SOP#	SopDescription	SopRevision		AnnualTraining	Date
BUS003	Employee Suggestions	7	☐		_____
BUS013	IT Network Security	1	☐		_____
BUS014	Virus Protection	1	☐		_____
BUS016	VPN & Firewall	1	☐		_____
BUS017	Email Procedure and Requirement	2	☐		_____
BUS018	IT Security Access	1	☐		_____
BUS019	Software Copyright Compliance	1	☐		_____
BUS020	Credit and Collections	2	☐		_____
BUS032	Customer Financial Assistance Application	4	☐		_____
BUS041	Prior Authorization & Claims Submission	1	☐		_____
BUS051	Data Entry	1	☐		_____
CUS001	Customer Complaints, Feedback and Satisfaction	13	☐		_____
CUS006	Appeals Process	1	☐		_____
CUS007	Customer Order Process	6	☐		_____
CUS009	Customer Records Process	4	☐		_____
CUS010	Translation Services	4	☐		_____
CUS017	Reauth Submission Procedure	1	☐		_____
FAC003	Emergency Response	5	☐		_____
HUM002a1	Employee Handbook	8	☑		_____
HUM002a6	Code of Ethics and Business Conduct	5	☑		_____
QMS001	Quality Manual	15	☐		_____
REG007	Biohazard Training	5	☑		_____
REG007a1	Employee Right to Know	2	☑		_____
REG008b1	Medicare DMEPOS Supplier Standards	3	☑		_____
	QMS	na	☐		_____
	Product Training	na	☐		_____
	HIPPA Training	na	☑		_____

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Wednesday, October 30, 2013

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