

## FREQUENTLY ASKED QUESTIONS

### 1. What is the Educational Resource Library?

The Knowledge Center's Educational Resource Library (ERL) offers excellent, timely educational programs to case managers and allied health professionals serving the care management industry. Completely web-based to facilitate "anytime, anywhere" access to learning at your own pace.

The ERL provides over 170 courses presented at CMSA's annual conference sessions and from other educational CMSA events. They contain recorded audio of the session with corresponding slides that can be reviewed using your internet browser. After you register for a package, you can watch sessions at a time that is convenient to you. Continuing Education credits (CEs) have been approved by the California Board of Registered Nursing (Nursing hours) and the Commission for Case Manager Certification (CCM hours).

### 2. How does it work?

- Browse available courses by category or search for courses using keywords, speakers, titles, or topics.
- Review the description, objectives, speaker bios, CE credits, and view a short preview of each course.
- Decide how many courses you want to take.
- Choose a single course or a ticket package that meets your needs. Each ticket represents a course.
- Take the course whenever it is convenient for you. The tickets do not expire.

### 3. Do I have to be a member of CMSA to purchase the courses?

No, non-members can purchase ticket packages. However you might want to consider becoming a CMSA member, since members receive **free** ERL courses, as one of the benefits of membership. If you are interested in receiving free ERL courses and CEs, [click here](#) to get more information.

### 4. What is the cost of ERL courses for members?

ERL courses are provided free-of-charge for CMSA members, as one of the member benefits.

### 5. What is the cost of ERL courses for a company who has a CMSA Company Membership?

Companies who belong to CMSA's Company Membership Program receive free ERL courses for their employees. The company administrator can register for large volume packages that can be shared by all employees. This is a quick, easy way to provide education to employees without having to spend extra time and paper work to reimburse them. The administrator can sign up for the package(s), the employee can take the course and get CEs, and the company can get a report of the course usage. How could it be easier?

If you are interested in knowing more about a Company Membership and its benefits, please call CMSA Customer Service at 501-225-2229 or send us an email at [cmsa@cmsa.org](mailto:cmsa@cmsa.org).

### 6. How much do courses cost?

Members and companies who have a Company Membership receive the ERL courses free. Non-members are charged a minimal fee. Click on PRICING in the ERL dropdown for more details about non-member pricing.

### 7. Can I register for a single course instead of packages?

Yes, members and non-members can register for individual courses. However, it is more economical for non-members to purchase packages, rather than individual courses. Single courses are not available to companies, because they purchase in large volumes.

**8. How are the courses packaged?**

Packages consist of groups of tickets. Each ticket is redeemable for one course and you don't have to choose your courses until you are ready to take them.

**9. Do the tickets expire?**

The tickets do not expire, so you can use them whenever it is convenient for you.

**10. Can I get a refund on the package costs if I change my mind?**

No. We are sorry, but all courses and packages are non-refundable. However they do not have an expiration date and can be used whenever it is convenient for you.

**11. Can I transfer my package to someone else or share my package with someone else?**

No, unfortunately we are not able to accommodate sharing or transferring packages from one individual to another.

**12. Do I need to login to CMSA to purchase a package?**

If you are a CMSA member, you will need to login to the CMSA website to verify your membership, so you can register for your free ERL courses. If you are not a member of CMSA, you can purchase courses at the non-member rate, but you will be required to set up an account to complete your purchase.

**13. How do I find out what courses are offered?**

Click SELECT A CATEGORY TO BROWSE THE AVAILABLE COURSES or click the SEARCH COURSES dropdown to find courses using topic category, titles, speakers, titles or keywords in the description or objectives.

**14. What are the technical requirements to view course recordings?**

See the TECHNICAL REQUIREMENTS dropdown. We want to assure that you have the best viewing experience, so we have included a "Testing Your System" feature that automatically tests your system to make sure it meets the requirements. Be sure to use the computer that you will use to take the courses when taking the test to assure that system meets the requirements.

**15. Can I get Continuing Education Hours (CEs) for these courses?**

Yes. The courses have been approved for Continuing Education credits (CEs) by the California Board of Registered Nursing (nursing contact hours based on a 50 minute hour) and the Commission for Case Manager Certification (CCM contact hours based on a 60-minute hour). ***You are responsible for printing your CE certificates and submitting the CEs to the credentialing body. CMSA does not submit the credit for you.***

**16. What are the deadlines to submit CE credits?**

You may complete the courses whenever it is convenient for you. However, approvals are obtained from the credentialing body each year. So courses started during a specific year, must be completed during that year for the credits to be valid. Submission of credit is based upon the specifics of the credentialing body (Nursing or CCM). ***You are responsible for printing your CE certificates and submitting the CEs to the credentialing body. CMSA does not submit credit for you.***

**17. Who is Peach New Media?**

Peach New Media is the event services company managing our educational content. They manage both the registrations and the technology to ensure successful and professional offerings. If you need further information about Peach New Media, you can [go to their website](#), [contact them by email](#) or call their help desk at 866-702-3278.

**18. What if my question wasn't answered here?**

If you have further questions about your options or how to register, you can contact Peach New Media [by email](#) or by calling the help desk at 866-702-3278.

If you have other questions related to the Educational Resource Library content, certificates, or membership, contact CMSA Client Services by calling (501) 225-2229 or Toll-Free at (800) 216-2672, or by emailing them at [cmsa@cmsa.org](mailto:cmsa@cmsa.org).

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**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](mailto:cmsa@cmsa.org)