



AAHAM

American Association of Healthcare
Administrative Management

*The Premier Organization for
Revenue Cycle Professionals*

2021

**AAHAM
Certified Revenue
Cycle Specialist**



**Information
& Applications**

AAHAM... Providing Excellence in the Business of Healthcare

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 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

Table of Contents

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

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 requires 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 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.

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

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 is 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 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, 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, self-satisfaction, 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 regulations 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 be 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 the closest geographical area.
- Q:** Is there an exam 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, 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 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

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

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 15, 2020 for the March 2021 Exam
April 15, 2021 for the July 2021 Exam
August 16, 2021 for the November 2021 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.

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.

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

QUESTIONS? Call the National Office at 703.281.4043 x7 or email certification@ahaham.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 2021 July 2021 November 2021

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
SECTION:
 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.



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.



Please Return to:

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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.

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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*



American Association of Healthcare
Administrative Management

*The Premier Organization for
Revenue Cycle Professionals*

Providing Excellence in the Business of Healthcare