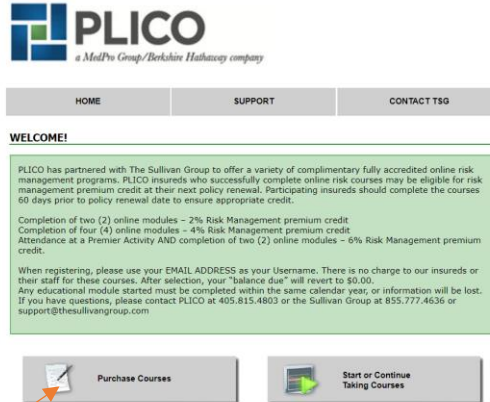
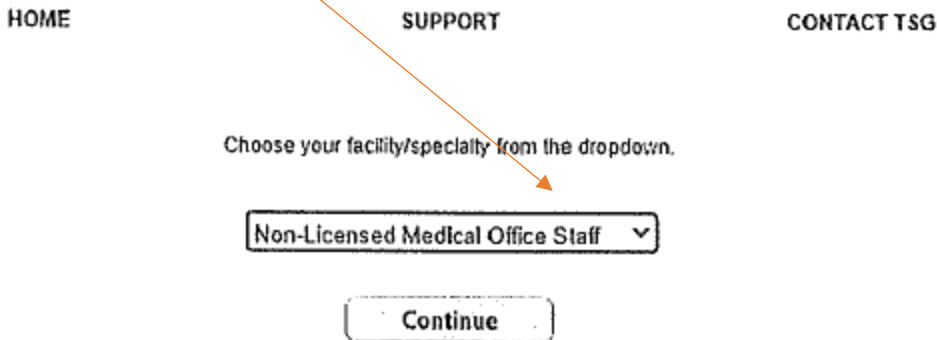


Earn Risk Management credit on your renewal premium\* by completing *Risk Management* educational courses. **This education is complimentary for our insured physicians and their staff members.**

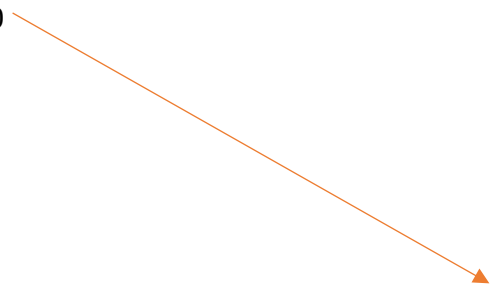
1. Visit the PLICO website homepage - [www.PLICO.com](http://www.PLICO.com)
2. Click *Risk Management* and drop down to *Online CME*.
3. Click [Access Courses](#), and you will be directed the landing page for The Sullivan Group.



4. Click Purchase Courses.
5. Select Non-Licensed Medical Office Staff from drop down menu.

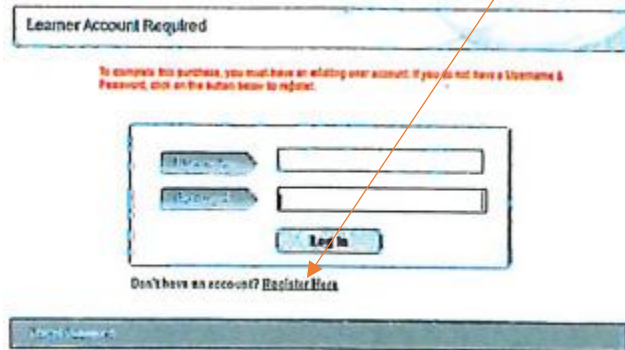


6. Click Continue
7. Select the PatientSET: Healthcare Customer Service course.
  - a. **ALL courses are COMPLIMENTARY. Your balance will be \$0.00 in your cart**
8. Select Add to Cart
9. Select Check Out
10. In the cart, your balance due will be \$0.00



#	Course Name	Price	Discount	Add
			Select All <input type="checkbox"/> Discount applied at checkout	<input type="checkbox"/>
1	<u>PatientSET™: Healthcare Customer Service</u>	US\$ 20	100%	<input type="checkbox"/>
2	<u>PatientSET™: Introduction for All Healthcare Providers - Resident</u>	US\$ 39	100%	<input type="checkbox"/>

11. If you do not have an account, click "Don't have an account? [Register Here](#)"



12. For ease, **PLEASE use your EMAIL ADDRESS as your Username**. If you are unlicensed, please put in the numbers 0000 for license number.

Please use Email address for Username.

Registration Information

First Name

Last Name

Organization

Hospital

User Name \*

Please Select a Password \*

Confirm Password \*

Email \*

Select Password Hint Question 1 \*

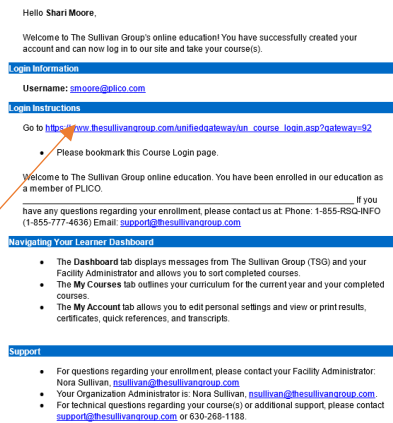
13. Complete all fields of registration form and click **Register** at the bottom of the page.

14. You will receive this notification:

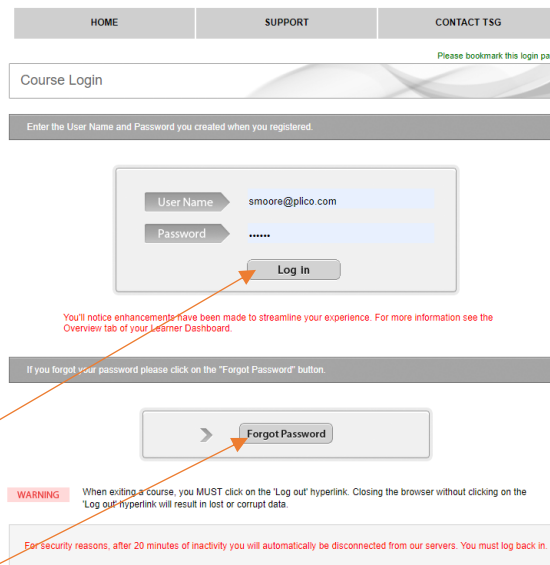
Click "Continue" only once



15. Email confirmation should come within 5-10 minutes. If you do not receive it, please check your SPAM or JUNK folders. One email will be an invoice (**\$0.00 balance**) and one will be a welcome email that has your username and the link to log in to courses.



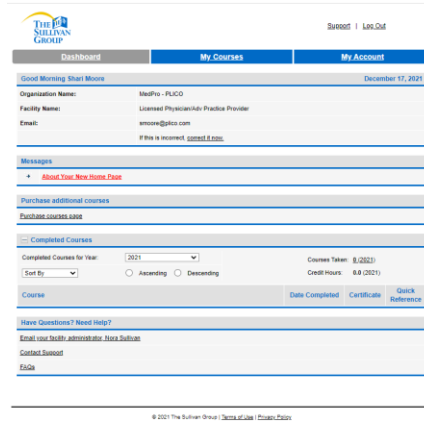
16. Click on link to Course Login page.



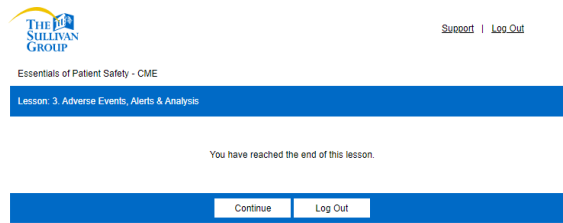
17. Click Log in or use the Forgot Password link if needed.

18. Go to My Courses

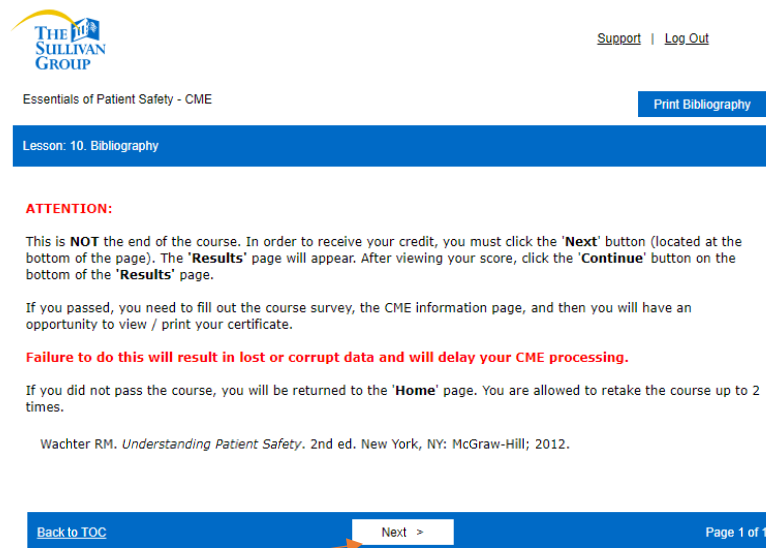




19. Select the "PatientSET: Healthcare Customer Service" course. Complete each lesson. At the end of each lesson, click Continue or Log Out.



20. When all lessons are completed, you will see the bibliography page.



21. You must select **Next** and complete the survey and request your certificate or the course **IS NOT COMPLETE**, and you **WILL NOT** receive credit.

22. On subsequent visits, click [HERE](#) and sign in with the email/username and the password you have created.

\*Online modules should be completed 60 days prior to renewal to ensure appropriate credit.

Call 405.815.4803 for assistance