



2022

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

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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, CEO, ArcMed Analytics and Services, Pvt Ltd

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.

Exam Application

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

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

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 offered on a monthly basis.

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 an AAHAM Certified Revenue Cycle Professional (CRCP) certification?

A: The Certified Revenue Cycle Professional 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 Certified Revenue Cycle Professional certification?

A: The CRCP certification exam 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 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 \$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 at least 30 days prior to your exam date.

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 I 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 I be notified if I have passed the exam?

A: You will be notified immediately upon completion of the exam if you 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 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*



Providing Excellence in the Business of Healthcare