





2019
AAHAM
Certified Revenue
Cycle Executive



Information & Applications



For over forty years, AAHAM's elite certification examinations have set the standard of excellence in patient financial services and the revenue cycle. AAHAM certifications are an investment in your personal growth and your professional future.

The Executive Revenue Cycle Certification demonstrates a high level of achievement and distinguishes you as a leader and role model in the revenue cycle industry. The certification validates your proficiency and commitment to your profession and can play an integral role in your career strategy. In many instances certification may help you secure the promotion or the job you desire.

AAHAM certification gives you a powerful competitive advantage with current and prospective employers:

- Improve your earning potential
- Gain recognition and access to the positions and promotions you seek and deserve
- Build a network of peers in the nfluential group that shares your certification designation
- Continue to expand your skills and expertise through your commitment to continuing education

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Executive Certification Audience

This exam is intended for all executive/ senior leaders in the revenue cycle industry, to help equip them for strategic management of the business. This certification possesses the highest level of difficulty combining content knowledge of the business with critical thinking and communication skills.

In the healthcare revenue cycle industry, the Executive Revenue Cycle Certification is comparable to earning a CPA or passing the bar exam. Both designate mastery of the art of revenue cycle management, the CRCE-I for those who work in an institutional (hospital, health system) setting, and the CRCE-P for those in a professional (clinic, physician) setting.



About the AAHAM CRCE Exams

Exam Overview

The Executive Certification is a comprehensive online, proctored, eight 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, true/false, fill in the blank, short answer, essay and quantitative questions. AAHAM offers two types of Executive 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.

Eligibility

CRCE-I/CRCE-P exams are available to National AAHAM members, in good standing. Student membership doesn't cover the eligibility requirements for professional or executive levels of certification. The applicant must have a minimum of four years of experience in a healthcare related field. A two year associate degree or a degree from an accredited university or college can be substituted for two years of experience. When using an educational waiver for experience, a transcript copy must accompany the application.

CRCE-I/CRCE-P Sections

Sections included in the AAHAM CRCE exams include:

CRCE-I Sections

- 1. Patient Access
- 2. Billing
- 3. Credit/Collections
- 4. Revenue Cycle Management

CRCE-P Sections

- 1. Front Desk
- 2. Billing
- 3. Credit/Collections
- 4. Revenue Cycle Management

Exam Format

The exam is comprised of four sections that contain multiple-choice, true/false, fill in the blank, short answer, essay and quantitative questions. Examinees must initially sit for all four sections of the exam. Each section is graded separately, and each of the four sections must be passed with a score of 70% or greater in order to earn the certification designation. If one or two sections are failed, a retake of those sections is permitted. If three or more sections are failed, a retake of the entire exam is required.

"The University of Pennsylvania Health System (UPHS) began a voluntary CRCE-VCRCE-P certification program to support staff level persons working as part of the revenue cycle. UPHS pays for any candidate to take the test up to three times. The program is very popular with staff, which recognizes the investment that UPHS is making in their personal development. The Patient Accounting Department now offers a reward for passing the exam, paid out annually each year on the individual's certification anniversary for as long as they maintain their certification."

- Thomas McCormick, CRCE-I, UPHS



"AAHAM certification has been the basic requirement in identifying future leaders in my organization. Getting a executive certification from AAHAM, clearly indicates the competence an individual possesses and tells me that thy would definitely help in leading a team to increase the cash flow. If someone can pass the specialist certification exam, it shows me that the person can resolve claims independently."

- Maya Mohan CRCE-I, Director, Healthcare Services (Ajuba Solutions India Private Limited, India)

Dual Certification

Individuals who currently hold the CRCE-I or CRCE-P certification designation may take a three section exam to obtain dual Certification. All sections of the dual CRCE-I/CRCE-P exam must be successfully passed (70% correct) to earn a dual certification. If two of the three sections are successfully passed, the remaining section can be retaken. If less than two sections are passed, the entire exam must be retaken.

Exam Retakes

Exams for failed sections must be retaken within eighteen months of the initial exam date.

Exam Refunds and Postponements

CRCE-I/CRCE-P application fees are non-refundable and are non-transferable. A one-time postponement is allowed if extenuating circumstances prevent an individual from sitting for a scheduled exam. To request a postponement, the examinee must provide written notice to the AAHAM National Office by the specified postponement deadline, which is included with the exam confirmation. Postponements are only allowed once and can only be transferred to the next exam cycle.

Grading

Written notification of test results will be forwarded to examinees no later than 90 days from the date the exam was taken. The time required is a result of the rigorous and thorough hands-on grading process.

Re-Certification

To retain the CRCE-I and/or CRCE-P certification designation, an individual must be an AAHAM member in good standing by January 31 of each year. Candidates must earn forty hours of continuing education units (CEUs) within the two calendar years following certification. Twenty 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.

Exam Frequency

The exams are held three times a year; March, July and November.



Preparing for the Exams

AAHAM certification examinations require comprehensive working knowledge of patient account management, financial operations, information systems, governmental regulations and policies that govern revenue cycle procedures. However, hands-on experience is not sufficient; candidates will need to enhance and refresh their knowledge through independent and group study programs. Participation in coaching sessions sponsored by your local chapter or the national organization are highly recommended (see www.aaham.org or contact your affiliated chapter).

A downloadable CRCE-I/CRCE-P study outline is included in the AAHAM CRCE exam fee. The study outline can also be purchased separately.

AAHAM offers a CRCE-I/CRCE-P Exam Study Manual for purchase. The manual is written by AAHAM specifically for AAHAM exams, designed to assist you in studying for CRCE 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 you gauge your progress.

AAHAM offers an online practice exam to help you identify the sections you are strong and/or weak in and to help you focus studying efforts. All of these study tools are available for purchase at www.aaham.org.

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.

"Due to its reconginition throughout our industry, AAHAM certification is the first giant career step upwards in healthcare."

- Bernard W. Lane, Jr. CRCE-I Yale New Haven Services

2019 AAHAM Certification Calendar

December 19, 2018 Registration deadline for March 2019 Exam Period

March 18-29, 2019 March 2019 Exam Period

April 19, 2019 Registration deadline for July 2019 Exam Period

July 8-19, 2019 July 2019 Exam Period

August 15, 2019 Registration deadline for November 2019 Exam Period

November 4-15, 2019 November 2019 Exam Period

December 19, 2019 Registration deadline for March 2020 Exam Period



Frequently Asked Questions (CRCE-I/CRCE-P)

- Q: What are the benefits of obtaining Executive level AAHAM certification?
- A: Executive certification demonstrates a high level of achievement and positions you as a leader and role model in the revenue cycle industry. Certification demonstrates your proficiency and commitment to your profession and your career. Certification can play an integral role in your career strategy and in many instances certification can help you secure the promotion or the job you desire.
- Q: What is the Revenue Cycle Executive certification?
- A: The Executive Certification is a comprehensive online proctored eight 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, true/false, fill in the blank, short answer, essay and quantitative 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. In the revenue cycle industry, it is comparable to earning a CPA or passing the bar exam.
- Q: Who is eligible?
- A: CRCE-I/CRCE-P exams are available to National AAHAM members, in good standing. Candidates must have a minimum of either four years of healthcare experience or two years of healthcare experience and a two-year college or university associate's degree.
- Q: What is the difference between the CRCE-I and the CRCE-P?
- A: The CRCE-I is designed for those who work on the hospital/health system side of the revenue cycle while the CRCE-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 sections. The CRCE-I

- sections include Patient Access, Billing, Credit & Collections, and Revenue Cycle Management. The CRCE-P sections are Front Desk, Billing, Credit & Collections, and Revenue Cycle Management. An examinee is given eight hours to complete a full exam, six hours to complete a dual exam, four hours for two section retakes, and two hours for one section retake.
- Q: When is the exam offered?
- A: The exam is offered three times a year typically between the 2nd and 4th weeks of March, July and November (exact dates, times and locations will be determined and communicated to you by your local chapter).
- Q: How much does it cost?
- A: The cost of taking a full exam is \$299. Section re-takes cost \$50 each. The dual certification exam is \$239 and is available to current CPCE-Is or CRCE-Ps.
- Q: What study materials are available?
- A: AAHAM includes a CRCE-I/CRCE-P Study
 Outline in your exam fee. AAHAM also offers a
 CRCE-I/ CRCE-P Exam Study Manual for purchase.
 The manual is written by AAHAM specifically for
 AAHAM exams, designed to assist you in studying
 for AAHAM CRCE 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.

AAHAM offers an online practice exam to help you identify your strengths and weaknesses to focus studying efforts. All of these study tools are available for purchase at www.aaham.org.

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PROVIDING EXCELLENCE IN THE BUSINESS OF HEALTHCARE



- 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 19, 2018 for the March 2019 examination, April 17, 2019 for the July 2019 examination, August 15, 2019 for the November 2019 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 weeks after the application deadline.
- Q: By what method do you take the exam?
- A: The examination is proctored and given online. It is an eight hour exam two hours per section. There are breaks between sections.
- Q: What if I don't pass all of the sections?
- A: You will need to pass a minimum of two of the four exam sections in order to have the opportunity to retake the missed sections. If you do not pass at least two sections you will have to retake the entire exam. Retakes on the final section(s) must be taken and passed within 18 months of your original test date. Otherwise, you will have to retake the entire exam.
- Q: Can I cancel my test date?
- A: Exam application fees are non-refundable. However, you can request a one time postponement to the next exam period. Notification must be received by the National AAHAM office (in writing via fax or email). The postponement deadline date will be specified in your exam confirmation. Please fax your requests to Matthew Hundley at 703-359-7562 or email to matthew@aaham.org. Please specify the reason for cancellation or postponement.

- Q: When will examinees be notified if they have passed the exam?
- A: Written notification of test results will be forwarded to examinees no later than 90 days from the date the exam was taken. Certificates and lapel pins will be mailed to Chapter Presidents for presentation to passing examinees.
- Q: Once you are certified, what is the process for recertification?
- 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 forty hours of continuing education units (CEUs) to the National Office by the end of a designated two-year period. Twenty 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 CRCE-I or a CRCE-P. You cannot take both exams at the same time. Sections for the CRCE-I Dual examination are: Patient Access, Billing and Revenue Cycle Management. Sections for the CRCE-P Dual Examination are: Front Desk, Billing and Revenue Cycle Management. You must pass at least two of the three sections on exam day; otherwise a complete retake of the Dual exam is necessary. You must then pass the final section within 18 months of your original test date. Otherwise you will have to retake the entire dual exam.





Certified Revenue Cycle Executive (CRCE) Exam Application & Study Materials Order Form

Please Return to:

AAHAM Certification Department 11240 Waples Mill Road, Suite 200 Fairfax, VA 22030

Fax: 703.359.7562 Tax ID#23-1899873

Name - Print name as it shou	ıld appear on certificate. (First, Middle In	nitial, Last)	Title			
Employer Name			Email Addr	Email Address * required to process application		
Address						
City	State	Zip		Country		
Phone	Cell	Cell Local		AAHAM Member ID	- AAHAM Member ID	
Please complete this ONLY if	you are applying to take the exam	Upcoming Exam	Schedule, Reg	istration Fees and Study Ma	iterials	
statement of graduation from a credits if not graduated.)	education must attach a certified college or university, or a transcript of	Exam Fees:	March 2019 □ July - \$299 (Hospital, F			
Would you like your employer to awarded a certification? Yes		☐ CRCE-P Full Exam		ysician) ce you originally sat for the		
Employer Contact Name and Titl	e		, you must retake t	the entire exam. If this is a retake,	when did you	
Employer Contact Email Address Please list your last two employe		□ Section Retake - \$ If this is a retake of (SECTION: □ 1 □ 2 □ 3	CRCE-I/CRCE-P, wh	ich section are you taking?		
Employer Name		□ CRCE-I Dual Exam □ CRCE-P Dual Exam	— \$239 (Clinic, Ph	nysician)		
Title and Dates of Employment		ONLY Individuals wh to take the dual exa	•	CRCE-I or CRCE-P certification designation	gnation are eligible	
Employer Name		Study Materials AAHAM CRCE Stud	dy Manual - \$279 X	(quantity :	Total:	
Title and Dates of Employment		☐ Buy 6 CRCE Exam :	Study Manuals for	the price of 5 - \$1395 Nember Rate -\$379 X quantity	Total:	
The CRCE-I and CRCE-P exams a members in good standing.	re only available to AAHAM national			ate - \$249 X quantity: ber Rate - \$349 X quantity:	Total: Total:	
REGISTRATION DEADLINE: Your AAHAM National Office by:	application must be received by the	Payment Method: □ Check/Money Ord	er (Make Payable t	o AAHAM) □ Amex □ Visa □ Mast	erCard	
August 15, 2018 for the Nover		Card Number				
December 19, 2018 for the Ma April 17, 2019 for the July 201 August 15, 2019 for the Nover	9 exam	Expiration Date	CVV2	2 Code		
indicating your application's acco	email from the AAHAM National Office eptance. You will be contacted by	Name as it appears of	on card			
exam.	the time, date and location of your	Signature				
QUESTIONS? Call the National O matthew@aaham.org.	ffice at 703.281.4043 x 3 or email	Billing address for cr	edit card:			
you submit the application. Plea	sure to save the completed file before asse keep a copy of this application for mit your application online as well.			PAYMENT TOTAL:		
Online Ex	am Registration	I hereby declare tha best of my knowled		ontained in this application are tru (Applicant's initials)	e and correct to the	
Online Study N	Materials Order Form	DI	ease Note: Annlic	ation fees are non-transferable o	and non-refundable	

Please Note: Application fees are non-transferable and non-refundable.

There are no postponements allowed.

Do something today that your future self will thank you for.

#AAHAMAlwaysInvestinYourself

#AAHAMRaisetheLevel





2019 National Membership Application

Please Return to:

AAHAM Membership Department 11240 Waples Mill Road, Suite 200 Fairfax, VA 22030

Fax: 703.359.7562 Email: info@aaham.org

Name			Title		
Employer Name			Email Address		
Address Work					
City	State	Zip	Country		
Landline Phone	Cell Phone		Fax Lo	cal Chapter	
Address □ Home					
City	State Membership Categories and Rates * Local chapter dues may vary	Zip	Country		
between July 1st and Au	P - The fee to become a National AAHAM member is \$2: gust 31st, the dues are \$160 for the rest of the current y and December 31st, the fee is \$250 for the rest of the c	year. If you join	If referred by AAHAM memb	per, please give their name:	
join for free. You must s members receive the be professional or executive at any national board me	EMBERSHIP - Students taking at least 12 credit hours pe submit proof of your full time status with this application nefits of membership with the exception of voting, eligil e levels of certification, and cannot be a proxy for a chap eetings. If you are applying as a <u>Full Time Student Memi</u> wnload the correct membership application.	n. Student bility for oter president	Payment Method: Check/Money Order (Ma Amex Visa Master(Card Number:		
PART TIME STUDENT MI between July 1st and Au between, September 1st all of the following year. be taking between 6-11 Student members receiv	EMBERSHIP - The part time student membership fee is s gust 31st, the dues are \$35 for the rest of the calendar of t and December 31st, dues are \$65 for the rest of the cu To qualify for the part time student membership you credit hours per semester and submit proof with this a re all the benefits of membership with the exception of a nd professional certification, and cannot be a proxy for	year. If you join rrent year and must currently application. voting,	-	CVV2 Code:	
•	ur consent to contact you through your cell phone in ites, notifications, and other information pertinent to				
number provided here You may subsequently AAHAM Membership I 11240 Waples Mill Roa Phone: (703) 281-404	withdraw this consent by contacting:	·	NATIONAL DU LOCAL DUES:	ES:SED:	

Please allow two weeks for processing after your application is received at the national office. Dues are not tax deductible as a charitable contribution, but may be as a business expense. Approximately 4% of your annual dues are used for lobbying activities and are non-deductible.

Please note: AAHAM's membership year is from January to December, it is not anniversary based. Membership is on an individual, not institutional, basis and is non-transferable.





2019 Full Time Student Membership Application

Please Return to:

AAHAM Membership Department 11240 Waples Mill Road, Suite 200 Fairfax, VA 22030

Fax: 703.359.7562 Email: info@aaham.org

Name			Title		
University Name			Email Address		
Current Address					
City	State	Zip	(Country	
Cell Phone	Major	Anticipated Grac	luation Date	Hours Taken This Semester	
Permanent Address					
City	State Membership Categories and Rates * Local chapter dues may vary	Zip		Country	
between July 1st and Augus	The fee to become a National AAHAM membe it 31st, the dues are \$160 for the rest of the cu d December 31st, the fee is \$250 for the rest o	rrent year. If you join	ii referred by AA	AHAM member, please give their name:	
join for free. You must sub members receive the benef professional or executive le at any national board meeti Student Member, please cl application.	BERSHIP - Students taking at least 12 credit hom it proof of your full time status with this appits of membership with the exception of voting vels of certification, and cannot be a proxy for ings. If you are applying as a Full National Merick here to join online or download the correct BERSHIP - The part time student membership	lication. Student g, eligibility for a chapter president nber or a Part time membership	 Current class A signed statiletterhead statir student. Please 	schedule ement for student faculty on college ng you are enrolled as a full time make sure to include email/phone essor signing the statement.	
between, September 1st an all of the following year. To be taking between 6-11 cre Student members receive a eligibility for executive and president at any national bo		the current year and ip you must currently in this application. on of voting, xy for a chapter	US and India. I opportunities for both in personal transfer both in pe	ver 30 local chapters throughout the Local chapters offer you more for education and networking, and erson and webinar educational	
AAHAM would like your consent to contact you through your cell phone in order to provide you with updates, notifications, and other information pertinent to your membership. I hereby expressly grant my consent to AAHAM to contact me through the cell phone number provided herein. You may subsequently withdraw this consent by contacting: AAHAM Membership Department 11240 Waples Mill Road, Suite 200, Fairfax, VA 22030 Phone: (703) 281-4043 Email: moayad@aaham.org I do not grant consent to AAHAM to contact me through my cell phone.			opportunities. In addition, local chapters offer great opportunity to obtain an industry leading healthcare certification which provides excepti value to students when seeking employment in healthcare field. Upon receiving your full time student member application, your local chapter will contact you notify you of how to become involved in your I professional chapter.		

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Local Chapters

AAHAM has over 30 chapters throughout the US and India. Local chapters offer you more opportunities for education and networking. Local chapters offer you more opportunities for education and networking, and offer both in person and webinar educational opportunities. In addition, local chapters offer a great opportunity to obtain an industry leading healthcare certification which provides exceptional value to students when seeking employment in the healthcare field. Please see the listing of local chapters below to help you decide which chapter you should belong to along with your national membership.

Name of Chapter	Geographic Location	Chapter
		Dues
Nebraska Aksarben #01	Nebraska	\$0.00
Florida Sunshine #03	Florida	\$40.00
Carolina #04	North & South Carolina	\$30.00
Washington Evergreen #05	Washington State, West of the Mountains	\$35.00
Minnesota Gopher #06	Minnesota	\$40.00
Iowa Hawkeye #07	lowa	\$0.00
Missouri Hawthorn #08	Missouri	\$45.00
Illinois #09	Illinois	\$30.00
Washington Inland Empire #10	Washington State, East of the Mountains	\$25.00
Pennsylvania Keystone #11	Central Pennsylvania	\$25.00
Maryland #13	Maryland	\$30.00
Utah Mountain West #14	Utah	\$30.00
New Jersey #16	New Jersey	\$40.00
Ohio Western Reserve #18	Ohio	\$0.00
Northeast PA #19	North East Pennsylvania	\$30.00
Colorado Rocky Mountain #21	Colorado	\$20.00
Maine Pine Tree #22	Maine	\$25.00
North/South Dakota Rushmore #23	North & South Dakota	\$0.00
Western Region #26	Arizona and California	\$0.00
Virginia #27	Virginia	\$30.00
Philadelphia #29	Philadelphia, Pennsylvania	\$35.00
Georgia #33	Georgia	\$30.00
Connecticut #34	Connecticut	\$35.00
Pennsylvania Three Rivers #37	Pittsburgh, Pennsylvania	\$30.00
Texas Bluebonnet #40	Texas	\$50.00
Indiana #42	Indiana	\$25.00
Wisconsin #44	Wisconsin	\$25.00
Chennai #49	Chennai, India	\$0.00
Tennessee Music City #53	Tennessee	\$35.00
Vermont & New Hampshire	Vermont & New Hampshire	\$25.00
Twin States #56		
Massachusetts #57	Massachusetts	\$85.00

Please Check the Appropriate Codes in Each Category Below

Years in Healthcare:

□0-5□6-10□11-20□21-25□25+

Certification:

□CHAM (NAHAM) □ CHFP (HFMA)
□FHFMA (HFMA) □ CHCS (ACA)
□Other (please list)

Employer Type:

☐Billing
☐Collection Agency
☐Consulting

☐ Law Firm
☐ Outsourcing
☐ Provider

☐ Software/IT ☐ Vendor/Corporate Partner

Other (please list)

Position:

□CFO

□ Consultant

 \square Director

 \square Executive Director

 $\ \ \, \Box \text{Vice President}$

 \square Manager

☐ Patient Access Representative

☐ Partner, Principal, Owner

☐ PFS Representative

☐Supervisor/Coordinator

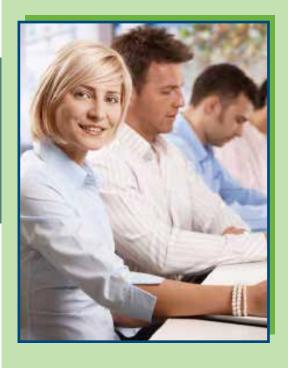
□Other (please list)

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AAHAM MISSION STATEMENT

To Provide Education, Certification,
Networking, and Advocacy for
Healthcare Revenue Cycle Professionals









Providing Excellence in the Business of Healthcare