

ANSWERS TO FREQUENTLY ASKED QUESTIONS

ORDERING

I have two people to register for HCSAA courses – do I complete two order forms?

Yes; all HCSSA educational training courses are provided on a per-person (or per-registration) basis so if you have more than one person to register, complete an additional order form.

Why do you need my personal information?

We want to make sure we can communicate with you directly (via email or phone) – especially important when you've forgotten your login or have moved to another agency.

How soon are orders processed?

Orders are typically processed the same day if they are received during normal business hours. You will receive an email confirming your subscription no more than 24 hours after receipt. If you fail to receive this confirmation email, check your email "junk mail" folder or IT help desk to make sure your email isn't stuck in an email filter. Contact HCIN if you can't find it.

My email account is always messed up – can you fax my confirmation to my agency's fax?

Yes, simply make a note on your order form to "fax confirmation"...and make sure you provide us with the fax number!

Is a paper order form the only way to order courses?

At the current time, yes. We are working on equipping the TEO site with an online ordering system during the 1st half of 2009 so keep an eye out for further announcements.

I have a number of people that need the HCSSA training. Can I get a volume discount?

Yes, a volume discount is available for agencies with 5 or more registrations. Contact Randy Weisheit, HCIN's Director of Sales and Marketing at 515-963-7870 or by email at randyweisheit@homecareinformation.net.

What does "Bank My Hours" mean?

It means we will accept an order and payment for training even if you haven't yet chosen the specific courses you want. HCIN will "bank" your purchased hours and allow you to redeem them for courses in the future. You will receive a monthly statement, by email, showing your banked hours so you won't forget you have them or forget to use them.

How do I redeem banked hours?

When you are ready to redeem your banked hours simply indicate your course selections on the appropriate course list(s). Include your name, phone and email address in the space provided and fax your course list(s) to HCIN. You do not have to complete another order form.