

Customer Support

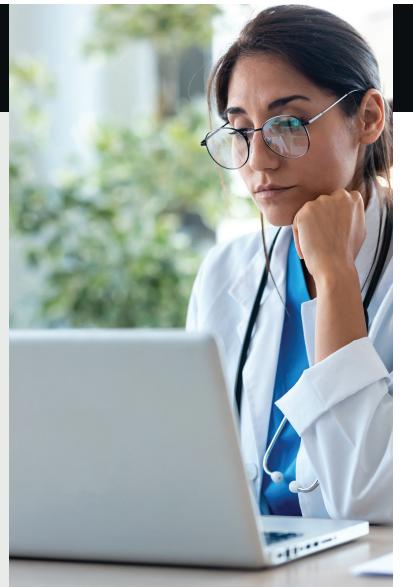
To reach customer support for individual subscribers or users at an institution, please contact:

Email

customerservice@uptodate.com

Phone

1.800.998.6374 or +1.781.392.2000 Monday through Friday, 7a.m. – 9p.m. (Eastern time)



Directly submit UpToDate CME for MOC with select ABMS boards

A step-by-step guide





UpToDate CME for Maintenance of Certification (MOC) and Continuous Certification (CC)



Additional options

UpToDate offers a variety of credits to fulfill licensing and MOC/CC requirements for healthcare professionals practicing in the U.S. and globally.

UpToDate makes it easy to submit CME credit for MOC and CC programs of several certifying boards. The following boards accept direct electronic submission of AMA PRA Category 1 Credit™ earned from use of UpToDate for MOC/CC requirements:

American Board American Board of Anesthesiology of Otolaryngology — Head and Neck Surgery American Board American Board of Dermatology of Pathology American Board of Internal Medicine American Board of Pediatrics American Board of Ophthalmology American Board

Save time. Earning CME towards MOC/CC requirements becomes part of your workflow.

of Surgery

No cost. UpToDate is pleased to offer this feature as part of your UpToDate subscription.

Easy submission. Submit credits electronically directly from UpToDate to your certifying board.

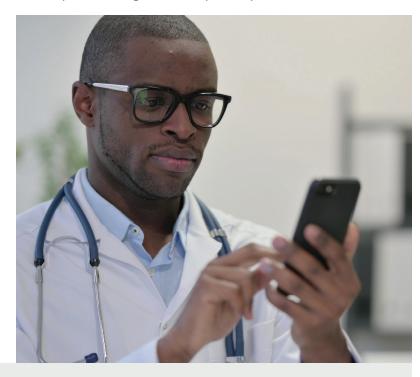
Here's how to do this:

- 1 Set your tracking method to AMA PRA Category 1 Credit™
- (2) Select your board
- (3) Redeem CME credits
- 4 Monitor your MOC Status and History page for updates

Certification of submission timing

Check your board's website for your MOC/CC requirements and submission deadlines.

Mobile Redemption: Redeem your credit right from your mobile devices, including through the UpToDate mobile app, 24 hours a day, 7 days a week. If you're a member of a board participating in direct credit reporting, you'll also be able to submit CME credits towards your MOC/CC requirements right from the palm of your hand.



MOC Settings can be edited. Be sure your Board ID and birthdate match exactly to your Board record.

Contact UpToDate Customer Service for assistance in changing the name on your UpToDate account.





Submit CME credit directly to MOC/CC certifying boards



CME tracking settings

- To confirm the proper settings, log in to UpToDate and click the CME link in the top navigation menu to access the CME dashboard.
- · Select Settings from the left navigation menu.
- · Select CME Credit Type.
- Select AMA PRA Category 1 Credit.
- Click Save at the bottom of the page.



Add MOC/CC certifying boards

To submit credit directly to your participating MOC/CC board, you will need to add a board to your account.

- From the Settings link in the left hand navigation, select MOC Boards.
- You will be asked to enter your name and birth date.
 Click Continue.
- Select your board from the drop down menu. Enter the required information as it appears on your Board paperwork (visit the Board website for questions regarding your Board ID) and click the Save button.

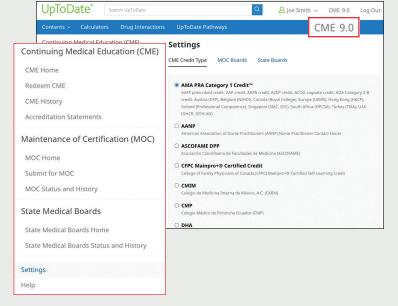


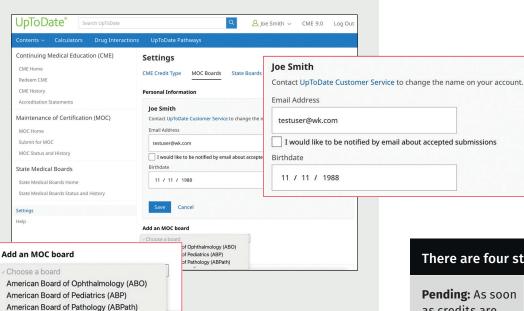
Redeem UpToDate credits

• Click the CME link in the top navigation menu.

You will see your CME dashboard with the options to redeem CME credit, view your history or seek help.

- Option A: Click Select Credits to access credit for which you have yet to complete the required reflection.
 Select the credits for which you wish to redeem, and complete the reflection.
- Option B: For credits you've already reflected on, click Redeem Now.







Auto-submit redeemed credits

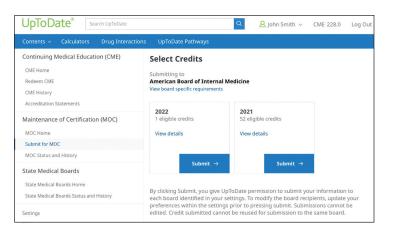
Upon completing the reflection for selected credits, you will be prompted to submit an optional evaluation. (If you have previously completed your reflection, you will be brought directly to the evaluation after clicking Redeem Now from the CME dashboard).

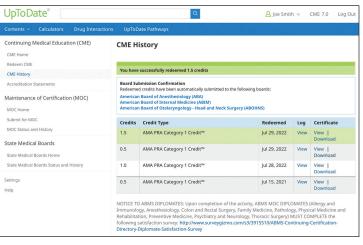
Upon submission of your evaluation, your redeemed credits will be automatically and directly submitted to your participating MOC/CC certifying board.



Review Status and History

 View MOC Status and History to see your pending and previous submissions.





There are four status classifications:

Pending: As soon as credits are submitted, they will be marked as Pending.

Approved: Your board has accepted your MOC submission and your credit has been approved. It can take up to 48 hours for your board to approve your submission.

Rejected: This is a rejection by your board. You will be notified by email of a rejection. Follow the steps indicated within the rejection message to submit your credits again. This message will provide details on what occurred and how to correct it.

Failed: This status indicates a problem with the transmission and will require that you submit your credits again. You will be notified about submission failure by email.