

CPAT/CCAT 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 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 does the exam cover and how much time do I have?

A: Each examination has three sections covering patient access services & communications/registration, third party billing regulations, and credit and collections laws & third party follow up. 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. 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.

Q: When is the exam given?

A: The exam is offered four times a year typically during the 3rd 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?

A: The cost of taking the full exam is \$100. If you need to re-take a section the cost is \$45. A dual certification exam is available to current CPAT's or CCAT's for \$75. The cost for the CCT exam is \$45. Please make all checks/money orders out to "AAHAM" and send them **TO THE NATIONAL OFFICE IN FAIRFAX, VIRGINIA.** Attn: Certification Dept. 11240 Waples Mill Rd. Suite 200, Fairfax, VA 22030.

Q: What study materials are available?

A: The Technical Certification Study Guide (PDF download) is included, in the price of a CPAT/CCAT exam the information required to download the Technical Certification Study Guide (PDF) will be emailed approximately 6-7 weeks prior to the beginning of the exam period. The PDF download of the study guide is available for purchase without signing up for the exam for \$50 at www.aaham.org. The \$50 cost of a study guide cannot be applied to the future costs of an examination. Examinees are responsible for all current Medicare deductibles and coinsurance amounts. There is a CCT Study Guide (PDF) included with that exam registration as well. That will also be emailed approximately 6-7 weeks prior to the beginning of the exam period. The PDF download of the CCT study guide is available for purchase without signing up for the exam for \$45 at www.aaham.org. The \$45 cost of a study guide cannot be applied to the future costs of a CCT examination. AAHAM does NOT release any examination questions for viewing in order to protect the integrity of the exams.

Q: What chapter am I a part of?

A: There is a chapter certification chair directory available on the AAHAM website. If you are not sure of your chapter affiliation, email amanda@aaaham.org with your city, state, and phone number.

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.

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

A: Your local Chapter Certification Chairperson will call or mail or email you a letter of confirmation, with the name of your proctor, time, and place of the exam. You can track to see if your application was received by verifying if your check was cashed and/or by receiving your exam confirmation letter with the study guide download instructions within seven weeks of the initial open window for the exam.

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: If you do not pass at least 2 of the 3 sections of the exam you will have to retake the entire exam. If you pass two sections you must then pass the final section within 12 months otherwise a complete retake the entire exam will be necessary. 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 submit their exam. A passing examinee will have at least a 28/40 on all 3 sections of the examination. Certificates will be mailed to your Chapter Certification Chair for presentation or mail distribution 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: A CPAT/CCAT is required to re-test every 3 years to retain their certification status. To maintain certification, the individual must reapply, prepare, take, and pass all sections of the examination. Dual certified examinees must adhere to these same requirements. There is an option to retain certification through CEUs for National AAHAM Members. CPAT/CCAT must maintain a National Membership and earn 30 CEU credits over the three year period in order to retain certification.

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 under any circumstances. If you are currently a CPAT then you can apply for the CCAT Dual exam. If you are currently a CCAT then you can apply for the CPAT Dual exam. The examination for either the Dual CPAT or the Dual CCAT consists of two sections covering patient access services & communications/registration, and third party billing regulations. Both sections must be passed on exam day otherwise a complete retake of the Dual Exam is necessary.