2020
AAHAM
Certified Revenue Cycle Specialist

Information & Applications
For over 40 years, AAHAM certifications have become the standard and defined new levels of professionalism in healthcare administrative management and patient financial services. Certification is an investment in your personal growth and your professional future.

Earning an AAHAM certification demonstrates your:
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 and in the healthcare industry.

AAHAM certification gives you a powerful competitive advantage with prospective and current employers:
• 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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Specialist Certification Audience

This exam is intended for revenue cycle staff with responsibilities in patient access, billing, account resolution, denial management, collections, cash posting, customer service, and self-pay collections. The exam focuses on knowledge required in revenue cycle functional areas including registration (front desk), billing, and credit & collections.

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

Exam Overview
The exams are two hour, online, proctored exams that require working knowledge within focused areas of the revenue cycle, including relevant regulations and acronyms, and comprised of three multiple-choice sections.

Eligibility
The CRCS exams are available to individuals involved in the management of healthcare patient accounts. Membership in AAHAM is not a requirement, although it is encouraged. One-year employment in the healthcare revenue cycle is recommended to successfully complete the exam.

AAHAM CRCS Sections
Sections included in the exams include:

CRCS Sections
1. Patient Access/Front Desk
2. Billing
3. Credit & Collections

Exam Format
Examinees must initially sit for all three sections, which contain questions in a multiple choice format. Each section of the AAHAM CRCS exam is graded separately and all three sections must be passed with a score of 70% or greater in order to earn the CRCS certification. If only one section is failed, a retake of that section is permitted. If more than one section is failed, a retake of the full exam is required.

2020 AAHAM Certification Calendar

December 19, 2019
Registration deadline for March 2020 Exam Period

March 9-20, 2020
March 2020 Exam Period

April 15, 2020
Registration deadline for July 2020 Exam Period

July 20-31, 2020
July 2020 Exam Period

August 17, 2020
Registration deadline for November 2020 Exam Period

November 2-13, 2020
November 2020 Exam Period

December 15, 2020
Registration deadline for March 2021 Exam Period
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

CRCS applications are non-refundable, and 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 CRCS certification designation, two options are available:
• Option One - Retake and pass the entire exam every three years.
• Option Two - Join as a national member within the calendar year you become certified in and earn continuing education units (CEUs). Members must be in good standing by January 31 of each year and earn and report thirty hours of CEUs within the three 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 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 hands on working knowledge of patient account management as it relates to national governmental regulations and policies that govern revenue cycle registration, billing and collection procedures. Working 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 are highly recommended (see www.aaham.org or contact your affiliated chapter).

A downloadable CRCS study outline is included in the exam fee. AAHAM also offers a comprehensive CRCS exam study manual available for purchase. The manual is written by AAHAM specifically for AAHAM exams, to assist you in studying for the AAHAM CRCS 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 gauge your progress.

“AAHAM certification has been the basic requirement in identifying future leaders in my organization. Getting a 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
**AAHAM CRCS Frequently Asked Questions**

**Q:** What are the benefits of obtaining AAHAM certification?

**A:** Certification validates your knowledge of the revenue cycle and job specific competencies. It provides industry recognition along with a personal challenge, selfsatisfaction, professional development, and individual enrichment. Certification demonstrates proficiency in your job, commitment to your profession and your career. Certification can play an integral part in your career plan and can help to increase your advancement opportunity.

**Q:** What is Specialist Certification?

**A:** Specialist certification tests the proficiency of staff involved in the management of patient accounts. It also helps to prepare staff for the changes that are inevitable in our industry today. Examinees are responsible for knowledge of all current Medicare deductibles and coinsurance amounts.

**Q:** Who is eligible?

**A:** The CRCS exam is available to individuals involved in the management of healthcare patient accounts. Membership in AAHAM is not a requirement, although it is encouraged. One-year employment in patient accounting is recommended to successfully complete the exam.

**Q:** What does the CRCS exam cover and how much time do I have?

**A:** Each examination has three sections covering patient access billing, and credit and collections. All three sections cover relevant regulation and acronyms by sections. Each section is comprised of forty questions. An examinee is given two hours to complete a full exam and forty minutes to complete a section retake of the exam.

**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 for the CRCS exam?

**A:** The cost of taking the CRCS full exam is $100. Section retakes cost $50 each.

**Q:** What study materials are available for the CRCS?

**A:** AAHAM includes a CRCS Study Outline in the exam fee. Download instructions are emailed approximately 6-7 weeks prior to the beginning of the exam period. AAHAM also offers a comprehensive CRCS Exam Study manual for $99.00. The manual is written by AAHAM specifically for AAHAM exams, to assist you in studying for the CRCS 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 gauge your progress.

**Q:** How do I determine which chapter I am a part of?

**A:** You can access the Chapter Certification Chair directory on our website. Your local chapter would be the one in your state or in closest geographical area.

**Q:** Is there an exam 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, how will I be notified of when and where to take my test?
A: You will be notified by your local Chapter Certification Chair with the name of your proctor, date, time, and exam location. You will receive your exam confirmation email with the study outline download instructions between 6-7 weeks prior to the scheduled exam period.

Q: By what method do you take the exam?
A: The examination is given exclusively online in a proctored environment.

Q: What if I don’t pass all of the sections?
A: A minimum of two of the three exam sections must be passed in order to have the opportunity to retake the missed section. If you do not pass two sections the entire exam must be retaken. Retakes on the final section must be taken and passed within twelve months of your original test date.

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 three sections of the examination.

Q: Once you are certified, what is the process for recertification?
A: To retain the CRCS certification, there are two options available. One option is to retake and pass the entire exam every three years. The other option is to join AAHAM as a national member within the calendar year you become certified in and earn continuing education units (CEUs). Members must be in good standing by January 31 of each year and earn and report thirty hours of CEUs within the three 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.

“The University of Pennsylvania Health System (UPHS) began a voluntary CRCS 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
Certified Revenue Cycle Specialist (CRCS) Exam Application & Study Materials Order Form

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

Please list your current or last employer

Your current title

I hereby declare that the statements contained in this application are true and correct to the best of my knowledge.

(Applicant’s initials)

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

An exam confirmation and the information to download your study outline will be emailed to you 6-7 weeks prior to the start of the exam period. You will be contacted by your certification chair regarding the time, date and location of your exam.

The study outline is included with your exam fee. If you would like to order the Exam Study Manual or Coaching Kit, you may do so with this form or order online as well.

QUESTIONS? Call the National Office at 703.281.4043 or email certification@aaham.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.

Online Exam Registration

Online Study Materials Order Form

Upcoming Exam Schedule, Registration Fees and Study Materials

Preferred exam month:

☐ March 2020  ☐ July 2020  ☐ November 2020

If it has been more than 12 months since you originally sat for the CRCS exam, you must retake the entire exam. If this is a retake, when did you originally sit for the exam? _________ (month/year)

Exam Fees:

☐ CRCS Full Exam — $100

☐ Section Retake - $50

Indicate section below

☐ 1 (Patient Access)

☐ 2 (Billing)

☐ 3 (Credit & Collections)

Study Materials

☐ AAHAM CRCS Study Manual - $99 X quantity _____: Total: ________

☐ Buy 6 CRCS Exam Study Manuals for the price of 5 - $495 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: ________

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 □ 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 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.

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: __________________________

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.

☐ 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) 317-8043     Email: mohammad@aaahm.org

☐ 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.

Please Return to:
AAHAM Membership Department
11240 Waples Mill Road, Suite 200
Fairfax, VA 22030
Fax: 703.359.7562
Email: info@aaham.org
### 2020 Full Time Student Membership Application

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**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:**

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**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.

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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.

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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.

<table>
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<tr>
<th>Name of Chapter</th>
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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