

Certification Exam Candidate Handbook

Division of Doctor's Help

National Association of Allied Health Professionals

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Introduction

Mission

The mission of the National Association of Allied Health Professionals a division of Doctor's Help, is to provide the allied healthcare providers with certification, networking opportunities, education, and advocacy for quality patient health care.

Vision

Serving as the only allied healthcare association that includes all members of the allied health community to provide certification, networking opportunities to help with employment placement and awareness, continuing education, and quality patient healthcare, the Board of Certification at the NAAHP will take the leadership role in the future of allied healthcare workers. The BOC has oversight for certification evaluation assessment development and administration, eligibility standards, and disciplinary and appeals actions. Its work will also focus on promoting public awareness and assuming a proactive role in legislation that impacts the certification or practice of allied health professionals. The BOC will strive to ensure an adequate and competent workforce to protect public health and advocate for increased communication with program directors regarding certification and its maintenance through continuing education and workforce development both nationally and internationally.

Certification

In the working environment, professional certification is a time honored process respected by both employers and those within the career field. The following is a definition used by many to describe professional certification:

Professional certification is a voluntary process by which a nongovernmental entity grants a time-limited recognition to an individual after verifying that the individual has met predetermined, standardized criteria.

The definition hits the high points. Certification is voluntary, not imposed by government. It is time limited, which means that those with the certification must fulfill ongoing educational requirements to keep the certification current, and the criteria for certification is recognized in the community.

The following lists the NAAHP Board of Certification examinations and fees outlined in this handbook:

Certification Examinations	Application Fee
Clinical Medical Assistant Certification (CMA)	\$195
Phlebotomy Technician Certification (CPT)	\$125
Medical Billing Certification (CMB)	\$125
Medical Laboratory Technician Certification (CMLT)	\$195
EKG Technician Certification (CEKGT)	\$125
Medical Administrative Assistant Certification (CMAA)	\$145
Pharmacy Technician Certification (CPhT)	\$145
Patient Care Technician Certification (CPCT)	\$145
Dental Assistant Certification (CDA)	\$195

Candidate Eligibility Requirements for Certification Examination

Path One: High School Diploma or the equivalent
Successfully completed an approved training program

Path Two: High School Diploma or the equivalent
Minimum, one year of work experience in the area of certification within the last three years.

Candidates must be able to provide written verifiable documentation of training or previous work experience.

Application and Registration Information

To register for any examination, candidates may visit our web site to complete the application and pay the required application fee and monitoring fee for those who prefer taking the exam online. www.NationalAHP.org

Examination Schedule and Testing

Upon receipt of your application and fees and application approval, your testing time period will be assigned. You must schedule to take your test within the 60 day time schedule. If you do not test within the appointed 60 day time schedule you will forfeit your opportunity to take your examination and must repay the application fee to obtain another 60 day scheduling period within one year of the original application.

Examinations are administered in three formats:

1. Online Monitoring testing in the privacy and convenience of your home
2. School Administered – Career Technical, College
3. Hospitals – Designated Facilities Only

Candidates must follow the testing site policies and procedures and will be expected to validate their identity with a current government issued Photo ID. If a candidate schedule an appointment and is unable to attend, most facilities require a 48 hour notice to cancel and reschedule another examination appointment within the original 60 day testing period. If you do not cancel your examination appointment within 48 hours before the exam date, you may forfeit your testing schedule and be required to repay testing fees.

Examination Number of Questions and Exam Time

Certification Exams	Number of Questions	Time Limit
Clinical Medical Assistant Certification (CMA)	180	2 Hrs 30 Min
Phlebotomy Technician Certification (CPT)	80	1 Hr 30 Min
Medical Billing Certification (CMB)	80	1 Hr 30 Min
Medical Laboratory Technician Certification (CMLT)	120	2 Hrs 30 Min
EKG Technician Certification (CEKGT)	60	1 Hr 30 Min
Medical Administrative Assistant Certification (CMAA)	80	1 Hr 30 Min
Pharmacy Technician Certification (CPhT)	80	1 Hr 30 Min
Patient Care Technician Certification (CPCT)	110	2 Hr 00 Min
Dental Assistant Certification (CDA)	140	2 Hrs 30 Min

The passing points, or cut scores, for the exams are established by achieving a minimum of 80 percentile of correct answers on the examination.

Americans with Disability Act

The Certification examinations are administered in compliance with requirements of the Americans With Disabilities Act. All special requests must accompany the application form. Contact NAAHP Headquarters at info@NationalAHP.org or 301-749-1500 to request the special accommodation form. Examinees qualifying for special accommodations under the provisions of the Americans with Disabilities Act must attend a PSI testing center.

Confidentiality

An individual's application status, exam results, and personal identifying information is confidential and will not be released by NAAHP Board of Certification to any person without the consent of the individual or as required by law, except to exam proctors as required for administration of the exam.

Non-Discrimination

NAAHP does not discriminate against applicants on the basis of race, color, creed, gender, age, religion, national origin, ancestry, disability, military status, sexual orientation, marital status, or family status.

Appeal Process for Applicants Who Receive an Adverse Eligibility Decision

Applications accepted for the Certification examination are accepted on the basis of proof of meeting the eligibility requirements as enumerated on the application form and in the candidate information and submission of the required fee.

If an applicant is unable to provide proof of meeting any of the requirements, the applicant is encouraged to contact NAAHP Headquarters. The procedures for approving applications allow the following:

- For those qualifying under the experience within the last three years of experience requirement, verification of employers are required for a one year period. If it is not possible to reach former employers, the Certifying Board will accept an affidavit of the current employer attesting to the previous years of work in the allied healthcare area of certification outlined on the application.

If an application is not accepted, the candidate may, within 30 days of the date of denial of application, appeal the decision of the Certifying Board under the following circumstances:

- It is not possible to provide a transcript of completed course work because the school no longer exists.
- If qualifying under categories which require experience, the application may be considered if the experience requirement is not fully met, and the allied healthcare worker is able to submit proof of the need for certification for employment or advancement in employment.
- An application for the Certification examination was submitted and previously accepted but has expired, provided the candidate meets the current eligibility requirements.

In appealing a decision to deny an application based on the reasons listed above, the candidate must submit documentation to substantiate the claim, and a signed and notarized attestation that the information is true and correct.

The Board of Certification, working with certification staff, within 30 days of receipt of the appeal, shall make a determination regarding the appeal and the candidate's eligibility to take the examination. The decision of the Certifying Board Chair is final.

Cheating and Misconduct in the Certification Examination Program

Cheating and misconduct are not tolerated in the Certification Program.

Candidates are expected to conduct themselves with honesty and integrity at all times and during all phases of the certification process - including exam preparation, testing, and re-certification.

Filing a Complaint

If a candidate is believed to have acted with dishonesty or with intent to misrepresent at any time during the certification process, the Certifying Board reserves the right to bar that individual from the program immediately while investigating the circumstances.

Evidence of misconduct includes, but is not limited to, violation of the terms and conditions of testing, unfairly gaining exam information by using unauthorized materials or web sites during the examination, or by providing unfair assistance to another candidate at any time during the exam preparation or delivery period. This evidence may include visual observation during the test period or other tangible evidence.

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Evidence may be filed in writing to NAAHP Headquarters by examination proctors, fellow examinees or others with knowledge of possible misconduct. Proctors and examinees may also contact NAAHP certification staff by telephone on the day of testing if it is believed cheating is observed.

Procedures for Investigating Complaint

The Certifying Board's Procedures for Disciplinary Proceedings are published in their entirety on the NAAHP web site at: <http://www.NationalAHP.org>.

Discipline

If the Board concludes that there has been a violation of the terms and conditions of testing by a candidate examinee during any testing session, it will determine which of the following disciplines is appropriate, which may include:

- all examination sections will be voided with no refund of fees and no scores reported; the candidate may be prohibited from taking the Certification examination indefinitely.
- the candidate will be prohibited from taking the Certification examination for a period of not less than two years from the date of the violation;
- the Certifying Board shall require the candidate to complete a specific number of hours of Legal Ethical Issues, approved for CE credit, to be completed within a specific period of time prior to eligibility for re-testing; documentation of completion of the ethics CE hours is required. The program may be approved by a professional association, or offered for college credit or continuing education units.

Examination Results

Results of the examination are provided via US mail to all examinees. The results will be released within two to four weeks after the examination. Results are not available by e-mail, telephone or fax.

If you do not pass your exam, you will receive a report of the subject areas that appeared to be most difficult. This information is provided to assist examinees in preparation for their retake.

The Certifying Board has determined "Pass" is sufficient to designate successful completion of the examinations section and that if the examiner has met the standard; the examiner has earned the Certification.

How Passing Score is Established

The passing points, or cut scores, for the exams are established by achieving a minimum of 80 percentile of correct answers on the examination. We are working with psychometric consultants for continual development of best evaluation strategies.

Appeal of Examination Results

An examinee may appeal, in writing, to the Certifying Board for review of the Board's actions concerning examination results. Such appeal must include the candidate's basis for the appeal and any and all relevant documentation to be considered, and must be received at NAAHP Headquarters within thirty (30) days after release of the examination results. The Board Chair and NAAHP staff will promptly investigate to determine whether the documentation submitted meets the Certifying Board's requirements for review of examination results. If it is determined that the appeal does not meet the requirements, the examinee will be so advised. If the information meets the board's requirements for an appeal, such appeal shall be reviewed by an Appeal Committee which shall be comprised of a minimum of three (3) members of the Certifying Board, to include an allied health educator, allied healthcare industry professional, and a Certified member.

The Appeal Committee of the Certifying Board will determine whether a decision made by the Certifying Board was inappropriate if: (1) the decision was based on material errors of fact, or (2) the NAAHP Certifying Board failed to follow published criteria, policies, and procedures.

Only facts and conditions up to and including the time of the Certifying Board's decision are eligible for consideration during the appeal process.

After consideration of the matter under appeal, the Appeal Committee shall submit its recommendation for action to the Certifying Board. A majority vote of Certifying Board members shall be final and binding in the matter under appellate review.

Retaking an Examination



Candidates who fail an examination will have three opportunities to retake it after at least 30 days between attempts. Candidates who are unsuccessful after three additional attempts will be required to reapply after six months and provide documentation of additional training since their last examination attempt.

Recertification



Requirements for Maintaining Certification

The NAAHP certification credential is valid for a period of two (1) year. Certified allied healthcare professionals may renew their certification upon submission of proof of participation in 12 continuing education credits/hours (CE) which provide instruction in various practice areas relevant to the area of certification, complete recertification application, or relevant work experience and pay appropriate fees. The Certified allied health professional has not been convicted of a felony during the last three year period.

The recertification requirements are as important to the certification procedure as the examination itself in the award and continued use of the Certification credential. As with most professions and occupations, the daily work requirements and laws governing allied health professions practice change, sometimes rapidly. The recertification requirements of the allied health credential recognize that

change is a part of professional life and career growth. To maintain a successful career as an allied health professional, and a credential relevant to employers and consumers of healthcare services, participation in continuing education is required.

To recertify complete and provide the following:

1. Complete recertification application
2. Provide CE documentation of 12 credits/hours. The Certifying Board will accept most requests for CE hours based on attendance of programs that are either offered by NAAHP through Doctor's Help, Inc. or offered by reputable companies or associations.
3. Pay recertification fee \$80.00 per year (two year total \$160)

Rationale for 1 year recertification period

The one year period is enforced based on the rapid changes in healthcare or procedures that are expected routinely in the medical field. Upon recertification, the certified individual will receive a new ID card and certificate.

Expired Certification

If your certification expires, you will be allowed a grace period of 90 days to obtain reinstatement and recertify:

1. Complete reinstatement application
2. Pay reinstatement fee \$95.00
3. Pay recertification fee \$80.00 per year (two year total \$160)