



# 2011 Certification Information & Applications

- Certified Patient Account Manager  
**CPAM**
- Certified Clinical Account Manager  
**CCAM**
- Certified Patient Account Technician  
**CPAT**
- Certified Clinical Account Technician  
**CCAT**
- Certified Compliance Technician  
**CCT**



For over 36 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

## Table of Contents

Preparing for the exams .....	2
Professional Certification information (CPAM, CCAM).....	3
Technical Certification information (CPAT, CCAT) .....	4
Technical Certification Information CCT .....	4
Certification Calendar .....	5
Professional exams application form (CPAM, CCAM) .....	6
Technical exams application form (CPAT, CCAT, CCT) .....	7
Professional Study Materials Order Form .....	8
Technical Study Materials Order Form .....	9
Professional exams frequently asked Questions (CPAM, CCAM) .....	10
Technical exams frequently asked Questions CPAT, CCAT, CCT) .....	12
Membership application .....	14

## Preparing for the Exams

AAHAM certification examinations require comprehensive working knowledge of professional account management or technical areas as they relate to national policies and regulations that govern patient accounting procedures. Hands-on experience is not sufficient; candidates will need to refresh and enhance their knowledge base through independent and group study programs. Coaching sessions sponsored by some local chapters are highly recommended (see [www.AAHAM.org](http://www.AAHAM.org) or contact your affiliated chapter).

For the professional exams, AAHAM provides a downloadable CPAM/CCAM study outline included in the exam fee. You can purchase the study outline separately. A comprehensive CPAM/CCAM Exam Study manual is available for purchase. Training CD ROMs of live webinars are also available to assist in you preparing for the exams.

For the technical exams, AAHAM provides a downloadable CPAT/CCAT study outline included in the exam fee. You can purchase the study outline separately. A comprehensive CPAT/CCAT Exam Study manual is available for purchase. AAHAM provides a downloadable CCT study outline included in the exam fee. You can purchase the CCT Exam Study manual separately. Online technical training courses are also offered through AAHAM and BridgeFront.

# About the Professional Exams

The eight hour online, proctored exam requires working knowledge of all areas of patient accounting. It is comprised of four sections with true/false, multiple choice, matching, essay, accounting calculation and situational type questions. The exam is held twice a year; during the last week of April and the last week of October. Examinees must initially sit for all four sections at once. Multiple choice and true false questions are graded electronically; fill in the blank, short answer, essay and quantitative questions are graded by two separate graders. Grading can take up to ninety days. Each section is graded separately, and each of the four sections must be passed with a score of 70% or greater in order to earn the designation. If three or more sections are failed, a retake of the entire exam is required. If one or two sections are failed, a retake of those sections is permitted. Exams for failed sections must be retaken within eighteen months of the initial exam date. Individuals already holding the CPAM or CCAM may take a three section exam to obtain dual Certification. Upon successful completion, all designees receive a certificate.

## CPAM Sections

1. Patient Access
2. Billing
3. Credit/ Collections
4. Revenue Cycle management

## CCAM Sections

1. Front Desk
2. Billing
3. Credit/Collections
4. Revenue Cycle management

## Exam Refunds and Postponements (CPAM/CCAM)

CPAM/CCAM application fees are non-transferable and are non-refundable. If you are unable to sit for a scheduled exam, a one time postponement can be requested. To request a postponement, the examinee must provide written notice to the AAHAM National Office by the specified postponement deadline, which is included with the exam confirmation. Postponements are only allowed once and can only be transferred to the next exam cycle.

## Re-Certification

To retain the CPAM and/or CCAM certification, an individual must be an AAHAM member in good standing by January 31 of each year. Candidates must earn forty hours of continuing education units (CEUs) within the two calendar years following certification. Twenty 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.

*“The University of Pennsylvania Health System (UPHS) began a voluntary CPAT/CCAT 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, CPAM, UPHS

## Professional Certification Information

For over forty years, AAHAM’s CPAM and CCAM examinations have set the standard of excellence in patient accounting and patient financial services. In the patient financial services industry, it is comparable to earning a CPA or passing the bar exam. Both designate mastery of the art of patient account management, the CPAM for those who work in a hospital setting, and the CCAM for those in Clinic/physician settings.

## Eligibility

AAHAM professional certification exams are only available to national AAHAM members, in good standing, who have a minimum of either four years of healthcare experience, or two years of healthcare experience and a two year college or university associates degree.

## Technical Certification Information (CCT)

The CCT exam is intended to meet employers' annual compliance training requirements and to support individuals with professional compliance responsibilities.

### Eligibility

AAHAM CCT exam is available to anyone involved in compliance. AAHAM membership is not required, although it is encouraged, one year of compliance experience is recommended.

### About the CCT Exam

The one hour, online, proctored CCT exam measures basic competencies in healthcare compliance.

### CCT Exam Sections

1. Knowledge of the Office of Inspector General compliance recommendations
2. The seven elements of a healthcare compliance plan
3. Agencies that oversee healthcare compliance
4. Non-compliance penalties

### Exam Refunds and Postponements (CCT)

CCT applications are non-refundable, and non-transferable. There are no postponements allowed.

### Re-Certification

The CCT exam must be retaken every three years to maintain CCT certification.

## About the Technical CPAT/CCAT Exams

The two hour, online, proctored CPAT/CCAT exams require working knowledge of all areas of patient accounting, including relevant regulations and acronyms, and are comprised of three multiple-choice sections. Examinees are responsible for all current Medicare deductibles and coinsurance amounts. The exams are held four times a year; February, May, August and November. Examinees must initially sit for all three sections at once. Grading is immediate upon completion of the exam. Each section of the CPAT/CCAT is graded separately and all three must be passed with a score of 70% or greater, in order to earn the designation. If more than one section is failed, a retake of the full exam is required. If only one section is failed, a retake of that section is permitted. Exams for failed sections must be retaken within twelve months of the initial exam date. Individuals already holding the CPAT or CCAT designation may take an eighty minute exam to obtain dual certification. Both sections of the dual CCAT/CPAT examination must be successfully passed (70% correct) to earn a dual designation. If both sections are not passed successfully, a retake of both sections must be completed. Upon successful completion, all designees receive a certificate.

#### CPAT/CCAT Sections

1. Patient Access
2. Billing
3. Credit & Collections

#### CCAT Test Sections

1. Front Desk
2. Billing
3. Credit & Collections

### Exam Postponements

CPAT, CCAT applications are non-refundable, and non-transferable. There are no postponements allowed.

### Re-Certification

To retain the CPAT or CCAT designation, there are two options available. Option one is to retake and pass the entire exam every three years. Option two is to join as a national member 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.

*"AAHAM certification has been the basic requirement in identifying future leaders in my organization. Getting a professional 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 technical certification exam, it shows me that the person can resolve claims independently."*

Maya Mohan CPAM, Director, Healthcare Services  
 (Ajuba Solutions India Private Limited, India)

## *Certified Patient Account Technician (CPAT) Online Training*

AAHAM has partnered with BridgeFront to offer online education designed for those seeking to earn and/or maintain their Certified Patient Account Technician (CPAT) certification. These online courses are accessed via the AAHAM website and are available 24 hours a day, 7 days a week. Course features include skill building activities, newly enhanced chapter review questions, post-test, certificates of completion and a virtual notes tool. There are over 80 courses from basic to advanced topics, depending upon your unique competency level and educational needs. BridgeFront courses are eligible for AAHAM CEUs; each 1.5 hour course equals three AAHAM CEUs.



## *2011 AAHAM Certification Calendar*

**February 14-25, 2011** – CPAT/CCAT/CCT exams

**March 1, 2011** – Registration deadline for April/May CPAM/CCAM, CPAT/CCAT/CCT exams

**April 25-30, 2011** – CPAM/CCAM exams

**May 9-20, 2011** – CPAT/CCAT/CCT exams

**June 1, 2011** – Registration deadline for August CPAT/CCAT/CCT exams

**August 1, 2011** – Registration deadline for Fall CPAM/CCAM exams

**August 15-26, 2011** – CPAT/CCAT/CCT exams

**September 1, 2011** – Registration Deadline for November CPAT/CCAT/CCT exams

**October 24-29, 2011** – CPAM/CCAM exams

**November 7-18, 2011** – CPAT/CCAT/CCT exams

**December 1, 2011** – Registration deadline for February 2012

*AAHAM Providing Excellence in the Business of Healthcare  
Certification, Compliance, Leadership Development, Networking, Advocacy*

# Professional Exams Application Form (CPAM, CCAM)

Date: \_\_\_\_\_ Name: \_\_\_\_\_  
*Print name as it should appear on certificate. (First, MI, Last)*

Employer's Name: \_\_\_\_\_  
*Please be sure to include your company/hospital name.*

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Business Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Email: \_\_\_\_\_  
*\*Email is required to process application.*

National Member ID: \_\_\_\_\_

Local Chapter Name: \_\_\_\_\_

Chapter Certification Chair: \_\_\_\_\_

Would you like your facility to be notified if you are awarded a certification?  Yes  No

Name & Title: \_\_\_\_\_

Business Phone: \_\_\_\_\_

Address: \_\_\_\_\_

**Please list your last three employers:**

1. Your Current Title: \_\_\_\_\_

Business Dates of Employment: \_\_\_\_\_

Address: \_\_\_\_\_

2. Your Title: \_\_\_\_\_

Business Dates of Employment: \_\_\_\_\_

Address: \_\_\_\_\_

3. Your Title: \_\_\_\_\_

Business Dates of Employment: \_\_\_\_\_

Address: \_\_\_\_\_

**The CPAM and CCAM exams are only available to AAHAM members in good standing. Dual certification exam is only available to current CPAMs or CCAMs.**

**Select exam:**

- CPAM (Hospital)
- CPAM Dual Certification (Hospital)  
(for current CCAM Certified Examinee)
- CCAM (Clinic)
- CCAM Dual Certification (Clinic)  
(for current CPAM Certified Examinee)

Preferred exam date:  Last week of April  
 Last week of September

Are you currently a CPAM or CCAM?  No  Yes

If yes, Certificate Number: \_\_\_\_\_

If this is a retake, when did you originally sit for the exam? \_\_\_\_\_

*Please note: If it has been more than 18 months since you originally sat for the CPAM/CCAM exam, you must retake the entire exam.*

If this is a retake, which section(s) are you taking?

Section:  1  2  3  4

If you are applying for Dual Certification, when did you originally become a CPAM or CCAM?

Spring: \_\_\_\_\_ (year) Fall: \_\_\_\_\_ (year)

Education Credits Being Claimed (if any) Year(s) \_\_\_\_\_

*(A candidate claiming credit for education must attach a certified statement of graduation from a college or university, or a transcript of credits if not graduated.)*

### SUBMITTING YOUR APPLICATION:

**Mail application with check or money order to:**

AAHAM National Office  
 11240 Waples Mill Road, Suite 200  
 Fairfax, VA 22030

**Fax:** 703-359-7562

**FEES:** \$200.00 for the full exam  
 \$50.00 for each section retake  
 \$125.00 for the dual certification exam

**Make checks payable to: AAHAM - Tax ID#23-1899873**

**Payment by Visa, MasterCard or AMEX is accepted online at: [www.aaham.org](http://www.aaham.org)**

**For Credit Card Payment:**  AMEX  VISA  MASTERCARD

Account Number: \_\_\_\_\_

Name: *as it appears on card* \_\_\_\_\_

Signature: \_\_\_\_\_ Ex. Date: \_\_\_\_\_

Billing Zip Code: \_\_\_\_\_

**Application fees are non-transferable and non-refundable.**

**DEADLINE:** Your application must be received by the AAHAM National Office by:  
**March 1** for the Spring exams  
**August 1** for the Fall exams

You will receive a confirmation email from the AAHAM National Office indicating your application's acceptance. You will be contacted by your Chapter Certification Chair regarding the time date and location of your exam.

**QUESTIONS?** Call the National Office at 703-281-4043, ext. 201

**Please keep a copy of this application for your records.**

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

\_\_\_\_\_  
*Signature of Applicant*

# Technical Exams Application Form (CPAT, CCAT, CCT)

Date: \_\_\_\_\_ Name: \_\_\_\_\_  
*Print name as it should appear on certificate. (First, MI, Last)*

Non-Member  Member  and Member ID # \_\_\_\_\_

Employer's Name: \_\_\_\_\_  
*Please be sure to include your company/hospital name.*

Home  or Work   
Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Business Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Email: \_\_\_\_\_  
*\*Email is required to process application.*

Local Chapter Name: \_\_\_\_\_

**Please list your current or last employer:**

1. Your Current Title: \_\_\_\_\_

Business Dates of Employment: \_\_\_\_\_

Address: \_\_\_\_\_

**Select exam:**

- CPAT (Hospital)
- CPAT Dual Certification (Hospital)  
(for current CCAT Certified Examinee)
- CCAT (Clinic)
- CCAT Dual Certification (Clinic)  
(for current CPAT Certified Examinee)
- CCT (Compliance)

**Preferred exam month:**

- February  May  August  November

If this is a retake, when did you originally sit for the exam?  
\_\_\_\_\_ (month/year)

**Please note:**

If it has been more than 12 months since you originally sat for the CPAT/CCAT exam, you must retake the entire exam.

If this is a retake of CPAT/CCAT, which section are you taking?

**SECTION:**

- 1 (Patient Access)  2 (Billing)  3 (Credit & Collections)

If you are applying for Dual Certification, when did you originally become a CPAT or CCAT? \_\_\_\_\_ (month/year)

## SUBMITTING YOUR APPLICATION:

**Mail application with check or money order to:**

AAHAM National Office  
11240 Waples Mill Road, Suite 200  
Fairfax, VA 22030

**Fax:** 703-359-7562

**CPAT/CCAT FEES:**

Full Exam — \$100 Members, \$125 Non-Members  
Section Retake — \$50 Members, \$65 Non-Members  
Dual Certification Exam — \$80 Members, \$95 Non-Members

**CCT FEES:** Full Exam — \$100 Members, \$125 Non-Members

**Make checks payable to: AAHAM** - Tax ID#23-1899873

**Payment by Visa, MasterCard or Amex is accepted online at: [www.aaham.org](http://www.aaham.org)**

**For Credit Card Payment:**  AMEX  VISA  MASTERCARD

Account Number: \_\_\_\_\_

Name: *as it appears on card* \_\_\_\_\_

Signature: \_\_\_\_\_ Ex. Date: \_\_\_\_\_

**Application fees are non-transferable and non-refundable. There are no postponements allowed.**

**DEADLINE:** Your application must be received by the AAHAM National Office by:

**March 1** for the May exams  
**June 1** for the August exams  
**September 1** for the November exams  
**December 1** for the February exams  
*If the 1st falls on a weekend the deadline will move to the next business day.*

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 new comprehensive Study Manual, please visit [www.aaham.org](http://www.aaham.org) for more information.

**QUESTIONS?** Call the National Office at 703-281-4043, ext. 211

**Please keep a copy of this application for your records.**

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

\_\_\_\_\_  
*Signature of Applicant*

## Professional Certification Webinar Series on CD ROM

AAHAM and top CPAMs & CCAMs present a four part Webinar Study program for the AAHAM Professional Exams:



Access • Billing • Credit & Collections • Accounts Receivable Management  
 The entire 4 part recorded CD ROM series costs \$350.00.  
 Individual parts can be purchased separately for \$125.00 each.  
 These CD ROMs were recorded in July & August 2008.

- Yes, I want all 4!
- 4 Part Series on CD ROM: \$350.00 Member rate
- 4 Part Series on CD ROM: \$450.00 Non- member rate

- No, I only want the following sections:  
 \$125 per section on CD ROM - Member rate  
 \$225 per section on CD ROM - Non-member rate

Individual Sections:

*Please check which section(s) you want:*

- Part 1 Access
- Part 2 Billing
- Part 3 Credit & Collections
- Part 4 Accounts Receivable Management
- Enclosed is my check. Please make payable to AAHAM.

- Please charge my credit card:  AMEX  MasterCard  VISA

Card Number: \_\_\_\_\_

Name on Card: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**MAILING ADDRESS** \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

*Email, fax or mail this registration form along with your payment to:*

**AAHAM CPAM/CCAM Study Session CD ROMs** 11240 Waples Mill Road Suite 200, Fairfax VA 22030 Fax: 703/359-7562

Email: Moayad@aaham.org Questions? Please call 703-281-4043 x202

## CPAM/CCAM Study Manual

Fill the picture frame with a AAHAM certificate and you will have a powerful competitive advantage with employers. CPAM/CCAM certification demonstrates that you have mastered the common body of knowledge for your profession. The exams are every bit as challenging for patient account managers as the CPA and Bar exams are for their respective fields and sitting for these exams require commitment and dedication. The CPAM/CCAM Exam Study Manual will help assist you in preparing for the CPAM/CCAM exams. This is written by AAHAM, for AAHAM's own certification programs. This manual is the gateway to studying for and passing the professional exams. It includes chapter review questions and study tips.

**\$279 Members price**

**\$399 Non-Members price**

**Log on to [www.aaham.org](http://www.aaham.org) for more information and to order you Exam Study Manual Today!**

- Member Price \$279  Non-Member Price \$399
- Enclosed is my check. Please make payable to AAHAM.
- Please charge my credit card:  AMEX  MasterCard  VISA

Card Number: \_\_\_\_\_

Name on Card: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**MAILING ADDRESS** \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

*Email, fax or mail this registration form along with your payment to:*

**AAHAM CPAM/CCAM Study Manual**

11240 Waples Mill Road Suite 200, Fairfax VA 22030

Fax: 703/359-7562 Email: Moayad@aaham.org

Questions? Please call 703-281-4043 x202

# AAHAM Technical Study Materials Order Form

Full Name: \_\_\_\_\_ Member ID# (if applicable) \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ email: \_\_\_\_\_

## PLEASE CHOOSE STUDY MATERIAL(S) YOU WISH TO ORDER:

### CPAT/CCAT Study Manual:

Technical CPAT/CCAT Exam Study Manual (Members) \$129.00 x QTY: \_\_\_\_\_

Technical CPAT/CCAT Exam Study Manual (Non-Member) \$149.00 x QTY: \_\_\_\_\_

Total Due: \$ \_\_\_\_\_

### CCT Study Manual:

Technical CCT Study Manual (Members) \$129.00 x QTY: \_\_\_\_\_

Technical CCT Study Manual (Non-Members) \$149.00 x QTY: \_\_\_\_\_

Total Due: \$ \_\_\_\_\_

## PAYMENT INFORMATION

Check

Credit Card:  Visa  MasterCard  Amex

Account Number: \_\_\_\_\_ Ex. Date: \_\_\_\_\_

Name: *as it appears on card* \_\_\_\_\_

Signature: \_\_\_\_\_ Billing Zip Code: \_\_\_\_\_

**Please fax to:** 703-359-7562 Attn: Certification Dept

**Or mail with payment to:** 11240 Waples Mill Rd, Ste 200, Fairfax, VA 22030

**Questions? Call:** 703-281-4043 x211

## Professional Exams Frequently Asked Questions (CPAM, CCAM)

Q: What are the benefits of obtaining AAHAM certification?

A: Certification helps keep you in pace with the industry. You gain recognition by the industry, personal challenge and satisfaction, national recognition, professional development, individual enrichment, employer awareness, and advancement opportunity. Certification demonstrates your proficiency, your commitment to your profession and your career. Certification can be an integral part in your career ladder. In many instances, certification can get you the job or promotion you really want.

Q: What is Professional certification?

A: Professional Certification is an extensive online proctored exam covering all aspects of patient account management. AAHAM offers two types of Professional certification; the CPAM (Certified Patients Account Manager) and CCAM (Certified Clinic Account Manager). In the patient financial services industry, it is comparable to earning a CPA or passing the bar exam.

Q: Who is eligible?

A: CPAM/CCAM certification is available only to National AAHAM members, in good standing, and have a minimum of four years healthcare experience, or two years healthcare experience and a two-year college or university associates degree.

Q: What is the difference between the CPAM and the CCAM?

A: The CPAM is designed for those who work on the hospital side of administrative management while the CCAM is for those who work on the physician or clinic side.

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

A: Each examination is four sections. The CPAM sections are Patient Access, Billing, Credit & Collections, and Revenue Cycle Management. The CCAM sections are Front Desk, Billing, Credit & Collections, and Revenue Cycle Management. An examinee has 8 hours to complete a full exam, 6 hours to complete a dual exam, 4 hours for two section retakes, and 2 hours for one section retake.

Q: When is the exam given?

A: The exam is offered twice a year; one week in the spring (usually the last week of April) and one week in the fall (usually the last week of October.) These are the only times the exam is offered.

Q: How much does it cost?

A: The cost of taking a full exam is \$200. Section re-takes cost \$50 each. The dual certification exam is \$125 and is available to current CPAMs or CCAMs. Please make all checks/money orders out to AAHAM and send to AAHAM's National Office Attn: Certification Dept. 11240 Waples Mill Rd. Suite 200, Fairfax, VA 22030. You can also pay by AMEX, VISA, or MC, online, through the mail, or fax 703-359-7562.

Q: What study materials are available?

A: AAHAM offers a CPAM/CCAM Exam Study Manual for purchase. The manual is the only study manual written by AAHAM for AAHAM exams, specifically designed to assist you in studying for AAHAM's certification programs. The manual has a wealth of helpful information for those studying for the professional exams. The manual's sections 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 includes a CPAM/CCAM Study Outline in your exam fee. There are also training webinars available on CD ROMs on each section of the exam. AAHAM offers an online practice exam to help you identify the sections you are strong and/or weak in and to help you target your studying. All of these study tools are available for purchase at [www.aaham.org](http://www.aaham.org). 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: What chapter am I 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.

*Professional Exam Questions continued*

**Q:** Is there an application deadline?

**A:** All applications must be received at the National Office by March 1st for the spring exam and by August 1st for the fall exam. If the 1st falls on a weekend, the deadline will be the next business day.

**Q:** Once I have sent my application to the National Office, how will I be notified of when and where to take my test?

**A:** You will be notified by your Chapter Certification Chairperson of the date, time and place you will be sitting for your exam. The exam is offered for a one week period during spring and fall so please plan accordingly. You will also receive an emailed exam confirmation approximately two weeks after the application deadline.

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

**A:** The examination is proctored and given online. It is an 8 hour exam (2 hours per section). There are breaks between sections.

**Q:** What if I don't pass all of the sections?

**A:** You need to pass at least 2 of the 4 sections of the exam or you will have to retake the entire exam. You must then retake and pass the final section(s) within 18 months of your original test date. Otherwise you will have to retake the entire exam.

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

**A:** There are no refunds. 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. The maximum number of postponements allowed is one. Please fax your requests to Maria LeDoux at 703-359-7562 or email to maria@aaham.org. Please specify the reason for cancellation or postponement.

**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 90 days from the date the exam was taken. Certificates and lapel pins will be mailed to Chapter Presidents for presentation to passing examinees.

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

**A:** Re-certification begins the calendar year following the year the examination is passed. 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 40 hours of continuing education units (CEUs) to the National Office by January 31st, at the end of a designated two-year period. Twenty (20) of these units must be from attendance at AAHAM related educational programs. Dual certified examinees must adhere to these same requirements. If terminated, members will be required to retake the entire examination to become re-certified.

**Q:** Is there a Dual Professional Certification exam available?

**A:** Yes. In order to take this exam you must currently be a CPAM or a CCAM, you cannot take both exams at the same time. Sections for the CPAM Dual examination are: Patient Access, Billing and Revenue Cycle Management. Sections for the CCAM Dual Examination are: Front Desk, Billing and Revenue Cycle Management. You must pass at least 2 of the 3 sections on exam day; otherwise a complete retake of the Dual exam is necessary. You must then pass the final section within 18 months of your original test date. Otherwise you will have to retake the entire dual exam.

*“AAHAM certification has been the basic requirement in identifying future leaders in my organization. Getting a professional 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 technical certification exam, it shows me that the person can resolve claims independently.”*

*- Maya Mohan CPAM, Director, Healthcare Services  
(Ajuba Solutions India Private Limited, India)*

## Technical Exams Frequently Asked Questions (CPAT, CCAT, CCT)

- Q:** What are the benefits of obtaining AAHAM certification?
- A:** Certification helps keep you in pace with the industry. You gain recognition by the industry, personal challenge and satisfaction, national recognition, professional development, individual enrichment, employer awareness, and advancement opportunity. Certification demonstrates your proficiency, your commitment to your profession and your career. Certification can be an integral part in your career ladder. In many instances, certification can get you the job or promotion you really want.
- Q:** What is Technical Certification?
- A:** Technical certification tests the proficiency of clerical staff involved in the processing of patient accounts and to prepare them for the many changes to come. AAHAM offers three types of Technical Certification; the CPAT (Certified Patient Account Technician) the CCAT (Certified Clinic Account Technician) and the CCT (Certified Compliance Technician)
- Q:** Who is eligible?
- A:** The CPAT/CCAT or CCT exam is available to anyone involved in the processing of 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 is the difference between the CPAT and the CCAT?
- A:** The CPAT is designed for those who work on the hospital side of patient accounting while the CCAT is for those who work on the clinical/physician side.
- Q:** What do the CPAT and CCAT exams 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 has 40 questions. An examinee has 2 hours to complete a full exam, 80 minutes to complete a dual exam, and 40 minutes to complete a section retake of the exam.
- Q:** What does the CCT exam cover and how much time do I have?
- A:** The CCT exam covers four areas: knowledge of the Office of Inspector General compliance recommendations. The seven elements of a healthcare compliance plan, agencies that oversee healthcare compliance and non-compliance penalties. An examinee has 1 hour to complete the exam.
- Q:** When is the exam given?
- A:** The exam is offered four times a year typically between the 2nd and 4th weeks of February, May, August, 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 CPAT/CCAT Exams?
- A:** If you are a National AAHAM member, the cost of taking the CPAT/CCAT full exam is \$100. If you are not a member, the cost of taking the CPAT/CCAT full exam is \$125. Section retakes cost \$50 each for members and \$65 for non members. Dual certification exams are \$80 for members and \$95 for non-members.
- Q:** How much does it cost for the CCT Exam?
- A:** The cost for the CCT exam is \$100 for members and \$125 for non members.
- Q:** What study materials are available for the CPAT/CCAT?
- A:** AAHAM offers a CPAT/CCAT Exam Study manual for purchase. The manual is the only study manual written by AAHAM for AAHAM exams, specifically to assist you in studying for AAHAM's certification programs. The manual has a wealth of helpful information for those studying for the technical exams. The manual's sections 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 includes a CPAT/CCAT Study Outline in the exam fee. Download instructions will be emailed approximately 6-7 weeks prior to the beginning of the exam period. In order to protect the integrity of the exams, AAHAM does not release any examination questions for viewing.

*Technical Exam Questions continued*

Q: What study materials are available for the CCT?

A: AAHAM offers a CCT Exam Study manual for purchase. The manual is the only study manual written by AAHAM for AAHAM exams, specifically to assist you in studying for AAHAM's certification programs. The manual has a wealth of helpful information for those studying for the technical exams. The manual's sections 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 includes a CCT Study Outline in the exam fee. In order to protect the integrity of the exams, AAHAM does not release any examination questions for viewing.

Q: What chapter am I 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 by December 1st for the February examination, March 1st for the May examination, June 1st for the August examination, and September 1st for the November examination. If the 1st falls on a weekend, the deadline will be the next business day.

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: You need to pass at least 2 of the 3 sections of the exam or you will have to retake the entire exam. You must then retake and pass the final section within 12 months of your original rest dare. Otherwise, you ill have to retake

the entire exam. If taking a dual exam, both sections must be passed or an entire retake is required.

Q: Can I cancel my test date?

A: There are no refunds or postponements. Exam fees are non-transferable.

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

A: Examinees will know immediately if they have passed or failed the exam after they finish take the exam. A passing examinee must have at least 70% correct on all three sections of the examination. Certificates will be mailed to Chapter Certification Chairs for presentation to passing examinees by the end of the month following the exam.

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

A: To retain the CPAT or CCAT designation, there are two options available. Option one is to retake and pass the entire exam every three years. Option two is to join as a national member 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.

Q: Once you have earned the CCT designation, what is the process for re-certification?

A: The CCT exam must be retaken every three years. The CCT certification is not maintainable through CEUs.

Q: Is there a Dual Technical Certification Exam available?

A: Yes. In order to take this exam, you must currently be a CPAT or a CCAT. You cannot take both exams at the same time. The examination for either the CPAT Dual or the CCAT Dual consists of two sections covering Patient Access (CPAT) Front Desk (CCAT) and Billing. Both sections must be passed on exam day otherwise a complete retake of the Dual Exam is necessary.

AAHAM... *Educating Your Revenue Cycle Team*  
*Certification • Compliance • Leadership Development • Networking • Advocacy*  
*Cutting Edge Training + Nationally Recognized Certification = Improved Performance*

## APPLICATION FOR NATIONAL MEMBERSHIP

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Employer/Organization Name: \_\_\_\_\_

Primary Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Local Chapter: \_\_\_\_\_

E-mail Address: \_\_\_\_\_ Website: \_\_\_\_\_

Home Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Home Phone: \_\_\_\_\_

How did you hear about AAHAM?  Colleague  Publication  Website  LinkedIn

If referred by AAHAM member, please give name: \_\_\_\_\_

Membership Type:  National Member  Student Member

**NATIONAL MEMBERSHIP** - The fee to become a National member is \$175. If you join anytime between July 1st and August 31st, the dues are \$140 for the rest of the current year. If you join between September 1st and December 31st, the fee is \$210 for the rest of the current year and all of the following year.  
**STUDENT MEMBERSHIP** - The student membership fee is \$50. If you join between July 1st and August 31st, the pro-rated dues are \$35, and if you join between September 1st and December 31st, dues are \$65 (for 15 months of membership). To qualify for student membership you must currently be taking 6 credit hours per semester. Student members receive all the benefits of membership with the exception of voting, eligibility for professional certification, and cannot be a proxy for a chapter president at any national board meetings.

## PAYMENT OPTIONS

**For Credit Card Payment:**  AMEX  VISA  MASTERCARD

Card Number: \_\_\_\_\_ Exp: \_\_\_\_\_

Name as it appears on card: \_\_\_\_\_

Signature: \_\_\_\_\_

Billing Address, If Different from Above: \_\_\_\_\_

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.  
 Please note: Membership is on an individual, not institutional, basis and is non-transferable.

### For Check Payment:

*Please make checks payable to AAHAM and send application with your payment to:*

**AAHAM Membership**  
**11240 Waples Mill Road, Suite 200**  
**Fairfax, VA 22030**  
 AAHAM Tax ID# 23-1899873

### Your Payment Total:

National Dues:	\$ _____
Local Dues:	\$ _____
Total Enclosed:	\$ _____

**AAHAM Providing Excellence in the Business of Healthcare**  
**Certification, Compliance, Leadership Development, Networking, Advocacy**

Local Chapters: AAHAM has 36 chapters throughout the US and India. Local chapters offer you more opportunities for education and networking. 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
Aksarben #01	Nebraska	\$0.00
Greater Florida Buccaneer #03	Tampa/Orlando, Florida area	\$40.00
Carolina #04	North & South Carolina	\$30.00
Evergreen #05	Washington State, West of the Mountains	\$30.00
Gopher #06	Minnesota	\$40.00
Hawkeye #07	Iowa	\$0.00
Hawthorn #08	Missouri	\$35.00
Illinois #09	Illinois	\$25.00
Inland Empire #10	Washington State, East of the Mountains	\$25.00
Keystone #11	Central Pennsylvania	\$25.00
Maryland #13	Maryland	\$20.00
Mountain West #14	Utah	\$25.00
New Jersey #16	New Jersey	\$35.00
Northern California #17	Northern California	\$40.00
Western Reserve #18	Ohio	\$0.00
Northeast PA #19	North East Pennsylvania	\$30.00
Rocky Mountain #21	Colorado	\$40.00
Pine Tree #22	Maine	\$25.00
Rushmore #23	North & South Dakota	\$0.00
South Florida #25	Southern Florida	\$20.00
Southern California #26	Southern California	\$0.00
Virginia #27	Virginia	\$25.00
Philadelphia #29	Philadelphia, Pennsylvania	\$35.00
Cactus Wren #30	Arizona	\$25.00
Mid-York #31	New York	\$40.00
Tennessee #32	Tennessee	\$30.00
Georgia #33	Georgia	\$30.00
Connecticut #34	Connecticut	\$35.00
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
Mumbai #52	Mumbai, India	\$25.00
Music City #53	Tennessee	\$25.00

**Please Check the Appropriate Codes in Each Category Below**

**Years in Healthcare:**

- 0-5  6-10  11-20  21-25  25+

**Certification:**

- CPAM/CCAM  CPAT/CCAT  
 CHAM (NAHAM)  CHFP (HFMA)  
 FHFMA (HFMA)  CHCS (ACA)  
 Other (please list) \_\_\_\_\_

**Employer Type:**

- Vendor/Corporate Partner  Billing  
 Collection Agency  Consulting  
 Outsourcing  Software/IT  
 Provider  Law Firm  
 Other (please list) \_\_\_\_\_

**Position:**

- President, Administrator, Executive  
 Director, CEO  
 Partner, Principal, Owner  
 CFO/Controller, COO, CIO  
 Vice President  
 Assistant VP/Assistant Administrator  
 Director, Manager, Supervisor  
 Technician  
 Clinical  
 Academic  
 Other (please list) \_\_\_\_\_

**Responsibility:**

- Accounting  
 Administration/Operations  
 Admitting/Access  
 Audit  
 Benefits  
 Budget  
 Business Development, Sales, Marketing  
 Compliance  
 Information Services/Technology  
 Managed Care  
 Medical Records  
 Medicare/Medicaid  
 PFS, Patient Billing & Collections  
 Reimbursement  
 Third Party Administration  
 Other (please list) \_\_\_\_\_

## AAHAM MISSION STATEMENT

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

*“Since making the technical certification a requirement in Patient Accounts, I have seen a huge increase in self confidence in my staff. It’s amazing how that trickles down. It has improved their ability to work together; Administration has more confidence in their knowledge and uses them as a trusted resource. They are able to handle more issues on their own without seeking assistance from others. By retesting for CPAT and CCAT every three years, I and my staff keep current on the changes happening in healthcare. Their manuals are an invaluable resource and they refer to them regularly.”*

*-Melynda Crawford, CPAM,  
Madison County Healthcare System*



*Providing Excellence in the Business of Healthcare*

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