



## NCCAOM Business Continuity and Coronavirus Action Plan

NCCAOM Business Areas:	Affected Yes/No	Solutions and Additional Notes
1. Credentialing		
a. Customer Relations team in DC	No	<p>All working remotely from home. Customer relations 100% operational.</p> <p>Washington DC SmithBucklin office has reopened at 25% capacity at new location at 2001 K Street NW, 3<sup>rd</sup> Flr North, Washington, DC 20006. There are USPS mail delays due to mail forwarding; however, fortunately, NCCAOM is mostly paperless in all of its processes.</p>
a. Certification Policies:		
i. Application processing times	No	Remains one week - not impacted by COVID-19. Applications started increasing by June.
ii. Exam approvals: Waiver of graduation requirements for 2020	Yes	<p><u>Waiver of Graduation Requirement for 2020 candidates:</u> NCCAOM announced Temporary Exception to allow students graduating in 2020 to take the NCCAOM exams. (1) Schools are sending NCCAOM the list of their students due to graduate between April and December 2020. 49 schools have responded as of October 17<sup>th</sup> providing names of a possible 1,060 graduates in 2020. (2) The NCCAOM will contact each student 60 days prior to their anticipated graduation date to ask them to apply. (3) After completing all requirements, NCCAOM will authorize students to begin testing prior to graduation.</p>



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		<p>The official graduation transcript and CNT certificate of completion are still required for final certification.</p> <p><u>Fiscal Impact:</u> The temporary waiver has already resulted in hundreds of applicants who would not have been qualified to take exams to test resulting in greater exam income. (Please see Finance Metrics)</p> <p>As of September 30, OM applications are 193 lower than budget; however, AC applications are 51 over budget and the CA Route is 313 over budget. Some candidates apply for Acupuncture, becoming certified in AC and then converting to OM at a later date. 135 applications for Conversion from AC to OM have been received during the first 9 months of 2020 and 66 requests to change their original application from OM to AC.</p>
<p>iii. Exam administration: NCCAOM adaptive exam moved up 1.5 months ahead</p>	<p>Yes</p>	<p>All Pearson VUE exam centers are now open, with some at 50% capacity due to 6' social distancing ordinances. <u>Essential Exams:</u> Staff worked with Pearson VUE to deem NCCAOM exams "essential" in all states where possible so that eligible candidates could schedule exams at Pearson VUE test centers if centers close again.</p> <p><u>Adaptive Exams:</u> Adaptive exams have resumed since May, when PearsonVUE test centers reopened. NCCAOM moved up the adaptive exams 1.5 months earlier than</p>



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		<p>expected to May 18, 2020 and cancelled the linear exams that were due to begin April 27, 2020. This allowed candidates to take their exams 6 weeks earlier than scheduled.</p> <p>NCCAOM notified candidates continuously of these changes so that they were able to begin scheduling exams starting May 1.</p> <p><b>Finance Impact:</b> Adaptive testing began on May 18. A total of 2,560 individuals have tested (linear and adaptive) through September 30. Another 1,442 exams are scheduled for October – December 2020 and 230 for Jan – March 2021 as of October 13, 2020.</p>
<p>iv. CA Route</p> <ul style="list-style-type: none"> <li>- NCCAOM BOC extended the eligibility route to Jan 12, 2020 based on appeals and legal recommendations.</li> <li>- <a href="#">CCAOM has canceled</a> the Face-to-Face CNT courses and will launch online CNT course in Sept 2020</li> </ul>	<p>Yes</p>	<ul style="list-style-type: none"> <li>- Staff has pushed the CA route after the eligibility date was moved to January 12, 2020 with postcard and email announcements. This has resulted in much higher numbers of applications than budgeted.</li> <li>-CA Route applicants continue to complete the CCAOM online CNT course if they have previously taken an in-person CNT course in the past. This will remain in effect until the CCAOM CNT online course is implemented and CCAOM is able to begin accepting new registrants (currently dealing with backlog of applicants).</li> <li>- All communications are posted on the website and we are increasing</li> </ul>



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		<p>communications with affected constituent groups in CA as we get closer to the end of the year.</p> <p><b>Financial Impact:</b> CA Route applications are more than budgeted through September; 538 have applied, which is 313 over the number budgeted. The change to the entry eligibility date has affected this increase. We have to remember that these individuals will not be testing/generating exam income; however, we should see an increase in Diplomates due to recertify in 4 years.</p>
<p>v. Reinstatement Route – Extension of Route due to COVID-19</p>	<p>Yes</p>	<p>All online Processing time 6-8 weeks</p> <p><u>Request Expiration Extension:</u> Sent letter to NCCA to request an 18-month extension of the time-limited reinstatement route to allow more time to develop the permanent reinstatement route due to economic hardship for both NCCAOM and the applicants.</p> <p>NCCA responded 04/30/2020 by denying an 18-month extension but will allow a 6-month extension. NCCAOM has appealed this decision and asked for additional time. NCCA responded and will allow a 1-year extension which will move the expiration date of the current Time-Limited Reinstatement Route from June 30, 2021 to June 30, 2022. NCCAOM must provide NCCA an update report on its</p>



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		<p>progress and the number of reinstated through the temporary route every 6 months, to begin December 2020.</p> <p>The Reinstatement Taskforce has met three times to date and is researching best practices of Maintenance of Certification (MOC) in other healthcare professions.</p> <p><b>Financial Impact:</b> The 2020 budget included \$47,000 expense to reach out to Terminated Diplomates to explain the benefits of NCCAOM and the Reinstatement Route. Due to COVID 19 these funds were removed from the budget. Reinstatement applications are down 73% through September as compared to budget due to financial impact of COVID-19 and the inability to hire temp help to reach out personally to former Diplomates in terminated status.</p>
<p>b. Recertification policies:</p>		
<p>i. Reminders</p>	<p>No</p>	<p>All reminders are being sent electronically at one month, two months, 3 months, 6 months, and one year as well as lapsed reminders. Lapsed reminders have increased from twice a year to 4 times each year.</p>
<p>ii. Application submission</p>	<p>No</p>	<p>All online</p> <p>Temporary Exception: Allow Diplomates to begin the application</p>



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		<p>process prior to obtaining all required PDA points. The Customer Relations Team is working with each Diplomate over a 3-month period to complete the recertification process and provide them a grace period as needed.</p> <p>We will continue to monitor the need to adjust the length of time of the grace period in place based on COVID impact.</p> <p><b>Financial Impact:</b> Through August the Recertification Applications for Diplomates due to recertify <u>are more than budget by 147 applications.</u> This is exceptional and is due to the excellent work of the CR staff; new, seamless CE reporting and continuous reach outs such as town hall meetings.</p>
<p>iii. CE reporting</p>	<p>No</p>	<p>Diplomates are very pleased with the new CE banking and reporting that automated their recertification. Phase III of the automation project includes CE reporting for PDA approved courses by Providers is scheduled to be completed for all PDA providers (1,500) by end of the year. Phase III automation has been developed free of charge to all PDA providers. COVID-19 did not impact this launch.</p>
<p>iv. Application processing</p>	<p>No</p>	<p>All operations are 100% and application processing time is not affected at this time</p>



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v. Recertification	Yes	See above Temporary Exception for Application submission.
<b>2. Exam Development</b>		
a. Switch to Adaptive format.	Yes	See Exam Administration (1 iii) above.
b. Exam Scores	No	Per adaptive exam format - Immediate preliminary results received at the test center.
c. Foreign Language Exams (FLEs)	Yes	<p>Cancelled – Updated the Foreign Language exam NCCAOM website page regarding cancellation of 2020 FLEs.</p> <p>September 2020 Update: Cancelled 2021 FLEs administration. Will update the FLEs on NCCAOM website page. Next FLE administration date TBD.</p> <p><b>Financial Impact:</b> Adjusted 2020 Budget to remove expenses for translation and FLE administration costs.</p> <p>September 2020 Update: 2021 FLEs expenses will not be included.</p>
d. EDC Meetings in July/August to change to remote	Yes	<p>The EDC held their business meeting in June. EDC meetings held virtual format in July and August.</p> <p>September 2020 Update: Three of the four EDCs (ACPL, CH, and FOM) completed their 8 hours of virtual meetings, while the BIO EDC decided to distribute their meeting to 2 hours each month (July-October). The EDCs are continuing with additional 2-hour webinars for item review.</p>



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		<p><b>Financial Impact:</b> Greatly reduced costs for travel, lodging, honoraria, and other costs by conducting all EDC meetings virtually.</p>
e. EDC books investigate a possibility to switch to online books		<p>Staff researching switching to online reference books</p> <p><b>Financial Impact:</b> Determining cost of logistics for reference books sharing. There were some costs to ship hardback books to EDC members for the July and August meetings.</p>
3. PDA		
a. Application Submission	No	<p>Application approval timeline has been cut from 9 weeks to 4-6 weeks since new PDA portal was created. We have expedited COVID-19 webinars.</p> <p>PDA provides free review of State Association Town Hall meetings with expedited service, thus, resulting in greater satisfaction with PDA providers.</p> <p>PDA is working on guidelines, an approval process and an application for online skill acquisition courses. Creating the application is in the final stages. Beta testing to began in September.</p> <p><b>Financial Impact:</b> There has been a decrease in expedited services, new provider and course applications. The PDA income has been adjusted \$(87,970) due to the COVID impact</p>





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		<p>and is still (\$106.5k) lower than the 8/31 YTD PDA Income Forecast. We anticipate an increase in course applications once the skill acquisition course is available to Providers and additional marketing that we will be implementing.</p>
<p>b. Conferences (to allow live streaming for those not being able to attend)</p> <p>c. Face to face presentations (moved to webinars)</p>	<p>Yes</p>	<p>Staff working case-by-case with Providers to offer extensions and refunds, as needed for large face-to-face conferences. PDA staff is working one-on-one with providers changing face-to-face presentations to online webinars.</p> <p><b>Fiscal impact:</b> Predict 50% reduction in face-to-face conferences in the Fall.</p>
<p>d. Certificate distribution</p>	<p>No</p>	<p>As of September 2020, PDA Providers are distributing the PDA Certificate from their online account.</p> <p>NCCAOM is the first to use the new CE Banking for reporting PDA points directly to the Diplomate’s recertification transcript. It is being utilized for all NCCAOM / ASA Town Hall Meetings. The PDA staff is working one-on-one with Diplomates on finding resolutions for this new benefit to process and distribute thousands of certificates in a timely manner.</p> <p>PDA and IT are collaborating with individual providers who wish to use FTP or API to distribute the PDA Certificate and use of the CE</p>



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		<p>Banking system.</p> <p>The CE Banking system is being implemented incrementally for Providers who successfully deliver the PDA Certificate to attendees. Predicted to have all Providers using CE Banking by January 1, 2021.</p> <p><b>Financial Impact:</b> New Providers are approaching the PDA staff because Diplomates are asking them to be NCCAOM providers.</p>
<p><b>4. Finance</b></p>		
<p>a. Cash Flow</p>	<p>Yes</p>	<p>- Management and the Finance Committee receive an updated Cash Flow Forecast on a weekly basis. The Forecast shows the past, current, and upcoming monthly cash balances. The Forecast also shows the investment balance.</p> <p>- Reviewed with the Finance Committee a year-end projected Forecast based on when testing center opening dates and actual metrics Y-T-D. Management modifies each month. See the most recent Cash Flow and budget Forecast presented at the 10/23/2020 BOC meeting exhibit 3a(3).</p> <p>- Received approval for a \$800,00 <u>Line of Credit (LOC)</u> with US Bank</p> <p>- Drew down \$100,000 in April for operating costs and \$80,000 in May.</p>



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		<ul style="list-style-type: none"> <li>- NCCAOM is expected to pay the LOC outstanding balance by Q4 2020.</li> <li>- Received <u>Economic Injury Disaster Loan (EIDL)</u> \$10,000</li> <li>- NCCAOM received \$250k from the <u>SBA PPP loan application</u>. The terms are 1% interest and a payback starting in 2/2021 for 5 years to 8/2025. These funds will be shown as a liability unless the SBA forgives the loan. Currently, PPP loans forgiveness program do not include c(6) non-profit organizations; however, Congress is planning on changing this regulation in the next stimulus act in late Sept/Oct. When available the NCCAOM will apply for forgiveness.</li> <li>- Management will monitor if any further relief options are available through SBA or other agencies.</li> <li>- NCCAOM is now caught up on all vendor invoices as cash flow has improved but still monitoring bills payable carefully each month.</li> </ul>
<p>b. Check signing</p>	<p>Yes</p>	<p>The preferred method to pay vendors is via ACH, wire or online payments. Vendors can be paid by check, but this avenue requires longer time to print the check and route for signature.</p>
<p>c. 2020 Budget Changes Identified</p>	<p>Yes</p>	<p>- Directors review monthly their department level financial statements and provide updated income and expense projections to the Finance</p>



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	<p>Department. These adjustments are incorporated into the weekly Cash Flow Analysis and year-end Budget Forecast.</p> <ul style="list-style-type: none"> <li>- All future travel to external meetings continue to be on hold until year-end. The Forecast reflects reductions in Travel expense.</li> <li>- All face-to-face meetings continue to be held remotely until further notice</li> <li>- All non-core, non-essential projects continue to be put on hold until further notice.</li> <li>-Exam, reinstatement, and certification application revenue reduced as compared to budget.</li> <li>-Staff merit increases and bonuses frozen.</li> </ul> <p>- Changes to Operations reflected in Forecast: Revenue Reduction \$(765k) and Expense Savings \$550k</p> <p style="padding-left: 40px;">2020 Forecasted Loss \$(16k)</p> <ul style="list-style-type: none"> <li>- Cut \$51,000 from 2020 Capital Budget</li> <li>- The Finance Department is proposing a new budget process timeline for creating and approving the 2021 budget, where the final budget will be approved at a specially called BOC meeting in December 2020. The first review of the 2021 draft budget scenarios is at the October 23<sup>rd</sup> BOC meeting.</li> </ul>
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<p>5. Communications</p>		
<p>a. Announcements sent:</p>		
<p>i. COVID-19 Townhall Meetings, Webinars and Notifications</p>		<ul style="list-style-type: none"> <li>- Created a dedicated webpage for posting <a href="#">COVID – 19 updates</a>.</li> <li>- Created a dedicated email distribution group for COVID – 19</li> <li><a href="#">Update announcements</a> sent to CCAOM and Schools Diplomates – June 10 Applicants – June 3 PDA Providers – June 10 State Regulators – April 27</li> <li>- Regularly update webpage for <a href="#">COVID-19 helpful resources</a> to include reopening guidelines, CARES ACT Summaries, state-by-state updates. and other helpful resources.</li> <li>- Created <a href="#">map of COVID-19 state-by state information</a></li> <li>-Conducted weekly <a href="#">Town Hall meetings in conjunction with ASA</a> The town hall meetings gather a lot of attention and positive feedback from Diplomates, candidates, and other attendees with each town hall totaling more 3,000 registrations. All Townhall meetings are <a href="#">recorded and posted on NCCAOM website</a>. All questions from townhalls are also answered and posted on website.</li> <li>The weekly meetings ended July 1; however, we are scheduling once per month meetings as needed. A</li> </ul>



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	<p>special Town Hall was conducted on August 19 to address cultural diversity, equity and inclusion.</p> <p>-Wrote and posted a <a href="#">NCCAOM COVID-19 safety statement</a>.</p> <p>-NCCAOM hosted webinars for FSOMA (Florida), ATCMA, CSOMA (CA), Cal-ATMA, AMAAZ (Arizona), WISCA (Wisconsin), ASVA (Virginia), ASM (Massachusetts)</p> <p><b>Financial Impact</b> – None except for staff time. There is great value created for Diplomates and other stakeholders that has resulted in better recertification numbers than expected.</p>
<p>ii. State Associations</p> <p>iii. School administrators and CCAOM</p>	<p>NCCAOM working with the ASA to communicate with state associations so that we can use resources to help them provide state updates to their members. We have hosted or presented at town hall meetings or webinars for VA, MD, WI, AZ, FL, MA, CA, KS, NH, VT, MI.</p> <p>Email and phone communications with each school administrator/registrar regarding the process for their 2020 graduates to begin NCCAOM testing. All schools contacted and school list updated as of 10-17-2020</p> <p>Ongoing communication with registrars to notify them of the</p>



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<p>iv. Open Applications</p> <p>v. PDA Providers</p> <p>vi. Certified Diplomates</p> <p>vii. State Regulatory Boards (short email to the states)</p> <p>viii. Acupuncture Today announcement regarding COVID – 19</p> <p>ix. NCCAOM Newsletter re COVID-19</p>	<p>status of their 2020 graduates (e.g. not yet applied, awaiting transcript, etc.). 49 schools have submitted lists for students anticipated to graduate in 2020.</p> <p>Communicating with CCAOM NCCAOM change to accept the CCAOM registration confirmation letter for authorization to test. Direct email communications with all applicants concerning change in authorization to test policies with links to information on NCCAOM website.</p> <p>PDA Providers and Diplomates have received the information: <a href="#">Link to information on government to assistance to small businesses:</a></p> <p><a href="#">PDA and School webinars planned for the fall.</a></p> <p>Two emails sent to all state regulatory boards with information and resources from NCCAOM</p> <p>AT article published March 2020 and May 2020.</p> <p><a href="#">Spring</a> and Summer editions of Diplomat E-Newsletters were distributed to all stakeholders. <a href="#">Summer edition</a> featured Message from BOC Chair Iman Majd, “<i>Moving Forward Through Crisis</i>” and message and video from Afua Bromley, “<i>Diversity. Inclusion. Accessibility. Cultural Competency.</i>”</p>
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	<p><i>Racism. Bias. Prejudice: The beginning of a conversation”.</i></p> <p><b>Fiscal Impact:</b> None except for staff time.</p>
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