna let you do that. You'll want to describe that activity.

00:40:01.000 --> 00:40:07.000

And you can just say, you know. Reviewed journal article.

00:40:07.000 --> 00:40:16.000

Xyz. And it's just gonna ask you, was it specific to the practice of counseling? You'll say yes.

00:40:16.000 --> 00:40:22.000

In this instance, for this reporting type, there's not a document upload step.

00:40:22.000 --> 00:40:28.000

And so it's just gonna tell you, it's just gonna have you answer those two questions, and you'll click, uh, yes.

00:40:28.000 --> 00:40:34.000

What I've said is true and accurate, and submit the CE.

00:40:34.000 --> 00:40:37.000

Although we can go back over to our course history and our transcript.

00:40:37.000 --> 00:40:43.000

And view where that. Populates, um, where that populates.

00:40:43.000 --> 00:40:50.000

Here. Now, a couple other things that I want to…

00:40:50.000 --> 00:41:01.000

Um, mention… is there are situations where the board has a process in place to waive CE requirements.

00:41:01.000 --> 00:41:09.000

Really only applicable to those with an. Who are active, uh, active duty military, but let me show you.

00:41:09.000 --> 00:41:15.000

How that process works in CE Broker, just in case that situation applies to you.

00:41:15.000 --> 00:41:23.000

If you go to Report CE. And you click on this second tab here, labeled Additional Options.

00:41:23.000 --> 00:41:35.000

Click on Additional Options, you'll select the CE cycle. Oh, in this case, this reporting exemption has already been selected. Let me find a different example for you.

00:41:35.000 --> 00:41:40.000

I can use… let's use the married family therapist. This is a good one to use for this demonstration.

00:41:40.000 --> 00:41:48.000

So we'll go over to, uh, ReportCE, that same process. We'll click Additional Options.

00:41:48.000 --> 00:41:56.000

We'll select the cycle. Actually, for marriage family therapists, there are… there is kind of an additional exemption option.

00:41:56.000 --> 00:42:03.000

If you are not providing telehealth. There is an option to remove the…

00:42:03.000 --> 00:42:10.000

Um, technology… What is it labeled, guys? It's technology… it's like technology-assisted… it's 2 hours for something in that category.

00:42:10.000 --> 00:42:13.000

Technology-assisted Hour… yeah, technology-assisted Hours. For MFT.

00:42:13.000 --> 00:42:19.000

That's right. So there is an option to submit an exemption waiver to waive those 2 hours.

00:42:19.000 --> 00:42:28.000

Required for marriage family therapists. Um, the active duty… active military duty exemption waiver applies to all professions.

00:42:28.000 --> 00:42:33.000

And it'll give you a little more information here about how to go ahead and submit that.

00:42:33.000 --> 00:42:45.000

Notably, this exemption routes to the board for approval, so just because you've submitted it, until the board approves it, it's not going to change your transcript. The board has to approve it to.

00:42:45.000 --> 00:42:57.000

You know, effectively kind of zero out your… Uh, to essentially zero out your requirements for that specific cycle. But that's where it exists. Then, if you were to…

00:42:57.000 --> 00:43:08.000

Go into your CE Broker account. You could view those, uh, submissions under the additional options. In this case, you can see that this.

00:43:08.000 --> 00:43:15.000

Telehealth requirement was submitted, but then it was revoked. You can view that history under the, uh, additional options.

00:43:15.000 --> 00:43:20.000

Tab here. Let me show you one example.

00:43:20.000 --> 00:43:27.000

Under the social worker license that we have here, I'll show you kind of what happens if you submit an exemption waiver.

00:43:27.000 --> 00:43:32.000

That does, in fact, waive your CE requirements. So you'll see that this.

00:43:32.000 --> 00:43:38.000

Social worker here for their cycle, it's showing that they are complete.

00:43:38.000 --> 00:43:48.000

It's showing they're complete because, under additional options. They have an active military duty waiver that's been submitted, and it's been approved.

00:43:48.000 --> 00:43:54.000

However. They have reported a bunch of continuing education here.

00:43:54.000 --> 00:43:57.000

So you may ask yourself, well, what happens with that continuing education?

00:43:57.000 --> 00:44:04.000

If, you know, essentially. I don't have any CE requirements for this cycle.

00:44:04.000 --> 00:44:10.000

If you have an upgraded paid account, you can view your transcript and get some additional visibility into, kind of, actually what's happening there.

00:44:10.000 --> 00:44:18.000

So you can see that the hours required are zero, and this is because this individual has submitted and has had approved.

00:44:18.000 --> 00:44:31.000

That active duty military exemption waiver. However, because they have submitted continuing education, some of those hours will essentially bank, or be allowed to roll over to a future cycle.

00:44:31.000 --> 00:44:35.000

So if I go and look at the future cycle that is in CE Broker here.

00:44:35.000 --> 00:44:42.000

You'll see that 23 of those hours have posted, however, because the board… because the behavioral health executive council.

00:44:42.000 --> 00:44:49.000

Has a limit on the number of hours they can carry over. It's a 10-hour limit, you'll see that while 23.

00:44:49.000 --> 00:44:56.000

Essentially carried over, only 10 of those are counting. So this licensee for the future cycle still needs to do 20 of their.

00:44:56.000 --> 00:45:07.000

30 hours. So I just kind of wanted to show you how you go about submitting those exemption waivers, and then where to find those once they've been approved. They'll live here under the.

00:45:07.000 --> 00:45:13.000

Additional options tab.

00:45:13.000 --> 00:45:23.000

Couple other things I'll show you here quickly is… In addition to reporting continuing education that you have already completed.

00:45:23.000 --> 00:45:26.000

Let's say you're in a situation where your deadline's coming up.

00:45:26.000 --> 00:45:35.000

And you have not done the, uh, required continuing education. You can actually find content directly within our platform.

00:45:35.000 --> 00:45:44.000

By clicking the Take CE button. Here at the top of your account. So, this LPC license will go ahead and say, let's take CE.

00:45:44.000 --> 00:45:55.000

This'll take you over into our CE Broker Marketplace. And this is where education providers can list their courses to be found by you, the.

00:45:55.000 --> 00:46:05.000

Uh, licensing. And because it's coming straight from your CE Broker account, it knows that you are a licensed professional counselor in Texas.

00:46:05.000 --> 00:46:10.000

It's going to show you courses specific to you and your profession.

00:46:10.000 --> 00:46:26.000

If you, for some reason, find yourself. Looking at the, uh, wrong profession, you can change that here, and you can sort by subject area. So let's say, for instance, you want to find, uh, just courses that help you meet the ethics requirement. You can sort by that.

00:46:26.000 --> 00:46:37.000

It's gonna show you some courses specific to the ethics requirement. You can also search by education provider, if there's a specific provider who you like taking content for, and they're on our platform.

00:46:37.000 --> 00:46:41.000

You can search for them here, you can search for courses that are live, that are self-paced.

00:46:41.000 --> 00:46:53.000

Um, and you can use a keyword search to find specific content, maybe related to… Um, you know, narcissism, or something to that effect, whatever it is you kind of have an interest in.

00:46:53.000 --> 00:47:03.000

In… in taking. Just a little note about some of the courses on our platform here. If you see a course that has a green Take It Here box.

00:47:03.000 --> 00:47:11.000

That essentially just means that the entire course, the entire process is completed entirely on CE Broker. So, you will find the course.

00:47:11.000 --> 00:47:19.000

You will pay for the course, and you will complete the course on our platform. So this education provider, in this case, AchieveCE.

00:47:19.000 --> 00:47:28.000

They have actually put the course on our system. You complete the, uh, the course on our system, and as soon as you're done, we will issue you a certificate.

00:47:28.000 --> 00:47:35.000

Um, and the… completion will immediately populate into your CE Broker account.

00:47:35.000 --> 00:47:40.000

Which then, of course, the board has visibility into as well.

00:47:40.000 --> 00:47:47.000

You may see some courses here that also say, included with ProPlus, so there's actually, for some professions.

00:47:47.000 --> 00:47:53.000

There is actually a fourth account tier that we offer called ProPlus.

00:47:53.000 --> 00:48:03.000

That actually allow… that actually provides access to. Catalog of over a thousand courses that are included in the price. And so, if you're seeing something that says Pro Plus.

00:48:03.000 --> 00:48:10.000

That just means that you don't have to pay $24.99, it's included in the subscription price with your account plan.

00:48:10.000 --> 00:48:16.000

That you, um, already selected. The… for your agency.

00:48:16.000 --> 00:48:22.000

The social workers, counselors, and marriage family therapists, we have a ProPlus.

00:48:22.000 --> 00:48:28.000

Subscription plan option for you all. Unfortunately, it doesn't yet exist for psychologists, so that's why I didn't show it.

00:48:28.000 --> 00:48:37.000

Show it previously. Lastly, let me orient you to our…

00:48:37.000 --> 00:48:47.000

Uh, support center. So, a few things. One, if you find yourself in need of some help, you can click the little question mark icon in the bottom right.

00:48:47.000 --> 00:48:53.000

Where it's going to show you any kind of features, product releases, new stuff you can view here.

00:48:53.000 --> 00:49:08.000

Um, if you need to get in touch with our support center, you can click this link here as well, or… you can access support from our homepage. So let me show you that as well. I'll log out of this test account that we have created.

00:49:08.000 --> 00:49:13.000

Here at the top of our home screen, you'll see a tab that says Support. If I click into Support.

00:49:13.000 --> 00:49:17.000

You'll see a few options. So I mentioned before, our platform is built for.

00:49:17.000 --> 00:49:30.000

Licensees, providers, and the boards. You as the licensee, obviously, you will go to the Licensed Professionals tab to find that catalog of, kind of, ready-to-go resources I mentioned at the top of the webinar.

00:49:30.000 --> 00:49:44.000

Here, you'll find a whole bunch of. Step-by-step guides, tutorial videos, etc, to kind of help you with whatever your question may be. So, this one's specific to creating an account.

00:49:44.000 --> 00:49:53.000

There's, uh, the tutorial video, step-by-step guides, screenshots, etc. If you have a question related to…

00:49:53.000 --> 00:49:58.000

Um, you know, adding a license to CE Broker, which I showed you that process previously.

00:49:58.000 --> 00:50:10.000

There's a guide here for you as well. If you're not able to get your question answered by the… Um, ready to go resources, you can contact our support center. Like I mentioned before.

00:50:10.000 --> 00:50:15.000

They're available Monday through Friday, 7 a.m. To 7 p.m. Central Time.

00:50:15.000 --> 00:50:28.000

And you can contact us either by submitting a ticket. Uh, just either using this form or submitting an email to support at cebroker.com, or you can live chat with us.

00:50:28.000 --> 00:50:35.000

By selecting the icon in the bottom right, that's going to initially pull up our AI chatbot. Her name's Julie.

00:50:35.000 --> 00:50:40.000

If Julie can't answer your questions, you can get through to a live agent and correspond with them there.

00:50:40.000 --> 00:50:50.000

The advantage of using the live chat function is it allows for sharing of images, screenshots, etc, so sometimes that's a really quick way to get your specific.

00:50:50.000 --> 00:50:58.000

Question answered. So let me exit out of this.

00:50:58.000 --> 00:51:09.000

And let me just jump back over and see… If that sign-up flow is working again, and if I can show you how to create that basic account.

00:51:09.000 --> 00:51:18.000

Ah, this is promising. Okay. So let's try again with that example before we end the tutorial section of our demonstration.

00:51:18.000 --> 00:51:27.000

So, the example I was using previously was a Texas… licensed psychologist, I think is what I had queued up.

00:51:27.000 --> 00:51:42.000

We'll click continue. Like I mentioned previously, because the only account required by the Texas Behavioral Health Executive Council is the basic account, that's the one we're going to use.

00:51:42.000 --> 00:51:49.000

And let's use that same license number we referenced previously, 8888888.

00:51:49.000 --> 00:51:54.000

You'll click continue, this is where we got hung up before. So this should be new information for you all.

00:51:54.000 --> 00:52:01.000

Because agencies. Like BHEC will often use the same license number across different professions.

00:52:01.000 --> 00:52:11.000

It's really important that you look at this list, and you ensure that you are selecting the license specific to you, and that you're not accidentally selecting one of the other individuals.

00:52:11.000 --> 00:52:17.000

Who just also happened to share that same license number for their respective.

00:52:17.000 --> 00:52:24.000

License and profession. If you… so we want this licensed psychologist here.

00:52:24.000 --> 00:52:30.000

If you select something that already exists in our system, our system's gonna tell you. So if you select continue.

00:52:30.000 --> 00:52:36.000

Our system's gonna say, actually, the license number you entered already has an account with CE Broker. So you can just say, oh.

00:52:36.000 --> 00:52:44.000

Whoopsie daisies, let me try again. We'll go in here, and we'll enter the correct license number.

00:52:44.000 --> 00:52:50.000

We'll use this example, we'll click continue. We actually want this Jane Doe licensed psychologist.

00:52:50.000 --> 00:52:57.000

We'll click Continue, and you'll see, oh, our system has found you, it's going to ask you to verify, hey, is this you?

00:52:57.000 --> 00:53:06.000

And then, the only thing that you need to do is enter in a, um… a light… an email address.

00:53:06.000 --> 00:53:11.000

I use just a test one here. You'll create a username.

00:53:11.000 --> 00:53:15.000

Um, let's see, my, uh… my dog's name is June.

00:53:15.000 --> 00:53:21.000

Uh, she's Junebug, so I'm gonna say that my license. Uh, name is Junebug.

00:53:21.000 --> 00:53:31.000

2025, and I'll create a password. You'll notice the prompt there on the right needs to be at least 8 characters, 1 uppercase, at least 1 lowercase, and at least one.

00:53:31.000 --> 00:53:36.000

Uh, numerical character. And we'll click Create Basic.

00:53:36.000 --> 00:53:40.000

And as soon as you do that, it's gonna take you right into the basic account.

00:53:40.000 --> 00:53:47.000

Which should look familiar, as I demonstrated previously. This is very similar to the previous account.

00:53:47.000 --> 00:53:52.000

Types that I showed you prior. However, like I mentioned before.

00:53:52.000 --> 00:54:00.000

This free basic account just shows a binary, complete, not complete. It's not going to show the, uh, the progress bar.

00:54:00.000 --> 00:54:05.000

As it were.

00:54:05.000 --> 00:54:12.000

However, with that. I think that's everything that I had slated to…

00:54:12.000 --> 00:54:18.000

Show you, as part of the… demonstration. So… With that, I guess first.

00:54:18.000 --> 00:54:23.000

I'll turn to my colleagues. Deb or Kenya.

00:54:23.000 --> 00:54:27.000

Is there anything that I missed that I should go back.

00:54:27.000 --> 00:54:32.000

And cover quickly, before we get into questions.

00:54:32.000 --> 00:54:44.000

I don't think you missed anything. We did get a lot of questions about tracking for multiple licenses, and where you can find that. I know you did cover that, but if you wouldn't mind just going over that one more time, we did get a lot of questions about that.

00:54:44.000 --> 00:54:51.000

Yep, no, great question. We can certainly do that. So we'll just use this basic free account that we just created.

00:54:51.000 --> 00:55:03.000

So, in this case, this licensed psychologist. They only have the one account in CE Broker. If you want to add an additional license, and like I mentioned before, whether it's an additional license you hold.

00:55:03.000 --> 00:55:09.000

Within the Behavioral Health Executive Council. Or if it's a license from another state.

00:55:09.000 --> 00:55:18.000

Who we also work with. I showed you that. Um, that slide that had the other 11 agencies that we work with.

00:55:18.000 --> 00:55:28.000

Then you can track that license within CE Broker. You'll just select this little plus icon that says, add a new license or certificate.

00:55:28.000 --> 00:55:35.000

Give it a second to load, we'll say. Well, let's… in this example, let's say… so we also track for, for instance, the, um…

00:55:35.000 --> 00:55:42.000

Kansas Behavioral Science Regulatory Board. So let's use… let's say you have a license in Kansas.

00:55:42.000 --> 00:55:53.000

And let's say you're a marriage family therapist in Kansas, so let's select, um… This licensed clinical marriage and family therapist, as an example.

00:55:53.000 --> 00:55:57.000

I actually had this queued up. Let me find that license number.

00:55:57.000 --> 00:56:02.000

And drop it in here.

00:56:02.000 --> 00:56:08.000

So in this case, for that profession… for that board, for that profession, they have to include the kind of alpha characters.

00:56:08.000 --> 00:56:22.000

Um, or to select add a license. And you'll see, it's gonna say verifying license, you'll receive a notification when your license information is ready to be added. Like I mentioned earlier, this process can take up to 24 hours, so don't panic if it doesn't happen right away.

00:56:22.000 --> 00:56:32.000

But if you then go back into your… account, and you select the dropdown, you will see there where that additional license is currently kind of pending.

00:56:32.000 --> 00:56:37.000

Uh, verification. Do you think that answers that question, Kenya?

00:56:37.000 --> 00:56:45.000

Yeah, I think so. I think it was mostly just where it was located and how to add additional licensees, or licenses, so I think… I think that answered the question.

00:56:45.000 --> 00:56:50.000

Perfect. What's… Other questions are there that we can answer. We have…

00:56:50.000 --> 00:56:57.000

A little over an hour here, so we want to make sure that we're as transparent as possible, and making sure that.

00:56:57.000 --> 00:57:02.000

People feel like they have their questions answered.

00:57:02.000 --> 00:57:15.000

A couple of the questions that we received are related to the carryover hours, like this one, for example, says, what about the carryover CEUs from last renewal period? As a social worker, we can carry up over 10 hours.

00:57:15.000 --> 00:57:23.000

How can I add these? Also, what about hours earned during my birth month? Will these count during current renewal?

00:57:23.000 --> 00:57:27.000

The birth month question, I'll default to the board to answer.

00:57:27.000 --> 00:57:37.000

The initial question around the carryo… Existing hours from a previous cycle that you want to apply to this cycle. That is a great question.

00:57:37.000 --> 00:57:42.000

The issue is that because we are a, uh, we just launched.

00:57:42.000 --> 00:57:47.000

With this board, there are no previous cycles in CE Broker. The cycles kind of start.

00:57:47.000 --> 00:57:53.000

From now. And so, naturally, the question arises, well. How can I report.

00:57:53.000 --> 00:58:02.000

A completion from a previous cycle when there's no place in our system for that completion to go. Moving forward, after a few cycles.

00:58:02.000 --> 00:58:06.000

This won't be an issue, but currently. The best way to go about.

00:58:06.000 --> 00:58:15.000

Rectifying that is if you have. Uh, like you mentioned, up to 10 hours from a previous cycle that you want to count for this cycle.

00:58:15.000 --> 00:58:20.000

And I've conferred with Daryl and Robert on this. The best way to go about doing that.

00:58:20.000 --> 00:58:27.000

Is to modify the completion date to fall within this cycle, and so it'll populate into this cycle.

00:58:27.000 --> 00:58:38.000

And know that. The board may, uh, may launch a post-renewal audit to verify those submissions and that documentation.

00:58:38.000 --> 00:58:47.000

As part of you leveraging that carryover rule. Is there anything that you, Robert or Daryl, would like to add to that point?

00:58:47.000 --> 00:58:52.000

Yeah, just that we recognize folks are wanting to carry over their 10 hours. Just.

00:58:52.000 --> 00:59:00.000

Be logical, and… upload it, put a date in that's within this renewal cycle.

00:59:00.000 --> 00:59:07.000

Um, you know, the first date, the last date, something, so that it fits in. And just indicate in the description.

00:59:07.000 --> 00:59:11.000

That it's carry… you're doing the 10-hour carryover. Um, going forward.

00:59:11.000 --> 00:59:13.000

Right.

00:59:13.000 --> 00:59:18.000

You won't have to do that. It'll automatically carry the. Excess for you, but for this time.

00:59:18.000 --> 00:59:25.000

Uh, that makes sense. To the question about the… your, uh…

00:59:25.000 --> 00:59:34.000

You're… credits taken during your birth month. The renewal cycle is tied to your expiration date.

00:59:34.000 --> 00:59:41.000

And so, it… it simply is the case that if you take a course.

00:59:41.000 --> 00:59:47.000

Before your renewal date. It goes into that cycle, and it…

00:59:47.000 --> 00:59:51.000

You can have the 10 over carry hour, but it won't carry over to the next.

00:59:51.000 --> 00:59:56.000

And certainly, I know in the past, there's been some wiggle room, but now that we're having all this reported.

00:59:56.000 --> 01:00:02.000

Uh, there, there's just not a way for you to… say, renew your license early.

01:00:02.000 --> 01:00:07.000

And within that time period, after you've renewed, but before your date.

01:00:07.000 --> 01:00:11.000

Take more CE and put it on to the next cycle.

01:00:11.000 --> 01:00:16.000

Um, it… the system simply won't… allow that.

01:00:16.000 --> 01:00:31.000

I think that might have been a carryover from back in psych days, where there was an allowance for that type of thing, but… I mean, with the carryover hours we have now, the distinction of whether you're borrowing it from your birth month or some earlier on in the renewal period, it's just…

01:00:31.000 --> 01:00:37.000

That there's not really a reason for that distinction anymore.

01:00:37.000 --> 01:00:41.000

So if you've gotten all your hours done, and you've renewed your license early.

01:00:41.000 --> 01:00:54.000

Enjoy the fruits of your labor. Take a break. Wait until after that date to start doing more CE.

01:00:54.000 --> 01:01:01.000

Um, Jason, we got some other questions I noticed about, uh, folks who have multiple licenses.

01:01:01.000 --> 01:01:05.000

And you talked about how adding the license to the accounts.

01:01:05.000 --> 01:01:15.000

They were asking if they report the CE. Into one account, will it show up in the other account, or do they have to double report?

01:01:15.000 --> 01:01:20.000

That's a great question, and one we get often. The answer is a little nuanced.

01:01:20.000 --> 01:01:28.000

It depends. So, if you are… self-reporting continuing education.

01:01:28.000 --> 01:01:37.000

You do need to, essentially. Uh, uh… you know, dually report across the different licenses that you want that.

01:01:37.000 --> 01:01:43.000

Course completion to apply to, so… If you are reporting.

01:01:43.000 --> 01:01:49.000

You know, hours for your social work license that also fulfills your counselor license, or.

01:01:49.000 --> 01:01:54.000

That also fulfills your social work license in Kansas, for example.

01:01:54.000 --> 01:02:00.000

If you're self-reporting, you do need to do that. Uh, additional entry.

01:02:00.000 --> 01:02:16.000

I understand that's a little cumbersome. Unfortunately, because. Each board is kind of set up uniquely in our system, and there are unique attestation questions that the board has asked us to put into the system that precede the document upload step.

01:02:16.000 --> 01:02:25.000

That necessitates you individually reporting for those additional license types. The exception to this is if you…

01:02:25.000 --> 01:02:32.000

Have your completions submitted on your behalf. By an education provider.

01:02:32.000 --> 01:02:37.000

The way that that mapping is set up is if a provider is submitting.

01:02:37.000 --> 01:02:42.000

Completion for you for your… you know, social work license.

01:02:42.000 --> 01:02:48.000

If that course is also accepted. By your Texas counselor license, or your…

01:02:48.000 --> 01:02:54.000

You know, in this example, Kansas social work license. It will automatically, um.

01:02:54.000 --> 01:03:04.000

Map, is what we call it, to those additional licenses.

01:03:04.000 --> 01:03:14.000

Another question we got is, can you set up an account as an LPC associate, or do you have to wait to be fully licensed in Texas?

01:03:14.000 --> 01:03:15.000

That's a good…

01:03:15.000 --> 01:03:23.000

I know the answer to that, but as that's kind of a board rule, I'll let Daryl… Robert answer that, maybe.

01:03:23.000 --> 01:03:24.000

Yeah, that's… that is a good question, and uh, no, for all associates.

01:03:24.000 --> 01:03:28.000

Go ahead, Robert. I'm working on typing.

01:03:28.000 --> 01:03:32.000

You are not required to do CE while you are an associate.

01:03:32.000 --> 01:03:41.000

And so, the system… doesn't recognize you yet. Uh, so you… you cannot create an account until you're fully licensed.

01:03:41.000 --> 01:03:50.000

Uh, but that means you are getting your training under supervision, and so that's… that's your focus, not CEs.

01:03:50.000 --> 01:03:57.000

And if I'm correct, the same would apply for, you know, provisional psych licenses, for instance, correct?

01:03:57.000 --> 01:03:58.000

Correct.

01:03:58.000 --> 01:04:07.000

Correct. So, one question I'm seeing a lot of, and people are… people are asking about, is, like, what do we do about things like, uh, presentations.

01:04:07.000 --> 01:04:18.000

Uh, college courses that you teach, those kinds of things that are not… um, structured courses put on by a provider under the 50% rule. Jason, can you show them how to report that type of stuff?

01:04:18.000 --> 01:04:19.000

I can, absolutely. So, yep, so we'll use this basic free account.

01:04:19.000 --> 01:04:22.000

In their account.

01:04:22.000 --> 01:04:32.000

We created previously for this licensed psychologist. The reporting options are a little bit different across the professions, but generally speaking, there is an option like this.

01:04:32.000 --> 01:04:38.000

For all of them, so we should be able to do this for the psychologist. So we'll just jump over here to Report CE.

01:04:38.000 --> 01:04:43.000

And you'll scroll down here to the bottom, so you'll see these other options.

01:04:43.000 --> 01:04:53.000

Excuse me. Down here at the bottom, so… To your point, if you prepared and gave a presentation, or you authored a book.

01:04:53.000 --> 01:04:59.000

Let's say you want to, you know, leverage the ability to report your… to count those.

01:04:59.000 --> 01:05:07.000

Um, essential, you know, essentially, uh, competency options. As continuing education.

01:05:07.000 --> 01:05:13.000

The first thing that I would do if I was a licensee is I'd click on the Learn More drop-down menu, just to kind of make sure what the rules are.

01:05:13.000 --> 01:05:21.000

So, for both the presentation. Option, and the… uh, you know, authoring a book.

01:05:21.000 --> 01:05:27.000

There are… there's a limit on the number of hours that you can have count towards continuing education.

01:05:27.000 --> 01:05:34.000

I think it might be the same for… this one as well, yep, correct. Supervision, I think there's a bigger…

01:05:34.000 --> 01:05:43.000

Allowance of, I think it's up to… yep. 20 hours, but let's say we're doing one of these initial options, like you mentioned, Daryl.

01:05:43.000 --> 01:05:47.000

Um, the, uh, let's go ahead and use this presentation one as an example. So.

01:05:47.000 --> 01:05:54.000

You'll simply select this option here. Click Report, and we'll kind of walk through that.

01:05:54.000 --> 01:06:01.000

That flow. So, let's… say that this presentation was given on, you know, for example.

01:06:01.000 --> 01:06:11.000

August 1st! Let's say we want these to count towards the… General requirement, and similar to what I did before with that self-study example, let's say that.

01:06:11.000 --> 01:06:17.000

You want 7 hours to count. If you click continue, our system's gonna say, hold on.

01:06:17.000 --> 01:06:24.000

The board says the max allowable is 5. 7 hours isn't gonna fly. You can adjust that, say, okay, I'll accept 5 hours.

01:06:24.000 --> 01:06:38.000

Click continue, and then similar to the other reporting flows. Once this loads… it's gonna ask for some basic information. So, for this reporting option, it only has one attestation question, what is the name of the presentation?

01:06:38.000 --> 01:06:45.000

You can say, um… you know, we'll say, uh…

01:06:45.000 --> 01:06:50.000

You know, psychology for the… Texas Professional.

01:06:50.000 --> 01:06:52.000

Uh, you know, whatever the case can occur. And click continue.

01:06:52.000 --> 01:06:55.000

Yeah.

01:06:55.000 --> 01:07:02.000

And if you want to provide your… whatever the corresponding documentation may be associated with that presentation, whether it's a.

01:07:02.000 --> 01:07:10.000

A notice of the seminar, if it's an agenda, you know, whatever the case may be, you can provide that associated.

01:07:10.000 --> 01:07:14.000

Documentation. I'll grab a certificate here that I have on my desktop.

01:07:14.000 --> 01:07:17.000

Just as an example, we'll click continue.

01:07:17.000 --> 01:07:25.000

Jason, what are the… what are the file types folks can upload? I've noticed some people asking questions about, can we snap photos? Does it have to be PDF?

01:07:25.000 --> 01:07:26.000

What are the file types that can be uploaded?

01:07:26.000 --> 01:07:38.000

I believe that's a great question. I believe it's PDF, JPEG, PNG.

01:07:38.000 --> 01:07:44.000

Yeah, I would have to get back to you on exactly knowing what the limitations are, but those are the general.

01:07:44.000 --> 01:07:45.000

Let me… let me help everybody out out there in licensee land. If… if you've written a book.

01:07:45.000 --> 01:07:49.000

The general…

01:07:49.000 --> 01:07:52.000

Do not scan that entire book and upload it to us.

01:07:52.000 --> 01:08:02.000

Uh, it's okay if you just want to scan. Just shoot us a picture, or take a PDF of the cover, something with your name on it, if you've written the book. Same thing if you've done a presentation or article.

01:08:02.000 --> 01:08:10.000

We don't need the whole thing. We're just looking for some sort of… some sort of documentation or verification that you actually did whatever this.

01:08:10.000 --> 01:08:16.000

Self-directed, uh, CE credit is, so we're not… This is, again.

01:08:16.000 --> 01:08:22.000

This has not gotcha law, everybody. A lot of people, I think, feel like it is. We're not trying to play gotcha law here.

01:08:22.000 --> 01:08:29.000

We're just looking for some kind of verification that, hey, if you say you did a webinar, or you say you did a course, a college course, you did it.

01:08:29.000 --> 01:08:35.000

Just give us something that we can go on in this, so… hopefully that kind of allays a lot of fears.

01:08:35.000 --> 01:08:40.000

I'm seeing a lot of questions about. Uh, what is the 50% rule?

01:08:40.000 --> 01:08:45.000

I'm gonna be honest with y'all, all y'all should know that already. That should not be a question that's being asked.

01:08:45.000 --> 01:08:49.000

In this webinar, so if you're questioning what the 50% rule is.

01:08:49.000 --> 01:08:56.000

Go read the rule, the continuing education rule, for your respective profession. You're going to see a subsection in there that says at least half the hours.

01:08:56.000 --> 01:09:01.000

Uh, that you submit each year that are needed for renewal have to come from one of the providers in that list.

01:09:01.000 --> 01:09:04.000

Go study that. You need to know that already. Um…

01:09:04.000 --> 01:09:13.000

We do display that same information underneath the CE Recognize for 50% rule, CE not recognized for 50%. If you click learn more.

01:09:13.000 --> 01:09:26.000

It's gonna detail exactly what that means. Additionally. If… Because the… so this is the basic free account, because the basic free account doesn't include the…

01:09:26.000 --> 01:09:37.000

Um, the transcript… It does help… it does ensure that you have access to those board… to the board rules at your fingertips, so you'll see here under… so it says not complete.

01:09:37.000 --> 01:09:47.000

View your board-specific CE, CME requirements here. If we click on this link, it's going to take us straight over to the BHECS website, where you can view those, um.

01:09:47.000 --> 01:09:54.000

Uh, specifics associated with CE, and to Daryl's point, the question of what is the 50% rule?

01:09:54.000 --> 01:09:58.000

Click this arrow here, it's going to outline that same information that is.

01:09:58.000 --> 01:10:05.000

Within the Learn More section of that reporting flow I showed you a second ago.

01:10:05.000 --> 01:10:16.000

Jason, I'm seeing a lot of questions, too, about do you guys have a list of providers that report directly to you? I'm assuming people are going to be looking for providers that just make it easy for them to.

01:10:16.000 --> 01:10:23.000

They don't… they're not gonna have to fool with entering all this. It's done automatically. Do y'all have a list in your… pool or whatever that folks can shop in, if you will.

01:10:23.000 --> 01:10:30.000

We… we do… I mean, we do have access to a list. We certainly know which providers are registered on our platform.

01:10:30.000 --> 01:10:38.000

We don't have a list that is readily, publicly available. To… licensees. That would be…

01:10:38.000 --> 01:10:42.000

So they can't search by providers who report directly.

01:10:42.000 --> 01:10:51.000

You can certainly search by providers in our. In our, um… course search, so if you go to Find Courses.

01:10:51.000 --> 01:11:03.000

There's not an option… any provider. That is listed on… the CE Broker Marketplace is reporting completions directly into CE Broker.

01:11:03.000 --> 01:11:10.000

Whether they have, you know, whether they're actually hosting the content on our site, and they have that Take It Here button I mentioned before.

01:11:10.000 --> 01:11:17.000

Or it's what we would consider, um. Uh… it's what we would consider an organic listing.

01:11:17.000 --> 01:11:19.000

Which, so you see down here, towards the end, there's some options here.

01:11:19.000 --> 01:11:21.000

Yeah.

01:11:21.000 --> 01:11:31.000

So, these educational providers, in this case Professional Development Resources. They do not host the content on our site. If you wanted to take this course.

01:11:31.000 --> 01:11:43.000

You can click on this link here. It's gonna tell you about the course, but to actually register for this course, pay for this course, and complete it, it's gonna take you outside of CE Broker to that.

01:11:43.000 --> 01:11:53.000

Um, education providers. Own website, or to a, you know, conference registration page, whatever the case may be. However.

01:11:53.000 --> 01:11:58.000

Uh, by… listing their course on CE Broker.

01:11:58.000 --> 01:12:07.000

That essentially is saying this provider will report the completion. For you, despite it not being hosted completely on CE Broker.

01:12:07.000 --> 01:12:08.000

Okay.

01:12:08.000 --> 01:12:15.000

So, anything that's… anything that you find on CE Broker. That education provider as a function of.

01:12:15.000 --> 01:12:23.000

Putting their content on our core search. Is agreeing that they will report the completion, usually within 30 days, I think is the caveat we give them.

01:12:23.000 --> 01:12:30.000

Into CE Broker. However, there are some education providers who register with our platform.

01:12:30.000 --> 01:12:35.000

Who do not wish to list their courses to be publicly available.

01:12:35.000 --> 01:12:46.000

Or to be publicly listed on our site. So there are providers out there that are reporting into CE Broker, even though you don't find it here on our core search. A good example of that.

01:12:46.000 --> 01:12:58.000

Maybe a hospital or a healthcare system which offers continuing education only for their employees, for instance, where only their employees can take it, they don't want it publicly available necessarily, but.

01:12:58.000 --> 01:13:03.000

When their employees do take those courses, they are reporting it into CE Broker. So.

01:13:03.000 --> 01:13:10.000

The best, um, answer I have for you is just to check with that provider and ask them, are you reporting in a CE broker for my Texas license?

01:13:10.000 --> 01:13:11.000

Okay. And I'm seeing a lot of questions folks are asking about, do courses… there's some confusion.

01:13:11.000 --> 01:13:18.000

Yeah.

01:13:18.000 --> 01:13:28.000

Of people about what… if CE Broker, the actual provider. No, folks, CE Broker is not the actual provider of these continuing education programs.

01:13:28.000 --> 01:13:36.000

They are the platform that we are using to track your compliance, and that allows you to upload and manage your continuing education hours.

01:13:36.000 --> 01:13:44.000

But they are not actually putting on the hours, and. Folks are also asking, are they going to be the ones vetting what we submit? No.

01:13:44.000 --> 01:13:49.000

Agency staff, BHEC staff, are still the ones that are going to be looking at it.

01:13:49.000 --> 01:13:55.000

To see whether or not it is directly related to the practice of fill-in-the-blank counseling, psychology, what have you.

01:13:55.000 --> 01:13:59.000

That's not CE Broker that's doing that. That's still our function.

01:13:59.000 --> 01:14:04.000

We're just using them to gather all the information so that when you are selected for an audit.

01:14:04.000 --> 01:14:15.000

We can go to C.E. Roker, pull it up, look at it, and see, yes, all of these hours were met, they all fall… they all meet the requirements of the rules. Ce broker is not doing that, AI is not doing that.

01:14:15.000 --> 01:14:16.000

Right.

01:14:16.000 --> 01:14:28.000

Um, I want to take this opportunity to kind of give everybody a… just a very quick breakdown of how continuing education and renewals and audits are going to be handled, so… The way the system works right now, when you are up for renewal.

01:14:28.000 --> 01:14:32.000

Uh, you have to affirm or attest as part of your renewal that you have.

01:14:32.000 --> 01:14:37.000

Met all the continuing education requirements for your profession, whatever it be, counseling.

01:14:37.000 --> 01:14:47.000

Psychology, marriage and family therapy. And then, nothing really gets… we don't really vet you, it's more of an honor system. We are taking you at your word that you have met the requirements of the rules.

01:14:47.000 --> 01:14:55.000

Unless you are selected for audit. And those people that are not selected for audit, they click the attestation, they are allowed to renew and go on their merry way.

01:14:55.000 --> 01:15:05.000

The folks that are selected for an audit, their renewal is held up until we actually audit their continuing education to see, did you in fact meet these CE requirements?

01:15:05.000 --> 01:15:10.000

If you have, then your system… your audit is cleared, and you're allowed to renew your license.

01:15:10.000 --> 01:15:21.000

That will change with CE Broker. Uh, with CE Broker, because you are now going to be required to enter all your continuing education hours and upload proof of those hours in the form of.

01:15:21.000 --> 01:15:28.000

You know, a PDF, a screenshot, whatever, you know, whatever certificate, whatever it is that's the proof of those hours.

01:15:28.000 --> 01:15:37.000

If you haven't done all of that, CE broker system will tell our database they have not entered all their hours, or they have not uploaded the proof of that.

01:15:37.000 --> 01:15:45.000

And you will not be allowed to renew. So, there's not going to be that part of the honor system is kind of going away.

01:15:45.000 --> 01:15:51.000

There will be… you will be precluded from moving forward. Uh, if you haven't actually entered ours.

01:15:51.000 --> 01:15:59.000

And the audit system, we are no longer going to be auditing you ahead of time, though. We are going to shift the audit till after the renewal.

01:15:59.000 --> 01:16:03.000

So that if you upload a picture of your cat or your grandchildren.

01:16:03.000 --> 01:16:17.000

As proof of your continuing education, and then you are selected for audit. We discover that, then that's where there will be a consequence on the back end, so… That is how it is going to work. Uh, it is meant to provide a little bit more accountability, but also.

01:16:17.000 --> 01:16:22.000

To speed up the process so that we're not hanging people up on audits ahead of time.

01:16:22.000 --> 01:16:33.000

We'll do the audits on the back end. But we'll still do that. We're still gonna be the ones vetting whether or not you're continuing education meets the requirements. It's not CE Broker, it's not an artificial intelligence system, so…

01:16:33.000 --> 01:16:38.000

Hopefully that answers those questions there.

01:16:38.000 --> 01:16:41.000

Yeah, exactly right. Thank you, Daryl.

01:16:41.000 --> 01:16:48.000

Um, couple other questions. Jason, one from our end, uh, well, just tell me if I'm… if I say anything wrong.

01:16:48.000 --> 01:16:49.000

Uh, questions we've got people asking about if you have supervisor status.

01:16:49.000 --> 01:16:53.000

Okay.

01:16:53.000 --> 01:17:01.000

Uh, what do you do about the extra requirements, the supervision hours, and the system will know if you have supervisor status.

01:17:01.000 --> 01:17:05.000

And your account will show the requirement to have the supervision hours.

01:17:05.000 --> 01:17:14.000

So you don't have to enter, uh, that information. You'll just have to report the CEs like any other CE. It'll show on your account your requirement.

01:17:14.000 --> 01:17:15.000

Yep, exactly.

01:17:15.000 --> 01:17:21.000

Um, and then… People are asking if you attend a conference that's a multi-day conference.

01:17:21.000 --> 01:17:26.000

And it has, within it. Some ethics hours.

01:17:26.000 --> 01:17:33.000

And some general hours, and some… Uh, let's say it even has a human trafficking hour that it takes care of.

01:17:33.000 --> 01:17:40.000

How do you report that? And you can't simply report just one certificate in it.

01:17:40.000 --> 01:17:47.000

It won't split it out for you. So you, you have to report the ethics hours.

01:17:47.000 --> 01:17:54.000

And the human trafficking hours, and the general hours. But you can use the same certificate for each one.

01:17:54.000 --> 01:17:55.000

Is that right?

01:17:55.000 --> 01:18:02.000

Yes, that's exactly right. So. Yeah, let's say you attend a conference and you have 20 hours that fulfilled multiple subject areas.

01:18:02.000 --> 01:18:08.000

You'll just go into the, uh, reporting flow for the ethics requirement, for instance.

01:18:08.000 --> 01:18:15.000

And submit… uh, you know, those, let's say, 5 hours, or 6 hours, depending on your profession, whatever it may be.

01:18:15.000 --> 01:18:20.000

Then you would then go into one of the other subject areas, let's say.

01:18:20.000 --> 01:18:28.000

Um, you know, distinct populations, whatever the case may be. Submit for those, you know, 3 hours, whatever the requirement might be.

01:18:28.000 --> 01:18:33.000

But you're just essentially, uh, saying that it's the same course, the same provider.

01:18:33.000 --> 01:18:39.000

And you are attaching the same. Documentation, certificate, whatever your evidentiary.

01:18:39.000 --> 01:18:47.000

Documentation may be associated with each of those different. Subject areas. That's exactly right.

01:18:47.000 --> 01:18:55.000

Then another question, um… Several folks asking about if they're using the basic account.

01:18:55.000 --> 01:19:01.000

It doesn't have the… Um, the tracking transcript.

01:19:01.000 --> 01:19:05.000

Uh, but if you… you remember in the pictures, it does say.

01:19:05.000 --> 01:19:13.000

Um, not completed or completed. So there at the top, it says not completed. Once you have entered in all your required hours.

01:19:13.000 --> 01:19:18.000

It will say completed. It will let you know that you have uploaded everything that is required.

01:19:18.000 --> 01:19:23.000

And it will let us know that you have entered in everything that is required.

01:19:23.000 --> 01:19:30.000

And if you have a situation where you have reported everything, and you feel like you should have.

01:19:30.000 --> 01:19:37.000

Been completed, but it is not saying that you're completed. Uh, that's when you reach out to CE Broker.

01:19:37.000 --> 01:19:43.000

Customer support, uh, and or they… reach out to us.

01:19:43.000 --> 01:19:54.000

Right, exactly. In an ideal world. Um, anything… any questions that a licensee has about actually using the CE Broker system, you know, why something maybe.

01:19:54.000 --> 01:19:57.000

Isn't counting when you think it should be, whatever the case may be.

01:19:57.000 --> 01:20:08.000

Please reach out to our support staff. That's what they're there for. If you have a question specific to board's rules or interpretation of board's rules, or seeing if, uh.

01:20:08.000 --> 01:20:15.000

You know, specific, you know, subject area or requirement applies to you, that's a situation where.

01:20:15.000 --> 01:20:22.000

It's best to reach out to BHEC. So, just kind of a distinction there. If it's about CE Broker, please reach out to us.

01:20:22.000 --> 01:20:28.000

If it's about board rules, um, or something of that nature, we would encourage you to reach out to BHEC.

01:20:28.000 --> 01:20:43.000

Jason will provide… Will providers who report hours on behalf of the attendees of a course, are they going to indicate whether those hours meet the 50% rule when they're submitting the hours to CE Broker?

01:20:43.000 --> 01:20:49.000

So they would apply… Uh, let me find an example of that.

01:20:49.000 --> 01:20:57.000

It will show in the… course history. Um, let me…

01:20:57.000 --> 01:21:08.000

Log out of this, uh, test account and log back into the, um… the previous account that we showed everyone earlier.

01:21:08.000 --> 01:21:13.000

And I can show you an example of what that… a provider-reported submission.

01:21:13.000 --> 01:21:36.000

Will look like. Let me grab my… access credentials here real quick.

01:21:36.000 --> 01:21:40.000

Okay, so… For instance, you'll see this…

01:21:40.000 --> 01:21:52.000

Uh, under this LPC licensee. Everything that is being reported into your account, whether it's been by you, or by the education provider, shows up in your course history.

01:21:52.000 --> 01:21:57.000

So, just looking at the course titles and the completion dates.

01:21:57.000 --> 01:22:04.000

It's a little tricky to know what's been reported by you or by an education provider, so you'll just have to click into one of these.

01:22:04.000 --> 01:22:15.000

If you click into one of these, you will see that, you know, for instance, this, um… Education provider, you'll notice it was posted by the education provider.

01:22:15.000 --> 01:22:19.000

And, uh, under this kind of reporting criteria. So, in this case.

01:22:19.000 --> 01:22:30.000

The supervision CE requirement, the 2 hours if required, that counts towards the 50% rule. If it's something that was, uh, self-submitted, as is the case with this ethics course that we did.

01:22:30.000 --> 01:22:38.000

Uh, together, you'll see that this was posted by the licensee, but similarly, it'll show you exactly into what.

01:22:38.000 --> 01:22:44.000

Reporting option. Reporting criteria that applied. So…

01:22:44.000 --> 01:22:50.000

Um, if you remember from the report CE tab. Give this a second to load.

01:22:50.000 --> 01:22:56.000

It'll show you, kind of, to what. Which one of these, um, options.

01:22:56.000 --> 01:23:08.000

Those, uh, either self-submissions or education. Provider report a continuation, like, where it's going, essentially.

01:23:08.000 --> 01:23:13.000

Okay, good.

01:23:13.000 --> 01:23:18.000

I also saw a few questions about how this will affect the actual renewal process.

01:23:18.000 --> 01:23:27.000

One person said, so to clarify, we are only doing our CE through this app, we will still renew through BHEC directly, is that correct?

01:23:27.000 --> 01:23:28.000

And I would just clar… just to clarify on that question.

01:23:28.000 --> 01:23:29.000

Yes, ma'am, correct.

01:23:29.000 --> 01:23:32.000

Perfect.

01:23:32.000 --> 01:23:36.000

Uh, to say that you're only doing your CE on this app.

01:23:36.000 --> 01:23:38.000

I just want to… I just want to make a clarification there.

01:23:38.000 --> 01:23:45.000

While you can find. Uh… courses on CE Broker's marketplace.

01:23:45.000 --> 01:23:53.000

You do not have to take. Those courses. You can take courses from whatever education provider you've historically taken from, or.

01:23:53.000 --> 01:24:00.000

Any new, uh, provider or course that you want to take CE from, so long as it meets the board's requirements.

01:24:00.000 --> 01:24:07.000

And you can report those completions into the system, so… I'm… my assumption is, in that question, they're asking.

01:24:07.000 --> 01:24:14.000

Is CE Broker just handling the CE part of the renewal requirements.

01:24:14.000 --> 01:24:19.000

And the answer to that is yes, you will still renew through BHEC's site, but I just want to clarify that.

01:24:19.000 --> 01:24:29.000

You don't have to take CE that's on… that you find in CE Broker's Core Search.

01:24:29.000 --> 01:24:43.000

We did also get a few questions about how to tell the difference between delivery methods for courses. Do you have any suggestions on how to tell if a course is a webinar versus a seminar versus a broadcasted interactive event?

01:24:43.000 --> 01:24:46.000

Some… so in… when you're self-reporting, is that what you mean?

01:24:46.000 --> 01:24:49.000

Right.

01:24:49.000 --> 01:24:54.000

Let me go back… let me jump over to that self-reporting flow, and just… we can look at that together.

01:24:54.000 --> 01:25:04.000

So, the question is, when you… so, say you're… let's say you're, um… you're submitting CE that's, you know, in this example.

01:25:04.000 --> 01:25:08.000

Not recognized towards the 50% rule. We'll go ahead and click.

01:25:08.000 --> 01:25:22.000

Submit, or sorry, uh, report. We'll say August 1st. The course type, you… generally, you will know if it's a… if it's, you know, if it was a live interactive course, or if it was in kind of an anytime course, or a self-paced course is another way of.

01:25:22.000 --> 01:25:29.000

Um, explaining that. And you'll see that if you select live, there's some delivery options that are available to you all.

01:25:29.000 --> 01:25:37.000

Lecture, workshops, seminar, etc. If it's any time. There are different delivery options that are available to you all.

01:25:37.000 --> 01:25:44.000

Our… sometimes that information is… uh, indicated on the certificate, or whatever.

01:25:44.000 --> 01:25:49.000

Evidentiary documentation that. Provider has given you. Sometimes it's not.

01:25:49.000 --> 01:25:55.000

It may just, you know, be up to you, kind of your own recollection of how you completed.

01:25:55.000 --> 01:26:02.000

Um, that specific, uh. That specific course. But again.

01:26:02.000 --> 01:26:07.000

Because the Texas Behavioral Health Executive Council does not have delivery restrictions.

01:26:07.000 --> 01:26:12.000

It… I don't think that there will be an issue with our system flagging.

01:26:12.000 --> 01:26:13.000

No, it's kind of a distinction without a difference for our purposes.

01:26:13.000 --> 01:26:16.000

Um…

01:26:16.000 --> 01:26:24.000

Um, in other words, you're not gonna get dinged if you select, well, it's a broadcast interactive versus a virtual inter… I don't care.

01:26:24.000 --> 01:26:28.000

Uh, what I'm looking for, is it… is it… the requisite number of hours.

01:26:28.000 --> 01:26:37.000

Either cumulative or ethics, supervisory, technology assisted. Uh, distinct populations.

01:26:37.000 --> 01:26:45.000

Those types of things. Really, what form it's in. Doesn't matter for purposes of our rule, because we don't have delivery method restrictions.

01:26:45.000 --> 01:26:51.000

So don't… folks, don't get hung up on that. Yeah, don't overthink that or get hung up on it.

01:26:51.000 --> 01:26:59.000

Because we're not going to, I can assure you. And for the folks that are asking about, do you get CE credit for attending this? No, you do not.

01:26:59.000 --> 01:27:05.000

We're not giving you CE credit for attending this.

01:27:05.000 --> 01:27:13.000

Also, questions about the provider… a lot of questions about providers and the role of the CE broker.

01:27:13.000 --> 01:27:18.000

Sort of recognized list, and… Um, again.

01:27:18.000 --> 01:27:28.000

There are providers that are… that have chosen to register with CE Broker, and CE Broker provides this avenue to help you find courses.

01:27:28.000 --> 01:27:35.000

That you may choose, but you are not required to. And, again, under all the board's rules.

01:27:35.000 --> 01:27:43.000

There are 50% of your CE must come from a certain provider type that's listed in the rule.

01:27:43.000 --> 01:27:49.000

But anyone, anyone at all. In… across the country, anywhere.

01:27:49.000 --> 01:27:56.000

International can provide CE. So, there is not… there is not a.

01:27:56.000 --> 01:28:02.000

Prior approval process for the Council. If you take a CE from some group.

01:28:02.000 --> 01:28:06.000

Any group. You can upload it into your account on CE Broker.

01:28:06.000 --> 01:28:12.000

If you do, if you report all of your coursework and all of your.

01:28:12.000 --> 01:28:16.000

Um, certificates. Whether or not.

01:28:16.000 --> 01:28:25.000

They are, uh, registered in CE Broker. Whether or not they, the provider, upload your certificate.

01:28:25.000 --> 01:28:34.000

None of that means they are automatically accepted. And Golden and cannot be looked at.

01:28:34.000 --> 01:28:38.000

If your account is later looked at for an audit, and we determine that.

01:28:38.000 --> 01:28:45.000

That particular CE. Was not, in fact, an ethics CE.

01:28:45.000 --> 01:28:53.000

Then that's a conversation we have then. Um, just be… just because you upload something does not mean it's…

01:28:53.000 --> 01:28:57.000

You know, forever… more taken as great.

01:28:57.000 --> 01:29:04.000

But any… you may upload any CEs that you take. I hope that's clear.

01:29:04.000 --> 01:29:07.000

And… Yeah, I mean, along those same lines, folks, also remember.

01:29:07.000 --> 01:29:11.000

Yeah, exactly.

01:29:11.000 --> 01:29:17.000

Uh… you know, you can cross-pollinate between the professions, just like Robert said.

01:29:17.000 --> 01:29:28.000

Any CEs that are directly relevant to the practice of. So, all you LPCs, if you take something from NASW Texas, if you go to their annual meeting, that they're going.

01:29:28.000 --> 01:29:36.000

You're going to be able to utilize that. Uh, because there's a lot of cross-pollination between these professions, so…

01:29:36.000 --> 01:29:43.000

Don't… don't get too hung up. On that, that we are not trying to play gotcha with this rule.

01:29:43.000 --> 01:29:50.000

Yeah. And the only other point that I'll add there is… For licensees that have an upgraded account.

01:29:50.000 --> 01:29:57.000

Well, regardless of your account type. You can report anything into CE Broker. It's gonna show up in your course history. If you…

01:29:57.000 --> 01:30:05.000

You know, stared at your cat for 12 hours and want to count that as C. You can say, I did that. It's gonna show up in your course history.

01:30:05.000 --> 01:30:10.000

However, if you. I have an upgrading account.

01:30:10.000 --> 01:30:20.000

Only the… only the… Continuing education that's going to count towards your compliance is going to show up on the transcript. So, oftentimes.

01:30:20.000 --> 01:30:24.000

A licensee may have… you know, done 100 hours.

01:30:24.000 --> 01:30:30.000

But only some of those hours are actually showing up on the transcript, because.

01:30:30.000 --> 01:30:44.000

Anything that is in excess of the requirement, or. Doesn't meet the rules in one way or another will not show up on the transcript.

01:30:44.000 --> 01:30:55.000

And that's because, largely, this is still a self-reporting system. Right? There are certainly some courses that will be entered, pre-entered for you, but.

01:30:55.000 --> 01:31:03.000

This is a management tool. That you are uploading and self-reporting the courses that you took and what they are.

01:31:03.000 --> 01:31:13.000

And we are counting on you to be. Forthright and honest as the good licensed providers that you are.

01:31:13.000 --> 01:31:20.000

Um, Jason, I got a question here about how do people make corrections if they make an error when they're reporting things?

01:31:20.000 --> 01:31:29.000

Yeah, absolutely. I showed that previously, I'm happy to revisit. Um, so… If we jump over to this…

01:31:29.000 --> 01:31:39.000

So this is the same regardless of your account type. This is that LPC license that we, uh… had previously. So let's say, for instance, you reported this, um…

01:31:39.000 --> 01:31:46.000

This ethics course, right, this is the test ethics course that we reported together previously, and you're looking at this and saying, oh, actually.

01:31:46.000 --> 01:31:55.000

You know, I entered the wrong… name of the… Of course, the wrong name of the provider, the completion date.

01:31:55.000 --> 01:32:01.000

You know, you put, uh, August 8th on here, or sorry, August 1st on here. Let's say that was incorrect.

01:32:01.000 --> 01:32:13.000

You can make edits. By selecting the little ellipsis to the right of the trash can, click on that, and you can make some edits. You can't edit everything, but you can edit those things I mentioned.

01:32:13.000 --> 01:32:17.000

The name of the course, so we can say, you know, revised.

01:32:17.000 --> 01:32:25.000

Whatever you want to say here, and we'll say… provider revised, and let's say, oh, actually, I completed this on the…

01:32:25.000 --> 01:32:31.000

You know, 15th. Um, some date in the past. It's not gonna let you do dates in the, uh, in the future.

01:32:31.000 --> 01:32:38.000

So you can save those changes. Give it a second to think.

01:32:38.000 --> 01:32:43.000

And it's going to apply those revisions. So you can see there that we have.

01:32:43.000 --> 01:32:56.000

Change the name of the course, we changed the name of the provider, and we changed the, uh, completion date to now be the… 15th. However, if you need to change the number of hours, you cannot do that with the edit functionality.

01:32:56.000 --> 01:33:03.000

That requires you to delete the course and resubmit it. So you can either delete it.

01:33:03.000 --> 01:33:10.000

With the ellipses to the right. Here, under this view, or you can expand it, and you can delete it.

01:33:10.000 --> 01:33:19.000

With the, um, with this option here, let's go ahead and delete this course. We'll delete it, it's gonna ask you, do you want to do that, are you sure? You'll say yes.

01:33:19.000 --> 01:33:25.000

You'll notice that it's gone from the course history. You can then, and you'll notice the tabulation in this.

01:33:25.000 --> 01:33:29.000

Upgraded account change, because those 8 hours are no longer applying.

01:33:29.000 --> 01:33:40.000

You can now go in and re-report it. Um, a point that I didn't… show previously. If you want to view anything that you had… have previously deleted, click the Removed button.

01:33:40.000 --> 01:33:51.000

It's gonna show you those courses. So here's the example that I just deleted, and here's a bunch of other kind of test courses that we, um, were in here, just as part of the testing and configuration of this for the.

01:33:51.000 --> 01:33:52.000

And this… this is the same on the basic account, too, correct?

01:33:52.000 --> 01:33:56.000

The demonstration. It's exactly the same, correct.

01:33:56.000 --> 01:33:57.000

Yep.

01:33:57.000 --> 01:34:08.000

Okay. Now, Jason, what if they miscategorize it as something a course recognized under the 50% rule, when in fact, it was not? You have to do the delete and re-enter the course, same as you would a change in the hours, correct?

01:34:08.000 --> 01:34:09.000

Exactly, correct.

01:34:09.000 --> 01:34:21.000

Okay, so there was a question… in the bank about that, so hopefully that person is listening.

01:34:21.000 --> 01:34:31.000

There have been a few questions about the subscriptions that are available, so just to reiterate, I think you did touch on this earlier, but what's the deal with the Pro Plus, and is that available to these professions?

01:34:31.000 --> 01:34:42.000

It's… so, yeah, let me just jump over to that screen, um, specifically. So I'm gonna log out of this account here, we'll access it through the CE Broker homepage, just to show.

01:34:42.000 --> 01:34:51.000

So I mentioned, um, you could… you can… you can access the different plans available to you in a few different ways. Either you can…

01:34:51.000 --> 01:34:56.000

Uh, you know, when you are first creating your account, you can select Get Started, or.

01:34:56.000 --> 01:35:03.000

You can select the plans page here. If we select plans, it's gonna, like I said, it's kind of bespoke to your specific state and profession.

01:35:03.000 --> 01:35:08.000

We'll say Texas. I'm happy to see that this sign-up flow is.

01:35:08.000 --> 01:35:14.000

Working again. Um, and we'll say.

01:35:14.000 --> 01:35:18.000

The… We'll use psychologist first.

01:35:18.000 --> 01:35:29.000

So, if we go psychologist. You'll see that the three plans that are available to you.

01:35:29.000 --> 01:35:39.000

Give it a second. You'll see that the three plans available to you are the three plans that I showed previously and were included in those initial slides.

01:35:39.000 --> 01:35:45.000

The Pro Plus offering currently does not exist for, uh, psychologists, because.

01:35:45.000 --> 01:35:51.000

Those are essentially based on a special agreement we've worked out with those education providers.

01:35:51.000 --> 01:35:59.000

To put their courses into that ProPlus catalog. There's some unique accreditation and approval criteria for psychology courses.

01:35:59.000 --> 01:36:12.000

That have prevented us from getting them into a Pro Plus category just yet. However, if we were to… Um, change their profession, so this is an opportunity to show you something here as well.

01:36:12.000 --> 01:36:19.000

If you accidentally select the wrong state or profession, you can kind of change that here. So let's, again, we'll select Texas.

01:36:19.000 --> 01:36:31.000

And let's say, um, we are… well, this would be the same for a social worker, a counselor, or a marriage family therapist in Texas, so let's do… The, um, let's do MFT.

01:36:31.000 --> 01:36:37.000

We'll select this option. You'll see there's an additional plan option available to you, which includes ProPlus.

01:36:37.000 --> 01:36:45.000

So, essentially, this account tier. Includes in the price, in this case $99.99.

01:36:45.000 --> 01:36:49.000

It includes access to a catalog of courses in the course search.

01:36:49.000 --> 01:36:55.000

That are included in the price. Instead of paying for the courses a la carte, you can select this option.

01:36:55.000 --> 01:37:01.000

Then when you are using our core search, so we'll go over here to find courses.

01:37:01.000 --> 01:37:10.000

We'll make sure that we are a Texas. Mft…

01:37:10.000 --> 01:37:14.000

And we'll select Find Courses. So then, when you're looking at courses.

01:37:14.000 --> 01:37:19.000

You'll see some of these offerings say included with ProPlus. So that just means that.

01:37:19.000 --> 01:37:25.000

You already paid $99.99 for the account subscription, and the courses.

01:37:25.000 --> 01:37:32.000

Um, so you're not gonna have to pay $29, it's included in the price. Same goes for this one, same goes for this one.

01:37:32.000 --> 01:37:38.000

Uh, etc.

01:37:38.000 --> 01:37:59.000

And we did also get this question a couple of times. You are able to upgrade your account at any point if you just start with the basic, the professional, and the concierge will always be available to you within your account, and if you do choose to upgrade in the future, it won't impact any of the data that you've input into the account as well. All of the CEs will remain the same. It'll upgrade the existing account that you have.

01:37:59.000 --> 01:38:05.000

Exactly. I can sign in and show that real quick, so… What was the username? Oh, my dog.

01:38:05.000 --> 01:38:11.000

Junebug. Her name's June, but… call her Junebug. Everyone has a pet name for the dog, right?

01:38:11.000 --> 01:38:17.000

And… Let's see, password…

01:38:17.000 --> 01:38:26.000

So here's that, uh, basic account that we created previously. You'll see here, if you have a basic account, but you want, um, to upgrade.

01:38:26.000 --> 01:38:33.000

There's a few, uh, places where, in our system, where it'll ask you if you want to upgrade. For instance, if you want to view the transcript, it's going to say.

01:38:33.000 --> 01:38:41.000

The transcript is a feature of the premium surface. You can unlock it by upgrading here, or you'll see the tab at the top.

01:38:41.000 --> 01:38:48.000

Upgrade account, you can select this, it's gonna give you the options available to you all. Because this is a psychologist.

01:38:48.000 --> 01:38:55.000

It's only giving you the options available. If you were a social worker or a counselor, or a marriage family therapist, it would also show you the.

01:38:55.000 --> 01:39:03.000

Um… 99.99 option for ProPlus.

01:39:03.000 --> 01:39:14.000

Jason, do the auto-popular… when providers auto-populate information for licensees. That's true for both the basic and paid accounts, correct?

01:39:14.000 --> 01:39:15.000

Correct, yep, that's irrespective of the… Um, account tier you have, providers reporting completions on your behalf.

01:39:15.000 --> 01:39:21.000

Okay.

01:39:21.000 --> 01:39:25.000

As long as those courses. Are accepted.

01:39:25.000 --> 01:39:34.000

Across those different licenses and or states, then it will… map accordingly. Yeah, exactly right.

01:39:34.000 --> 01:39:39.000

Yeah.

01:39:39.000 --> 01:39:40.000

Yep. No, you're good, go ahead.

01:39:40.000 --> 01:39:50.000

Once again, several questions about… I'm sorry, Kenya? Um, several questions about the 50% rule and how it relates to providers.

01:39:50.000 --> 01:39:56.000

Reporting and on CE Broker, and so just again. Um.

01:39:56.000 --> 01:40:03.000

There… any kind of provider. Could register with CE Broker, and could report.

01:40:03.000 --> 01:40:10.000

To CE Broker. The fact that they are… on CE Broker's, uh, site and reporting.

01:40:10.000 --> 01:40:15.000

Does not say anything about what type of provider they are.

01:40:15.000 --> 01:40:20.000

And so, some of them will meet the requirements under the 50% rule.

01:40:20.000 --> 01:40:23.000

Some of them will not meet the requirements of the 50% rule.

01:40:23.000 --> 01:40:33.000

And that's up to you to know, as the attendee. What type of provider they are.

01:40:33.000 --> 01:40:36.000

Right.

01:40:36.000 --> 01:40:50.000

And then I saw a couple of questions about the risk of duplicate postings, so this question says, is there a risk of duplicate reporting if the provider reports and then we report the same course? Or will CE Broker catch that?

01:40:50.000 --> 01:40:56.000

We will catch it if it's in one direction, we will not catch it if it's in the other direction, and I might lean on you.

01:40:56.000 --> 01:41:03.000

For this Kenya, if you know the answer to this. I… if it has been reported.

01:41:03.000 --> 01:41:08.000

Already, by the education provo- er, I'm sorry, if it's been reported by you.

01:41:08.000 --> 01:41:14.000

As a self-submission. And then the education provider tries to report it on your behalf.

01:41:14.000 --> 01:41:19.000

Our system will essentially reject that. If it's the other way around.

01:41:19.000 --> 01:41:25.000

If it was reported first by the provider. And then you try to self-report.

01:41:25.000 --> 01:41:35.000

It's going to essentially allow that duplicate. Submission. So, you as the licensee, just want to make sure you're looking at your course history, or if you have an upgraded an account, the transcript.

01:41:35.000 --> 01:41:48.000

And see if that, uh… Completion has already been reported by the provider. If it hasn't, then you're free to report. If it has, don't try and submit it also, because the system will allow you to do that.

01:41:48.000 --> 01:41:53.000

And, um, you'll run into some issues with duplicate reporting.

01:41:53.000 --> 01:42:07.000

I will say that even if the educational provider has already reported it to your account during the reporting process, if you try and report it again after the provider already reported it, you will get a little message during the reporting process that says.

01:42:07.000 --> 01:42:15.000

This looks similar to another course in your account. Has this already been reported? You are able to bypass that, but…

01:42:15.000 --> 01:42:22.000

If you see the course has already been reported to your account, then… I would recommend just not reporting it again.

01:42:22.000 --> 01:42:25.000

Yeah, thanks for that distinction.

01:42:25.000 --> 01:42:30.000

Jason, when reporting a course. Uh, if… if an individual.

01:42:30.000 --> 01:42:33.000

Doesn't have the certificate yet, it hasn't been emailed to them.

01:42:33.000 --> 01:42:42.000

Do they need to wait before they make the entry into CE Broker until they actually have the proof of documentation upload, or can they come in later, edit that, and add the attachment later?

01:42:42.000 --> 01:42:55.000

No, our system, if you're self-reporting CE, as long as it's one of the reporting options that requires documentation, remember, some of those don't, like the, um… self-study, a couple of them don't require documentation, if it's something that does require documentation, like, you know, just.

01:42:55.000 --> 01:42:58.000

Yeah.

01:42:58.000 --> 01:43:08.000

General reporting of a course. Our system will not… complete the process unless you upload something.

01:43:08.000 --> 01:43:09.000

Okay.

01:43:09.000 --> 01:43:12.000

Yep.

01:43:12.000 --> 01:43:21.000

Jason, you probably already… I think you already covered this, but… Just in case, again, if people are interested in learning about the states.

01:43:21.000 --> 01:43:26.000

The other states that CE Broker has, uh. Licenses with.

01:43:26.000 --> 01:43:37.000

Uh, or the course provider. Uh, where do they go to search for… for the state licenses and the courses?

01:43:37.000 --> 01:43:44.000

That is a great question. So… A couple things.

01:43:44.000 --> 01:43:50.000

One, they can look in the core search. And see if there is.

01:43:50.000 --> 01:43:56.000

Courses populated for a respective state and a respective profession in those states.

01:43:56.000 --> 01:44:04.000

Or, in the sign-up flow, you know how you select Texas or Louisiana, or, you know, Oklahoma, whatever the case may be.

01:44:04.000 --> 01:44:12.000

If it's a state. Um, that we already work with.

01:44:12.000 --> 01:44:17.000

It's gonna essentially allow you to kind of carry through with that flow. If it's not a state.

01:44:17.000 --> 01:44:31.000

That we work with yet, it's gonna say. Ce Broker is not yet in the state, please contact your board to encourage them to utilize this platform, or… I can't remember exactly what the messaging is, but it's something along those lines.

01:44:31.000 --> 01:44:40.000

Kenya, do you know if there's a… list somewhere on there. I don't think there is, like, a comprehensive list on our site anywhere that shows that.

01:44:40.000 --> 01:44:55.000

We don't… we don't currently have a list. The best way to find out if your license is tracked is to attempt to register for an account, and if you don't see your profession listed with your state, that means that it's not available through CE Broker.

01:44:55.000 --> 01:45:05.000

Right. Yeah, but just because that question came up, let me just, uh, jump back over, and I can review that… I can revisit that slide I showed previously.

01:45:05.000 --> 01:45:14.000

So, these are the other mental, behavioral health. Regulating entities across the country that we currently work with. Some of these are independent, autonomous.

01:45:14.000 --> 01:45:26.000

Agencies, some of them are composite boards, like BHEC. Some of them are part of an umbrella department, like… Louisiana's Department of Labor Licensing Regulation, or Michigan's Department of Licensing and Regulatory Affairs.

01:45:26.000 --> 01:45:32.000

Regardless, these are the other, like I said, mental, behavioral health boards that we currently.

01:45:32.000 --> 01:45:43.000

That we currently work with.

01:45:43.000 --> 01:45:54.000

I was gonna note, just for everybody, um… We have… We have about… we have answered nearly 180 questions on the Q&A.

01:45:54.000 --> 01:46:00.000

Uh, as well as all the questions we've been talking about here, we still have 400 entries.

01:46:00.000 --> 01:46:04.000

Um, we are not going to be able to answer all 400 entries.

01:46:04.000 --> 01:46:13.000

And particularly for those of you who have questions about. Does this particular state exist? Does this particular provider.

01:46:13.000 --> 01:46:20.000

Count does this particular course count? We're not going to be able to answer those individual-specific questions.

01:46:20.000 --> 01:46:40.000

Um, so, uh, work with your rules and work… work through, um… Uh, your colleagues, and then reach out to us at the Council if you need that specific question answered.

01:46:40.000 --> 01:46:46.000

What other general questions are there that we can't answer? We have a little bit of time left. We don't have to use all of it, but to the extent that we can.

01:46:46.000 --> 01:46:50.000

Yeah. So…

01:46:50.000 --> 01:47:10.000

I think you touched on this a little bit earlier as well, but I do still see a few questions coming in about the manual calculation in a basic account, so this one says, if we stay with the basic account, how will we know if our extra CEUs are being successfully rolled over to the next renewal period? Is there a way to verify that with a basic account?

01:47:10.000 --> 01:47:19.000

There's not a way to verify it with the basic account other than just looking at your course history, knowing what you have reported, and kind of what the balance is.

01:47:19.000 --> 01:47:30.000

Um, when you renew your license. And we get a new set of data from the board with your new cycle.

01:47:30.000 --> 01:47:35.000

Then those hours in your course history that you reported for the.

01:47:35.000 --> 01:47:43.000

Previous cycle, they will tabulate and count towards your… Um, in that case, current cycle.

01:47:43.000 --> 01:47:59.000

But, no, to explicitly answer the question, there's not a great way to visualize that. That's where a benefit of the upgraded paid account would come in, because that would be displayed on the… uh, transcript.

01:47:59.000 --> 01:48:13.000

And I think this question would probably be for Daryl and Robert. Somebody asked, can we email BHEC to verify a CEU prior to uploading to confirm placement of a CEU? Do you want… Licensees reaching out to you guys to verify.

01:48:13.000 --> 01:48:16.000

Uh, if a CEU can be used toward renewal?

01:48:16.000 --> 01:48:22.000

No, we don't… we do not pre-approve your CEs. Uh, and that's, again, that is in our CE rule.

01:48:22.000 --> 01:48:27.000

And the reason being is because there are 92,000 of you, and we simply cannot do that.

01:48:27.000 --> 01:48:36.000

We count on all of you to be familiar with the rule, and to assess whether or not the continuing education course that you have selected meets the requirements of the rule.

01:48:36.000 --> 01:48:39.000

The ones that we check are the ones that are audited.

01:48:39.000 --> 01:48:57.000

Um, now… if you're… you know, I don't want to say we have never done it in the past, because that's not true, but I simply do not want to encourage people to start submitting all their coursework to us to make sure that it is acceptable or pre-approved before you submit it, because that becomes completely unworkable.

01:48:57.000 --> 01:49:09.000

And that's why the rule is written that way. We do not pre-approve.

01:49:09.000 --> 01:49:18.000

So, the rules are… are not changing. One of the couple of questions about are we… are we changing any of the.

01:49:18.000 --> 01:49:29.000

Ce requirements, and… Uh, no, the rules… The CE rules have been updated, um, I guess the last…

01:49:29.000 --> 01:49:30.000

Yeah.

01:49:30.000 --> 01:49:36.000

That the June council meeting was the last update. Um, and so those are the rules that CE Broker has used to… they literally.

01:49:36.000 --> 01:49:41.000

Coded their software. To our rules. Uh, so they, they are up to date.

01:49:41.000 --> 01:49:48.000

Um, I think there was one question about. The use of the term graduate transcript versus.

01:49:48.000 --> 01:49:54.000

University transcript, um… I think to Daryl's point earlier.

01:49:54.000 --> 01:50:01.000

We are trusting y'all to be, uh, reasonable people. And so, if you take a course.

01:50:01.000 --> 01:50:09.000

And… and based on the experience. You believe, truly believe, it's an ethics course.

01:50:09.000 --> 01:50:16.000

And it reasonably seems to be an ethics course. And, you know, your colleagues agree that it's an ethics course, then it's fine.

01:50:16.000 --> 01:50:22.000

Then it's an ethics course. Um… If you are… if you are thinking, well, if…

01:50:22.000 --> 01:50:31.000

Maybe I can email, and if I ask it in a certain way, they'll… they'll… grant me approval to consider it to be.

01:50:31.000 --> 01:50:36.000

A supervision course, even though. I know it really wasn't.

01:50:36.000 --> 01:50:43.000

Don't. Don't try to game the system. Um, you know… Uh, we…

01:50:43.000 --> 01:50:50.000

You licensees especially, um, are… are well steeped in personal responsibility.

01:50:50.000 --> 01:50:56.000

And judgment. And so, uh, we, we rely on you to have that in deciding.

01:50:56.000 --> 01:51:05.000

When a course meets, uh, requirements.

01:51:05.000 --> 01:51:14.000

We've got a question here, uh, someone's asking, if we submit a certificate that doesn't qualify, will it kick it back to you before your renewal date?

01:51:14.000 --> 01:51:20.000

Uh, let's say you were not sure that an organization was giving LCSWs CEUs, and they gave them.

01:51:20.000 --> 01:51:27.000

To LPCs only. No, the system will not kick it back, because the system is not, when you upload something, it is not.

01:51:27.000 --> 01:51:35.000

Using AI, or there's nobody at CE Broker that is looking at what you upload to determine, oh, that's actually a picture of their cat.

01:51:35.000 --> 01:51:47.000

Not of a continuing education certificate. Again, this goes back to what Robert said. There is a… there's just… there has to be an inherent level of professionalism and trust that we put in all of you.

01:51:47.000 --> 01:51:49.000

And quite frankly, I mean, a lot of you have shown your… I mean.

01:51:49.000 --> 01:51:57.000

Y'all are very well-behaved professions, so… Uh, this is not… I would say this is not a high-risk proposition, putting this much trust in you.

01:51:57.000 --> 01:52:06.000

Uh, but there is a certain degree of trust that we just have to… we have to have with you that you are going to be honest in what you upload.

01:52:06.000 --> 01:52:13.000

For those that are dishonest, or that want to game the system, and you get caught in an audit.

01:52:13.000 --> 01:52:22.000

Um, there will be consequences for that. Uh, so just… just be aware. If you… if you want to play that game.

01:52:22.000 --> 01:52:27.000

I'm not, you know, and you get caught, there will be consequences, and more than likely, they will be rather severe.

01:52:27.000 --> 01:52:37.000

So… take that with a grain of salt, because 99.9% of you will never even see the light of day of a disciplinary action, thank goodness.

01:52:37.000 --> 01:52:40.000

For those of you that want to walk on the line and kind of live.

01:52:40.000 --> 01:52:47.000

Live the outlaw lifestyle. I don't recommend it, but… Um, anyway.

01:52:47.000 --> 01:52:55.000

That… actually, now that you mention that, Daryl, one thing that I didn't… show is, um, you know, that's an additional kind of nod to…

01:52:55.000 --> 01:53:01.000

Trying to take courses from education providers that are reporting into the system.

01:53:01.000 --> 01:53:06.000

Because it's an additional level of, uh, essentially, you know, assurance.

01:53:06.000 --> 01:53:14.000

That that, uh, reporting is true and accurate. It's coming from the primary source, the education provider.

01:53:14.000 --> 01:53:21.000

One thing to note… while self-submissions do require a certificate.

01:53:21.000 --> 01:53:30.000

Associated with it. Stuff that comes from an education provider will not have a certificate associated with it. So if you go into your course history.

01:53:30.000 --> 01:53:36.000

And you're looking at a… submission from a provider, there is not a certificate.

01:53:36.000 --> 01:53:45.000

Attached to it. And so, generally speaking, the regulating entities that are then auditing down the road.

01:53:45.000 --> 01:53:51.000

Usually, they're only… they usually… they… end up only looking at those self-submissions.

01:53:51.000 --> 01:53:57.000

Knowing that that's kind of where the largest chance of, you know, human error may exist.

01:53:57.000 --> 01:54:02.000

Typically, they aren't looking at the provider-reported submissions because, like I said, it is kind of.

01:54:02.000 --> 01:54:06.000

You know, primary source information, there's not a certificate associated with it.

01:54:06.000 --> 01:54:13.000

Now, the education provider is often still required to issue a certificate to the licensee.

01:54:13.000 --> 01:54:22.000

That's just a matter of, you know, them getting you that certificate via whatever other mechanism may exist, but as far as what's actually reported in CE Broker.

01:54:22.000 --> 01:54:38.000

Those provider-reported submissions won't have a certificate attached to them.

01:54:38.000 --> 01:54:53.000

Another question we had is, uh, let's see, if I would like to roll over 10 CEUs but only have a basic account, should I contact the board or CE broker if the rollover is not successful?

01:54:53.000 --> 01:55:02.000

Do you know Kenya from that question? Are they asking if… they have hours from a previous cycle that's not… that's not in CE Broker, or are they saying.

01:55:02.000 --> 01:55:12.000

If they're trying to carry over hours from this cycle to a future cycle, and it's just not displaying for some reason, or they're just not sure, I guess, if it's counting, or it doesn't seem to be counting.

01:55:12.000 --> 01:55:18.000

I would say the second, I'm not 100% sure, but I would say the second.

01:55:18.000 --> 01:55:24.000

Example of what you said. I would say if you feel that you are complete, or you should be complete in your CE Broker account, and you see that you're not.

01:55:24.000 --> 01:55:48.000

Reach out to CE Broker Support first to make sure that everything in your account is working correctly. If anything needs to change, or if there's a system issue or anything like that, our support center will be able to figure that out really quickly and be able to correct that without having to bother the board or anything like that. So, if you have any questions or you feel like something is wrong in your account, definitely reach out to CE Broker, and we'll make sure it's not a technical issue before.

01:55:48.000 --> 01:55:51.000

It needs to be escalated.

01:55:51.000 --> 01:55:59.000

Yeah, perfect. We just have about 4 minutes left in this…

01:55:59.000 --> 01:56:06.000

Scheduled, um, webinar, if there are any other questions. Now's the time. Additionally, one other thing I'll mention.

01:56:06.000 --> 01:56:14.000

Looking at the livestream, just let me pop over there, there are still… you know, about 400 or so folks over there.

01:56:14.000 --> 01:56:20.000

Um, I mentioned this at the top of the webinar. If you would like to participate in the webinar.

01:56:20.000 --> 01:56:29.000

And have your, you know, questions submitted and potentially answered. There are two additional webinar opportunities coming up. One is.

01:56:29.000 --> 01:56:34.000

October… when is October, one is in December, I think it's… is it October 27th?

01:56:34.000 --> 01:56:40.000

And… I'm sorry, October… What's the October date?

01:56:40.000 --> 01:56:41.000

Do you guys have that in front of you? October 29th and December 10th, I think?

01:56:41.000 --> 01:56:45.000

29th? It's 29th? Yes, yes, that's right.

01:56:45.000 --> 01:56:48.000

Yep. And the registration…

01:56:48.000 --> 01:56:55.000

Robert just… Robert just sent out an email to everybody this morning on our listserv, so check your email on that. You should have got an email from us.

01:56:55.000 --> 01:57:06.000

Perfect. And then I saw this question in the chat previously, but… and this was mentioned at the top, but… This webinar, um, is being recorded. It'll be, uh, hosted on.

01:57:06.000 --> 01:57:10.000

Ce Broker's YouTube page, we can also… we'll figure out with the board.

01:57:10.000 --> 01:57:17.000

Either they can just link to the… recording there, or if they decide that they want to actually host the…

01:57:17.000 --> 01:57:27.000

Webinar recording on their site. They may end up doing that as well. We'll figure that out, but you will have access to this full 2-hour webinar.

01:57:27.000 --> 01:57:34.000

Uh, after the fact.

01:57:34.000 --> 01:57:49.000

And no, you will not get CE credit for watching the YouTube video. I know that question will… come up as well. So, I'm gonna go ahead and enter that now.

01:57:49.000 --> 01:58:00.000

Um, Jason, a good sort of closing question I just saw is… Uh, at the end of the day, when one of our licensees decides to retire and take a well-earned break.

01:58:00.000 --> 01:58:05.000

Uh, will their account and all of the documents they've uploaded still be available?

01:58:05.000 --> 01:58:08.000

On CE Broker.

01:58:08.000 --> 01:58:12.000

They will still be available, yes. We will ultimately, at some point.

01:58:12.000 --> 01:58:19.000

Get an updated status in the license file that we receive from BHEC, so your status will change to.

01:58:19.000 --> 01:58:28.000

You know, volunteer, retired, or whatever the case may be, whatever that status change is, but you will still, uh, forever and always be able to access.

01:58:28.000 --> 01:58:38.000

Your CE Broker account, and the documents that you've stored there. Like I mentioned, a lot of people will use our system as a kind of a document repository.

01:58:38.000 --> 01:58:49.000

You will continue to have access to those.

01:58:49.000 --> 01:59:04.000

I think a great way to look at it, in a way that we always explain it in the Support Center, is that CE Broker is, like, a big filing cabinet that you can add all of your CEs to, and then BHEC can access those CEs when they need them. So, it's really a great storage device for any CEs and certificates that you have.

01:59:04.000 --> 01:59:12.000

And you want to keep track of all in one place.

01:59:12.000 --> 01:59:21.000

Filing cabinet in the sky. Say it like that.

01:59:21.000 --> 01:59:29.000

Well, I don't… I don't have anything else. I'm still answering a few questions here, but… Um…

01:59:29.000 --> 01:59:36.000

Yeah, I think scrolling through, we've… We've hit, uh, pretty much all the topic questions that I'm seeing. Again, if.

01:59:36.000 --> 01:59:43.000

You have an individual question about your account, or states or providers, uh, that'll have to be a different way.

01:59:43.000 --> 01:59:51.000

Um, if you feel like your question, uh. Was a general question, and you didn't hear the answer.

01:59:51.000 --> 01:59:57.000

I would recommend you go back and listen to the webinar, because I believe we have hit.

01:59:57.000 --> 02:00:05.000

Pretty much all the topics that I'm seeing. And again, the recording will be available, and we will send out the…

02:00:05.000 --> 02:00:11.000

Slide deck as well.

02:00:11.000 --> 02:00:21.000

Excellent. Well. With that, we are at time. I just want to, you know, first extend my gratitude to.

02:00:21.000 --> 02:00:29.000

Robert and Daryl, and the Texas Behavioral Health Executive Council for allowing us to bring this platform to you all and to your licensees.

02:00:29.000 --> 02:00:35.000

And then I want to extend my thanks to everyone who took the time to join and engage.

02:00:35.000 --> 02:00:41.000

Ask those questions. Like I mentioned before, we do have, uh, support staff available.

02:00:41.000 --> 02:00:46.000

Um, Monday through Friday, 7 a.m. To 7 p.m. Central Time.

02:00:46.000 --> 02:00:51.000

They're available via live chat, you can submit a ticket, um, and we have a bunch of helpful.

02:00:51.000 --> 02:01:00.000

Resources in our Help Center as well, so if you have questions about using our platform, please take advantage of those outlets.

02:01:00.000 --> 02:01:04.000

Otherwise, I think it's time that we wrap this up.

02:01:04.000 --> 02:01:15.000

Yeah, thank you, Jason, and to your staff for. Helping us do this, and look forward to putting on the other two webinars with y'all again in the future. And thank you for all the licensees out there for attending, and kind of.

02:01:15.000 --> 02:01:20.000

Blowing the roof off of this thing. We had 3,500 people registered for this webinar today, which.

02:01:20.000 --> 02:01:32.000

Broke records for CE Broker and for BHEC, so… Uh, we warned Jason that y'all were very participatory in nature, uh, and you did not disappoint, so that's a good thing.

02:01:32.000 --> 02:01:36.000

So, really appreciate that. And look forward to hopefully answering some more questions for some of you that didn't get them answered today at the upcoming webinars.

02:01:36.000 --> 02:01:45.000

Thank you