**Certified Revenue Cycle Executive Certification (CRCE)**

**Frequently Asked Questions**

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

A: Executive certification demonstrates a high level of achievement and positions you as a leader and role model in the revenue cycle industry. Certification demonstrates your proficiency and commitment to your profession and your career. Certification can play an integral role in your career strategy and in many instances certification can help you secure the promotion or the job you desire.

**Q: What is the Revenue Cycle Executive certification?**

A: The Executive Certification is a comprehensive online proctored eight 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, true/false, fill in the blank, short answer, essay, and quantitative questions. In the revenue cycle industry, it is comparable to earning a CPA or passing the bar exam.

**Q: Who is eligible?**

A: CRCE exams are available to National AAHAM members, in good standing. Candidates must have a minimum of either four years of healthcare experience or two years of healthcare experience and 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 examination has four sections and each section has a two hour time limit. The CRCE sections include Patient Access, Billing, Credit & Collections, and Revenue Cycle Management. An examinee is given eight hours to complete a full exam, four hours for two section retakes, and two hours 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 the exam cost?**

A: The cost of taking a full exam is $299. Section re-takes cost $50 each.

**Q: What study materials are available?**

A: AAHAM includes a CRCE Study Outline in your exam fee. AAHAM also offers a CRCE Exam Study Manual for purchase. The manual is written by AAHAM specifically for AAHAM exams, designed to assist you in studying for CRCE 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.

 AAHAM offers an online CRCE practice exam, to help you identify the sections you are strong and/or weak in and to help you focus studying efforts. All of these study tools are available for purchase at [www.aaham.org](file:///C%3A%5CUsers%5CMaria%5CAppData%5CLocal%5Cwww.aaham.org)/certification.aspx.

 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 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: By what method do you take the exam?**

A: The examination is proctored and given online. It is an eight hour exam two hours per section. There are breaks between sections.

**Q: Who can Proctor my exam?**

A: The exam can be taken remotely online via [ProctorU](https://www.aaham.org/Portals/5/Files/Certifications/ProctorUIntro.pdf), or in-person locally with a Proctor that meets one of the

 following criteria:

* + - An individual who holds an AAHAM CRCE 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: You will need to pass a minimum of two of the four exam sections in order to have the opportunity to retake the failed sections. If you do not pass at least two sections you will need to retake the entire exam. Exam retakes for unpassed sections must be retaken within eighteen (18) 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 3 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.

**Q: Can I cancel my test date?**

A: Exam application fees are non-refundable. However, you can request a one-time postponement to the next exam period. Notification must be received by the National AAHAM office (in writing via fax or email). The postponement deadline date will be specified in your exam confirmation.

**Q: When will examinees be notified if they have passed the exam?**

A: Written notification of test results will be forwarded to examinees no later than ninety days from the date the exam was taken. Certificates and lapel pins will be mailed to Chapter Certification Chairs for presentation to passing examinees.

**Q: Once you are certified, what is the process for re-certification?**

A: To retain certification, the member 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 forty hours of continuing education units (CEUs) to the National Office within their two year certification period. At least 20 CEUs must be from AAHAM Sponsored Events.