

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 or clinic 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 Patient Access, Billing, Credit & Collections, and Revenue Cycle Management. Sections for the CCAM Examination 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 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 \$200. If you need to re-take a section the cost is \$50 for each section retake. A Dual certification exam is available to current CPAM's or CCAM's for \$125. 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 NEW AAHAM CPAM/CCAM Exam Study Manual** available for purchase by [Clicking here](#). The NEW CPAM/CCAM Exam Study 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 professional exams and for those who do coaching. The manual contains sections that match each section of the CPAM and CCAM 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 also produces a CPAM or CCAM Study Outline that is included in the price of your exam registration.

Q: What chapter am I a part of?

A: If you are a national member, but not a local member click here to see the chapter certification chair directory, your local chapter would be the one in your state or in closest geographical area [Click Here](#) to download the Chapter Certification Chair Directory to determine your chapter and their contact information.

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 one week in the spring and one week in the fall 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 beginning of the exam period (the actual

postponement deadline date will be stated 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 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 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. 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.

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