



**AAHAM**

American Association of Healthcare  
Administrative Management

*The Premier Organization for  
Revenue Cycle Professionals*



# AAHAM CRCS

## Certified Revenue Cycle Specialist



AAHAM... Providing Excellence in the Business of Healthcare

*F*or over 40 years, AAHAM certifications have set the standard of excellence in financial services and the entire revenue cycle. AAHAM certification gives you a powerful competitive advantage with current and prospective employers.

Certified members are able to:

- Improve earning potential
- Gain recognition and access to positions and promotions
- Build a network of certified peers
- Continue to expand skills and expertise through continuing education

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The CRCS 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 functional revenue cycle 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 foundational level on the AAHAM certification ladder to the Professional certification for those interested in pursuing the next level in their career path.

## *CRCS 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.

The CRCS exams are offered on weekdays throughout the year, and on the second Saturday of each month. Applications to take an exam are due in to the AAHAM office at least 30 days prior to the scheduled exam date.

The exam can be taken remotely online through [ProctorU](#), or in-person locally with a proctor.

## *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 exam:

- Patient Access/Front Desk
- Billing
- 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 within one year. 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>

## *Exam Retakes*

Exam retakes for unpassed sections must be retaken within twelve months of the initial exam date. Section retakes can be taken in between exam testing periods and need to be scheduled at least thirty 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 two retakes is allowed. If a section isn't passed after three retake attempts, the full exam will need to be registered for. Please contact [certification@aaHAM.org](mailto:certification@aaHAM.org) for ProctorU requirements or with any questions.

## *Exam Refunds and Postponements*

CRCS applications are non-refundable. One exam postponement is allowed, the exam must be taken within one year of registering.

## *Grading*

Results will be provided immediately online. Access to a digital certificate is available instantly after passing the exam, a certificate will also be mailed.

## *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 CRCS exams are offered on weekdays throughout the year, and on the second Saturday of each month. Applications to take an exam are due in to the AAHAM office at least 30 days prior to the scheduled exam date.

## *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.

### *CRCS Study Manual*

AAHAM offers a comprehensive CRCS exam study manual covering all of the information you need to pass the exam. A digital version CRCS study manual is included for **FREE** in the exam registration fee. A print version of the manual is also available to purchase for \$99 for those who prefer a hard-copy format. The manual is written specifically for AAHAM exam, 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.

### *CRCS on-demand Training Webinars*

CRCS training webinars are available for **FREE** on-demand at <https://www.aaham.org/InfoHub/Webinars.aspx>. The webinars provide training directly from AAHAM's subject matter experts, and are a great supplemental resource to the study manual. Statistically, those who have participated in our webinars have a higher exam pass rate than those who did not.

*"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?

- 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're 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 CRCS exams are offered on weekdays throughout the year, and on the second Saturday of each month.

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: 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 offers a comprehensive CRCS exam study manual covering all of the information you need to pass the exam. A digital version CRCS study manual is included for **FREE** in the exam registration fee. A print version of the manual is also available to purchase for \$99 those who prefer a hard-copy format. CRCS training webinars are available for **FREE** on-demand at <https://www.aaham.org/InfoHub/Webinars.aspx>. Your local chapter may offer study groups or training as well.

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

A: You can access the AAHAM chapter directory on our [website](#). Your local chapter would be the one in your state or in the closest geographical area.

Q: By what method do I take the exam?

A: The examination is delivered online in a proctored environment. The exam can be taken remotely online via ProctorU, or in-person locally with a Proctor that meets one of the following criteria:

- An individual who holds an AAHAM certification, or
- Any person who holds a current management or human resource position

A proctor cannot be the examinee's supervisor or subordinate. Proctors will be required to attest to defined procedures by review and signature of the Attestation and Confidentiality Statements.

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: One exam postponement is allowed, the exam must be taken within one year of registering. Exam fees are not refundable or 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 no longer be in good standing.

## AAHAM MISSION STATEMENT

*To Provide Education, Certification,  
Networking, and Advocacy for  
Healthcare Revenue Cycle Professionals*



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