

## Balance billing arbitrator application

<b>Are you applying as an Individual or as an Arbitration Organization?</b>	Individual
<b>Your Name</b>	Rozina Ramzanali
<b>WSBA/other professional license</b>	Mediator and Arbitrator Certifications
<b>Year admitted/year license issued</b>	2021
<b>Firm name (if applicable)</b>	One Stop Mediation LLC
<b>Street address</b>	9723 Willowbridge Park Blvd
<b>City</b>	Houston
<b>State</b>	Texas
<b>Zip code</b>	77064
<b>Phone</b>	713-302-5756
<b>Email</b>	<a href="mailto:rozina.ramzanali@gmail.com">rozina.ramzanali@gmail.com</a>
<b>Association memberships related to healthcare or alternative dispute resolution (limit 5)</b>	Texas Association of Mediators Texas Mediator Credentialing Association Association for Conflict Resolution, Houston
<b>Is the applicant an attorney</b>	No
<b>Do you represent carriers?</b>	No
<b>Do you represent providers/facilities?</b>	No
<b>Course name</b>	Arbitration
<b>Course sponsor</b>	Manouso Mediation & Arbitration LLC
<b>Instructor name</b>	Dr. Barbara Manouso

<b>Course description</b>	<p>This arbitration training covered communication practices during hearings and meetings and in writing arbitration awards:</p> <p>Arbitration agreements, recognition and enforcement of the agreement  Preliminary meetings, meeting procedures and arbitrator powers  Hearings  Court involvement in arbitration  Remedies  Assessment of evidence  Decision making  Awards – form writing  Post award  Ethics for arbitrators  This nine hour training</p>
<b>Date completed</b>	05/21/2021
<b>Do you have more training to enter?</b>	Yes
<b>Course name</b>	Basic Mediation Training
<b>Course sponsor</b>	Manouso Mediation & Arbitration LLC
<b>Instructor name</b>	Dr. Barbara Manouso
<b>Course description</b>	<p>40 MCLE and 4 in Ethics by the State Bar of Texas, CPA, and Professional Counselors. Meets and exceeds interactive requirements and professional training required to mediate any and all civil cases. Includes transformative mediation and problem solving skills.</p>
<b>Date completed</b>	02/01/2020
<b>Course name</b>	Mediation and Arbitration Ethics
<b>Instructor name</b>	Melissa Bach McAlpine J.D.
<b>Course description</b>	Deep dive into Code of Ethics for Mediators and arbitrators
<b>Date completed</b>	02/01/2021
<b>Course name</b>	TAM Conference (2 day conference)
<b>Course sponsor</b>	Texas Association of Mediators

<b>Instructor name</b>	Various
<b>Course description</b>	<p>Attendance at the TAM conference applies toward TAM's annual continuing education requirements for members and maintaining credentialed status with TMCA.</p> <p>Other Accreditations</p> <p>State Bar of Texas Accredited MCLE  TAM is registered with Texas State Board of Public Accountancy as a CPE sponsor. This registration does not constitute an endorsement by the Board as to the quality of our CPE program. Each CPA must determine which sessions will enhance their professional competency.</p> <p>TAM is approved by the Texas State Board of Social Work Examiners as a Licensed Social Worker CE provider.</p>
<b>Date completed</b>	03/01/2021
<b>Course name</b>	Advanced: Family-Divorce-Child Custody Mediation
<b>Course sponsor</b>	Manouso Mediation & Arbitration LLC
<b>Instructor name</b>	Dr. Barbara Manouso

## Course description

Under standards adopted by the Texas Mediation Trainers Roundtable, Texas Bar Association, and Texas State Statute, this course includes the four hours of domestic violence training required under Texas statute. Below are the six main topics covered:

### I. Family Law

Overview of legal system and terms relating to family law

History and evolution of legal rights of parents

Parentage (never married parents)

Suits affecting the parent-child relationship (SAPCR)

Dissolution of marriage

Adult guardianship

Allocation of resources

Itemization, characterization, valuation and division of assets and liabilities

Finances

Taxes

Parenting Plans

Conservatorship

Parental rights and duties

Parental access

Child support

Non-parental access (grandparents, etc.)

Special issues of children with disabilities

### II. Family Dynamics

Family Systems

Blended Families

Psychological aspects of divorce and parenting

### III. Child Development

Stages of development

Impact and response to divorce

### IV. Family Violence

Screening

Impact of statutory requirements

Dynamics of family violence patterns, including power imbalances

Effect of family violence on children

Child abuse

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Substance abuse  
Stalking  
Protective orders  
Reporting laws and procedures  
Anger management  
Mediation safety plans, including caucus models  
Violent children  
V. Practice Considerations

Ethics  
Agreement memorialization  
Unauthorized practice of law (UPL)  
Pro se...

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... cases  
Enforcement  
Styles-of-mediation through Self-awareness  
Impact of cultural differences  
Marketing tips and considerations  
VI. Skills

Communication  
Relationship-building  
Information gathering  
Problem solving  
Conflict resolution theory  
Referrals to professional support services  
(such as, social study/psychological evaluation,  
therapy, parenting education program, anger management counseling, family violence shelter,  
certified financial planning, certified public accountancy, etc.)

**Date completed**

07/16/2021

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**Course description**

A Practical Guide to the Consumer Arbitration Process.

Sponsor: American Arbitration Association

This course provides a comprehensive overview of consumer arbitration practice and procedure, with special focus on consumer arbitrations administered by the American Arbitration Association under its recently revised Consumer Arbitration Rules.

This program covers the following:

- What is consumer arbitration?
- Features of a consumer arbitration
- New AAA Consumer Arbitration Rules
- AAA's Consumer Due Process Protocol
- AAA's moratorium on debt collection arbitrations
- The consumer arbitration process
- The role of the arbitrator

**Instructor name**

Allan Marain and Cathe Stewart

**Date completed**

11/01/2021

**How many times has the applicant has served as one of the following in a healthcare related matter?**

0

**Arbitrator**

**Administrative law judge**

**Superior court pro tem judge and/or commissioner**

**District court judicial officer**

**Enter combined numer of times**

**Signed**

Rozina Ramzanali

**Today's date**

11/01/2021