



Candidate Handbook

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Introduction:

ProspeRx is an online portal of Yapp Apps LLC, a Florida based company. Yapp Apps has been in the health education sector since 2017 when it first launched Glucocious, an app meant for diabetes education. The company then realized the [need](#) to develop advanced courses for pharmacists and pharmacy technicians in the field of Retail, Specialty, Health Systems, Outpatient and PBM pharmacies. Thus, [CTSRx](#) was launched with this mission. CTSRx stands for Comprehensive course for pharmacy Technicians in Specialty Pharmacy. CTSRx provides the much-needed education and training to all pharmacy technicians who work or wish to work in Specialty Pharmacy.

Followed by CTSRx, we just launched another course catered to the needs of Retail, Community and Outpatient Health-systems Pharmacy staff- “Specialty and Patient Care in Retail Pharmacy”. This course provides education to tackle the day-to-day challenges in these pharmacies related to understanding the indications, dosing and billing of Specialty medications encountered in Retail and Outpatient settings. ProspeRx plans to launch many more advanced courses for pharmacists and pharmacy technicians working in any sector (Specialty, Retail, Health systems Outpatient, PBMs etc.) with an aim to provide them with solutions with their day-to-day patient care needs.

Mission Statement:

By providing practical learning, problem-solving lessons, and education on several aspects of pharmacy practice, our mission is to create confidence, improve job satisfaction, improve retention, and enable pharmacists and pharmacy technicians to navigate options with a higher level of understanding aligning with patient care and career growth.

Vision:

ProspeRx seeks to become America's most trusted and reliable learning platform for pharmacy staff who are motivated to improve access of medications to patients and thus, raise the bar of patient care to the next level.

Goals:

- 1) Create advanced application-based educational courses for pharmacists and pharmacy technicians so they can apply the knowledge earned towards their day-to-day job with improved satisfaction and enhanced positive patient outcomes.
- 2) By providing the latest knowledge, enable pharmacists and pharmacy technicians help their patients get quicker access to their medications and stay adherent for better outcomes.
- 3) Through advanced learning, help navigating career opportunities for pharmacy team members, improve their quality of life and help with retention in the pharmacy industry.
- 4) Narrow the gap between Retail and Specialty or Health systems Outpatient pharmacies, thereby opening the doors for retail team members in clinical settings of Specialty and Health system Outpatient pharmacies.

Courses offered by PROSPERX:

Aligning with our Mission statement and Goals, we have developed 2 courses so far as follows:

- 1) CTSRx: Certificate Course for Pharmacy Technicians in Specialty Pharmacy
- 2) Specialty and Patient Care in Retail Pharmacy

ProspeRx plans to create several courses in the field of Specialty Pharmacy for pharmacists as well as pharmacy technicians. Our team believes that pipelines of Specialty medications will continue to rise in future. As of now, there are several Specialty medications invented and are in the process of clinical studies and some pending for FDA approvals.

As we move on into the future, more and more patients will be able to care of themselves with self-administrable Specialty medications. The advent of Specialty medications will reduce hospital visits, infusion center visits and other provider office visits related to Specialty care. Therefore, it's important that pharmacy staff need to be abreast of the latest advancements in treatments, assessment tools, third-party criteria, compliance, documentation, and other essential elements of patient care.

CTSRX-Assessment-Based Certificate Course:

CTSRX is a self-paced course and is valid for 3 months from the day of enrollment. The following are the specific rules and critical information that Participants will need to know:

- 1) You must be a licensed Pharmacy Technician in your state.
- 2) You pledge that you are the person applying for this course and will also take the test. Any attempt to fraudulently represent yourself or have someone else take the test on your behalf will lead to failure of the test and you will not be allowed to apply again.
- 3) The course is accessible for 3 months. After 3 months, you will not have access to this course. So, please make sure that you have completed your preparation and taken the test before the end of 3 months. You may reapply and pay the fees to register once again if you couldn't pass the test within 3 months.

- 4) The test will have 60 multiple choice questions that will need to be answered within 60 minutes. All questions have the same scoring, and you will need to score at least 70% to pass the final exam.
- 5) If you fail the test once, you can retake it. But if you fail again, you must go through the modules once again to take the test for the third time. The retake of tests, second or third, must be within 3 months of the date you registered for the course.
- 6) After passing the final exam, you will take a post-exam Evaluation survey. Once you submit the evaluation, you will then be rewarded with “Certificate of Participation”. You can download the certificate and print it out. The certificate can be accessed on your Dashboard anytime.
- 7) Once you enter the test, you must complete it in one sitting. You cannot save the partial test and come back. If you do not complete the test in one sitting, your test will be evaluated based on the number of questions you have answered. The incomplete test will also be counted as 1 attempt.
- 8) No refund will be issued in any circumstances. If you fail 3 attempts or 3 months have elapsed (whichever is earlier), you will lose access to the course, but NO REFUND will be issued. You will have to register and pay the fees once again; in case you want to take the course again.
- 9) Certificate is valid for 2 years from the date you earn your first Certificate. For learners to continuously update their knowledge and skills based on continuous research and invention of new drugs and treatments, learners will have to renew their Certificate every 2 years.
- 10) A valid email must be provided so ProspeRx may remind you of renewal, well ahead of expiration of your current certificate. It’s ultimately your responsibility to renew your certificate and not rely on electronic reminders from us.

ProspeRx assesses the achievement of its goals by evaluating participants’ level of understanding at every stage of the certificate course. There are 11 modules in CTSRX. Participants will have to pass a knowledge check after completing every module. They will have to score 100% in knowledge check to move on to the next module. Failure to score 100% will necessitate retaking the module.

After completing all the modules and knowledge checks, participants will have to take a Final Exam. They must score at least 70% in the Final Exam to pass the course. They will also be rewarded with a certificate of completion by ProspeRx.

CTSRX Exam/course Content:Learning Objectives:

- 1) Introduce Specialty Pharmacy, types, standards, and BOARD OF PHARMACY.
- 2) Describe intake process and explore benefit verification process. Classify different types of third-party plans, Medicaid and Medicare and identify the benefits offered by each of them.
- 3) a) Describe diseases such as chronic inflammatory diseases, HIV, Hepatitis C, Pulmonary Hypertension, Hyperlipidemia, Diabetes, Solid organ transplant, Multiple Sclerosis, Oncology-Solid tumors, and Oncology-blood cancers. b) Classify and describe treatments, dosage forms, dosages, side effects and other educational aspects. c) Get an insight into billing tips and prior authorization aspects. d) Describe the processes of working on prior authorization applications and obtaining financial assistance for patients.
- 4) Formulate approaches to optimal onboarding and care-coordination processes to produce positive health outcomes and quality of life as vital aspects of patient care.

CTSRX course is a knowledge and application-based course built according to the following course contents. The course contains the following 11 modules with their corresponding proportions:

Modules (CPE activities)	Proportion of Exam
Module 1: Introduction to Specialty Pharmacy	5%
Module 2: Intake process and Benefits Investigation	10%
Module 3: Chronic Inflammatory Diseases (CID)	15%
Module 4: Infectious Diseases: HIV and Hepatitis C	10%
Module 5: Cardiology and Diabetes: Pulmonary Hypertension, Hyperlipidemia and CGM	5%
Module 6: Solid Organ Transplant	5%
Module 7: Multiple Sclerosis	5%
Module 8: Oncology I	15%
Module 9: Oncology II	15%
Module 10: Prior Authorization/Financial Assistance	10%
Module 11: Onboarding and Coordination of care	5%

In order to be consistent with the testing standards, the test questions are the same for every candidate but presented in a random order. The exam is constructed in such a way to avoid copying the questions and to make sure that the integrity and value of the course is maintained. The scoring of each question is determined by a psychometric analysis from the test results taken from several Participants. The knowledge check questions are very helpful to prepare for the final exam.

The exam content is proportional to the modules. Each module has its own learning objectives that will be presented just before entering the module. Every module is a slide show with voiceover. The voiceover is presented by experts in the Specialty pharmacy industry who also have experience in educating and coaching pharmacy technicians, interns and pharmacists. The faculty presenting the course will go in-depth with the topic being presented on the slide to explain the concepts in better detail.

The presenter will also talk about practical aspects associated with the topic being discussed. The presenter/faculty will present hands-on experience or examples that you might be able to associate while learning the topic being presented.

The course materials are prepared by a peer review panel consisting of pharmacists from Health-system Outpatient Specialty and Retail pharmacies who have individual experiences ranging from 15 to 20 years of pharmacy practice. Some of them are pharmacy managers and Directors of their pharmacies.

Eligibility:

Participants must be Licensed Pharmacy Technicians. Their state licenses must be in good standing. Participants do not need any other certification or credentials to take CTSRx course.

Type of Activity: Knowledge-based and Application-based.

Continuing education credits: 20 .0 hours (**Only applicable to Florida and Michigan Participants**). **Participants from other states WILL NOT be awarded any CE credits at this time.**

Media: Internet

Fees:

\$99 for initial Certificate.

\$75 for renewal, every 2 years.

Release Date: May 7, 2023

Expiration Date: May 6, 2025

Target Audience: Pharmacy technicians

How to Obtain Certificate of Participation:

- 1) Register online to create an account and pay for the course.
- 2) Read the learning objectives and faculty disclosures.
- 3) Learn one module at a time and take Knowledge check test after each module. You must score 100% in the Knowledge check to go to the next module. Likewise, learn all 11 modules and then take the final exam when you are ready.
- 4) The final exam consists of 60 questions. You will have 3 attempts to pass the final exam. The passing score is 70%.
- 5) Complete the final exam and post-activity evaluation right after the final exam within a maximum of 3 months of enrolling in the activity.

To answer the questions, click on your selected choice for each answer, then proceed to the next question. Once completed, click on the Grade Exam button at the bottom of the page.

Your exam will automatically be graded. After you pass the exam and complete evaluation, your Certificate of Participation will be made available immediately. Click on the Certificate of Participation link and print the certificate for your records.

Renewal of CTSRX Certificate:

For Participants to continue updating their knowledge about Specialty Pharmacy, it's important that they stay current with the latest developments in treatments, third-party criteria, BOARD OF PHARMACY standards and other changes in processes pertaining to operation of a Specialty Pharmacy. Therefore, CTSRx certificate needs to be renewed every 2 years.

ProspeRx will continue to update the course every 2 years since its inception in May 2021. So, all Participants will acquire the same information, whether they are taking it for the first time or renewing it, as long as they take it within the two-year window.

ProspeRx may remind the Participants via email of their renewal 3 months before the expiration of their current certificate. Therefore, it's important that Participants provide an accurate and a working email during registration for the first time. Even though we may send automatic email reminders about your renewal, it's candidate's responsibility to make a note of the renewal date and renew the certificate on time. ProspeRx will not be held liable if Participants do not receive renewal reminders due to any reason.

ProspeRx will recognize the renewal Participants through their credentials and thus, will offer them the course for reduced fees, \$75 versus new Participants taking it for the first-time for \$99.

Specialty and patient care In Retail Pharmacy:

It is a self-paced course and is valid for 3 months from the day of enrollment. The following are the specific rules and critical information that Participants will need to know:

- 1) You must be a licensed Pharmacist or a Pharmacy Technician in your state. No other credential is required to take this course.
- 2) You pledge that you are the person applying for this course and will also take the test. Any attempt to fraudulently represent yourself or have someone else take test on your behalf will lead to failure of test and you will not be allowed to apply again.
- 3) The course is accessible for 3 months. After 3 months, you will not have access to this course. So, please make sure that you have completed your preparation and taken the test before the end of 3 months. You may reapply and pay the fees to register once again if you couldn't pass the test within 3 months.
- 4) The test will have 20 multiple choice questions that will need to be answered within 20 minutes. All questions have the same scoring, and you will need to score at least 70% to pass the final exam.
- 5) If you fail the test once, you can retake it. But if you fail again, you must go through the course once again to take the test for the third time. The retake of tests, second or third, must be within 3 months of the date you registered for the course.
- 6) After passing the final exam, you will take a post-exam Evaluation survey. Once you submit the evaluation, you will then be rewarded with "Certificate of Participation". You can download the certificate and print it out. The certificate can be accessed on your Dashboard anytime.
- 7) Once you enter the test, you must complete it in one sitting. You cannot save the partial test and come back. If you do not complete the test in one sitting, your test will be evaluated based on the number of questions you have answered. The incomplete test will also be counted as 1 attempt.
- 8) No refund will be issued in any circumstances. If you fail 3 attempts or 3 months have elapsed (whichever is earlier), you will lose access to the course, but NO REFUND will be

issued. You will have to register and pay the fees once again; in case you want to take the course again.

Learning Objectives for “Specialty and Patient Care in Retail Pharmacy”

1. Describe the definition of Specialty medications.
2. List Disease states and medications for these disease states encountered in retail.
3. Formulate the workflow in processing Specialty prescriptions- Intake, Benefits verification, Billing and Onboarding.
4. Discuss medications encountered in retail, their indications, dosage forms, dosing, days supply and third-party criteria based on each disease states- Rheumatoid Arthritis, Psoriasis, Psoriatic Arthritis, Ankylosing Spondylitis, Ulcerative Colitis, Crohn’s disease, Oncology, Solid organ transplant, Cardiology, HIV and Hepatitis C.
5. Discuss an overview of types of third-party rejects and prior authorization process.
6. List different types of financial assistance/copay assistance.
7. Describe the value of adherence and how to overcome barriers to adherence.

Target Audience:

Registered Pharmacists and Registered Pharmacy Technicians.

Eligibility:

Participants must have an active license from their board of pharmacy. No other certification or credentials are required to take this course.

Type of Activity: Knowledge-based and Application-based.

Continuing education credits: 4.0 hours (Only applicable to Florida and Michigan Participants). Participants from other states WILL NOT be awarded any CE credits at this time.

Media: Internet

Fees: \$29

Release Date: May 4, 2023

Fees: \$29

Release Date: May 4, 2023

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Expiration date: May 3, 2026

Target Audience: Pharmacy technicians

How to Obtain Certificate of Completion:

- 1) Register online to create an account and pay for the course.
- 2) Read the learning objectives and faculty disclosures.
- 3) Learn the course carefully and pay attention to the speaker's tutoring. You may pause the slide as needed to fully understand the content.
- 4) The final exam consists of 20 questions. You will have 3 attempts to pass final exam. The passing score is 70%.
- 5) Complete the final exam and post-activity evaluation right after the final exam within a maximum of 3 months of enrolling in the activity.

To answer the questions, click on your selected choice for each answer, then proceed to the next question. Once completed, click on the Grade Exam button at the bottom of the page. Your exam will be automatically graded. After you pass the exam and complete evaluation, your Certificate of participation will be made available immediately. Click on the Certificate of participation link and print the certificate for your records.

Recordkeeping:

ProspeRx users will be able to maintain their own records in their Dashboards once they login with their secure username and password. As long as they keep their accounts active, participants will have continued access to their records of Certificates, score reports and courses in the form of PDF documents. ProspeRx will also make available any participant's record to the Boards of Pharmacy or employers on their request. ProspeRx will retain all records for a minimum of 6 years or more as required by NABP standards or any other legal body such as the state boards.

Process of registration:

All courses are completely online. Participants create an account with their demographics and other specific information like license number, NABP eprofile ID and current position in their companies. They create usernames and passwords as their credentials. With these credentials, they can access their account anytime and select the course they want to sign up for. They can then make the payment for that course and access the course instantly.

Participants can access their dashboard whenever they want. They will have their courses, course materials and certificates saved on their dashboards. They can keep checking for new courses available to take and sign up for them if they want. Participants also have an option of leaving their reviews on individual courses or modules within courses. They are also free to provide their feedback and be engaged with ProspeRx via emails, social media platforms or even Contact page.

Software and Hardware requirements:

All courses can be taken on any device enabled with basic internet capability. For the best experience, take the course on a PC, laptop or a MAC computer rather than smart phones or tablets. Operating systems Windows 98 or higher, Google Chrome and Macintosh 2.2 or higher are all good to take our courses. Any standard Internet browser like Internet Explorer 6.0 or higher, Microsoft Edge, Safari 5.0.6 or higher, Google Chrome, Firefox 3.0.3 or higher, etc. should work for our courses.

User experience depends on your internet connection and the bandwidth available for your device. Although PROSPERx has developed its courses to accommodate the optimum internet standards but in general, the better the connection, better user experience.

Code of Conduct:

All courses offered by PROSPERx are only for educational and developmental purposes. These courses are meant to improve the performance of pharmacy professionals in their pharmacies or businesses. Pharmacy technicians must not misuse this knowledge to counsel any patients, provide any clinical guidance to patients or suggest treatments or alternatives to doctors or care team. All of these functions are to be performed by pharmacists. Pharmacy technicians are to use the knowledge learnt to help pharmacists with their core functions of intake process, effective communication, third-party billing, initiating prior authorizations (not submitting), obtaining financial assistance for patients, managing administrative responsibilities for maintaining BOARD OF PHARMACYS, documentation, drug fulfillment and deliveries. They may also help their pharmacists in refill assessments and monitoring adherence, labs, and documenting side effects.

CTSRx is an assessment-based Certificate course and not Certification to validate your existing skills. CTSRx Certificate may be mentioned on resume as a proof of advanced learning but Participants cannot use CTSRx as a title or tag next to their names. They may use knowledge obtained in CTSRx course to enhance their performance and thus, may become eligible for better career opportunities.

Participants must provide accurate, complete, and true information to PROSPERx while registering or creating an account. They must periodically login to their accounts to make sure that their information is accurate and update any change of information or any errors, if found.

PROSPERx's course content and test questions are meant for the education of Pharmacy staff towards their career development. Access to the course content and tests are exclusively reserved for the Participants who register and pay for them. Participants must not distribute the materials in the form of screenshots or pictures to others. Participants must not share the course PDF documents with others. The courses and tests developed by PROSPERx are an intellectual property, proprietary to PROSPERx and Participants are obliged to respect that. In case of any fraudulent use of website, misrepresentation on behalf of candidate while taking

the course and/or test, plagiarism, and illicit use of PROSPERx's intellectual property, PROSPERx can pursue legal action against the candidate for which personal information may be used.

Participants are expected to maintain good faith while taking the course. They may provide their feedback in the Post-Test survey or even during the course as reviews or email us at pharmacy@prosperx.info. PROSPERx will not tolerate misbranding or any attempt to dampen the reputation such as stating unpleasant thoughts on social media without facts, trying to spread false news or expressing negative opinions without evidence.

All information provided in the courses on ProspeRx is for educational purposes only. This education cannot be misused to override the existing protocols and policies of your company, health-systems and state boards of pharmacies. The education provided may only be used as a guide or a reference to make educated decisions towards patient care. ProspeRx has no intention of overlapping or conflicting with the educational resources available at your workplaces. So, Participants must always follow the educational resources provided by their company and may use education provided by ProspeRx as an additional resource, if needed.

Policies & Procedures:

Administrator: Yapp Apps will administer its educational program through its online portal- PROSPERx. PROSPERx's educational activities are created by subject matter experts in the pharmacy industry. The faculty for CTSRx is Yogesh Gala, an experienced Specialty Pharmacy manager. He is renowned for his work in this field for over 6 years. Yogesh has coached pharmacy staff for over 15 years and also been a preceptor for pharmacy students for over a decade. Yogesh has launched courses on ProsperRx after peer-reviewing the content with other subject matter experts like him in the Specialty and Health-system Outpatient pharmacy industry.

PROSPERx and its team will ensure the maintenance of standards and quality required to provide quality education as per BOARD OF PHARMACY standards.

Non-discrimination: PROSPERX offers all courses to all pharmacists and pharmacy technicians without any discrimination in regards to race, religion, color, marital status, cultural background, ethnic origin, gender, or socioeconomic status.

Resolution of Complaints: Participants who fail the final exam and request explanation of their test scores can access their score reports from their dashboard. They are welcome to complain to PROSPERx at pharmacy@prosperx.info if they find a discrepancy in the evaluation of their final exam. PROSPERx will consider it as a priority to re-evaluate the final exam and if needed, communicate with the candidate via email or phone to clarify the confusion and answer any concerns from the candidate.

Standards for Commercial Interest:

Independence in planning and delivery of educational activities: YappApps LLC DBA PROSPERx currently has no partners or commercial interest with any party or company. PROSPERx is in compliance with all the requirements and standards set by pharmacy boards to prove independence in planning and delivery of educational activities.

In case of any commercial interest in future, Activity announcements, grant agreements and planning documents will be formulated with the intention of providing quality, bias-free and

genuine education to all the participants. PROSPERx's educational activities will be reviewed by the advisory team to assure that pharmacy boards' standards are followed strictly.

Identification of needs will be thoroughly and carefully sought to distinguish between educational motives and commercial interest to avoid any bias or influence.

The process of **Determination of educational objectives** will be free of any bias due to any commercial interest in future.

Selection of presentation of content, Selection of all persons and organization in position to control the content, selection of educational methods and evaluation of the activity- all of these will be free of any commercial bias if any entity expresses desire in a partnership or any commercial interest in future. PROSPERx is committed to living up to its own standards of being the leading provider of education to pharmacists and pharmacy technicians, besides abiding by the standards of pharmacy boards.

Independence in planning and delivery of learning activities: PROSPERX is seeking Continuing Education Provider status from several boards of pharmacy as an individual entity and doesn't plan on entering a relationship with any entity. But if another entity seeks partnership with PROSPERx in future, PROSPERX assures that the agreements will be in compliance with pharmacy boards' standards and that the relationship will be free of any bias with regards to announcements of educational activities, grant agreements and planning documents.

Resolve conflicts of interest during the planning process:

Conflict of Interest Identification: If PROSPERx is approached by other entities showing interest in the learning activities, PROSPERX will still hold control of the content amongst its core team members. If there is any conflict or suspicion of a conflict, the involved individuals or the entities will be subjected to disclosing their financial relationships with the source of conflict or the subject in question. The agreements with the collaborating entities will include clauses to prevent any such conflict and the consequences of an intentional conflict by the collaborating entity.

Conflict of Interest- Disqualification: As mentioned earlier, PROSPERx doesn't have any collaboration with any entity as of today. But PROSPERx will have policies and procedures to ensure that if an individual or the entity refuses to disclose relevant financial relationships, they are disqualified from any involvement with the educational activity.

Conflict of Interest- Resolution: Whenever PROSPERx enters into a collaboration or a partnership or a financial interest with any entity or individual, PROSPERX will have mechanisms to resolve conflicts of interest and documents the resolution prior to delivery of the educational activity appropriate to the role of the individual in control of content.

Prospectively identify and use commercial support appropriately:

Budgetary considerations- Commercial Support: In case of any collaborations or financial interest in future, PROSPERx will makes all decisions regarding the disposition and disbursement of commercial support without any influence or stipulation from commercial interests.

Appropriate use of Commercial Support-Written Agreements: In the event of any collaboration or commercial interest in future, PROSPERx will use written, signed (by the provider and commercial interest) and dated agreements that specify the terms, conditions, and purpose of the support; and the provider documents that the provider retains responsibility for the administration, content, quality, and integrity of all educational activities.

Budgetary Expenditures- Honoraria/Reimbursement: PROSPERX will govern honoraria and reimbursement for those involved in the activity (e.g., planners, teachers, authors) where honoraria and expenses are paid only for the individual's work in the activity. PROSPERX does not pay honoraria or expenses to learners or non-faculty participants.

Budgetary expenditures- Social events/Meals: PROSPERX ensures that social events or meals do not compete with or take precedence over the educational activity.

Manage Commercial promotion appropriately:

Appropriate management of Commercial Promotion-Exhibits: In the event of any collaboration or commercial interest in future, PROSPERx will ensure that, if commercial exhibits are associated with educational activities, arrangements will not: 1) influence planning or interfere with the presentation; and 2) will not be a condition of the provision of commercial support for educational activities.

Appropriate Management of Commercial Promotion: In the event of any collaboration or commercial interest in future, PROSPERX will ensure that advertisements or other product promotion materials will be kept separate from the educational activity and educational materials will not promote any advertising, corporate logos, trade names or a product-group message of a BOARD OF PHARMACY-defined commercial interest.

Content and format delivered without commercial bias:

Content-Commercial Bias: The content of learning activity or activities or format does not promote a specific proprietary business interest of a commercial interest, gives balanced views of therapeutic options, and favors the use of generic names over trade names.

If trade names are used, they accompany the respective generic names and include all available trade names for the product.

Disclose required information:

Disclosure to Participants:

PROSPERx will disclose (verbally or in writing) the following prior to the beginning of each educational activity:

1. Name of the individual
2. Name of the commercial interest(s) (if any)
 - a. including a statement of disclosure if no relevant financial relationship(s) exist
3. Nature of the relationship the person has with each commercial interest
4. Source of all support from commercial interests who supplied financial grants or 'in-kind' support for the CE activity

Monitoring: PROSPERx uses an activity evaluation form after the final exam to allow participants to give feedback on sources of commercial bias or promotion if found in an activity.

Management of Commercial Bias/Promotion: PROSPERx will disclose the learner feedback forms (post-activity evaluation forms) to pharmacy boards whenever demanded by them. PROSPERx will prove to pharmacy boards that No/minimal comments regarding the perception of commercial bias, advertising or promotion of commercial products are reported by learners and the provider follows up to address any comments if identified.

Privacy Policy: Please refer to PROSPERX's [privacy policy](#) regarding use and management of your personal information, Course and web development, Data retention, Communication and other aspects dealing with protection of your privacy.

PROSPERX Program's integrity and Confidentiality: PROSPERX has acquired industry standard SSL certification to protect its data, contents and other documents related to IP. Participants must create a strong login/password (credentials) to enter their Dashboard (Account). There is a stringent requirement for password creation. It must be an alpha-numeric combination with at least 8 characters that must include at least a block letter, 1 number and 1 special character. PROSPERX will preserve the hard-copies, copyrights and other important documents in a manner that ensures integrity of the program and confidentiality of its information. Any unwanted documents will be properly and safely disposed of to avoid any leakage of information and to protect the integrity of the program and secure IP of PROSPERX.

No refund Policy: NO REFUND will be issued once a candidate signs up for any course on PROSPERX portal. It will entirely be the Participants' responsibility to complete the course within 3 months or 3 attempts to take final exam. Participants will lose access to the course if they cannot pass the final exam after 3 attempts OR have passed three months from the date of payment. No refund will be issued in any of the aforementioned scenarios.

Engagement: All Participants will be notified via email about new courses. Participants will be kept engaged via newsletters and blogs so they may keep in touch with ProsperRx's developments. Participants are welcome to email PROSPERX at pharmacy@prosperx.info or use the Contact form on the website for any queries or feedback.