



2022

# AAHAM Certified Revenue Cycle Executive



Information  
& Applications

**F**or 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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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.

## Exam Application

Applications can be submitted online at <https://www.aaham.org/Certification.aspx>.

*"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,  
CEO, ArcMed Analytics  
and Services, Pvt Ltd*

## *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](mailto: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*

The exams are offered on a monthly basis.

# 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](http://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](http://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.

## 2022 AAHAM Certification Calendar

January 17-21, 2022  
 January 2022 exams

February 21-25, 2022  
 February 2022 exams

March 21-25, 2022  
 March 2022 exams

April 18-22, 2022  
 April 2022 exams

May 16-20, 2022  
 May 2022 exams

June 20-24, 2022  
 June 2022 exams

July 25-29, 2022  
 July 2022 exams

August 22-26, 2022  
 August 2022 exams

September 19-23, 2022  
 September 2022 exams

October 17-21, 2022  
 October 2022 exams

November 14-18, 2022  
 November 2022 exams

December 12-16, 2022  
 December 2022 exams

*“Due to its recognition throughout our industry, AAHAM certification is the first giant career step upwards in healthcare.”*

- Steven Markesich, CRCE  
 Yale New Haven Services

## *AAHAM CRCE Frequently Asked Questions*

**Q:** What are the benefits of obtaining an AAHAM Certified Revenue Cycle Executive (CRCE) certification?

**A:** Certified Revenue Cycle Executive (CRCE) 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 plays 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 CRCE certification?

**A:** The CRCE 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 exams are offered on a monthly basis, please visit <https://www.aaham.org/Certification.aspx> for the current exam calendar.

**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](http://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 at least 30 days prior to your exam date.

Q: How is the exam given?

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](mailto:matthew@aaaham.org). Please specify the reason for cancellation or postponement.

Q: When will I be notified if I have passed the exam?

A: Written notification of test results will be forwarded to you 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 I am certified, what is the process for recertification?

A: To retain certification, you 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.

## 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*