2016
AAHAM Certified Revenue Cycle Professional

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 Professional 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 influential group that shares your certification designation
- Continue to expand your skills and expertise through your commitment to continuing education

"AAHAM certification has been the basic requirement in identifying future leaders in my organization. Getting a professional certification from AAHAM, clearly indicates the competence an individual possesses and tells me that they 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
About the AAHAM CRCP Exams

Exam Overview
The Professional Certification is a comprehensive online, proctored, four hour exam designed for supervisors and managers that covers revenue cycle subject matter including patient access, billing, credit/collections and revenue cycle management. The exam is comprised of true/false and multiple-choice 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.

Eligibility
CRCP-I/CRCP-P exams are available to National AAHAM members, in good standing. The applicant must have a minimum of two 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 the two years of experience. When using an educational waiver for experience, a transcript copy must accompany the application.

CRCP-I/CRCP-P Sections
Sections included in the AAHAM CRCP exams include:

<table>
<thead>
<tr>
<th>CRCP-I Sections</th>
<th>CRCP-P Sections</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Patient Access</td>
<td>1. Front Desk</td>
</tr>
<tr>
<td>2. Billing</td>
<td>2. Billing</td>
</tr>
<tr>
<td>3. Credit/Collections</td>
<td>3. Credit/Collections</td>
</tr>
</tbody>
</table>

Exam Format
The exam is comprised of four sections that contain multiple-choice and true/false 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.
Dual Certification

Individuals who currently hold the CRCP-I or CRCP-P certification designation may take a three section exam to obtain dual Certification. All sections of the dual CRCP-I/CRCP-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 twelve months of the initial exam date.

Exam Refunds and Postponements

CRCP-I/CRCP-P application fees are non-refundable and are non-transferable. No postponements are allowed.

Grading

Grading is immediate upon completion of the exam. Results will be provided online.

Re-Certification

To retain the CRCP-I and/or CRCP-P certification designation, an individual must be an AAHAM member in good standing by January 31 of each year. Candidates must earn thirty hours of continuing education units (CEUs) within the two calendar years following certification. Fifteen 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, National 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 CRCP-I/CRCP-P study outline is included in the AAHAM CRCP exam fee.

AAHAM 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 AAHAM 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.

“The University of Pennsylvania Health System (UPHS) began a voluntary CRCE-I/CRCE-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
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 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 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 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 hours to complete a full exam, three hours to complete a dual exam, two hours for two section retakes, and one hour 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 determined and communicated to you by your local chapter).

Q: How much does it 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 CPCP-Is or CRCP-Ps.

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 the AAHAM 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 15, 2015, for the March 2016 examination, April 15, 2016 for the July 2016 examination, and August 15, 2016, for the November 2016 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 a four hour exam one hour per section.

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 twelve 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 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 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 hours of continuing education units (CEUs) to the National Office within the two calendar years following certification. Fifteen 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 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 twelve months of your original test date. Otherwise you will have to retake the entire dual exam.
AAHAM CRCP Exam Application Form

Date: __________ Name: ____________

Print name as it should appear on certificate. (First, Mi, Last)

Employer’s Name: __________________________________________________________

Please be sure to include your company/hospital name.

Mailing Address: __________________________________________________________

City: __________________ State: ______ Zip: __________

Business Phone: ________________ Home Phone: ________________

Email: ________________________ *Email is required to process application.

National Member ID: ______________

Local Chapter Name: ______________

Chapter Certification Chair: ________________________________

Would you like your facility to be notified if you are awarded a certification? ☐ Yes ☐ No

Name & Title: ________________________________

Business Phone: ________________________________

Address: ____________________________________________

Please list your last three employers:

1. Your Current Title: ________________________________

Business Dates of Employment: ________________________________

Address: ____________________________________________

2. Your Title: ________________________________

Business Dates of Employment: ________________________________

Address: ____________________________________________

3. Your Title: ________________________________

Business Dates of Employment: ________________________________

Address: ____________________________________________

The CRCP-I and CRCP-P exams are only available to AAHAM members in good standing. Dual certification exam is only available to current CRCP-Is or CRCP-Ps.

Select exam:

☐ CRCP-I (Hospital, Health System)

☐ CRCP-I Dual Certification (Hospital, Health System) (for current CRCP-P Certified Examinee)

☐ CRCP-P (Clinic, Physician)

☐ CRCP-P Dual Certification (Clinic, Physician) (for current CRCP-I Certified Examinee)

Preferred exam date: ☐ March ☐ July ☐ November

Are you currently a CRCP-I or CRCP-P? ☐ No ☐ Yes

If yes, Certificate Number: ______________________________

If this is a retake, when did you originally sit for the exam? __________

Please note: If it has been more than 18 months since you originally sat for the CRCP-I/CRCP-P exam, you must retake the entire exam.

If this is a retake, which section(s) are you taking?

Section: ☐ 1 ☐ 2 ☐ 3 ☐ 4

If you are applying for Dual Certification, when did you originally become a CRCP-I or CRCP-P?

Month: ________ Year: ________

Education Credits Being Claimed (if any) Year(s) __________________

(A candidate claiming credit for education must attach a certified statement of graduation from a college or university, or a transcript of credits if not graduated.)

SUBMITTING YOUR APPLICATION:

Mail application with check or money order to:

AAHAM National Office
11240 Waples Mill Road, Suite 200
Fairfax, VA 22030

Fax: 703.359.7562

FEES: $199.00 for the full exam

$50.00 for each section retake

$160.00 for the dual certification exam

Make checks payable to: AAHAM - Tax ID#23-1899873

Payment by Visa, MasterCard or AMEX is accepted online at:

www.aaham.org

For Credit Card Payment: ☐ AMEX ☐ VISA ☐ MASTERCARD

Account Number: ____________________________ CVV2*: _______

Name: ____________________________ Ex. Date: ____________

Signature: ____________________________

Billing Zip Code: ____________

Application fees are non-transferable and non-refundable.

DEADLINE: Your application must be received by the AAHAM National Office by:

December 15, 2015 for March 2016 exam

April 15, 2016 for July 2016 exam

August 15, 2016 for November 2016 exam

You will receive a confirmation email from the AAHAM National Office indicating your application’s acceptance. You will be contacted by your Chapter Certification Chair regarding the time date and location of your exam.

QUESTIONS? Call the National Office at 703.281.4043, ext. 215

Please keep a copy of this application for your records.

I hereby declare that the statements contained in this application are true and correct to the best of my knowledge.

________________________________________________________________________

Signature of Applicant

* The CVV2 Number (“Card Verification Value”) on your credit card or debit card is a 3 digit number on VISA®, MasterCard® and Discover® branded credit and debit cards. On your American Express® branded credit or debit card it is a 4 digit numeric code.
CRCP-I/CRCP-P certification demonstrates that you have mastered the common body of knowledge for your profession. The CRCP-I/CRCP-P Exam Study Manual will help assist you in preparing for the CRCP-I/CRCP-P exams. This is written by AAHAM, for AAHAM's own certification programs. This manual is the gateway to studying for and passing the Professional exams. It includes chapter review questions and study tips.

Log on to www.aaham.org for more information and to order your Exam Study Manual Today!

Coaching Kit $249 member $349 non-member
Enclosed is my check. Please make payable to AAHAM.
Please charge my credit card: AMEX MasterCard VISA

Card Number: ___________________________ CVV2*: __________
Name on Card: __________________________ Exp. Date: __________
Signature: ____________________________________________________________________

MAILING ADDRESS
Name:_____________________________ Phone:________________________
Address:_______________________________________________________________________
City: __________________________ State: ______ Zip: ___________

Email, fax or mail this registration form along with your payment to:

AAHAM CRCP-I/CRCP-P Study Manual
11240 Waples Mill Road Suite 200, Fairfax VA 22030
Fax: 703.359.7562 Email: Moayad@aaham.org
Questions? Please call 703.281.4043 x 202

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APPLICATION FOR NATIONAL MEMBERSHIP

Name: ___________________________________________ Title: ___________________________________________

Employer/Organization Name: __________________________________________________________________________

Primary Address: ___________________________________ City: _______________________ State: __________ Zip: __________

Phone: _____________________________ Fax: _____________________________ Local Chapter: ___________________________

E-mail Address: ___________________________________ Website: __________________________________________________________________

Home Address: ___________________________ City: ______________ State: _____ Zip: _______ Home Phone: _________________

How did you hear about AAHAM? □ Colleague □ Publication □ Website □ LinkedIn

If referred by AAHAM member, please give name: ___________________________________________________________________

Membership Type: □ National Member □ Student Member

NATIONAL MEMBERSHIP - The fee to become a National member is $199. If you join anytime between July 1st and August 31st, the dues are $155 for the rest of the current year. If you join between September 1st and December 31st, the fee is $240 for the rest of the current year and all of the following year.

STUDENT MEMBERSHIP - The student membership fee is $50. If you join between July 1st and August 31st, the pro-rated dues are $35, and if you join between September 1st and December 31st, dues are $65 (for 15 months of membership). To qualify for student membership you must currently be taking 6 credit hours per semester and submit proof with this application. Student members receive all the benefits of membership with the exception of voting, eligibility for professional certification, and cannot be a proxy for a chapter president at any national board meetings.

PAYMENT OPTIONS

For Credit Card Payment: □ AMEX □ VISA □ MASTERCARD

Card Number: ___________________________ Exp: _______ CVV2*: ________

Name as it appears on card: ___________________________________________

Signature: ___________________________________________________________

Billing Address, If different from Above: ___________________________________________

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: Membership is on an individual, not institutional, basis and is non-transferable.

AAHAM Providing Excellence in the Business of Healthcare
Certification, Compliance, Leadership Development, Networking, Advocacy

For Check Payment:

Please make checks payable to AAHAM and send application with your payment to:

AAHAM Membership
11240 Waples Mill Road, Suite 200
Fairfax, VA 22030
Fax: 703.359.7562
AAHAM Tax ID# 23-1899873

<table>
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<th>Your Payment Total:</th>
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<tbody>
<tr>
<td>National Dues: $ _________</td>
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<tr>
<td>Local Dues: $ _________</td>
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<td>Total Enclosed: $ _________</td>
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* The CVV2 Number ("Card Verification Value") on your credit card or debit card is a 3 digit number on VISA®, MasterCard®, and Discover® branded credit and debit cards. On your American Express® branded credit or debit card it is a 4 digit numeric code.
Local Chapters: AAHAM has 32 chapters throughout the US and India. Local chapters offer you more opportunities for education and networking. Please see the listing of local chapters below to help you decide which chapter you should belong to along with your National membership.

<table>
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<tr>
<th>Name of Chapter</th>
<th>Geographic Location</th>
<th>Chapter Dues</th>
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<td>Florida Sunshine #03</td>
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<td>North &amp; South Carolina</td>
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<td>Washington State, West of the Mountains</td>
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<td>Minnesota Gopher #06</td>
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**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:**
- Vendor/Corporate Partner
- Billing
- Collection Agency
- Consulting
- Outsourcing
- Software/IT
- Provider
- Law Firm
- Other (please list) __________

**Position:**
- CFO
- Vice President
- Partner, Principal, Owner
- Executive Director
- Consultant
- Director
- Manager
- Supervisor/Coordinator
- PFS Representative
- Patient Access Representative
- Other (please list) __________

**Responsibility:**
- Accounting
- Administration/Operations
- Admitting/Access
- Audit
- Benefits
- Budget
- Business Development, Sales, Marketing
- Compliance
- Information Services, Sales, Marketing
- Managed Care
- Medical Records
- Medicare/Medicaid
- PFS, Patient Billing & Collections
- Reimbursement
- Third Party Administration
- Other (please list) __________
AAHAM MISSION STATEMENT

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