



AAHAM

American Association of Healthcare
Administrative Management

*The Premier Organization for
Revenue Cycle Professionals*

2022

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 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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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.

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

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 offered on a monthly basis.

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, CEO, ArcMed Analytics and Services, Pvt Ltd

AAHAM CRCS Frequently Asked Questions

Q: What are the benefits of obtaining an AAHAM Certified Revenue Cycle Specialist (CRCS) certification?

A: The CRCS 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 the Certified Revenue Cycle Specialist Certification?

A: The CRCS 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. You are 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 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 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. 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 at least 30 days prior to your exam date.

Q: By what method do I 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 I be notified if I 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 I am 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

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