

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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TABLE OF CONTENTS

Section 1.0 - Introduction	1
Section 1.1 Authority	1
Section 1.2 PAHCOM Background	1
Section 2.0 - Examination Structure.....	2
Section 2.1 Examination Instrument	2
Section 2.2 Examination Objective	2
Section 3.0 - Records Retention and Confidentiality	3
Section 3.1 Records Retention.....	3
Section 3.2 Release of Information.....	3
Section 3.3 Confidentiality/Protected Information	3
Section 4.0 - PAHCOM CMM Credential	4
Section 4.1 Overview	4
Section 4.2 Examination Format.....	4
Section 5.0 - Candidate Qualifications	5
Section 5.1 Application Process	5
Section 5.2 Experience.....	5
Section 5.3 Education	5
Section 5.3.1 Experience Recognition Option	5
Section 5.4 Membership.....	6
Section 5.5 Code of Ethics	6
Section 6.0 - CMM Examination Application Process	7
Section 6.1 Non-Discriminatory Statement	7
Section 6.2 Candidate Confidentiality	7
Section 6.3 Apply Online.....	7
Section 6.4 Examination Fees	7
Section 6.5 Name and Address Verification	7
Section 7.1 Communication with the Certification Department	8
Section 7.2 Notification of Application Status	8
Section 7.3 Registered Status	8
Section 7.4 Incomplete Status	8
Section 7.5 Denial of Eligibility	8
Section 7.6 Ineligible Candidate Refund Policy.....	9
Section 7.7 General CMM Examination Refund Policy	9
Section 8.0 - Scheduling the CMM Examination	10
Section 8.1 Examination Candidacy Time Limits.....	10
Section 8.2 Scheduling an Appointment to Test.....	10

Section 8.2.1 Early Scheduling	10
Section 8.3 Scheduling Process.....	10
Section 8.4 Test Center Locations.....	11
Section 9.0 - Test Center Scheduling.....	12
Section 9.1 Appointment Changes and Failure to Appear.....	12
Section 9.2 Rescheduling Appointments	12
Section 9.3 Rescheduling Fees.....	12
Section 9.4 No-Shows	12
Section 9.5 Test Center Cancellations and Rescheduling	12
Section 10.0 - Arrival Induction Process.....	13
Section 10.1 Test Center Identification Requirements.....	13
Section 10.2 Arrival and Admittance	13
Section 10.3 Test Center Proctor	13
Section 11.0 - Test Center Regulations	14
Section 11.1 Candidate Behavior Requirements	14
Section 11.2 Verbal Communication Prohibition	14
Section 11.3 Prohibited Items	14
Section 11.4 Rules of Conduct	14
Section 12.0 - Completing the Exam	16
12.1 Continuous Process	16
12.2 Technical Problems.....	16
Section 13.0 - After the Examination	17
Section 13.1 Onsite Pass/Fail Notification.....	17
Section 13.2 Re-taking the Exam	17
Section 13.3 Verification of Examination Results	17
Section 14.0 - Appeals.....	18
Section 14.1 General Appeals.....	18
Section 14.2 Eligibility Appeals	18
Section 14.3 Examination Appeals.....	18
Section 14.3.1 Rescoring Appeals.....	18
Section 15.0 - CMM Certification Documentation.....	19
Section 15.1 Certificates	19
Section 15.2 Certification Verification	19
Section 16.0 - Recertification	20
Section 16.1 Purpose	20
Section 16.2 Time Period	20
Section 16.3 Non-Member Recertification	20
Section 16.4 Member Recertification:.....	20

Section 16.5 Continuing Education Units (CEUs)	21
Section 16.5.1 Approved CEUs	21
Section 16.5.1a Chapter CEUs	21
Section 16.5.1b National Advisory Board CEUs	21
Section 16.5.2 General CEUs	22
Section 16.5.3 Degree Program CEUs	22
Section 16.5.4 CMM-A CEUs	22
Section 16.5.5 Self-Study Courses	22
Section 16.5.6 Reporting CEUs Earned	23
Section 16.6 Audit of CEUs Reported	23
Section 16.7 Additional Recertification Information	23
Section 16.8 Denial of Recertification	23
Section 16.9 Regaining Discontinued Certification	23
Appendix A—Applicant Agreement	24
Appendix B—Request for ADA Accommodations	25
Appendix C—PAHCOM Code of Ethical Standards	26
Appendix D—CMM Examination Content Domains & Weightings	28

PAHCOM CERTIFIED MEDICAL MANAGER CANDIDATE HANDBOOK

SECTION 1.0 - INTRODUCTION

Section 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.

Section 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 an annual conference.

SECTION 2.0 - EXAMINATION STRUCTURE

Section 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.

Section 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 3.0 - RECORDS RETENTION AND CONFIDENTIALITY

Section 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.

Section 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.

Section 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 4.0 - PAHCOM CMM CREDENTIAL

Section 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.

Section 4.2 Examination Format

The examination is presented at computerized testing centers throughout the United States. 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 5.0 - CANDIDATE QUALIFICATIONS

Section 5.1 Application Process

Candidates applying to sit for the CMM Examination will generally apply 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.

Section 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.

Section 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.

Section 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.

Section 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.

Section 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 www.pahcom.com/membership/ethical_standards.html.

SECTION 6.0 - CMM EXAMINATION APPLICATION PROCESS

Section 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.

Section 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.

Section 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 or request withdrawal of their application, will receive a refund of the examination fee minus a \$75 processing fee. Applicants apply online at <http://www.pahcom.com/cmm/apply-for-exam.html>. 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.

Section 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.

Section 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 via email when the registration status is confirmed. The email 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 7.0 - EXAMINATION APPLICATION STATUS

Section 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.

Section 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.

Section 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.

Section 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.

Section 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.

Section 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.

Section 7.7 General CMM Examination Refund Policy

Candidates can request cancellation of their exam registration and obtain a 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 through PSI Services by calling 800-947-4228 Ext. 4 prior to the request for cancellation/refund. Email PAHCOM at cert@pahcom.com to request cancellation of an examination and request a partial refund of the CMM Examination fee. There is a \$75 processing fee for all refund requests. Refunds must be requested through PAHCOM. Candidates not in default that desire to cancel their examination must first cancel any appointment they may have made with PSI Services and then contact PAHCOM to request the refund.

SECTION 8.0 - SCHEDULING THE CMM EXAMINATION

Section 8.1 Examination Candidacy Time Limits

Candidates for the PAHCOM CMM Examination have 12 months from the date of their application to sit for and pass the examination. The candidate is allowed two examination attempts within that time frame. If the candidate does not pass within the 12-month time frame, the candidate is no longer eligible for the CMM credential. If the candidate desires to attain the CMM Credential in the future, a new application must be submitted.

Section 8.2 Scheduling an Appointment to Test

The PAHCOM Certification Board (CB) has arranged for PSI Services to administer the CMM Examination at their remote facilities throughout the country. PAHCOM will provide candidate information to PSI Services upon the applicant attaining “Registered” status, which moves an applicant to “candidate” status. PSI Services will already have the PAHCOM CMM candidate approval information in their files. The arrangement requires the candidate to be solely responsible for making and keeping the scheduled CMM Examination appointment date with PSI Services. CMM Examination appointments are made by directly calling 800-947-4228 Ext 4, or the phone number listed in the confirming email from PAHCOM. PSI Services is a full service computer assisted testing service providing computer-based test services for academic assessment, professional licensure, and certification. Established in 1993, PSI Services serves more than 800 test centers in the United States and abroad. For more information about PSI Services Service, visit www.comirateesting.com.

Section 8.2.1 Early Scheduling

The sooner the candidate schedules the appointment, the more likely the candidate will receive the preferred location, date, and time. Candidates are urged not to wait until the last moment to schedule an appointment. The PAHCOM CB/PSI Services agreement requires that unscheduled candidates (walk-ins) cannot be admitted to the test center.

Section 8.3 Scheduling Process

The candidate must telephone PSI Services directly at 800-947-4228 Ext 4, or the phone number listed in the confirming email from PAHCOM. The candidate will be asked to provide their PAHCOM number (which PSI Services calls a personal code) and other information to verify your identity. PSI Services will arrange with the candidate, the location, date and time of the appointment to sit for the CMM Examination.

After the appointment is scheduled, PSI Services will send an email to the candidate with a copy to PAHCOM confirming the appointment. The candidate will should contact PSI Services, using the same number used to initially schedule the examination, if the email confirming the location, date, and time of the appointment, is not received within 24 hours.

Section 8.4 Test Center Locations

Certification Examination Test Center Locations are available in most major cities and more than 250 sites throughout the United States. Candidates can locate the PSI Services Test Center closest to them by visiting: <http://www.pahcom.com/cmm/exam-locations.html>.

SECTION 9.0 - TEST CENTER SCHEDULING

Section 9.1 Appointment Changes and Failure to Appear

If a candidate cannot appear to take the CMM Examination at the location, date and time scheduled, the candidate must contact PSI Services at least three business days prior to the appointment date to re-schedule the examination. The candidate should telephone the same number used to initially schedule the examination. Failure to schedule or sit for the examination within the 12-month period of eligibility, will forfeit the examination fee. If a candidate chooses to reapply at a later date, the candidate relegates to applicant status and must submit another application and the appropriate examination fee.

Section 9.2 Rescheduling Appointments

Within the period of eligibility, candidates may cancel and reschedule the examination up to three business days prior to the scheduled examination date at no charge.

Section 9.3 Rescheduling Fees

A candidate that reschedules or cancels an appointment within three business days and 24 hours prior to the exam date must pay a late rescheduling fee prior to appointment rescheduling.

Section 9.4 No-Shows

Candidates may not reschedule an examination less than 24 hours prior to the examination appointment. Candidates who “No-Show” or arrive more than fifteen (15) minutes late for the scheduled exam appointment time will not be allowed to test and will forfeit their examination fee. In each case, the entire examination application process must start over.

Section 9.5 Test Center Cancellations and Rescheduling

In the event of bad weather, a natural disaster, or other emergency, PSI Services will determine whether circumstances warrant cancellation and rescheduling of exams at a particular location. Every attempt will be made to administer all exams as scheduled. However, should an examination be cancelled by PSI Services, all affected candidates will be contacted by PSI Services to reschedule their exams. In the case of inclement weather, or other local emergency conditions, PAHCOM advises candidates to telephone their testing location, using the telephone number provided in your PSI Services confirmation email, to verify whether your examination will be available as scheduled.

SECTION 10.0 - ARRIVAL INDUCTION PROCESS

Section 10.1 Test Center Identification Requirements

On exam day, each candidate must have in their possession two documents confirming their identity. One of the two must be a photo identification such as a driver's license, and the other an item with the candidate's name on it, such as a credit card. The computer will request a "Personal Code" to access the on-line examination. That code is the candidate's PAHCOM number. Candidates must be certain to have their PAHCOM number at the test station.

Section 10.2 Arrival and Admittance

Candidates should arrive at the PSI Services center 15 to 30 minutes before the scheduled test time on the examination date. Late arrivals may not be admitted to the Test Center. If a candidate arrives more than 15 minutes after the scheduled test time, the candidate will not be permitted to test. In that event, the candidate must pay a fee to PSI Services to reschedule the examination. The rescheduled examination date must fall within the assigned testing period. A complete application and examination fee are required to reapply for the exam if the candidate does not test within the 12-month period.

Section 10.3 Test Center Proctor

Upon arrival at the test center, the candidate must present the required identification, sign a test center log, be photographed, and store personal belongings in the assigned locker. The Test Center Proctor will escort candidates to the assigned test station and instruct candidates on the use of the computer equipment. Candidates must enter their PAHCOM Number to start the exam.

SECTION 11.0 - TEST CENTER REGULATIONS

Section 11.1 Candidate Behavior Requirements

Test center proctors monitor all test sessions. Candidates must follow the instructions of test center proctor. 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. Candidates are accountable for improper behavior before, during, and after examination administration.

Section 11.2 Verbal Communication Prohibition

Test center proctors are specifically prohibited from answering any questions regarding exam content, test software, or scoring.

Section 11.3 Prohibited Items

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

- Mechanical or electronic devices such as cellular phones, personal digital assistants [PDAs], calculators, watches, electronic paging devices, recording or filming devices, or radios
- Outerwear; coats, jackets, headwear, or gloves
- Book bags, backpacks, handbags, briefcases, or wallets
- Books, notes, written materials, “or scratch paper
- Food, candy, gum, or beverages

Candidates must store personal items in the designated locker outside the secure test area. Candidates are required to keep in mind that the storage facilities are small and that all stored mechanical or electronic devices must be turned off. 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.

Section 11.4 Rules of Conduct

When an applicant submits an application for the examination, they agree to abide by the PAHCOM Code of Ethics, which requires that:

- The candidate is the person named on the PSI Services Scheduling confirmation 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 the break screen is visible on the monitor.
- 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. 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 12.0 - 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 13.0 - AFTER THE EXAMINATION

Section 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.

Section 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. Candidates that fail their initial examination may re-take the examination one more time on a complimentary basis. The Certification Board recognizes that there are many variables that may impact a candidate's ability to perform well on any specific examination date. Such variables, when they arise, are often beyond the candidate's control.

Section 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 (PSI SERVICES) 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 14.0 - APPEALS

Section 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.

Section 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 (15) 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.

Section 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.

Section 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 15.0 - CMM CERTIFICATION DOCUMENTATION

Section 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 a CMM Lapel Pin to demonstrate their achievement. The candidate's name will appear on the certificate exactly as it appears on the exam application form. Successful candidates should contact PAHCOM if these items are not 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.

Section 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 public website <http://www.pahcom.com/cmm/cmm-list.php>. The list is programmed to be continuously updated. 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 16.0 - RECERTIFICATION

Section 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.

Section 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 end of the month 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/Statistics-Trends-and-Reports/CMS-Statistics-Reference-Booklet/Downloads/CMS_Stats_2014_final.pdf provides a glimpse of the rapidly deteriorating shelf life of medical management information. Certificants that fail to meet the recertification requirements within the specified period will lose their credential.

Section 16.3 Non-Member Recertification

Certificants that 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 annual 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 deemed appropriate.

Section 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.

Section 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.

Section 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 can 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>.

Section 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.

Section 16.5.1b National Advisory Board CEUs

The PAHCOM National Advisory Board (NAB) conducts meetings to discuss the educational events they will present during the upcoming PAHCOM Annual Conference. 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 Association Director will post the annual conference educational program on the PAHCOM website at: <https://www.pahcom.com/education/calendar.php>, and inform the Certification Department that the annual conference 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 three months prior to the annual conference in order to allow review by the Certification Department prior to the annual conference.

Section 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.

Section 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.

Section 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 non-accredited 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 2 CEUs 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-year’s 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 is re-set upon attaining the full CMM. Example: An individual with six months of experience attains CMM-A on March 1, 2016. On September 1, 2017 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.

Section 16.5.5 Self-Study Courses

Self-study courses are not authorized for PAHCOM CEU credit.

Section 16.5.6 Reporting CEUs Earned

CMM credentialed members must log earned CEUs on their password protected individual CEU Register 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 Register prior to your renewal date. If you do not meet the requirements the system will not allow you to pay your renewal fee or proceed with your recertification.

Section 16.6 Audit of CEUs Reported

To ensure conformance 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 that recertify their CMM credential during that period, to verify the authenticity of the documented educational pursuits. The audit will examine a sample of the pdf file format CEU documents submitted in support of recertification.

Section 16.7 Additional Recertification Information

Current information about recertification and sources of current PAHCOM CEU educational opportunities are published on the PAHCOM website at www.pahcom.com.

Section 16.8 Denial of Recertification

A certificant that 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.

Section 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 pdf 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 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.

Download: https://www.pahcom.com/membership/ethical_standards.html.

APPENDIX D—CMM EXAMINATION CONTENT DOMAINS & WEIGHTINGS

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