



2021

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

Table of Contents

About the AAHAM CRCP exams	3
Certification calendar	3
Preparing for the exams	5
AAHAM CRCP Frequently Asked Questions	6
AAHAM CRCP exam application forms	8
AAHAM CRCP study materials order form	9
Membership application	10

Professional Certification Audience

This exam is intended for all supervisors and managers in the revenue cycle industry, to help equip them to effectively manage key aspects of the revenue cycle. This certification requires in-depth knowledge of functional areas including registration, billing, credit & collections and revenue cycle management.

Although Professional Certification is not a pre-requisite for Executive level certification, it is designed as a rung on the AAHAM certification ladder to Executive certification for those interested in pursuing the next level in their career path.

“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 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.

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

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 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.

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 is 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.

“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 CRCP Frequently Asked Questions

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 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 \$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 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 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 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 entire examination to become re-certified.



Certified Revenue Cycle Professional (CRCP) 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 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 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@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 2021 July 2021 November 2021

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

<input type="checkbox"/> AAHAM CRCP Study Manual - \$199 X quantity _____:	Total: _____
<input type="checkbox"/> Buy 6 CRCP Exam Study Manuals for the price of 5 - \$995	Total: _____
<input type="checkbox"/> 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.



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.



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 Fairfax, VA 22030
 Fax: 703.359.7562
 Email: info@aaham.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.

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 11240 Waples Mill Road, Suite 200, Fairfax, VA 22030
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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
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 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.

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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