

SUPPLEMENTAL—CMM CANDIDATE HANDBOOK

PAHCOM CERTIFIED MEDICAL MANAGER

CANDIDATE HANDBOOK

This CMM Candidate Handbook provides information and assistance to interested individuals on the PAHCOM Certified Medical Manager (CMM) Credential Program.

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This PAHCOM Certified Medical Manager (CMM) Candidate Handbook is current as of the last amended date cited above. Materials in this handbook are subject to change. Please contact the PAHCOM Certification Board at cert@pahcom.com to verify that you have a current copy.

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PAHCOM CERTIFIED MEDICAL MANAGER (CMM)

CANDIDATE HANDBOOK

SECTION 1 - INTRODUCTION

1.1 Authority

This Certified Medical Manager (CMM) Candidate Handbook provides information relating to the professional certification created and sponsored by PAHCOM. The PAHCOM Certification Program is conducted under the authority of the PAHCOM Certification Board. The PAHCOM Certification Board has the obligation and the authority to modify, change, update and/or re-write this CMM Candidate Handbook to achieve and maintain the Standards of the National Commission for Certifying Agencies (NCCA). Medical Office Managers and other stakeholders are encouraged to provide their concerns, recommendations and suggestions for improvement to the Certification Board by email to cert@pahcom.com.

1.2 PAHCOM Background

The Professional Association of Health Care Office Management (PAHCOM) is a professional association of health care management professionals working in physician practices and in various ambulatory service centers. Since 1992, PAHCOM has offered certification through rigorous examination. In addition to certification, PAHCOM provides its members continuing education in health care management, access to health care management resources, and nation-wide networking opportunities. PAHCOM fulfills its motto, “PAHCOM Shares Knowledge”, through its networking efforts that include a bi-monthly journal, a national listserv, local chapters, partnership with industry experts and sponsoring regional conferences.

SECTION 2 - EXAMINATION STRUCTURE

2.1 Examination Instrument

The PAHCOM CMM Examination is a valid, reliable, and defensible assessment instrument that measures the competency of potential certificants against a relevant body of health care management competencies (knowledge, skills, and abilities). See Appendix D for additional information.

2.2 Examination Objective

The objective of the examination is to document the general competency of candidates seeking recognition of their operational level of expertise in the administrative management of medical offices.

SECTION 3 - RECORDS RETENTION AND CONFIDENTIALITY

3.1 Records Retention

Records of applicants, current certificants, and prior certificants are retained by PAHCOM for a minimum period of five years. The record will preserve both public and protected information such as certificant information, personal information, and examination results. Records of examination data and reports that provide evidence of the validity and reliability of the examination are retained for a minimum of three years.

3.2 Release of Information

Certification status is a matter of public record. Whether an individual is currently certified or not, will be released to anyone requesting the information. A database of all active applicants and certificants is maintained by PAHCOM. Employers, potential employers or other agencies may request verification of the certified status of any individual. A certificant may also request that verification be provided to an employer, potential employer, or agency. Certification status for any individual may be verified by contacting the Director of Certification, or staff designee, or by accessing the PAHCOM online registry at www.pahcom.com/cmm/cmm-list.php. Only the name and credential of the individual is available online. Additional non-protected information may be requested by sending an email to cert@pahcom.com. Aggregated examination results may be used for statistical analysis, research, and marketing purposes by PAHCOM and PAHCOM Local Chapters.

3.3 Confidentiality/Protected Information

The following information is not of public record, and cannot be released without written permission of the applicant:

- Examination enrollment status
- Certification date
- Certification number
- Examination score

- Number of examination attempts
- Examination eligibility category
- Number of re-certifications
- Number of activities listed in the continuing education registry
- Personal contact information

SECTION 4 - PAHCOM CMM CREDENTIAL

4.1 Overview

PAHCOM promotes open access to CMM certification for all applicants, candidates, and certificants. PAHCOM credentials are earned through a combination of education, experience, and performance on proctored examinations. The PAHCOM Certified Medical Manager (CMM) credential will not be awarded to anyone that has not successfully passed the CMM examination. Following initial certification, PAHCOM credentials must be maintained through rigorous continuing education, or periodically re-testing thereby ensuring a consistent and continuing high level of professional competency for employers, patients, staff and the community. Individuals that are not current certificants are prohibited from displaying the trademark protected CMM Credential Mark or using the acronym “CMM”. The PAHCOM Certification Board shall take all appropriate steps including legal or other action, such as requiring discontinuation of use of the CMM Mark, to protect its rights in the mark from unauthorized use.

4.2 Examination Format

The Certified Medical Manager Examination is a 200-item, 3-hour computer-based examination comprised of multiple-choice test questions. There are a minimum of two different versions of the examination. The “passing score” depends on which version of the examination is presented to the candidate by the random process, as determined by the psychometric analysis. Each candidate has three (3) hours to complete the examination.

SECTION 5 - CANDIDATE QUALIFICATIONS

5.1 Application Process

Candidates applying to sit for the CMM Examination will submit their applications online. They may be requested to submit additional hard copy or PDF documentation establishing their qualifications to sit for the CMM Examination. The requirements set forth below recognize the uniqueness of medical administrative management. They are designed to ensure that candidates are somewhat knowledgeable of medical terminology as well as the operational culture of the medical community.

5.2 Experience

Two years of experience in the health care field in an administrative or clinical capacity. The rationale for the experience requirement is that the culture of the healthcare field is replete with terminology, patient (client) sensitivities, safety concerns, and staff interactions not found in general business organizations. Candidates unfamiliar with the healthcare culture are poorly positioned to provide an operational level of expertise in the administrative management of medical offices. Empirical evidence experienced by members of the Certification Board, representing over 100 years of healthcare operations, concluded in their deliberations that a minimum of two years is sufficient for a new staff member desiring to advance in their career to become comfortably familiar with the terminology of the healthcare environment. In addition, the realization that the “Front-Line Assembly Line” workers are the strategic policy developers requires an orientation adjustment. Verifiable resumes, letters from employers, and personal affidavits are appropriate to document experience in the health care field. Graduates of medical administration management programs may sit for the CMM Examination and receive the temporary CMM-A (Academic) designation until meeting the two-year experience requirement.

5.3 Education

Twelve college credits in business or health care related programs. The rationale for the college credit requirement is to attract candidates that have demonstrated a motivation to seek higher education in the pursuit of their career aspirations. The minimum of 12 college credits is based on the recognition that many individuals in the small-group medical practice environment are employed full time, have

family obligations, and limited resources. In addition, successfully completing 12 college credits demonstrates the ability to perform well in the higher education environment, which is critical in continuing education endeavors. School transcripts or other documentation on school letterhead is appropriate support of educational endeavors.

5.3.1 Experience Recognition Option

The education requirement is reduced by one college credit for each year of experience above the two-year work experience minimum cited in Section 5.2. The option is based on the long established policy of universities and community colleges recognizing the experience of potential students by awarding college credits for a variety of experiences in the workforce. The formula, of one college credit for each additional year of experience was chosen by adopting a very conservative credit to work experience ratio that allowed some recognition to managers that have been successfully managing a medical practice (often for decades) since high school graduation. An applicant with 14 years of experience does not need any additional college credits.

5.4 Membership

PAHCOM membership is not mandatory, but highly recommended for access to continuing education, ListServ, and chapter educational opportunities. Following initial certification, PAHCOM credentials are best maintained through rigorous continuing education, and networking with peer PAHCOM members thereby nurturing a consistent and continuing high level of professional competency for employers, patients, staff, and the community.

5.5 Code of Ethics

Applicants must attest to the PAHCOM Code of Ethics as an ethical obligation of the Certified Medical Manager that includes a commitment to continuous growth and development, professionalism across disciplines, and the highest standards of patient care. The PAHCOM Code of Ethics is included as Appendix C of this Handbook and on the PAHCOM website at <https://med.pahcom.com/ethics>.

SECTION 6 - CMM EXAMINATION APPLICATION PROCESS

6.1 Non-Discriminatory Statement

PAHCOM does not discriminate on the basis of race, color, national origin, age, disability, sex, marital status, familial status, parental status, religion, sexual, or political beliefs. Candidates are protected against discrimination in access to certification under all applicable jurisdictional laws and regulations. All requests for accommodation will follow the appropriate jurisdictional laws and regulations. See Appendix B for ADA Accommodation application. Send any suspected discriminatory policies, procedures, or action by email to cert@pahcom.com.

6.2 Candidate Confidentiality

Nondisclosure agreements (NDA) are required to be electronically signed by all candidates. The NDA agreement contains covenants protecting the secrecy of the examination information, and an express agreement as to the confidentiality of such examination information and the nondisclosure of any such confidential examination information by the applicant executing the agreement.

6.3 Apply Online

It is the candidate's responsibility to ensure eligibility before submitting the application. Applicants that are found to be ineligible, and submit an ineligible application, will receive a refund of the examination fee minus a \$75 processing fee. Applicants apply online at <https://cert.pahcom.com/cmm>. Only online applications are acceptable. If an applicant cannot submit the CMM Examination application online, they must send an email to cert@pahcom.com explaining the circumstances. The online application process requires the applicant to attest to compliance with established certification eligibility requirements.

6.4 Examination Fees

The examination fee must accompany the application. Acceptance of payment by PAHCOM does not imply exam eligibility. Fee payments are nonrefundable and are nontransferable to another candidate. Examination fees may be provided by personal check, credit or debit card, certified or institution check.

6.5 Name and Address Verification

The Certification Board (CB) will send examination notices to the email address provided on the CMM Examination application. All applicants must include a valid email address. Applicants will be notified electronically when the registration status is confirmed. The notification will contain information on how to schedule the examination. Applicants should ensure that the name on the application exactly matches the name on the ID that will be presented at the test center.

SECTION 7 - EXAMINATION APPLICATION STATUS

7.1 Communication with the Certification Department

Applicants are responsible for providing updates to their email and mailing addresses. The PAHCOM Certification Board is not responsible for correctly addressed items that, for any reason are not delivered to the applicant. Member Tools on the PAHCOM website allows applicants to maintain current contact information. Applicants are encouraged to take the three precautions below to help ensure they receive important notifications:

- a. Use an email address that will be valid for the next year; school addresses often close after graduation.
- b. Add cert@pahcom.com to your approved email list.
- c. Check the spam or junk e-mail folder for certification examination emails.

7.2 Notification of Application Status

Applicants will receive a confirmation email within ten days of the date the application was submitted. Applicants not receiving the confirmation email should email the PAHCOM Certification Department at cert@pahcom.com.

7.3 Registered Status

Upon completion of the application process, the status of the CMM Examination applicant will be reflected as “Registered” in the applicant PAHCOM account.

7.4 Incomplete Status

In cases where the required documentation or payment is missing, the status will be cited as “Incomplete.” If an application is considered “incomplete”, the Certification Department will initiate an email to the applicant requesting action on the deficient items. Failure to respond to email requests for action on the deficient items within ten working days will delay the testing period start date and may nullify the application. If nullified, candidates will need to reapply and pay 100% of the certification examination fee again.

7.5 Denial of Eligibility

The following are grounds for denial of eligibility for the CMM credential:

- Not meeting the eligibility requirements cited in Section 5.0 above.
- Obtaining or attempting to obtain certification or recertification of the CMM credential by fraud or deception.
- Knowingly assisting another to obtain or attempt to obtain certification or recertification by fraud or deception.
- Misstatement of material fact or failure to state a material fact in application for certification or recertification.
- Falsifying information required for admission to the CMM Exam, impersonating another examinee, or falsifying education or credentials.
- Providing or receiving unauthorized advice about exam content during the CMM Exam.
- Unauthorized possession or distribution of exam materials, including copying and reproducing exam questions.
- Having served as a member of the PAHCOM Certification Board or any of the CB committees within the 24-month period prior to the date of the PAHCOM Exam for which the candidate is applying.

7.6 Ineligible Candidate Refund Policy

If an application is rejected for any reason, the applicant will be provided with the rationale for the rejection and given an opportunity to provide additional information or correct the record. In the case of a sustained ineligibility, the examination fee, less a processing charge, will be refunded.

7.7 General CMM Examination Refund Policy

Candidates can request cancellation of their exam registration and obtain a 50% partial refund of their exam application fee up to thirty (30) days after attainment of “Registered” status. All scheduled test

date appointments must be cancelled in writing more than 72 hours before the scheduled test date AND prior to the request for cancellation refund. Email PAHCOM at cert@pahcom.com to request cancellation of an examination and request a partial 50% refund of the CMM Examination fee. There is an additional \$75 processing fee for all refund requests. Refunds must be requested through PAHCOM in writing. Candidates not in default who desire to cancel their examination must first cancel any appointment they may have made with the testing service and then contact PAHCOM to request the partial refund less processing fee.

SECTION 8 - SCHEDULING THE CMM EXAMINATION

8.1 Examination Candidacy Time Limits

Candidates for the PAHCOM CMM Examination have a 3-month eligibility period from the date of application approval to sit for the examination. The candidate is allowed one examination attempt within that eligibility period. If the candidate does not pass within the 3-month period, and desires to attain the CMM Credential, then a new application must be submitted.

8.2 Scheduling an Appointment to Test

The PAHCOM Certification Board has organized an Exam Service Vendor to administer the CMM Examination online and at nationwide test sites. The Exam Service provides computer-based test delivery, management, and proctoring for academic assessment, professional licensure, and certification. Approved CMM Applicants will receive an Eligibility Letter (Voucher) via email from the Exam Service which contains candidate eligibility and ID, scheduling, and exam information. Exams may be scheduled 24/7 with a 72-hour advance notice. Candidate email and ID are required to schedule. The Exam Service will send an Invoice via email once a candidate schedules which confirms the scheduled appointment and location.

8.2.1 Early Scheduling

Candidates are encouraged to schedule their exam as soon as possible in order to secure their desired date, time, and location. Unscheduled candidates cannot be admitted to a test center or take the exam online.

8.3 Scheduling Process

Approved CMM Applicants will receive an Eligibility Letter (Voucher) via email from the Exam Service which contains candidate eligibility and ID, scheduling, and exam information. Exams may be scheduled 24/7 with a 72-hour advance notice. Candidate email and ID are required to schedule. The Exam Service will send an Invoice via email once a candidate schedules which confirms the scheduled appointment and location.

8.4 Test Sites

Exams are delivered remote online or at nationwide test sites. Candidates search to locate a site when scheduling an “in-person” exam.

SECTION 9 - TEST CENTER SCHEDULING

9.1 Appointment Changes and Failure to Appear

Candidates unable to keep their scheduled exam must contact the Exam Service at least seventy-two (72) hours before the scheduled exam to make scheduling changes or cancellations at no fee. In the event of a late cancellation or “no-show”, refunds will not be issued and a no-show fee will be incurred to the candidate. Failure to schedule and sit for the examination within the 3-month eligibility period will forfeit the examination fee. If a candidate chooses to reapply in the future then the candidate relegates to applicant status and must submit another application and the appropriate examination fee.

9.2 Rescheduling Appointments

Candidates may cancel and reschedule the examination within the eligibility period at least 72 hours prior to the scheduled examination at no charge.

9.3 Rescheduling Fees

A candidate that reschedules or cancels an appointment within 72 hours of the exam must pay a late rescheduling fee prior to appointment rescheduling. Candidates may not reschedule an examination less than 48 hours prior to the examination appointment.

9.4 No-Shows

Candidates who “No-Show” will not be allowed to test and will forfeit their examination fee. Candidates who arrive more than 15 minutes late for the scheduled exam appointment may not be allowed to test and may forfeit their examination fee.

9.5 Test Center Cancellations and Rescheduling

In the event of bad weather, a natural disaster, or other emergency, PAHCOM will determine whether circumstances warrant cancellation and rescheduling of exams. Every attempt will be made to

administer all exams as scheduled. However, should an examination be cancelled, all affected candidates will be contacted to reschedule their exams.

SECTION 10 - ARRIVAL INDUCTION PROCESS

10.1 Test Center Identification Requirements

A government-issued photo ID is required by each candidate to confirm identity at test locations and for remote online exams. The name on the ID must match the name on the candidate application. A valid Candidate ID, issued by the Exam Service, is required by each candidate at check-in. An Access Code, provided by proctor, is required by each candidate to access assigned exam.

10.2 Arrival and Admittance

Candidates should arrive 15-30 minutes before the scheduled exam appointment. Candidates who arrive more than 15 minutes late for the scheduled exam appointment may not be allowed to test and may forfeit their examination fee. The candidate must present the required identification and store personal belongings in the assigned locker prior to the start of the exam.

10.3 Exam Proctor

Exam site proctors escort candidates to the assigned exam station, instruct on the use of the computer equipment, and access exam with assigned access code. Online proctors monitor candidates during online exams and are available to assist with technical issues.

SECTION 11 - TEST CENTER REGULATIONS

11.1 Candidate Behavior Requirements

Exam service proctors monitor all exam sessions. Candidates must follow the instructions of proctors. Failure to do so may result in a determination of irregular behavior. If proctors observe a violation of the rules or other irregular behavior, they are not required to inform the candidate of the observation at the time of the examination. Proctors can stop a test at any time due to suspicious behavior or if exam compromise is suspected. Candidates are accountable for improper behavior before, during, and after examination administration.

11.2 Verbal Communication Prohibition

Exam service proctors are specifically prohibited from answering any questions regarding exam content, software, or scoring.

11.3 Prohibited Items

Candidates may not bring any personal belongings into the test area. Specifically prohibited are:

- Mechanical or electronic devices such as cell phones, calculators, watches, pagers, recording or filming devices, or radios
- Outerwear such as coats, jackets, headwear, or gloves
- Book bags, backpacks, handbags, briefcases, or wallets
- Books, notes, paper, references, or sample tests
- Food, candy, gum, or beverages

Candidates must store personal items in the designated locker outside the secure test area. Candidates are required to turn off all stored mechanical or electronic devices. Personal items and their contents may be subject to inspection. Any materials that reasonably appear to be reproductions of any PAHCOM examination materials will be confiscated. Making notes of any kind during an exam, except on the materials provided by the test center, is not permitted.

11.4 Rules of Conduct

Examination applicants agree to abide by the PAHCOM Code of Ethics which requires the following:

- The candidate is the person named on the Eligibility Letter (Voucher) provided via email.
- The candidate will not give, receive, or obtain any form of unauthorized assistance during the exam or any break.
- The candidate will not have possession of any formulas, study materials, notes, papers, or electronic devices in the examining room.
- The candidate will place any formulas, study materials, notes, or paper in their possession in a locker before entering the test room.
- The candidate will not leave the test station for a break unless they notify the proctor beforehand.
- The candidate will not use a telephone or other communication device at any point during the exam, including breaks, for any purpose.
- The candidate will not remove materials in any form (written, printed, recorded, or any other type) from the test center.
- All exam materials remain the property of the PAHCOM Certification Board. The candidate will maintain confidentiality of the materials. The candidate will not reproduce or attempt to reproduce exam materials through memorization or any other means. In addition, the candidate will not provide information relating to examination content that may give or attempt to give an advantage to individuals who may be taking the examination in the future.
- The candidate is specifically prohibited from verbally sharing or posting information regarding exam items and/or answers on the Internet, including all variations of “Social Media”. If a candidate is found to have violated any of the rules of conduct, the candidate will be directed to leave the test center before completion of the exam, or the proctor will stop the exam. A report of the incident will be referred to the Examination Administration Committee. A determination of a violation of the rules of conduct will be referred to the Certification Board for possible disciplinary sanctions.

SECTION 12 - COMPLETING THE EXAM

12.1 Continuous Process

Once the candidate starts the examination, it cannot be canceled or rescheduled in the absence of a technical problem.

12.2 Technical Problems

If a computer problem occurs during the test, the candidate should notify the proctor immediately. In the rare event of a technical problem, the test software is designed to allow the test to restart at the point it was interrupted. In most cases, the test can be restarted at the point of interruption with no loss of test time. In the rare event of a technical problem that requires the exam to be rescheduled, the candidate will be allowed to test at a later date at no additional cost.

SECTION 13 - AFTER THE EXAMINATION

13.1 Onsite Pass/Fail Notification

A pass/fail notification will be provided to the candidate immediately upon completion of the examination. The result is not official until verified by the PAHCOM Certification Department.

13.2 Re-taking the Exam

Candidates that have taken and failed the CMM Examination must wait a minimum of ten days before testing again. The rationale for the ten-day wait period prior to retesting is to provide the candidate with time to overcome the disappointment of failing the exam, allow possible environmental distractions to dissipate, and allow the candidate time to better prepare to excel with the retest. Send an email to cert@pahcom.com to initiate re-taking the exam. A new application along with payment will be required. There is no free retest.

13.3 Verification of Examination Results

If a candidate questions the results and desires to have the exam rescored, the candidate must notify the PAHCOM Certification Department via email within 15 days from the date of the examination (cert@pahcom.com). A flat fee of \$150 will be assessed for rescoring services. Neither the content nor the answers for specific test items will be released or disclosed. Incorrect responses will not be reported when requesting a review. The rescoring process only determines if the original result was erroneous. The testing vendor will maintain examination data and reports that provide evidence of validity and reliability of examination for a period of three years after the examination date. PAHCOM will retain date and results of examination in the candidate's file for a minimum of five years.

SECTION 14 - APPEALS

14.1 General Appeals

Applicants, candidates, and certificants may appeal any aspect of the PAHCOM Certification Program to the Certification Board by sending an email to the Director of Certification at cert@pahcom.com indicating in the "Subject" line "Appeal Request". A full description of the situation stimulating the appeal must be included in the body of the email along with identification of the appellant and the appellant's contact information. The Director of Certification will process the appeal through the appropriate functional committee, present the functional committee recommendations to the Certification Board, and report to the appellant within 60 days.

14.2 Eligibility Appeals

A candidate whose eligibility has been denied may appeal the decision. Appeals regarding certification examination eligibility must be submitted in writing to the Director of Certification within thirty (30) calendar days after notification of the adverse decision. The candidate must submit the appeal in writing (email is preferred), and explain in detail: 1) The nature of the request and the specific facts and circumstances supporting the request, and 2) all reasons why the action or decision should be changed or modified. The candidate must also provide accurate copies of all supporting documents. A reasonable administrative fee may be imposed for the processing and review of appeals.

14.3 Examination Appeals

Complaints or appeals may be submitted in writing prior to the examination and up until fifteen (15) days after examination administration. Written appeals must be submitted with supporting documentation or evidence to the Director of Certification at cert@pahcom.com. Because of the thorough review and analysis of each question during the examination construction procedures, there are no appeal procedures to challenge individual examination questions or answers. The secure nature of the examinations mandate that PAHCOM not disclose examination questions. Candidates responses to particular test questions (correct or not correct) will not be disclosed.

14.3.1 Rescoring Appeals

If a candidate wishes to question the results and desires to have the examination rescored, the candidate must notify the Certification Board in writing within fifteen (15) days from the date of the examination administration. A flat fee of \$150 will be assessed for rescoring services. The rescoring process only determines if the original result was correct or incorrect.

SECTION 15 - CMM CERTIFICATION DOCUMENTATION

15.1 Certificates

Candidates that pass the CMM Examination will be awarded the PAHCOM Certified Medical Manager credential. Successful candidates will receive a certificate documenting their credential and become eligible to wear the CMM Lapel Pin to demonstrate their achievement. CMM Lapel Pins are available for purchase at the PAHCOM Store at <https://www.pahcom.com/store>. The candidate's name will appear on the certificate exactly as it appears on the exam application form. Successful candidates should contact PAHCOM if their CMM Certificate has not been received after the four-week processing period. All individuals who successfully complete an examination may be recognized on the PAHCOM website and in the PAHCOM Journal.

15.2 Certification Verification

The confidential PAHCOM Master Database contains a history of each certification applicant with dates, score, and status of the individual. The results of the examination will be retained for a minimum of five years after expiration of the credential. Verification that successful candidates are currently in good standing without violating confidentiality rights of certificants or applicants is available through the PAHCOM website at <https://www.pahcom.com/cmm/verify.php>. The list is programmed to be continuously updated and available publicly. Only those individuals that have successfully passed the CMM Examination and are currently in good standing are authorized to wear, use, or display the CMM Credential Mark. PAHCOM shall take all appropriate steps including legal or other action, such as requiring discontinuation of use of the marks or suspension or revocation of the certification, to protect its rights in the mark from unauthorized use.

SECTION 16 - RECERTIFICATION

16.1 Purpose

The purpose of the PAHCOM recertification program is to stimulate and document the continued growth, commitment to lifelong learning, and professional development within the medical management industry for the benefit of Certified Medical Managers, physician practices, and the community. Recertification is mandatory for all certificants. The requirements and procedures established in this recertification section of the CMM Candidate Handbook must be met by all certificants to maintain competence and renew the CMM credential.

16.2 Time Period

To give evidence of continuing competency and knowledge, individuals who have been awarded the PAHCOM CMM credential are required to recertify every 24 months. All newly certified and recertifying CMMs will hold their active credential for 24 months from the date of initial certification or most recent recertification. The administration of managing medical practices is impacted by changes in Coding, Insurance Billing, Compliance, Personnel Management, and a myriad of government regulations that are modified every year. The changes include computerization of medical records and claims, advances in medical treatment, the regulation updates of health insurance companies, and physician quality reporting systems. They all impact the need for Certified Medical Managers to update their knowledge, skills, and abilities on a regular basis through continuing education. The CMS website <https://www.cms.gov/Research-Statistics-Data-and-Systems/Research-Statistics-Data-and-Systems.html> provides a glimpse of the rapidly deteriorating shelf life of medical management information. Certificants who fail to meet the recertification requirements within the specified period will lose their credential.

16.3 Non-Member Recertification

Certificants who are not active members of PAHCOM must recertify their CMM credential by re-testing rather than through the Continuing Education Unit (CEU) process. The rationale for this policy is that non-members do not have access to all educational events, chapter meetings, listserv, support system,

and so forth. In addition, the current data indicates that non-members do not attend conferences to update their skills. The Recertification Committee will evaluate the data on an annual basis and recommend to the Certification Board whatever modifications to the above policy are deemed appropriate.

16.4 Member Recertification

Member recertification requires the certificant to earn twenty-four (24) continuing education units (CEUs) as specified in section 16.5 of this Candidate Handbook within the prior two years to ensure the continued competence, updating of current technological advances, alertness of changing regulations, and emerging knowledge in the field of medical management, and submit the recertification document processing fees. Members, at their option, may recertify via re-testing rather than through the CEU process.

16.5 Continuing Education Units (CEUs)

CEU credit is recognized for most educational sessions, seminars, courses, etc. providing training/information that is relevant to the Nine Domains cited in Appendix D of this handbook. CEUs must be of a quality that supports the rationale for continuing competence. Specifically, the level of knowledge provided by CEU educational events must satisfy the “Professional Development” principal of continuing education, which is a level of knowledge within the Nine Domains required to develop and maintain a greater understanding of trends in the ever-changing health care industry while promoting continuous advancement in the skills, knowledge, development of competence as a Medical Office Manager/Administrator. One CEU is earned for each hour of instruction. Partial hours may be combined in one-half hour increments.

16.5.1 Approved CEUs

At least 12 of the required 24 CEUs must be accumulated from PAHCOM approved continuing education units (CEUs). If desired, all 24 units may be PAHCOM approved CEUs. PAHCOM Local Chapters must provide educational sessions that qualify as PAHCOM approved CEUs. The process for receiving approval is presented in Section 16.5.1a below. The continuously updated calendar of PAHCOM approved educational events is available on the PAHCOM website at <https://www.pahcom.com/education/calendar.php>.

16.5.1a Chapter CEUs

The PAHCOM local chapter officers, designated as the Chapter Board, conduct meetings to discuss the educational events they will present during the upcoming period. The Chapter Board selects topics that are relevant to the Nine Domains and presenters that are both educated and experienced in the content to be delivered and excel in the effectiveness of the delivery method. The Chapter Board may establish an Education Committee to research and recommend educational programs. The Chapter Board designates each educational event as relative to one or more of the Nine Domains within the PAHCOM Blueprint and assigns the number of CEUs allocated to the event adhering to Section 16.5 of the CMM Candidate Handbook. After approval by the Chapter Board, the chapter will submit the educational event on the PAHCOM website at: <https://www.pahcom.com/education/calendar.php>, with email notification to cert@pahcom.com. The Certification Department will review the Chapter Board educational event approvals, to ensure compliance with Section 16.5 of the CMM Candidate Handbook. The chapter submissions must occur at least two months prior to the educational event in order to allow review by the Certification Department prior to the educational event.

16.5.1b National Advisory Board CEUs

The PAHCOM National Advisory Board (NAB) may organize educational events, including webinars. The NAB selects topics that are relevant to the Nine Domains and presenters that are both educated and experienced in the content to be delivered and excel in the effectiveness of the delivery method. The NAB may select individuals or groups to research and recommend educational programs. The NAB designates each educational event as relative to one or more of the Nine Domains within the PAHCOM Blueprint and assigns the number of CEUs allocated to the event adhering to Section 16.5 of the CMM Candidate Handbook. After approval by the NAB, the Executive Director will post the PAHCOM educational program on the PAHCOM website at: <https://www.pahcom.com/education/calendar.php>, and inform the Certification Department that the educational program has been posted. The Certification Department will review the NAB educational program, to ensure compliance with Section 16.5 of the CMM Handbook. The postings must occur at least two months prior to the educational event in order to allow review by the Certification Department prior to the event date.

16.5.2 General CEUs

The wide expanse of educational opportunities available to the variation of endeavors pursued by the PAHCOM membership demands that the recertification process permit up to 12 CEUs be earned through educational events that meet the “Professional Development” standard cited in Section 16.5 above. PAHCOM members reporting General CEUs must file specifics of the event when logging their CEUs at https://www.pahcom.com/members/ceu_log.php. Documentation of attendance must be retained for possible audit. User ID and password is required to access your CEU log page.

16.5.3 Degree Program CEUs

CEUs are available for participation in educational programs of study that lead to an associate, baccalaureate, master, or doctorate level degree. The course work must involve at least one of the Nine Domains cited in Appendix D. The member must be registered to take the course for credit. All coursework and final exam for each course must be completed by the recertification cycle date. Courses started in one recertification cycle and completed in another receive CEU credit for the cycle of completion. Twelve CEUs are awarded for each 40 hours of classroom instruction. Audit of academic course and non-credit adult education courses are not recognized for CEU credit. Degree Program CEUs do not qualify for PAHCOM Approved CEU status.

16.5.4 CMM-A CEUs

Graduates of approved medical administration management programs may sit for the CMM Examination within 60 days of graduation and receive the temporary CMM-A (Academic) designation until the two-year experience requirement for the accredited CMM is met. The CMM-A may be transitioned into a CMM upon attainment of the required experience. Whether or not CMM-A designated graduate is gaining experience, they must earn an average of 1 CEU for each month between the CMM-A date and the full CMM designation. Document submission of CEUs is required at the CMM-A two-year point or attainment of the two-years of experience, whichever comes first. A maximum of four years are allocated for CMM-A designated graduates to meet the experience requirement and transition to CMM. Failure to gain the required two-year experience prior to the fourth year post-graduation will result in decertification. The CEU earning period is re-set upon attaining the full CMM. Example: An individual with six months of experience attains CMM-A on March 1, 2019. On September

1, 2020 they attain two years of experience. In this case the individual would need to submit 18 CEUs to transfer to full CMM. That re-sets the CEU collection period and they carry on as a full CMM with full CMM recognition and recertification due in 24 months on August 31, 2022.

16.5.5 Self-Study Courses

Self-study courses are generally NOT authorized for PAHCOM CEU credit. Approved courses "On-Demand" with testing demonstrated to validate content consumption are available on the PAHCOM website <https://edu.pahcom.com/on-demand>.

16.5.6 Reporting CEUs Earned

CMM credentialed members must log earned CEUs on their password protected individual CEU Log at https://www.pahcom.com/members/ceu_log.php. The PAHCOM system verifies certificant documentation of compliance with the PAHCOM CMM recertification requirements of 100% of certificants attempting to renew the CMM credential. The automated system will not allow a certificant to recertify in the absence of certificant documentation of all requirements. Ensure that a minimum of twelve PAHCOM approved CEUs and twelve additional CEUs relevant to the nine domains cited in Appendix D of this Candidate Handbook are documented in your CEU Log prior to your recertification date. If you do not meet the requirements, the system will not allow you to pay your fee nor proceed with your recertification.

16.6 Audit of CEUs Reported

To ensure compliance with the Standards of NCCA, the PAHCOM Certification Board has directed that a quarterly review be conducted to audit the CEUs reported by 10% of the certificants who recertify their CMM credential during that period, to verify the authenticity of the documented educational pursuits. The audit will examine a sample of the uploaded file CEU documents submitted in support of recertification.

16.7 Additional Recertification Information

Current information about recertification and sources of current PAHCOM CEU educational opportunities are published on the PAHCOM website at <https://cert.pahcom.com/recertification>.

16.8 Denial of Recertification

A certificant who has been denied recertification may appeal the decision to the Certification Board within 60 days of the denial by sending an email to cert@pahcom.com.

16.9 Regaining Discontinued Certification

Prior certificants whose CMM credential was discontinued for noncompliance with recertification requirements may petition the Certification Board to request reinstatement when extenuating circumstances exist. The letter request must provide sufficient explanation and documentation as to leave no doubt that the loss of the CMM credential was through no fault of the certificant. Send petitions via email to: cert@pahcom.com.

APPENDIX A—APPLICANT AGREEMENT

By virtue of submitting an application for the PAHCOM CMM Certification Examination, I certify the following:

I am in compliance with the eligibility requirements for the PAHCOM CMM Examination. I have not served as a member of the PAHCOM Certification Board (CB) or any of the CB committees within the 24-month period prior to the date of the PAHCOM Examination for which I am applying.

The information supplied in this application is true and accurate to the best of my knowledge. I acknowledge that the PAHCOM Certification Board may refuse to accept this application and may decline to permit me to take the exam. Further, the CB may invalidate the scores on this examination if it receives evidence satisfactory to the CB that the statements made by me are not true and accurate or that I engaged in any prohibited conduct before, during, or after the examination, such as giving or obtaining unauthorized examination information or aid.

I have read, understand, and will abide by the policies set forth in the CMM Candidate Handbook and application. In addition, I specifically acknowledge that I am prohibited from revealing any questions or other information from the examination, and I attest that I will maintain confidentiality of the examination.

Applicant Signature

Date

Instructions

Complete this form and send in pdf file format to cert@pahcom.com, or mail to:

Director of Certification
PAHCOM
1576 Bella Cruz Drive Suite 360
Lady Lake, FL 32159

APPENDIX B—REQUEST FOR ADA ACCOMMODATIONS

CMM Certification Examination

Disabled persons who require special accommodations on examination day must provide a Request for ADA Accommodations in accordance with the Americans with Disabilities Act (ADA). PAHCOM will follow all applicable jurisdictional laws and regulations, make every effort to accommodate disabled individuals, and respect the confidentiality of ADA applicants.

Request for ADA Accommodations

The following documentation is provided with my application for the CMM Examination:

1. My current functional limitations are:

2. I require the additional resources/assistance to access the Test Booth:

3. I need the following to accommodate my disability:

I have completed this form and am submitting it with my CMM Examination application.

Signature

Date

Day Phone: _____

E-mail Address: _____

PAHCOM ID Number: _____

Instructions

Complete this form and send in pdf file format to cert@pahcom.com, or mail to:

Director of Certification
PAHCOM
1576 Bella Cruz Drive Suite 360
Lady Lake, FL 32159

Written notification will be provided to the candidate detailing the accommodations and any procedures that need to be followed to ensure the test center can accommodate the stated needs on the test date.

APPENDIX C—PAHCOM CODE OF ETHICAL STANDARDS

1. **PAHCOM** members shall be dedicated to providing the highest standard of managerial services to employers, employees, and patients, showing compassion and respect for human dignity.
2. **PAHCOM** members shall maintain the highest standard of professional conduct.
3. **PAHCOM** members shall respect the rights of patients, employers, and employees, and within the constraints of the law, maintain the confidentiality of all privileged information.
4. **PAHCOM** members shall use only legal and ethical means in all professional dealings, and shall refuse to cooperate with, or condone by silence, the actions of those who engage in fraudulent, deceptive, or illegal acts.
5. **PAHCOM** members shall respect the laws and regulations of the land, and the bylaws of the Association, and recognize a responsibility to seek to change those laws that are contrary to the best interest of patients, employers, employees, and other Association members.
6. **PAHCOM** members shall pursue excellence through continuing education in all areas applicable to the management of the medical office.
7. **PAHCOM** members shall strive to maintain and enhance the dignity, status, competence, and standards of medical office management and its practitioners.
8. **PAHCOM** members shall use every opportunity, including participation in local health care associations, to promote and improve public understanding and enhancement of the status of the profession.
9. **PAHCOM** members shall respect the integrity and protect the welfare of employers, employees, and patients.

10. **PAHCOM** members do not exploit professional relationships with patients, employees, or employers for personal gain. Nor do they condone or engage in sexual harassment or discriminatory hiring and supervisory practices.

The PAHCOM Code of Ethical Standards was adopted to promote and maintain the highest standard of association service and personal conduct among its members. Attesting to these standards is required for membership, CMM certification and CMM recertification. The Code serves to assure public confidence in the integrity and service of managers who are members of the Association, and those that currently hold the PAHCOM Certified Medical Manager credential. Non-Members participating in the Certified Medical Manager credentialing program also attest to abide by the PAHCOM Ethical Standards <https://med.pahcom.com/ethics>.

APPENDIX D—CMM EXAMINATION CONTENT DOMAINS & WEIGHTINGS

Domain Name & Subdomains	Number of Tasks	Percent of Exam	Number of Items (Out of 200)
Domain 1 Revenue Management	15	25%	50
1a. Coding Analysis	5	8%	16
1b. Insurance Billing & Collections	6	10%	20
1c. Patient Billing & Collections	4	7%	14
Domain 2 Risk Management	4	8%	16
2a. Compliance	2	4%	8
2b. Medical Liabilities	2	4%	8
Domain 3 Human Resources	10	20%	40
3a. Personnel Management	8	16%	32
3b. Human Resources Laws & Regulations	2	4%	8
Domain 4 Finance	5	9%	18
4a. Payroll	1	2%	4
4b. Practice Accounting	2	4%	8
4c. Financial Planning	2	3%	6
Domain 5 Contract Management	4	7%	14
5a. Contracts	3	5%	10
5b. Patient Agreements	1	2%	4
Domain 6 Business Management	4	8%	16
6a. Facilities Management	2	4%	8
6b. Licensure & Credential Management	2	4%	8
Domain 7 Technology & Data Management	5	9%	18
7a. Electronic Health Record (EHR) Systems	3	5%	10
7b. Systems Analysis	2	4%	8
Domain 8 Clinical Performance Reporting	6	9%	18
8a. Pay-for-Performance	2	3%	6
8b. Promoting Interoperability	2	3%	6
8c. Physicians Quality Reporting System (PQRS)	2	3%	6
Domain 9 Patient Clinical Education & Practice Marketing	4	5%	10
9a. Patient Clinical Education	1	1%	2
9b. Practice Marketing	3	4%	8

