

MHCA Education Policies & Procedures

Registration

We recommend that you register early as space is limited for some programs. To participate, you must [register online](#). After you complete the required form, a confirmation will be sent to the email you provided. *If you opt to request a check from your facility* (vs. using PayPal to pay by credit card, at the point of registration), please use the confirmation email to invoice your facility.

Program Fee

Payment is preferred at the point of registration or at least one week in advance. Acceptable forms of payment include cash, checks and credit cards. *If you opt to pay by credit card*, to ensure the accuracy and safety of your data, you must process your payment through PayPal. To process your payment now, [click here](#).

Confirmation Notice

About a week in advance, watch for a confirmation email from MHCA that includes program details, any requirements to participate (for example, creating your own unique Zoom link), where to find the handouts, what's required to earn a certificate, and more. To ensure that the confirmation email reaches you, please verify your contact information before submitting your registration.

Substitutions

A registrant may request a substitution (from the same facility) at no additional charge. Advanced written notice of the substitution is required at least 24 hours prior to the event. Substitution notices should be sent to Karen Michaud at kmichaud@mehca.org and must include the new registrants full name, title and email address.

Proof of Attendance

MHCA must be able to verify proof of attendance for *LIVE* events to issue a certificate.

To earn a certificate for an in-person event: MHCA will have a sign-in sheet available on-site, where attendees can sign-in and sign-out (and, if applicable, record late arrivals and/or early departures).

To earn a certificate for a web-based event: (1) when requested by MHCA, registrants must complete the required form to create a Zoom link (providing the correct data in each section), (2) use your own link to join the session, (3) join and end the broadcast on time, and (4) respond to questions posed to the audience. For web-based events, in lieu of sign-in sheets, we will rely on ZOOM reports to verify attendance.

After the *LIVE* event/webinar adjourns, and attendance is verified, certificates will be issued to all eligible participants and sent to the email you provided.

Access to Webinar Recordings

If you are unable to attend a *LIVE* webinar, assuming you did not request a substitution/cancellation, or receive a refund, you may reach out to MHCA to ask for access to the recording. On-demand access will be granted for a limited timeframe. MHCA will not issue certificates for on-demand programming.

Canceled Programs

MHCA reserves the right to cancel a program due to limited enrollment or for extenuating circumstances. In this case, we will make every effort to provide advanced notice and issue a full refund to prepaid registrations.

Refunds

All cancellations must be submitted in writing. To request a refund, you may either email Karen Michaud at kmichaud@mehca.org or submit your requests to MHCA by fax at **207.623.4080**.

To receive a full credit or refund, written notice of cancellation must be received 10 days in advance. For cancellations received 1 to 9 days prior, a *partial credit or refund* will be issued after deducting a late withdrawal fee (*\$50 for full day event or webinar series; \$25 for half day event or individual webinar*). Refunds will not be issued for cancellations received on the day of the event (or for no shows).