



BOC Approved Provider Non-Compliance Guidelines and Procedures

Effective January 1, 2016

INTRODUCTION

The *BOC Approved Provider Non-Compliance Guidelines and Procedures* are intended to inform BOC Approved Providers and BOC Certified Athletic Trainers of the guidelines and procedures used to manage non-compliance matters by BOC Approved Providers.

All participants of the BOC Approved Provider Program are required to comply with the *BOC Approved Provider Program Handbook (Handbook)* during the development, planning and execution of all continuing education programs produced for Athletic Trainers. Providers who are non-compliant with the *Handbook* will engage in the procedures below.

Complaints and Concerns

The BOC may initiate an official program review in the event it receives or discovers information indicating that a participant of the BOC Approved Provider Program may not be complying with the *Handbook*.

Athletic Trainers may also submit a complaint or concern. Potential violations of the *Handbook* shall be in a written and signed statement addressed to the BOC. This statement shall identify the provider alleged to be involved and the facts concerning the alleged conduct in as much detail as possible and should include any available documentation.

Procedures

- All complaints and concerns will be reviewed by the BOC
- The BOC shall notify providers of an official program review in writing and will require a response within 15 business days from the date notification is sent. The BOC may extend this period up to an additional 15 business days upon request
 - The notification shall provide instruction on the materials needed from the provider to conduct the official program review
- The BOC shall review all materials and providers shall be notified in writing of the outcome within 30 days of receipt
 - Providers who are found to be non-compliant with the *Handbook*, shall be placed on probation and have 30 days to make program corrections to become compliant
 - Providers who do not achieve compliance within 30 days shall no longer be recognized as a participant of the BOC Approved Provider Program

Failure to submit programs to the BOC Program Directory

As outlined in the *Handbook*, providers who offer BOC approved programs are required to submit program information to the Program Directory. The purpose of the directory is to list all recognized continuing education programs available to Athletic Trainers, including both live events and home study programs, and to promote the provider.

Procedures

- A completed electronic event form is must be submitted to the BOC at least 10 business days prior to the program start date
- The electronic form is available within the BOC Approved Provider Profile
- Providers shall list all continuing education programs available to Athletic Trainers, including both live or home study, private or open registration to the directory
- Programs that are not posted to the directory 10 business days prior to the program date shall not be eligible for Category A continuing education
- Providers who offer programs not listed on the directory must contact participants to advise program ineligibility

Failure to submit Annual Renewal and/or Annual Report

As outlined in the *Handbook*, BOC Approved Providers are required to complete an Annual Report. The purpose of the report is to highlight important aspects of the program and review its performance.

Procedures

- The annual renewal fee is due to be received by end of business December 31 for the following year
- A completed annual report and all exhibits offered the previous year are due to be received annually by end of business March 31st
 - The annual report form is available within the BOC Approved Provider Profile
- Providers who do not submit an annual report, and do not make arrangements to submit an annual report within 90 days of the due date shall have their provider status expire

Non-compliance of the *Handbook* may result in one or more of actions listed below.

Probation

The BOC may place a provider on probation. Probation may include the setting of conditions that must be met in a specific period of time. A provider on probation is required to demonstrate compliance with the *Handbook* and submit an annual report. Failure to comply may result in elimination of participation of the BOC Approved Provider Program.

Expiration

The BOC may cease approval of a provider.

Using BOC provider status while NOT Approved

Providers that are no longer a participant of the BOC Approved Provider Program may **not** represent themselves as a BOC Approved Provider, use the provider logo, unique provider ID or offer EBP Category or Category A continuing education units to Athletic Trainers.