



Case Management Society of America

6301 Ranch Drive | Little Rock, AR 72223

T 501.225.2229 F 501.227.5444 E cmsa@cmsa.org

www.cmsa.org

EDUCATIONAL RESOURCE LIBRARY

POLICIES & AGREEMENT

Access and Registration

CMSA's Knowledge Center includes the online Educational Resource Library (ERL), which is available 24 hours a day, seven days a week, with the exception of maintenance periods, for everyone to view the available courses. All registrants must login (or create an account at www.cmsa.org) using their CMSA website username and password before registering for or purchasing a course or package. While registrants do not have to be a member of CMSA to register for courses, members and company members receive the ERL courses free-of-charge, as one of their membership benefits. Non-members are charged a minimal fee.

Tickets for individual courses or ticket packages may be used indefinitely. Only one CE certificate will be issued per course/event. Periodically, other online and/or live events delivered through CMSA's Knowledge Center will only be available for a specified time period. Please review each one for specific details.

Registration Confirmation

A confirmation will be emailed upon successful registration and/or payment. If you do not receive a confirmation, please [click here](#) to contact Customer Support at Peach New Media, Inc. or call 1-877-728-3904.

Cancellations, Refunds, & Transfers – IMPORTANT

Please consider your purchase carefully. Due to the nature of online learning, once registered **no refunds will be allowed**. Be sure to review the technical specifications and use the system test before making your purchase. They can be found in the "Technical Requirements" section of the Navigation Bar (left side of screen). The test should be done while on the computer you will be using to take the courses to make sure it meets the specifications. Transfers of courses, ticket packages, and credits are not allowed.

Course Certificates

Certificates will be available after the successful evaluation of each session. Registrants are responsible for printing their certificates and remitting to the respective credentialing bodies.

It is the responsibility of the registrant to ensure they do not submit duplicate continuing education credits for the same course. If a registrant attended and submitted continuing education credits for a course while onsite at a Conference or onsite event, the registrant may not evaluate the same course, if it is offered in the Educational Resource Library.

E-Mail Usage Policy

By submitting your email address during the registration process, you agree that CMSA and its conference partners may send you email with case management and/or conference related information. A valid email address is required for all online registrations.

Mailing Address Usage Policy

By submitting your mailing address during the registration process, you agree that CMSA and its partners may mail you case management and/or conference related information.

TERMS OF REGISTRATION

The organizers of the Educational Resource Library (ERL) expressly disclaim liability for acts or omissions of the organizers and 3rd parties. The organizers of this online learning shall not be liable for any delays or failure in performance or interruption of services resulting directly or indirectly from any cause or circumstance beyond the reasonable control of the organizers, including but not limited to acts of God, war, terrorism, weather, accidents, fires, electrical failures, strikes, labor disputes, explosions, and government orders or regulations. Organizers: CMI and the Case Management Society of America (CMSA).

The organizers reserve the right to cancel this online learning without liability. The total amount of any and all liability of the organizers will be limited to a refund of the registration fee.

You agree not to allow any other individual to participate in your online learning, during the registration process, or any other conference-related activity, including acceptance of these terms of registration.

Registrants agree to indemnify, defend and hold harmless CMSA, its officers, directors, and agents, against all claims arising out of actions or omissions of at or in connection with this online learning program except for CMSA's own gross negligence or willful misconduct. CMSA agrees that it will indemnify and hold harmless registrants against all claims arising out of the acts of omissions of CMSA, its officers, directors, and agents in connection with this online learning event except for registrant's own gross negligence or willful misconduct.

CMSA reserves the right to substitute an equally qualified speaker/course in case of an emergency or cancellation. CMSA has no duty of due diligence with respect to presenters or sponsors, and makes no endorsements of any presentation or product.

Your registration acknowledges acceptance of these terms and provisions of registration.

Revised 02/01/13

The leading membership association providing professional collaboration across the health care continuum.

Case Management Society of America | 6301 Ranch Drive | Little Rock, AR 72223 T 501.225.2229 F 501.227.5444 E cmsa@cmsa.org