

## **CPAM/CCAM Frequently Asked Questions**

### **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. In many instances certification can get you the job or promotion you really want.

### **Q: What is Professional certification?**

A: Certification is an extensive written 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).

### **Q: Who is eligible?**

A: AAHAM CPAM/CCAM certification is available only to National AAHAM members who are in good standing and have a minimum of four years health care experience, or two years health care 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 side.

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

A: Each examination is four sections. Sections for the CPAM Examination are admission/registration, patient billing, credit and collections, and accounts receivable management. Sections for the CCAM Examination are patient registration/communication, clinical billing, credit and collections, and accounts receivable 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 September.) These are the only times the exam is offered.

### **Q: How much does it cost?**

A: The cost of taking a full exam is \$175. If you need to re-take a section the cost is \$40 for each section retake. A Dual certification exam is available to current CPAM's or CCAM's for \$100. Please make all checks/money orders out to "AAHAM" and send them 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 (no debit cards), through the mail, or fax 703-359-7562.

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

A: National AAHAM offers The CPAM Study Guide and The CCAM Study Guide to help assist you in preparing for the exam. The Study Guides are provided as PDF downloads and are included, in the price of a CPAM or CCAM exam. The information required to download the CPAM or CCAM Certification Study Guide (PDF) will be emailed to the examinees after the exam application deadline has passed. The CPAM

or CCAM Certification Study Guides (PDF downloads) are also available for purchase without signing up for the exam at a cost of \$85 each please [Click here](#) to complete the online order form, along with your credit card information. The \$85 cost of a study guide cannot be applied to the future costs of an examination. We also offer the CD ROM versions of the Fall 2008 Professional Exam Training Webinars [Click here](#) to download the Fall 2008 Professional Exam Training Webinars CD ROM order form (PDF) Most local chapters hold coaching sessions several times per year. Please check with your local chapter for details.

**Q: What chapter am I a part of?**

A: If you are a national member, but not a local member call 703-281-4043 ext.211.

**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.

**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 only during the last week of April and the last week of September so please plan accordingly. [Click here for the Chapter Certification Chair Directory](#). You will also receive an emailed exam confirmation that includes your test taker authorization code approximately one week before your exam.

**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).

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

A: If you do not pass at least 2 of the 4 sections of the exam you will have to retake the entire exam. You must then 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) 2 weeks prior to the test date. 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](mailto: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 you no later than 90 days from the date the exam is taken. Certificates and pins will be mailed to your Chapter President to be presented to the passing examinee.

**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 an AAHAM related educational program. 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 Accounts Receivable Management. Sections for the CCAM Dual Examination are: Patient Access, Billing and Accounts Receivable Management. At least 2 of the 3 sections must be passed 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.