2020
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, 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.

Eligibility
CRCP 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 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 Sections
Sections included in the AAHAM CRCP exams include:

CRCP Sections
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 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.

2020 AAHAM Certification Calendar

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 19, 2019</td>
<td>Registration deadline for March 2020 Exam Period</td>
</tr>
<tr>
<td>March 9-20, 2020</td>
<td>March 2020 Exam Period</td>
</tr>
<tr>
<td>April 15, 2020</td>
<td>Registration deadline for July 2020 Exam Period</td>
</tr>
<tr>
<td>November 2-13, 2020</td>
<td>November 2020 Exam Period</td>
</tr>
<tr>
<td>December 15, 2020</td>
<td>Registration deadline for March 2021 Exam Period</td>
</tr>
</tbody>
</table>
Exam Retakes
Exam retakes for unpassed sections must be retaken within twelve (12) 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 2 retakes are 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.

Exam Refunds and Postponements
CRCP 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 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 study outline is included in the AAHAM CRCP exam fee.

AAHAM offers a CRCP 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.

“\textit{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
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.

Q: Who is eligible?
A: CRCP 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 does the exam cover and how much time do I have to take the exam?
A: The CRCP exam has four sections. The sections include Patient Access/Front Desk, Billing, Credit & Collections, and Revenue Cycle Management. An examinee is given four hours to complete a full 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.

Q: What study materials are available?
A: AAHAM includes a CRCP Study Outline in your exam fee. AAHAM also offers a CRCP 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 19, 2019 for the March 2020 examination, April 15, 2020 for the July 2020 examination, August 17, 2020 for the November 2020 examination and December 15, 2020 for the March 2021 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 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
Certified Revenue Cycle Professional (CRCP) Exam Application & Study Materials Order Form

Name - Print name as it should appear on certificate. (First, Middle Initial, Last)

Employer Name

Address

City State Zip Country

Phone Cell

Employer Contact Name and Title

Employer Contact Email Address

Please list your last two employers:

Title and Dates of Employment

Title and Dates of Employment

The CRCP 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 19, 2019 for the March 2020 Exam
April 15, 2020 for the July 2020 Exam
August 17, 2020 for the November 2020 Exam

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

QUESTIONS? Call the National Office at 703.281.4043 or email certification@aaaham.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 2020
- [ ] July 2020
- [x] November 2020

Exam Fees:

- [ ] CRCP Full Exam — $199

If it has been more than 12 months since you originally sat for the CRCP, 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 CRCP Study Manual - $199 X quantity_____:  Total:_________
- [ ] Buy 6 CRCP Exam Study Manuals for the price of 5 - $995 Total:_________
- [ ] AAHAM CRCP Study Manual - Non-Member Rate -$299 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:

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.

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

#AAHAMAlwaysInvestInYourself

#AAHAMRaiseTheLevel
2020 National Membership Application

Name

Employer Name

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 between July 1st and August 31st, the dues are $160 for the rest of the current year. If you join between September 1st and December 31st, the fee is $250 for the rest of the current year and all of the following year.

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 between July 1st and August 31st, the dues are $35 for the rest of the calendar year. If you join between September 1st and December 31st, dues are $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 meetings.

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 express 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.

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.

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:___________________
# 2020 Full Time Student Membership Application

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>University Name</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Current Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cell Phone</th>
<th>Major</th>
<th>Anticipated Graduation Date</th>
<th>Hours Taken This Semester</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Permanent Address</th>
<th>□</th>
</tr>
</thead>
</table>

## 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.

- [ ] I do not grant consent to AAHAM to contact me through my cell phone.

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.
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.

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

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
- □ Director
- □ Executive Director
- □ Vice President
- □ Manager
- □ Patient Access Representative
- □ Partner, Principal, Owner
- □ PFS Representative
- □ Supervisor/Coordinator
- □ Other (please list)

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.
AAHAM MISSION STATEMENT

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