
	<b>Policy for Reimbursement of Registration Fees</b>	
<b>Continuing Education</b>	<b>Original Date:</b> 10/23/2018  <b>Revision Date:</b> 11/3/2020  <b>Effective Date:</b> 11/15/2018	<b>Approved By:</b>  <hr/> Thomas Nowicki, MD System Director of Medical Education  <b>Approval Date:</b> 11/3/2020

**Purpose:**

The purpose of this policy is to ensure learners who cancel their pre-paid registration for a Continuing Education (CE) activity are reimbursed fairly while recognizing that late schedule changes are inevitable in the medical field.

**Scope:**

This policy applies to the HHC Community, credentialed community providers, and external providers who submit payment for an educational activity through the HHC CE Portal.

**Policy:**

This policy does not apply to individuals who register and pre-pay for an HHC CE activity through the sponsoring department’s vendor and not the HHC CE Portal. Those individuals are subject to the refund policy of the sponsoring department and their vendor.

Any individual who registers and pays for an HHC CE educational event through the HHC CE Portal is allowed to cancel their registration at any time. However, because the CE team or Sponsoring Department remains responsible for costs related to the

classroom space and catering, reimbursement of the pre-paid fee will adhere to the following restrictions:

- Cancellations must be emailed to the CE team at [ContinuingEd@hhchealth.org](mailto:ContinuingEd@hhchealth.org).
- Cancellations made more than 5 business days prior to the event will be refunded the entire registration fee.
- Cancellations made 5 or less business days prior to the event are not eligible for a refund.
- All “no shows” are not eligible for a refund.

Refunds will be made in accordance with the procedures of the HHC Accounts Payable Department, and may take up to 90 days.

Registrants may request an exception to this policy by contacting the CE team at [ContinuingEd@hhchealth.org](mailto:ContinuingEd@hhchealth.org).

### **Definitions:**

- *HHC Community*: includes all employees, volunteers, students and contracted individuals, including, without limitation, medical directors, section, department and division chiefs, members of the board of directors and board delegated committees, officers, executive leadership, and trainees
- *Credentialed Community Providers*: Non-employed providers with practicing privileges throughout Hartford HealthCare
- *External Providers*: Providers with no affiliation nor privileges at a Hartford HealthCare entity
- *CE team*: Hartford HealthCare CE team

### **Related Policies:**

### **Related Documents:**