



Certified Revenue Cycle Specialist Certification (CRCS-I/CRCS-P) Frequently Asked Questions

Q: What are the benefits of obtaining AAHAM certification?

A: Certification validates your knowledge of the revenue cycle and job specific competencies. It provides industry recognition along with a personal challenge, self-satisfaction, professional development, and individual enrichment. Certification demonstrates proficiency in your job, commitment to your profession and your career. Certification can play an integral part in your career plan and can help to increase your advancement opportunity.

Q: What is Specialist Certification?

A: Specialist certification tests the proficiency of staff involved in the management of patient accounts. It also helps to prepare staff for the changes that are inevitable in our industry today. Examinees are responsible for knowledge of all current Medicare deductibles and coinsurance amounts. AAHAM offers two types of Specialist Certification; one focused on the revenue cycle within an institutional (hospital, health system) environment, and the other focused on the revenue cycle in a professional (physician, clinic) environment.

Q: Who is eligible?

A: The CRCS-I/CRCS-P exam is available to individuals involved in the management of healthcare patient accounts. Membership in AAHAM is not a requirement, although it is encouraged. One-year employment in patient accounting is recommended to successfully complete the exam.

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

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

Q: What do the CRCS-I/CRCS-P exams cover and how much time do I have?

A: Each examination has three (3) sections covering patient access, billing, and credit and collections. All three (3) sections cover relevant regulation and acronyms by sections. Each section is comprised of forty (40) questions. An examinee is given two (2) hours to complete a full exam, eighty (80) minutes to complete a dual exam, and forty (40) minutes to complete a section retake of the exam.

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 it cost for the CRCS-I/CRCS-P exams?

A: The cost of taking the CRCS-I/CRCS-P full exam is \$100. Section retakes cost \$50 each. Dual certification exams are \$80.

Q: What study materials are available for the CRCS-I/CRCS-P?

A: AAHAM includes a CRCS-I/CRCS-P Study Outline in the exam fee. Download instructions are emailed approximately 6-7 weeks prior to the beginning of the exam period.

AAHAM also offers a comprehensive CRCS-I/CRCS-P Exam Study manual for \$99.00. The manual is written by

AAHAM specifically for AAHAM exams, to assist you in studying for the CRCS certification. The manual contains 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 gauge your progress.

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

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

Q: Is there an exam 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, how will I be notified of when and where to take my test?

A: You will be notified by your local Chapter Certification Chair with the name of your proctor, date, time, and exam location. You will receive your exam confirmation email with the study outline download instructions between 6-7 weeks prior to the scheduled exam period.

Q: By what method do you take the exam?

A: The examination is given exclusively online in a proctored environment.

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

A: A minimum of two (2) of the three (3) exam sections must be passed in order to have the opportunity to retake the missed section. If you do not pass two (2) sections the entire exam must be retaken. Retakes on the final section must be taken and passed within twelve (12) months of your original test date.

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 three (3) 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: To retain the CRCS-I or CRCS-P certification, there are two (2) options available. One option is to retake and pass the entire exam every three (3) years. The other option is to join AAHAM as a national member within the year you become certified and earn continuing education units (CEUs). Members must be in good standing by January 31 of each year and earn and report thirty (30) hours of CEUs within the three (3) calendar years following certification. Fifteen (15) of the CEUs must be obtained from attendance at AAHAM related educational programs. If membership and CEUs are not maintained, the certification designation will be revoked and can no longer be used.

Q: Is there a Dual Specialist Certification Exam available?

A: Yes. In order to take this exam, you must currently hold a CRCS-I or a CRCS-P certification designation. You cannot take both exams at the same time. The examination for either the CRCS-I Dual or the CRCS-P Dual consists of two (2) sections covering Patient Access (CRCS-I), Front Desk (CRCS-P) and Billing. Both sections must be passed on exam day otherwise a complete retake of the Dual Exam is necessary.

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