

MHCA Education Policies & Procedures

Registration

Register early as space is limited for some of our programs. To enroll in a program, either (1) [Register Online](#), or (2) complete the Paper Registration Form (which also serves as your invoice), fax it to MHCA at **207.623.4080**, and mail the original (with your payment) to: MHCA, 317 State Street, Augusta, ME 04330.

Tuition

Payment is required at the time of registration or at least 10 days prior to the event. Acceptable forms of payment include cash, checks and credit cards. *If you opt to pay with a credit card, to ensure the accuracy and safety of your payment information, you must register and process your payment online.*

Group Discount

MHCA offers group discounts for many of our programs. If you register more than one person for a workshop, after paying full price for the first person, a \$10.00 discount applies for each additional registrant from the same facility/corporate office. MHCA reserves the right to choose if/when group discounts can be offered.

Confirmation Letters

About a week in advance, using the email you provided, a confirmation will be sent to all registered attendees with the latest information about the event and a link to the handouts. To help us ensure that this information reaches participants on time, please verify contact information before submitting your registration.

Substitutions

If a registered participant is unable to attend, you may send a substitution (from the same facility). Advanced written notice is preferred (at least 24 hours prior to the event), however, substitutions on the day of the program are also acceptable. Written notice of substitutions should be sent to Ashley Ellis at aellis@mehca.org or Karen Michaud at kmichaud@mehca.org.

Continuing Education Units (CEUs)

MHCA has Deemed Status (with the NHA Licensing Board), which allows us to grant CEUs to Administrators who attend LIVE educational programs. Proof of attendance is required to earn a Certificate from MHCA. For in-person trainings, attendees must sign in (morning/afternoon) and remain present for the entire workshop. For web-based trainings, attendees' join and end time must coincide with the time needed to conduct the entire webcast. After proof of attendance is verified, Certificates will be issued to all eligible participants.

Canceled Programs

MHCA reserves the right to cancel a program due to limited enrollment or for other extenuating circumstances. If/when this happens, we will make every effort to provide advanced notice of the cancellation (by email or phone), and a full credit or refund will be issued to prepaid registrations.

Inclement Weather

For in-person programs, our team will monitor the weather as the event approaches. If changes are made, in advance, a notice will be sent to the email you provided. If you do not have access to your email, you may contact MHCA (207.623.1146) after 6:00 AM on the day of the program. Please note, we will only update our voicemail message if the event has been cancelled/delayed. Otherwise, you can expect the program to go forward as planned. If there is a delayed start time or early dismissal, MHCA will collaborate with the presenter to adjust the schedule and CEU credit will be offered within the appropriate guidelines.

Refunds

All cancellations must be submitted in writing either by fax (**207.623.4080**) or by emailing Ashley Ellis at aellis@mehca.org or Karen Michaud at kmichaud@mehca.org. A *full credit or refund* will be granted if written notice of cancellation is received at least 10 days in advance. For cancellations received 1 to 9 days prior to the event, *a partial credit or refund will be issued*, after deducting a late withdrawal fee of \$50 (for full day programs) or \$25 (for half day programs). For cancellations received the day of the program (or no shows), *no credit or refund* will be granted.