CMSA's Integrated Case Management Training

CANCELLATION POLICY

This is a two-part course. Your refund amount will be determined based on the amount of course content completed in the self-study / online training and the timing of the cancellation request in relation to the scheduled virtual Face-to-Face training dates.

Cancellation Timing	% of Pre-Study / Online Course Completion	Refund Amount
Up to 21 days before the live training begins	0% - 15% complete	75% refund
20 to 7 days before the live training begins	16% - 70% complete	25% refund
Fewer than 7 days before the live training begins	n/a	No refund option

- **No refunds** will be issued for cancellations submitted fewer than 7 days before the live training begins.
- Anyone receiving a *full or partial refund* will have to re-register at full price, should they decide to take the course at a future date.
- CE credits will **NOT** be awarded for partial completion.
- For those completing the full course: All materials, classroom activities, final evaluation and final exam must be fully completed by the course completion deadline provided by CMSA to receive CE credits.

For questions or concerns, email education@cmsa.org.