

# AXXESS CERTIFICATION

## Frequently Asked Questions

1. Is there a badge awarded for each learning track?
  - a. No, each track is not awarded a badge. The following tracks are the only INDIVIDUAL tracks that will receive a badge: Home Health Clinical Fundamental and Hospice Clinical Fundamental.
2. Is there a difference between a badge and a Certification level?
  - a. No, badges denote the Certification levels that have been achieved.
3. I saw that we can get CE Credits for completing some of the courses. Which courses will award CE credits, and what do I need to do to receive my CE Certificates?
  - a. The following courses below will award CE credits:
    - Home Health Clinical Fundamental Track
    - Home Health Clinical Intermediate Track
    - Hospice Clinical Fundamental Track
    - Hospice Clinical Advanced Track
    - Hospice Operational Fundamental Track
    - Hospice Financial Billing Fundamental Track
    - Hospice Financial Billing Advanced Track
    - Home Care Clinical Non-Medical Fundamental Track
    - Home Care Clinical Medical Fundamental Track
  - b. In order to receive your CE credits, you will need to do the following:
    - Complete the pre-test assessment
    - Read and understand the resources provided
    - Review the video
    - Pass the post-test with a minimum score of 80%
    - Complete the post activity evaluation form
4. How do I receive a badge?
  - a. A badge is awarded to individuals based on different requirements. The following are the current badges within the Axxess Certification Program:

<b>Axxess Certification Badges:</b>	<b>Tracks required to receive the following badge:</b>
<i>Home Care Clinical Fundamental Certification</i>	<ul style="list-style-type: none"> <li>• Home Care Clinical Medical Fundamental</li> </ul>
<i>Home Care Caregiver Certification</i>	<ul style="list-style-type: none"> <li>• Home Care Clinical Non-Medical Fundamental</li> </ul>
<i>Home Care Clinical Certification</i>	<ul style="list-style-type: none"> <li>• Home Care Clinical Medical Fundamental</li> <li>• Home Care Clinical Medical Advanced</li> </ul>
<i>Home Care Non-Medical Certification</i>	<ul style="list-style-type: none"> <li>• Home Care Clinical Non-Medical Fundamental</li> <li>• Home Care Clinical Non-Medical Advanced</li> </ul>
<i>Home Care Financial Certification</i>	<ul style="list-style-type: none"> <li>• Home Care Financial Billing Fundamental</li> <li>• Home Care Financial Billing Advanced</li> </ul>
<i>Home Care Operational Certification</i>	<ul style="list-style-type: none"> <li>• Home Care Operational Fundamental</li> <li>• Home Care Operational Advanced</li> </ul>
<i>Home Health Clinical Fundamental Certification</i>	<ul style="list-style-type: none"> <li>• Home Health Clinical Fundamental</li> </ul>
<i>Home Health Clinical Certification</i>	<ul style="list-style-type: none"> <li>• Home Health Clinical Fundamental</li> <li>• Home Health Clinical Intermediate</li> </ul>
<i>Home Health Financial Certification</i>	<ul style="list-style-type: none"> <li>• Home Health Financial Fundamental</li> <li>• Home Health Financial Intermediate</li> </ul>
<i>Home Health Operational Certification</i>	<ul style="list-style-type: none"> <li>• Home Health Operational Fundamental</li> <li>• Home Health Operational Intermediate</li> </ul>
<i>Hospice Clinical Fundamental Certification</i>	<ul style="list-style-type: none"> <li>• Hospice Clinical Fundamental</li> </ul>
<i>Hospice Clinical Certification</i>	<ul style="list-style-type: none"> <li>• Hospice Clinical Fundamental</li> <li>• Hospice Clinical Advanced</li> </ul>
<i>Hospice Financial Certification</i>	<ul style="list-style-type: none"> <li>• Hospice Financial Billing Fundamental</li> <li>• Hospice Financial Billing Advanced</li> </ul>
<i>Hospice Operational Certification</i>	<ul style="list-style-type: none"> <li>• Hospice Operational Fundamental</li> <li>• Hospice Operational Advanced</li> </ul>

5. Where can I see a visual representation of how users receive their badges?
  - a. Please click on [this link](#) for a visual demonstration of the badge flow.
6. I just completed my course. Why can I not see my badge right away?
  - a. You should see your badge populate on your dashboard within 24 hours of completing the necessary requirements for that badge.
7. Where can I view my badges?
  - a. You can view your badges along the right margin of your dashboard, and they are also available under your profile which you can navigate to at the top right corner next to your name.

8. Am I able to download my badges?
  - a. Yes, the badges are available for download. You can click on the badge you would like, and it will direct you to a page to download your badge as a .png image file.
9. I finished the track that I was working on, but my progress is only at 80%. What did I do wrong?
  - a. To receive 100% in your progress bar, all the boxes to the right of the modules must be checked off. If you see that they are checked off but are still having issues, please create a ticket following the instructions shown in this document: [Axxess Certification: Creating a Ticket](#)
10. After completing all the Home Health Fundamental courses, I only received a badge for Home Health Clinical Fundamental Certification. Am I supposed to receive a badge for Operational and Financial?
  - a. You will only receive a badge for the Home Health Clinical Fundamental track. Once you complete the Intermediate level courses, you will receive a badge for Operational, Financial and Clinical. This will be the case for the other products as well.
11. I attempted to log in, but I am receiving the error “This account is pending email confirmation.” I do not understand because I have already logged in and started my courses. What is the issue?
  - a. If you receive that message, you may be using the wrong credentials. You must log in through Axxess Identity using your Axxess email address. If you cannot log in using your credentials or if you have forgotten your password, please create a ticket. (See the response to question #8 for information on creating a ticket.)
12. I cannot seem to move on to the next module after completing my quiz. What should I do?
  - a. If you are experiencing any functionality issues, please create a ticket and the team will explore the issue. (See the response to question #8 for information on creating a ticket.)