

# BOC Approved Provider Non-Compliance Policies and Procedures

## Introduction

The *BOC Approved Provider Non-Compliance Policies and Procedures* are intended to inform BOC Approved Providers, BOC Certified Athletic Trainers and members of the public of the policies and procedures used to manage non-compliance matters by BOC Approved Providers. Compliance with the items on the right are required to maintain an active BOC Approved Provider status.



*Standards for BOC Approved Providers*



Athletic Trainer Audience Policy



Continuing Education Unit Assignment Policy



Program Directory Policy



Annual Renewal

## Non-Compliance Policies

Failure to comply with the Standards, Athletic Trainer audience policy or CEU assignment policy

- Providers who are found to be non-compliant, shall be placed on Probation for a specified period of time
  - Failure to comply with the terms of Probation will result in an Expired status

Failure to comply with the Program Directory policy

- Providers who fail to post all eligible programs to the Program Directory, shall be provided 1 opportunity to post past program(s)
- Providers who fail to post all eligible programs to the Program Directory a second time, shall be placed on Probation for a specified period of time
  - Failure to comply with the terms of Probation will result in an Expired status

Failure to pay Annual Renewal Fee (due December 31)

- Providers who do not remit payment by the deadline shall have their status expire on January 1

Failure to submit compliant Annual Report (due March 31)

- Providers who do not submit an Annual Report shall have their provider status expire on April 1
- Providers who are found to be non-compliant with the Annual Report, shall be placed on Probation for a specified period of time
- Providers who are found to be non-compliant with a second Annual Report, shall have their provider status expire

## Non-Compliance Procedures

Filing a Complaint

- The BOC may initiate an investigation in the event it receives or discovers information indicating that a violation of the Requirements may have occurred
- The public may also submit a complaint. Individuals shall report possible violations of the Requirements 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. Complaints may be filed on the BOC website, <http://bocarc.org/file-a-complaint/new> or by contacting the BOC

## Investigation Procedures

- All complaints will be preliminarily reviewed by the BOC
- An investigation will be initiated if the preliminary review determines that the information and allegations, if true, describe facts that would constitute a violation of the Requirements
- The BOC shall notify providers of a program audit and will require a response within 15 calendar days from the date notification is sent. The BOC may extend this period up to an additional 15 calendar days upon request
  - The notification shall provide instruction on the materials needed from the provider to conduct the program audit
    - The BOC shall review all materials and providers shall be notified of the outcome within 30 calendar days of receipt

## Outcome

Non-compliance with the Requirements may result in one or more of the actions listed below.

### Probation

The BOC may place a BOC Approved Provider on Probation. Probation may include the setting of conditions that must be met in a specific period of time.

- While on Probation, the BOC Approved Provider's status is considered Active
- Probation may be noted publicly
- Terms of Probation will be outlined in the form of written notification
- Failure to comply with probation terms will result in Expired status

### Expiration

The BOC ends approval of a BOC Approved Provider.

- Status is Expired
- Expired providers must immediately cease:
  - Offering EBP Category or Category A continuing education units to Athletic Trainers
  - Representing themselves in any way as a BOC Approved Provider
- Using BOC intellectual property, including but not limited to trademarks and logos
- Using the BOC approval statements and unique provider ID

## Notice and Service

In general, the giving of notice and/or service shall be given in writing. However, the giving of notice shall be sufficient when made either personally or by US regular mail. Electronic delivery of notice may also be sent by the BOC to the last known mailing or email address of the BOC Approved Provider.

## Future Participation as a BOC Approved Provider

To become an active BOC Approved Provider:

- Log in to BOC Central™ for Approved Providers
- Complete the required forms and/or fees as directed
- Demonstrate and maintain compliance with the Requirements