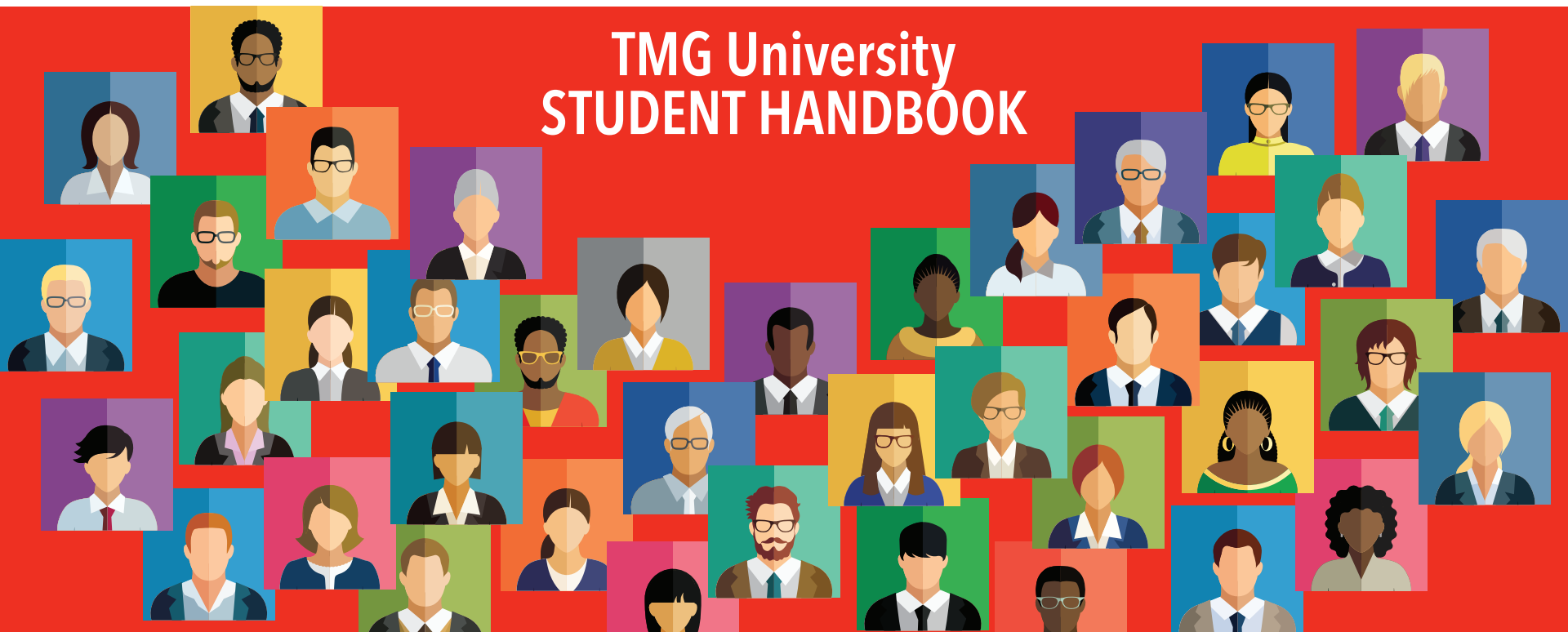


TMG University STUDENT HANDBOOK





Welcome from the President

Welcome to TMG University! On behalf of our faculty and staff, I want you to know that we are thrilled that you are part of the Team Med Global community.

Your success is our priority. We have the resources and support that you need in order to excel – both in your TMG University course and in your career. Ask questions, talk to your instructors, and engage with the broader Team Med Global community. We're here for you.

I encourage you to approach your course with curiosity, courage, and conviction. Envision how you will incorporate your newfound skills and knowledge into your work and your career trajectory. We'll join you in celebrating your accomplishments and success.

Again, welcome to TMG University.

Sincerely,

Donna K. Goestenkers, CPMSM®, EMSP, CLE
President, Team Med Global LLC



Mission, Purpose & Philosophy

Our Mission

At TMG University, we are committed to empowering MSPs with transformative online education designed to meet the distinct needs of our profession. We strive to cultivate the skills and knowledge that will not only enhance your career but also equip you to make a lasting impact within the healthcare landscape. With unwavering support at every step, we're here to guide you toward achieving your highest professional aspirations and realizing your full potential.

TMG University Purpose

To fulfill this mission, TMG University:

1. Delivers professional development courses and certification programs that set you up for success.
2. Designs courses in collaboration with industry leaders, bringing together the knowledge and expertise of faculty, staff, and students.
3. Offers comprehensive online instruction and self-paced programs that help you strengthen your knowledge and expertise in key areas.
4. Promotes lifelong learning by sparking curiosity, encouraging creativity, and sharpening critical thinking skills.
5. Develops resources that directly respond to the evolving needs of the medical services profession.
6. Supports MSPs in building professional attitudes, values, skills, and strategies that lead to success.
7. Prepares MSPs to advance their careers and meet the ever-changing demands of the healthcare community.





Our Philosophy

At TMG University, we believe that every MSP has the capacity to grow, succeed, and thrive in their professional journey. Our approach is centered on respecting each person's unique experiences, goals, and abilities, while fostering an inclusive and supportive learning environment.

Grounded in the principles of adult learning, we use dynamic, engaging online instruction that emphasizes real-world application. We're committed to helping MSPs cultivate intellectual curiosity, analytical thinking, and professional integrity, empowering them to excel in their careers.

TMG University prioritizes ethics, accountability, and a lifelong dedication to personal and professional development. Our programs are designed not just to equip you with the necessary skills to advance in the healthcare industry but also to inspire you to make meaningful contributions to the field and the communities you serve.

TMG University Policies & Procedures

Attendance

Students are required to comply with outlined course schedules. If the student has a conflict with a scheduled class, they should notify their instructor to make alternate arrangements.

Attendance is defined as being present at a scheduled online course meeting; posting to a discussion board or virtual office; or participating in a quiz or other online classroom activity. Students are encouraged to arrive on time at every class each week. If the student is absent, it is your responsibility to learn the material covered while absent and to make up missed work.

Withdrawal Due to Nonattendance

Written confirmation must be approved by the TMG University Education Director prior to planned, extended periods of nonattendance. If a student exceeds three weeks of consecutive nonattendance under this arrangement, they will be withdrawn from the course and fees will be forfeited.

Technology

Students are required to have access to the technology used by TMG University, namely email, Zoom video conferencing, Google Drive, and Google Classroom. If using your work account, check with your organization's IT department to ensure you can access these platforms.





Assignments

Many TMG University courses have a variety of assignments, such as discussion board participation, reading, exercises, and quizzes. All assignments are due within a week. When unsure of due dates, students should refer to their syllabus or contact their instructor.

When there are discussion assignments, students should submit their posts no later than 11:59 p.m. CT on Sunday. The post should be a minimum of 150 words in length. In addition, each student should reply to at least one other student or faculty post during the week. Responses should be a minimum of 75 words in length and substantial enough to generate additional discussion or questions. Statements such as "I agree with..." or "I like what you said about..." are not substantial replies.

If a student has an extenuating circumstance that will result in a late assignment, they should immediately contact their instructor. The instructor will determine whether or not to accept a late assignment. Late submissions without prior approval will not be accepted.

Proprietary Information

All TMG University course content and related materials are the property of Team Med Global, LLC. Students may not disclose any of the proprietary information directly or indirectly, or use it in any way, either during or after their course unless authorized in writing by Team Med Global. Prior to your first class, please acknowledge your understanding of this policy by completing the form here. www.teammedglobal.com/attestation/

Course Completion

Each student will receive a certificate of achievement upon successful completion of their course.

TMG Certification Course Policy

If you are pursuing certification for the Executive MSP, Executive Provider Enrollment Professional, or Certified Physician Licensing Specialist, please review the following information. Then, visit www.teammedglobal.com/cert-policy/ to confirm that you have received and understood it.

CERTIFICATION CRITERIA:

To be eligible for certification, you must meet the following criteria:

EMSP and EPEP: At the time of application, you must be currently employed in the medical services profession and have a minimum of five years experience.

CPLS: No criteria.

CERTIFICATION PROCESS:

You must successfully complete TMGU's required CPLS, EMSP, or EPEP course(s). Successful course completion occurs when you meet the following requirements:

- Minimum 90% class attendance, defined as arriving within 15 minutes of the class start time and remaining until the class end time.
- Active participation in class and Google Classroom, as outlined on page 6
- Completion of all homework assignments
- Passing grade of 80% on all quizzes
- Passing grade of 80% on the final exam

If you meet all of the criteria except passing the final exam, you can make two additional attempts: the second attempt must be no earlier than one month after the first; and the third attempt must be no later than three months after the second attempt.

The retesting fee is \$150 per test.





CONFIDENTIALITY

Note that sharing or distributing any course materials or proprietary information will result in immediate termination from the course and disqualification from receiving your certificate. In order to maintain the integrity of the final exam, the exam answer key will not be released.

CERTIFICATION MAINTENANCE:

Certification Cycle: The certification cycle begins at the time of notification of your certification and continues through December 31 two years later and every two years thereafter.

Continuing Education: Evidence of a minimum of 10 hours of TMGU-approved continuing education during each two-year period, beginning with the date of initial certification, is required to be eligible for recertification.

Exemption: Certifications obtained prior to 2024 are exempt from renewal requirements.

Recertification Process: A recertification application www.teammedglobal.com/recertification/ and a non-refundable \$75 recertification fee www.teammedglobal.com/product/cert-fee/ are required at the time of recertification.



COURSE TEST-OUT ELIGIBILITY & PROCEDURE (AS AVAILABLE):

Eligibility: To be eligible for the test-out option for TMGU's CPLS, EMSP, or EPEP courses, you must meet the following criteria:

EMSP and EPEP: At the time of application, you must be currently employed in the medical services profession and have a minimum of five years experience.

CPLS: At the time of application, you must be currently employed in the medical services profession and have a minimum of one year experience in physician licensing.

Procedure: Complete the Test-Out Application at teammedglobal.com/test-out and proof of employment and experience.

Test-Out Fee: Pay a non-refundable \$100 processing fee here. www.teammedglobal.com/test-out/

Exam: Achieve a passing grade of 80% on the exam.

Retakes: If you fail the exam, you are allowed two additional attempts following payment of an additional non-refundable \$100 processing fee. The second attempt can be no earlier than one month after the first attempt. The third attempt can be no later than three months after the second attempt.





CERTIFICATION REVOCATION:

Certification may be revoked if you are found to have violated the terms of the certification policy or failed to meet the ongoing requirements for certification maintenance. Other violations, including evidence of cheating, or distribution or solicitation of answer keys, exam questions, or course material will result in the immediate revocation of certification and disqualification from future participation in TMGU courses.

COURSE FEES & REFUNDS:

Non-refundable Fees: All course fees are non-refundable. This policy is in place to allocate resources effectively and maintain the high standard of our certification programs. By registering for a course, candidates acknowledge and agree to this non-refundable policy.

Acknowledgement of Policy: By proceeding with course registration, you confirm your understanding and acceptance of this Course Fees & Refunds Policy. It is your responsibility to review and understand this policy prior to enrollment.

APPEALS PROCESS:

Step 1: Submission of Appeal

- Individuals wishing to appeal a certification decision must submit a written appeal to TMG within 30 days of receiving the decision.
- The appeal must clearly state the grounds for the appeal, providing any relevant evidence or information that supports the case for reconsideration.

Step 2: Initial Review

- Upon receipt of an appeal, a designated Appeals Coordinator (a role assigned to a team member with appropriate knowledge and authority) will conduct a preliminary review to ensure the appeal meets the basic criteria for consideration (e.g., timeliness, completeness, relevance).
- If the appeal does not meet the necessary criteria, the appellant will be informed in writing, with reasons provided. If the appeal is accepted for further review, the Appeals Coordinator will proceed to the next step.



CERTIFICATION REVOCATION, contd.:

Step 3: Appeals Committee Review

- An Appeals Committee will be formed for each appeal, consisting of three members: the Appeals Coordinator and two additional team members who were not involved in the original certification decision.
- The Appeals Committee will review the submitted materials, may request additional information from the appellant, and will deliberate on the appeal. If necessary, the committee may also consult with external experts or legal advisors to ensure a fair evaluation.

Step 4: Decision

- The Appeals Committee will make a decision based on the merits of the appeal, aiming to complete this process within 60 days of the appeal submission.
- The decision will be communicated in writing to the appellant, detailing the reasons for the outcome.
- This decision is final and concludes the appeals process.

Confidentiality

- All proceedings related to the appeals process will be kept confidential to protect the privacy of the individuals involved and the integrity of the process.

Next Step: Visit www.teammedglobal.com/cert-policy/ to confirm that you have received and understood TMGU's Certification Course Policy.

Questions? Contact TMG University Director Maggie Wilkerson at maggie@teammedglobal.com