



## **Certified Revenue Cycle Professional Certification (CRCP-I/CRCP-P) Frequently Asked Questions**

**Q: What are the benefits of obtaining Professional level AAHAM certification?**

A: The Professional Revenue Cycle Certification validates the knowledge and skills possessed by a competent mid-level revenue cycle supervisor or manager. This certification is for the individual who desires confirmation and recognition of their expertise and/or for those who aspire to the executive level certification.

**Q: What is the Revenue Cycle Professional Certification?**

A: The Professional Certification is an online proctored four (4) hour exam covering focused revenue cycle subject matter that includes patient access, billing, credit/collections and revenue cycle management. The exam is comprised of multiple-choice and true/false questions. AAHAM offers two types of Professional certification; one focused on the revenue cycle within an institutional (hospital, health system) setting and the other focused on the revenue cycle in a professional (physician, clinic) setting.

**Q: Who is eligible?**

A: CRCP-I/CRCP-P exams are available to National AAHAM members, in good standing. Candidates must have a minimum of either two (2) years of healthcare experience or a two-year college or university associate's degree.

**Q: What is the difference between the CRCP-I and the CRCP-P?**

A: The CRCP-I is designed for those who work on the hospital/health system side of the revenue cycle while the CRCP-P is for those who work on the physician or clinic side of the revenue cycle.

**Q: What does the exam cover and how much time do I have to take the exam?**

A: Each examination is four (4) sections. The CRCP-I sections include Patient Access, Billing, Credit & Collections, and Revenue Cycle Management. The CRCP-P sections are Front Desk, Billing, Credit & Collections, and Revenue Cycle Management. An examinee is given four (4) hours to complete a full exam, three (3) hours to complete a dual exam, two (2) hours for two section retakes, and one (1) hour for one section retake.

**Q: When is the exam offered?**

A: The exam is offered four (4) times a year typically between the 2nd and 4th weeks of February, May, August, and November (exact dates, times and locations will be determined and communicated to you by your local chapter).

**Q: How much does the exam cost?**

A: The cost of taking a full exam is \$199. Section re-takes cost \$50 each. The dual certification exam is \$160 and is available to current CPCE-Is or CRCP-Ps. Please make all checks/money orders out to AAHAM and send to AAHAM's National Office Attn: Certification Dept. 11240 Waples Mill Rd. Suite 200, Fairfax, VA 22030. You can also pay by AMEX, VISA, or MC, online, through the mail, or fax 703-359-7562.

**Q: What study materials are available?**

A: AAHAM includes a CRCP-I/CRCP-P Study Outline in your exam fee. AAHAM also offers a CRCP-I/CRCP-P Exam Study

Manual for purchase. The manual is written by AAHAM specifically for AAHAM exams, designed to assist you in studying for CRCP certification. The manual has a wealth of helpful information for those studying for the exams. The manual's chapters correspond to each section of the exams, with material targeted and geared toward exam questions. It features knowledge checks (practice questions) along the way to help you gauge your progress.

Local AAHAM chapters offer training opportunities as well. For more information, visit the online Chapter Certification Chair directory and contact your local chapter to find out what options they have available to help you prepare for your upcoming exam.

**Q: How do I determine which chapter I am a part of?**

A: You can download the Chapter Certification Chair directory from our website. Your local chapter would be the one in your state or in closest geographical area.

**Q: Is there an application deadline?**

A: All applications must be received by the AAHAM National Office by December 2, 2013 for the February 2014 examination, March 3, 2014 for the May 2014 examination, June 2, 2014 for the August 2014 examination, and September 2, 2014 for the November 2014 examination.

**Q: Once I have sent my application to the National Office, how will I be notified of when and where to take my test?**

A: You will be notified by your Chapter Certification Chairperson of the date, time and place you will be sitting for your exam. You will also receive an emailed exam confirmation approximately two (2) weeks after the application deadline.

**Q: By what method do you take the exam?**

A: The examination is proctored and given online. It is a four (4) hour exam one (1) hour per section.

**Q: What if I don't pass all of the sections?**

A: You will need to pass a minimum of two (2) of the four (4) exam sections in order to have the opportunity to retake the missed sections. If you do not pass at least two (2) sections you will have to retake the entire exam. Retakes on the final section(s) must be taken and passed within twelve (12) months of your original test date. Otherwise, you will have to retake the entire exam.

**Q: Can I cancel my test date?**

A: There are no postponements or refunds. Exam fees are non-transferable.

**Q: When will examinees be notified if they have passed the exam?**

A: Examinees will be notified immediately upon completion of the exam if they have passed or failed the exam. To pass the exam you must score a minimum of 70% correct on all four (4) sections of the examination. Certificates will be mailed to Chapter Certification Chairs by the end of the month following the exam for presentation to passing examinees.

**Q: Once you are certified, what is the process for re-certification?**

A: Re-certification begins the calendar year following the year the examination is passed. To retain certification, the member must adhere to the following requirements:

- 1: Must be a member in good standing by January 31st of each calendar year. (Dues paid and recorded by the National Office.)
- 2: Must have attained and forwarded thirty (30) hours of continuing education units (CEUs) to the National Office by January 31st, at the end of a designated two-year period. Fifteen (15) of these units must be from attendance at AAHAM related educational programs. Dual certified examinees must adhere to these same requirements. If

terminated, members will be required to retake the entire examination to become re-certified.

**Q: Is there a Dual Professional Certification exam available?**

A: Yes. In order to take this exam you must currently be a CRCP-I or a CRCP-P. You cannot take both exams at the same time. Sections for the CRCP-I Dual examination are: Patient Access, Billing and Revenue Cycle Management. Sections for the CRCP-P Dual Examination are: Front Desk, Billing and Revenue Cycle Management. You must pass at least two (2) of the three (3) sections on exam day; otherwise a complete retake of the Dual exam is necessary. You must then pass the final section within twelve (12) months of your original test date. Otherwise you will have to retake the entire dual exam.

*AAHAM... Educating Your Revenue Cycle Team*

*Certification • Compliance • Leadership Development • Networking • Advocacy*

*Cutting Edge Training + Nationally Recognized Certification = Improved Performance*