

# Training that goes to work for you...

If you're managing a typical behavioral healthcare organization, you're looking for ways to expand and reorganize your **services** in this constantly-changing behavioral healthcare market.

You're also wondering if it's possible to really offer your clients a complete range of treatment choices along the full continuum of ambulatory treatment.

Some building blocks have emerged over the past twenty years, and many are emerging today as new solutions are crafted to meet the tough problems we have all faced for many years. Each has its own unique technical core of information, application, and techniques.

As a result, the wealth of choices is huge, but the choices aren't always easy. ***Today, however, you can choose an AABH seminar — to help you learn how to expand into a new area, offer a new service, or improve your existing treatment services to meet today's complicated industry demands. It's really useful training...designed for practitioners like you.***

## What you get...

- ◆ A seminar workbook providing a bound set of useful documents including seminar classroom outlines, sample forms and checklists, as well as articles and bibliographic listings that will help you continue learning after the seminars are done.
- ◆ Practical ideas that you can take home and pass on to others in your facility. These are **not** just theories or philosophical points — they're reality-tested Do's and Don'ts from people with significant **hands-on** experience in behavioral healthcare.
- ◆ Extensive networking contacts – and a record of who you encountered at the seminars — a list of names, addresses and phone numbers of all preregistered attendees at the entire group of seminars at your location.
- ◆ A chance to bring a problem to the seminar and offer it for discussion and input from your peers — gain a wealth of insight and suggestions from people facing similar problems.
- ◆ These seminars address critical topics relevant to people's **real** work, covered at the hands-on level by practicing experts from the field of ambulatory behavioral healthcare.

# Continuing Education

AABH offers specialized credit for the following occupations, and general certificates for others who attend its training.

## Psychologists

AABH is approved by the American Psychological Association to offer Continuing Education for Psychologists. As an APA-approved sponsor, AABH maintains responsibility for the program. Each hour of attendance at an education session counts for one continuing education credit hour. 12 CE credit hours available for a two-day course; 6 CE credit hours available for a one-day course.

## Social Workers

This program is being held in cooperation with UTA's Department of Continuing Education, Human Services Division. One Continuing Education Unit (CEU) is equivalent to 10 contact hours. Social workers wishing to receive CEU's must forward a \$15 CEU fee along with their registration form. A total of 1.2 Continuing Education Unit is available for a two-day course and .6 of a Continuing Education Unit for a one-day course.

## Nurses

AABH is approved as a provider of contact hours by the Virginia Nurses Association, which is accredited by the American Nurses Credentialing Center's Commission on Accreditation. Participants receive one credit hour for each 50-minute hour of attendance. A total of 14.4 nursing CE credit hours is available for a two-day course and 7.2 nursing CE credit hours for a one-day course.

## Counselors

Recognized by the National Board for Certified Counselors, AABH offers continuing education for National Certified Counselors. We adhere to NBCC Continuing Education Guidelines. One Continuing Education Unit (CEU) is equivalent to 10 contact hours. A total of 1.2 CE Units is available for a two-day course and .6 of a CE Unit for a one-day course.

## Alcoholism and Drug Abuse Counselors

AABH is a NAADAC Approved Education Provider for addictions counselors. One CEU is equivalent to 10 hours of Continuing Education instruction. A total of 1.2 CE Units is given for a two-day course and .6 of a Unit for a one-day course.

## Other Professions

Any attendee may request a 12-hour or 6-hour Certificate of Attendance for submission to state, local or national licensing bodies who grant continuing education credits based on contact hours.

## Two Day Seminar

### PH 101 - Establishing an Effective Partial Hospitalization Program for Adults

Partial Hospitalization programs (PHPs) continue to be a cost-effective way to meet the needs of management, payers, and most importantly, clients. This two-day seminar provides the administrative and clinical foundation for creating PHPs in a hospital, a free-standing clinic, or a community mental health center. You will be taken on an exhaustive journey from the mechanics of program design, accreditation, and the therapeutic milieu to the fine points of reimbursement, marketing and outcomes management. This workshop, now in its 8th year, has provided hundreds with the tools to build and operate successful programs.

#### In this seminar you will:

- ◆ Identify programs within the continuum of ambulatory services and how they differ from traditional partial programs.
- ◆ Review the basic principles of business plans and program budgets.
- ◆ Identify at least two standards programs may be expected to meet for each of the following: JCAHO, CARF, AABH, and Medicare reimbursement.
- ◆ Select treatment intensity and activities producing a program schedule to meet the patient's needs.
- ◆ Define desired outcomes and build them into a quality assurance program.

#### Is this Seminar for you?

PH 101 is indispensable training for program managers and clinical staff who want to successfully launch a new program, improve an existing one, or build upon their understanding of the cornerstone modality of the ambulatory continuum. This seminar is also valuable for administrators and business managers who need a fuller understanding of business opportunities in ambulatory psychiatric care.

#### Faculty

**Lawrence Kennedy, MD**, directs the PHP at Menninger Memorial Hospital, the original PHP in this country. He has more than 23 years experience managing ambulatory treatment and is a board certified psychiatrist, a psychoanalyst, and a Fellow of the American Group Psychotherapy Association.

**Barbara Sportsman, MEd, LPC**, is Vice President of Development, Evaluation & Research for Spanish Peaks Mental Health Center in Pueblo, Colorado. With 15 years of experience in community mental health and partial programming for adults with severe and persistent mental illnesses, Barb will bring to you her unique experience working in a capitated Medicaid system and her center's involvement in a partnership between a consortium of mental health centers and a private for profit managed care company. She participated in writing national standards for partial programs in community mental health centers published in 1994.

**Sandra L. Huppenbauer, MSN**, is Manager of Hospital Based Services at Sinai-Grace Hospital, Detroit Medical Center. She has over 21 years experience in community mental health and partial hospitalization. She is past president of Michigan's regional partial hospitalization association and past executive board member of the state organization. She served on an advisory task force writing licensing standards for PHP programs in Michigan and has been a member of AABH since 1981.

#### Schedule

##### Day One, Monday, April 19

8:00-9:00am	Registration & Continental Breakfast
9:00-12:30	Seminar
12:30-2:00	Lunch
2:00-5:00	Seminar

##### Day Two, Tuesday, April 20

8:30-11:30	Seminar
11:30-1:00	Lunch
1:00-3:30	Seminar

#### Registration Fee

\$545	\$445 (with AABH member discount)
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#### Postmarked before 4/2

\$495	\$395 (with AABH member discount)
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## Faculty

**Susan C. Blue, LSW, ACSW**, has 26 years of experience in both direct service and administrative roles in a variety of mental health settings. She is the president and owner of Community Services Group, a private mental healthcare organization that provides a continuum of residential and ambulatory services throughout central Pennsylvania.

**Karen E. Fitzhugh, PhD.**, brings thirteen years of experience in both clinical and administrative roles in ambulatory mental healthcare in acute and rehabilitative partial hospitalization services for adults, seniors, children and adolescents. She has consulted with behavioral medicine programs throughout the country.

**Ian J. Gray**, a principal with McBee Associates since 1980, has 28 years of experience with the Medicare program for both the intermediary and the provider. He handles all aspects of Medicare cost reporting and reimbursement for clients from large urban teaching hospitals to small rural health agencies, concentrating on cost reporting and claims processing issues.

**Frank X. Smith**, of McBee Associates, Inc. since 1986, has done work involving preparation of Medicare cost reports, managed care contract negotiations, product-line costing, account receivables studies, physician office assessments, prospective payment system evaluations,

and other financial studies.

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## Two Day Seminar

### PH 202-Medicare Partial Hospitalization: Developing the Necessary Tools

The Medicare partial hospitalization benefit has been in place for a number of years, but has been changing and evolving over that period of time. Are you interested in getting the latest information on how to implement the Medicare benefit for partial hospitalization services? This two-day course will detail the tools needed by managers, clinicians, and financial directors to meet the Medicare standards and effectively operate a partial hospitalization program.

### In this seminar you will:

- ◆ Understand the history and background of CMHC and hospital-based Medicare partial hospitalization programs;
- ◆ Explore strategies for working with your fiscal intermediary (FI) and review selected FI guidelines;
- ◆ Learn how to prepare clinical treatment plans to meet Medicare expectations;
- ◆ Know the latest developments on prospective payment system (PPS) implementation;
- ◆ Identify the budget development and billing formats;
- ◆ Learn how to align your operating expenses with the cost reporting guidelines;
- ◆ Review specific examples of fraud and abuse.

### Is this seminar for You?

PH 202 is for those considering whether to develop a Medicare-eligible partial hospitalization program, or who have just begun the process of developing the clinical and financial reimbursement structures for one. Participants will be exposed to both financial and clinical perspectives to allow integration of the information. This seminar is focused on providing material for those new to the requirements of this benefit.

# One Day Seminar

## PH 204 - Cost Reporting and Reimbursement for Medicare Partial Hospitalization

This is an advanced problem solving seminar that provides specialized training around Medicare reimbursement and audit issues for partial hospitalization programs. It focuses on the problems created when cost reporting or billing disputes arise. To tailor this seminar to the concern of attendees, participants will be asked to bring relevant materials or questions for discussion.

### In this seminar you will:

- ◆ Learn to align your operating expenses with the Medicare cost reporting guidelines.
- ◆ Review and understand the Medicare audit process itself and review issues that frequently arise during an audit.
- ◆ Review and understand the Medicare guidelines for documentation and justification for current issues, management fees, related organizations, and expenses related to patient care.
- ◆ Develop an understanding of “bad debt” and how to document for Medicare reimbursement.
- ◆ Gain practical knowledge about how the settlement of the Medicare cost report is performed.

### Is this seminar for you?

This seminar is for financial staff from both hospital based and CMHC programs who have had, or want to avoid, problems in reimbursement for Medicare partial hospitalization services. This is a hands-on workshop for advanced level staff.

## Faculty

**Frank Smith**, of McBee Associates, Inc. since 1986, has done work involving preparation of Medicare cost reports, managed care contract negotiations, product-line costing, account receivables studies, physician office assessments, prospective payment system evaluations, and other financial studies. He serves as CFO of several hospitals, under contract and on an interim basis.

**Ian Gray**, a principal with McBee Associates since 1980, has 28 years of experience with the Medicare program for both the intermediary and the provider. He handles all aspects of Medicare cost reporting and reimbursement for clients from large urban teaching hospitals to small rural health agencies, specializing in third party reimbursement issues concerning Medicare and Medicaid, concentrating on cost reporting and claims processing issues.

## Schedule

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## Faculty

**Stephen Michael, MS**, has developed outpatient programs for over ten years. He has developed and managed programs for adult, adolescent and geriatric populations, and has consulted with behavioral health programs in both CMHC and hospital settings. Stephen has successfully interfaced with several fiscal intermediaries and large HMO/MCOs. He is a consultant currently focused on program management and outcomes evaluations.

**Kristi Whittington, PhD**, brings to these seminars nine years as a faculty member and research associate with the University of Arizona. Since 1991, she has been employed with Psychiatric Management Resources. Her primary role has been a developer of quality standards and clinical products for that company.

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## Two Day Seminar

### PH 206 - Documentation for Ambulatory Care Services

From program design to program reimbursement, the quality of your services means nothing if the quality of your documentation is not up to par. This seminar will help you to identify your program's processes, and then take you through the steps of documenting them in order to meet the needs of both your agency and payers. Throughout the seminar you will work in large and small groups. Each participant is asked to bring a typical and/or challenging client profile that will be used to outline the process. We will step through the whole process from assessment to discharge, including development of treatment plans and progress notes from a variety of different models. Each workshop topic will provide examples of how others have solved challenges in documentation along the continuum.

### In this seminar you will:

- ◆ Examine current program processes and develop a flowchart of the activities and the corresponding documentation;
- ◆ Understand the role of program philosophy/model on the design and use of documentation;
- ◆ Clearly understand the role of medical necessity in documentation;
- ◆ Develop a comprehensive program treatment plan with quality supporting documentation;
- ◆ Outline a clinical review process for your own programming;
- ◆ Develop an action plan for payer review and denial of services.

### Is this seminar for you?

This seminar is designed for all staff that have documentation responsibility, from the clinician to the quality review director. This seminar is a must for any manager who has encountered, or wishes to avoid, problems with payers due to substandard documentation.

# One Day Seminar

## PH 207 — Achieving Medicare Program Compliance: Reconciling Medicare Regulations, Fraud and Abuse and the Operation of Your Program

Minimize liability and ensure compliance. This seminar focuses on integrating the applicable legal standards and interpretations with the day-to-day operation of partial hospitalization and other ambulatory mental health programs. Participants will gain an understanding of the legal and factual basis for Fraud and Abuse enforcement, and appropriate strategies for achieving program compliance and avoiding potential pitfalls. Training is both lecture-based and interactive, using in-class exercises to draw on and expand the skills and knowledge of participants.

### In this seminar you will:

- ◆ Understand the basis for the Medicare regulation of outpatient mental health programs including PHP, IOP and outpatient.
- ◆ Discuss and master how to operationalize Medicare regulations on a day-to-day basis
- ◆ Describe how fraud and abuse is defined under federal law and understand the methods for enforcement and legal penalties.
- ◆ Outline strategies to avoid legal pitfalls.
- ◆ Develop a model corporate compliance program.

### Is this seminar for you?

Whether you are a program director, clinical manager, program owner or financial staff, this seminar will help you grasp and apply Medicare's regulatory statutes, fraud and abuse laws, and other program guidelines. Material presented applies to both hospital and CMHC settings and is geared to people with various levels of experience.

### Faculty

**Karen Fitzhugh, PhD**, brings thirteen years of experience in both clinical and administrative roles in ambulatory mental healthcare in acute and rehabilitative partial hospitalization services for adults, seniors, children and adolescents. She has assisted in the formation and operation of numerous behavioral health programs and has consulted with behavioral medicine programs throughout the country. She is well-versed in administrative issues including reimbursement issues related to commercial indemnity, HMO and Medicare - and is a prominent community spokesperson regarding the benefits of ambulatory programs. Dr. Fitzhugh has served on the Board of Directors of AABH since 1994.

**Christopher White, Esq.**, concentrates his practice in the areas of healthcare law and regulation, reimbursement, fraud and abuse, and was elected to the AABH Board of Directors in 1998. He has defended behavioral healthcare and other healthcare providers throughout the country in fraud and abuse investigations and prosecutions. Chris has also counseled numerous providers on compliance and related issues. He is a partner with the law firm of Gardner, Carter & Douglas and has been active in healthcare law for over 11 years.

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## Faculty

**Laurel J. Kiser, PhD, MBA**, has been involved in developing and researching child and adolescent partial hospitalization services since 1979. In 1994, led the delivery of integrated services for 33,000 lives under a capitation contract at the University of Tennessee.

**Anthony Trachta, MSW, LCSW**, brings over 20 years experience in behavioral healthcare ventures. Recently directed the application for and licensing of a not-for-profit HMO, and facilitated formation of an integrated delivery system in Western Pennsylvania.

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## Two Day Seminar

### PH 301— Integrating Service Delivery: A Continuum Based System of Care

Current trends in the behavioral health marketplace are driving innovation and experimentation with new models of care delivery. Care providers are changing practice strategies to answer these demands while evaluating the services they offer within their regional delivery system. This workshop presents a practical, focused, and hands-on method for learning about integrating care delivery. In two days, you will explore a broad range of clinical and operational management topics and leave with tools and techniques that will help move your organization toward full service integration.

### In this seminar you will:

- ◆ Learn the models and techniques used by integrated systems of care for assuring easy access to and movement along a service continuum.
- ◆ Describe a variety of clinical components of care and understand the shifts and processes of care that occur as a patient moves between levels of care.
- ◆ Understand operational managerial approaches that create the infrastructure necessary for full integration.
- ◆ Develop an approach to self-evaluation and learn to use this information to perform an environmental scan.
- ◆ Describe steps needed to position your organization to move to the desired level of network development.

### Is this seminar for you?

This workshop is targeted at any professional who is developing, implementing, or operating a fully integrated continuum of services. This workshop will provide valuable, practical information and tools for improving care delivery and organizational viability. Professionals from both the private and public sectors will find relevant and innovative solutions for today's market place.

# Two Day Seminar

## PH 303 — Establishing Successful Intensive Outpatient (IOP) Services

If you are like many ambulatory providers, you are working to establish or fine-tune your intensive outpatient services. Intensive Outpatient Programs (IOPs) represent a point on the continuum of care between partial hospitalization programs and outpatient services. Flexible programs of this sort “provide intermediate or transitional care that aims to monitor stability, reduce symptoms and improve functioning & integration into community life.” Although IOP programs have some things in common with PHPs, there are distinct differences in their function and operation.

### In this program you will:

- ◆ Describe several Intensive Outpatient Program models.
- ◆ Identify possibilities for better integration of your IOP with one or more PHPs in your system.
- ◆ Review reimbursement strategies for Intensive Outpatient Systems.
- ◆ Discuss the important distinctions between IOP and PHP.
- ◆ Troubleshoot typical program difficulties.
- ◆ Review JCAHO and Medicare requirements.

### Is this seminar for you?

Are you under pressure to create less intensive services or expand your continuum of care? This training is useful for program managers and clinical staff who are working on or planning outpatient services according to the newly-released AABH standards.

## Faculty

**Gary Boillotat, MHA, MA**, is Director of Behavioral Medicine for a large community-based medical center in the New Orleans area. Services include both inpatient and a full continuum of outpatient services. He has experience in the implementation of clinically and fiscally viable programs that integrate treatment modality.

**Sandra Huppenbauer, MSN**, manages hospital-based ambulatory services at Detroit Medical Center. She has over 20 years experience in community mental health and partial hospitalization and contributed to the licensing standards for PH programs in Michigan.

**Velma Davis, MSW, LCSW**, is a team leader in an adult day treatment program in Fairfax, VA. Her experience over 16 years includes work in a state hospital partial program and in CMHC day treatment for the dually diagnosed client. She brings the perspective of public sector mental health from within a system that offers a full range of intensive services.

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## Faculty

**David R. Kraus, PhD**, President and CEO, is the co-founder at AMS and developer of industry leading outcome management scales and services. He is responsible for shaping vision and presents nationally on the issues, problems, and solutions to outcome management systems.

**Jeannie Schwartz-Crawford, MA, MPH**, has a unique perspective on AMS products and services, having first worked for one of AMS's largest customers. She was responsible for helping to select and roll out the system across the state of Massachusetts. She has also been conducting clinical outcomes for the past 25 years. At AMS she is currently responsible for helping customers integrate outcome management into the clinical process.

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# One Day Seminar

## Meeting New HCFA and JCAHO ORYX Requirements with the AABH/AMS Outcome System

This seminar will focus on new federal payor and accreditation outcome standards, preparing your organization to comply with these standards while maximizing your ability to improve the quality of services through the integration of state-of-the-art clinical outcome management systems.

After an extensive search, AABH has selected Access Measurement Systems (AMS) of Ashland Massachusetts to partner with AABH and its members to advance outcome management services for the continuum of behavioral health services. AMS, now the largest provider of behavioral health outcome management services in the US, was selected for factors including real time data/report access, cost, ease-of-use, clinical utility, quality management utility, and exceptional customer service. Even if you choose not to use the AABH/AMS outcome system, you will learn much from this exciting seminar about the issues, challenges, and solutions to outcome measurement, making you a more informed consumer of these products and services.

### In this seminar you will

- ◆ Learn about increasingly complex industry outcome requirements coming from both payors and accreditation bodies.
- ◆ Learn about the many complex methodological and scientific challenges of conducting outcome research and how the AABH/AMS system provides solutions to these problems.
- ◆ Learn in detail how to successfully roll out an outcome project, gaining necessary buy-in from the CEO down to the clinician and patients.

# One Day Seminar

## PH 402 — Regaining a Sense of Control: Clinician's Safety Systems

The national climate of behavioral health is such that clinicians are pulled, pushed, and stretched until they may question their own abilities to provide quality service to their clients. This session will provide clinicians with some skills and support needed to regain that sense of control and competence. Course content will include specific techniques for dealing with aggressive and potentially violent people, strategies that promote collaboration within therapeutic and business relationships, and effective methods of dealing with the effects of the daily pressures of the job.

### In this seminar you will:

- ◆ Recognize the types and stages of aggression and learn effective escape techniques.
- ◆ Learn specific techniques to counteract the effects of constantly dealing with the problems of others in an unstable environment.
- ◆ Gain practical skills in developing collaborative cross-cultural therapeutic and professional relationships.

### Is this seminar for you?

Clinicians in need of a boost and managers who need some strategies to take back to their staff will each find something beneficial in this session. The day will include didactic instruction, interactive discussions and individual experiential opportunities.

## Faculty

**Karla Gray, MSW, OTR/L**, brings 20-plus years experience as both a mental health clinician and program manager in community and hospital based services to this seminar. She has authored and presented nationally on programmatic and clinical topics.

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# Membership has its Benefits!

As an AABH member you are entitled to a substantial discount on training. In case you are not a member, here are some other benefits you could be receiving...

## **Practitioner (\$95 per year)**

Includes bi-monthly newsletter, *Milieu*; one discount on seminar and/or conference; one discount on a publication.

## **Manager/Director (\$295 per year)**

Includes the above plus choice of Standards & Guidelines document; executive summaries of AABH publications; government relations & reimbursement bulletins; two discounts on seminars and/or conference; two discounts on publications or networking materials

## **Program (\$495 per year)**

Includes both of the above plus three subscriptions to bi-monthly newsletter *Milieu*; bi-monthly government relations bulletins; telephone and fax technical assistance; enrollment in all AABH data collection and best practice exchanges; immediate fax alerts on policy changes; up to nine discounts on seminars and/or conference; three discounts on publications or networking materials.

## **System (\$700 + \$50 per service site per year)**

Includes all of the above plus telephone consultation with AABH faculty and board for each service site within your healthcare system.

To join AABH and get a discount on your registration, select the benefit level that is best for you and submit your membership fee using the registration form. We will send you your membership materials in about two weeks.

# AABH Registration

Please complete one registration form per participant. *(Copy forms if necessary.)*

## 1 Personal Information We Need

Name \_\_\_\_\_

Degree(s) \_\_\_\_\_ First Name for Badge \_\_\_\_\_

Title \_\_\_\_\_

Name for Badge \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

e-mail address \_\_\_\_\_

Any ADA accommodations needed? \_\_\_\_\_

## 2 Select your Seminar Course *(Please check one seminar only!)*

### April 19 & 20 *(Choose one only)*

- PH 101 - Establishing an Effective Partial Hospitalization Program for Adults
- PH 202 - Medicare Partial Hospitalization: Developing the Necessary Tools
- PH 206 - Documentation for Ambulatory Care Services
- PH 301 - Integrating Service Delivery: A Continuum Based System of Care
- PH 303 - Establishing Successful Intensive Outpatient (IOP) Services

### April 21 *(Choose one only)*

- PH 204 - Cost Reporting and Reimbursement for Medicare Partial Hospitalization
- PH 207 - Achieving Medicare Program Compliance
- Meeting New HCFA and JCAHO ORYX Requirements with the AABH/AMS Outcome System.
- PH 402 - Regaining a Sense of Control: Clinician's Safety Systems

## 3 Determine the Rate You Qualify For

	Postmarked before 4/2/99		Postmarked after 4/2/99	
Two Day Seminars	<input type="radio"/> \$495	<input type="radio"/> \$395*	<input type="radio"/> \$545	<input type="radio"/> \$445*
One Day Seminars	<input type="radio"/> \$295	<input type="radio"/> \$245*	<input type="radio"/> \$345	<input type="radio"/> \$295*

*\*with AABH member discount*

## 4 Calculate Your Total Fee

Seminar Fees *(as determined above)* \$ \_\_\_\_\_

+Membership Dues *(optional)* + \$ \_\_\_\_\_

=Total Payment Enclosed = \$ \_\_\_\_\_

## 5 Indicate How You Will be Paying

Check     Visa     MasterCard     Purchase Order (# \_\_\_\_\_)

Name on card \_\_\_\_\_

Card# \_\_\_\_\_ Exp. Date \_\_\_\_\_

Authorized Signature \_\_\_\_\_

# Here's How to Register

## By Phone

We must receive your registration in writing, by either fax or mail. However, if you have questions about the registration process, please don't hesitate to call us at (703) 836-2274.

## By Mail

Complete the attached form and mail it with your registration fee to AABH, 301 N. Fairfax Street, Suite. 109, Alexandria, VA 22314-2696. Be sure to indicate your preferred seminar.

## By Fax

Complete the attached form and fax it to (703) 836-0083. Then, mail your registration and fee within 3 days to secure your place in the seminar.

## Payment

AABH accepts checks, VISA and MasterCard. Your registration fee covers attendance at the workshops you selected, a seminar workbook and all handouts, and continental breakfasts and coffee breaks each day.

## Cancellation

You may cancel without penalty up to 14 days prior to the seminar. Cancellation after that date is subject to a 50% cancellation fee. No cancellations will be accepted within 3 days of the first day of the seminar. In the event the seminar is canceled by AABH, you will receive a full refund of your registration fee.

## Hotel Information

Hotel:	Providence Marriott One Orms Street Providence, RI 02904
Telephone:	800-937-7768 401-272-2400
Fax:	401-861-3550 (for reservations only)

All seminar and registration activities will be held at this location. Attendees who sign up for the seminar with AABH must make their own hotel reservations.

A special discounted rate of \$109 (single/double) has been negotiated with the Providence Marriott for this training event. Make sure you ask for the "AABH rate" when you make your reservation. **The cut-off date for this special rate is March 20.** Rooms and rate may not be available after March 20.

## Travel Information

**Airline and Rail Travel Reservations:** Great rates may be available by calling Lynn or Steve at Avenue Travel in Virginia at 1-888-548-5554. Just say you are attending an AABH event. The airport serving Providence is the Theodore Francis Green State Airport. For information on discounts, visit <<http://www.avenuetravel.com/aabh.htm>>.

**Airport Transportation:** The hotel is located approximately 15 minutes from the Airport. Airport Van Shuttle provides shuttle service from the airport to area hotels for \$9.00 per person each way. The shuttle leaves the airport on the hour from outside the baggage claim area. Taxi from the airport costs approximately \$20.00.

**By Car:** From I-95 North take Exit 23. The directional sign will indicate the exit for State Offices. Bear right, then turn left at the end of the ramp. The hotel will be visible from that point.