



2021

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.

Earning an AAHAM certification demonstrates:

- Commitment – to your profession and your ongoing career development
- Expertise – that you possess the knowledge to meet the industry’s highest standards and the capacity to pass a rigorous certification examination
- Professionalism – in your pursuit of excellence to the quality of service in your career

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

- Improve your earning potential
- Gain recognition and access to the positions and promotions you seek and deserve
- Build a network of connections in the influential group that shares your 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.

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.

Eligibility

CRCE 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 Sections

Sections included in the AAHAM CRCE exams include:

CRCE

1. Patient Access/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 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 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,
UPHS**

“AAHAM certification has been the basic requirement in identifying future leaders in my organization. Getting an executive 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,
 Director, Healthcare Services
 (Ajuba Solutions India Private
 Limited, India)*

Exam Retakes

Exam retakes for unpassed sections must be retaken within eighteen (18) months of the initial exam date. Section retakes can be taken in between exam testing periods and need to be scheduled at least thirty (30) days after the exam retake registration has been submitted. Test takers are responsible for making arrangements for the location and proctor for section retakes, either with their local proctor or through our online testing platform, ProctorU. A maximum of 3 retakes is allowed. If a section isn't passed after three retake attempts the full exam will need to be registered for in the next available testing period. Please contact certification@aaHAM.org for ProctorU requirements or with any questions.

Exams for failed sections must be retaken within eighteen (18) months of the initial exam date.

Exam Refunds and Postponements

CRCE 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 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

Except for section retakes, 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 is highly recommended (see www.aaham.org or contact your affiliated chapter).

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

AAHAM offers a CRCE 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 recognition throughout our industry, AAHAM certification is the first giant career step upwards in healthcare.”

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

2021 AAHAM Certification Calendar

December 15, 2020
Registration deadline for
March 2021 exams

March 8-19, 2021
March 2021 exams

April 15, 2021
Registration deadline for
July 2021 exams

July 19-30, 2021
July 2021 exams

August 16, 2021
Registration deadline for
November 2021 exams

November 8-19, 2021
November 2021 exams

December 15, 2021
Registration deadline for
March 2022 exams

AAHAM CRCE Frequently Asked Questions

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.

In the revenue cycle industry, it is comparable to earning a CPA or passing the bar exam.

Q: Who is eligible?

A: CRCE 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 does the exam cover and how much time do I have to take the exam?

A: The CRCE examination is four sections. The CRCE sections include Patient Access/Front Desk, Billing, Credit & Collections, and Revenue Cycle Management. An examinee is given eight hours to complete a full 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.

Q: What study materials are available?

A: AAHAM includes a CRCE Study Outline in your exam fee. AAHAM also offers a CRCE 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.

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 the closest geographical area.

Q: Is there an application deadline?

A: All applications must be received by the AAHAM National Office by December 15, 2020, for the March 2021 examination, April 15, 2021, for the July 2021 examination, August 16, 2021, for the November 2021 examination, and December 15, 2021, for the March 2022 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 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@aaaham.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: 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. If terminated, members will be required to retake the entire examination to become re-certified.



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 should appear on certificate. (First, Middle Initial, Last)* _____ Title _____
 Employer Name _____ Email Address ** required to process application* _____
 Address _____
 City _____ State _____ Zip _____ Country _____
 Phone _____ Cell _____ Local Chapter _____ AAHAM Member ID _____

Please complete this ONLY if you are applying to take the exam

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.)

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

Employer Contact Name and Title _____

Employer Contact Email Address _____

Please list your last two employers:

Employer Name _____

Title and Dates of Employment _____

Employer Name _____

Title and Dates of Employment _____

The CRCE exams are only available to AAHAM national members in good standing.

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

December 15, 2020 for the March 2021 Exam

April 15, 2021 for the July 2021 Exam

August 16, 2021 for the November 2021 Exam

You will receive a confirmation email from the AAHAM National Office indicating your application's acceptance.

In response to the current public health concerns, AAHAM is currently only delivering exams remotely online through ProctorU. Click [here](#) for an overview of the ProctorU service and fees.

QUESTIONS? Call the National Office at 703.281.4043 x3 or email certification@ahaham.org.

This is an interactive PDF; make sure to save the completed file before you submit the application. Please keep a copy of this application for your records. You may also submit your application online as well.

[Online Exam Registration](#)

[Online Study Materials Order Form](#)

Upcoming Exam Schedule, Registration Fees and Study Materials

Preferred exam month:

March 2021 July 2021 November 2021

Exam Fees:

CRCE Full Exam — \$299

If it has been more than 18 months since you originally sat for the CRCE, you must retake the entire exam. If this is a retake, when did you originally sit for the exam? _____ (month/year)

Section Retake - \$50

Indicate section below

1 (Patient Access)

2 (Billing)

3 (Credit and Collections)

4 (Revenue Cycle Management)

Study Materials

AAHAM CRCE Study Manual - \$279 X quantity _____: Total: _____

Buy 6 CRCE Exam Study Manuals for the price of 5 - \$1,395 Total: _____

AAHAM CRCE Study Manual - Non-Member Rate -\$379 X quantity _____: Total: _____

Payment Method:

Check/Money Order (Make Payable to AAHAM) Amex Visa MasterCard

Card Number _____

Expiration Date _____ CVV2 Code _____

Name as it appears on card _____

Signature _____

Billing address for credit card: _____

PAYMENT TOTAL: _____

I hereby declare that the statements contained in this application are true and correct to the best of my knowledge. (Applicant's initials) _____

Please Note: Application fees are non-transferable and non-refundable. There are no postponements allowed.



2021 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 _____

Work Phone _____ Cell Phone _____ Secondary Email Address _____ Local Chapter _____

Address Home _____

City _____ State _____ Zip _____ Country _____

Membership Categories and Rates

* Local chapter dues may vary

NATIONAL MEMBERSHIP - The fee to become a National AAHAM member is \$209. If you join in July, the dues are \$160 for the rest of the current year. If you join between August 1st and November 30th, the fee is \$250 for the rest of the current year and all of the following year.

We also offer payment plans to help ease the dues burden. Please contact the AAHAM National Office if you would like more information.

FULL TIME STUDENT MEMBERSHIP - Students taking at least 12 credit hours per semester can join for free. You must submit proof of your full time status with this application. Student members receive the benefits of membership with the exception of voting, eligibility for professional or executive levels of certification, and cannot be a proxy for a chapter president at any national board meetings. If you are applying as a **Full Time Student Member**, please [click here to join online or download the correct membership application.](#)

PART TIME STUDENT MEMBERSHIP - The part time student membership fee is \$50. If you join in July, the dues are \$35 for the rest of the current year. If you join between August 1st and November 30th, the fee is \$65 for the rest of the current year and all of the following year. **To qualify for the part time student membership you must currently be taking between 6-11 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 executive and professional certification, and cannot be a proxy for a chapter president at any national board

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.

If referred by AAHAM member, please give their name: _____

Payment Method:

Check/Money Order (Make Payable to AAHAM)

Amex Visa MasterCard

Card Number: _____

Exp: _____ CVV2 Code: _____

Name as it appears on card: _____

Signature: _____

Billing Address for Credit Card: _____

PAYMENT TOTAL

NATIONAL DUES: _____

LOCAL DUES: _____

TOTAL ENCLOSED: _____

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.



Please Return to:
 AAHAM Membership Department
 11240 Waples Mill Road, Suite 200
 Fairfax, VA 22030
 Fax: 703.359.7562
 Email: info@aaaham.org

2021 Full Time Student Membership Application

Name _____ Title _____

University Name _____ Email Address _____

Current Address _____

City _____ State _____ Zip _____ Country _____

Cell Phone _____ Major _____ Anticipated Graduation Date _____ Hours Taken This Semester _____

Permanent Address _____

City _____ State _____ Zip _____ Country _____

Acceptable forms of proof of student status are:

- Current class schedule
- A signed statement for student faculty on college letterhead stating you are enrolled as a full time student taking at least 12 credit hours per semester. Please make sure to include email/phone number of professor signing the statement.

If referred by AAHAM member, please give their name:

Local Chapter Membership:

AAHAM has over 30 local chapters throughout the US and India. 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.

Upon receiving your full time student membership application, your local chapter will contact you to notify you of how to become involved in your local professional chapter.

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@aaaham.org

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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.

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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.

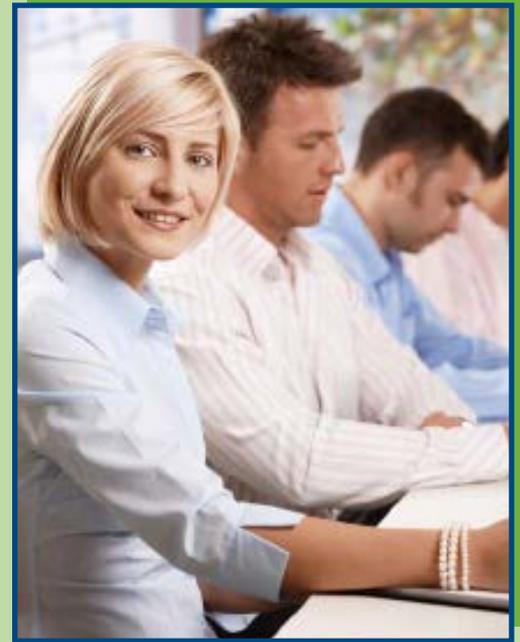
| Name of Chapter | Geographic Location | Chapter Dues | Please Check the Appropriate Codes in Each Category Below |
|--|---|--------------|---|
| Nebraska Aksarben #01 | Nebraska | \$0.00 | Years in Healthcare: <input type="checkbox"/> 0-5 <input type="checkbox"/> 6-10 <input type="checkbox"/> 11-20 <input type="checkbox"/> 21-25 <input type="checkbox"/> 25+ Certification: <input type="checkbox"/> CHAM (NAHAM) <input type="checkbox"/> CHFP (HFMA) <input type="checkbox"/> FHFMA (HFMA) <input type="checkbox"/> CHCS (ACA) <input type="checkbox"/> Other (please list) Employer Type: <input type="checkbox"/> Billing <input type="checkbox"/> Collection Agency <input type="checkbox"/> Consulting <input type="checkbox"/> Law Firm <input type="checkbox"/> Outsourcing <input type="checkbox"/> Provider <input type="checkbox"/> Software/IT <input type="checkbox"/> Vendor/Corporate Partner <input type="checkbox"/> Other (please list) Position: <input type="checkbox"/> CFO <input type="checkbox"/> Consultant <input type="checkbox"/> Director <input type="checkbox"/> Executive Director <input type="checkbox"/> Vice President <input type="checkbox"/> Manager <input type="checkbox"/> Patient Access Representative <input type="checkbox"/> Partner, Principal, Owner <input type="checkbox"/> PFS Representative <input type="checkbox"/> Supervisor/Coordinator <input type="checkbox"/> Other (please list) |
| Florida Sunshine #03 | Florida | \$40.00 | |
| Carolina #04 | North & South Carolina | \$30.00 | |
| Minnesota Gopher #06 | Minnesota | \$40.00 | |
| Iowa Hawkeye #07 | Iowa | \$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 MountainWest #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 Twin States #56 | Vermont & New Hampshire | \$25.00 | |
| Massachusetts #57 | Massachusetts | \$85.00 | |

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.

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AAHAM MISSION STATEMENT

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



*The Premier Organization for
Revenue Cycle Professionals*

Providing Excellence in the Business of Healthcare