



2013

CANDIDATE **HANDBOOK**

FOR THE **CERTIFIED PROVIDER CREDENTIALING SPECIALIST (CPCS)**

AND **CERTIFIED PROFESSIONAL IN MEDICAL SERVICES MANAGEMENT (CPMSM) EXAMINATIONS**





SPRING TESTING PERIOD

Application Deadline - Friday, January 18, 2013

Testing Period - Saturday, March 16 through Saturday, April 6, 2013

SUMMER TESTING PERIOD

Application Deadline - Friday, April 19, 2013

Testing Period - Saturday, June 15 through Saturday, July 6, 2013

FALL TESTING PERIOD

Application Deadline - Friday, August 9, 2013

Testing Period - Saturday, October 5 through Saturday, October 26, 2013

National Association Medical Staff Services (NAMSS)

Certification Commission of NAMSS (CCN)

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The Certification Commission of NAMSS (CCN) was established in 1980 to advance the profession of medical services management through the development of a certification program. The CCN is the independent certifying body of the National Association Medical Staff Services (NAMSS), a nonprofit professional membership organization. The CCN's mission is to assure a comprehensive level of knowledge through certification in the medical services profession. The CCN is responsible for establishing the policies and procedures that govern the certification and recertification programs of NAMSS. Earning the CPCS and/or CPMSM designation recognizes professional achievement through participation in this voluntary certification program.

RESPONSIBILITY OF THE CANDIDATE

It is the responsibility of each candidate to read and understand the contents of this handbook before applying for the examination. This handbook contains current information about the policies and procedures of the certification program. It is essential that each candidate keep this handbook readily available for reference until the entire certification process, including score reporting, is completed. **The 2013 Candidate Handbook supersedes all previous versions of this handbook.**

INTRODUCTION TO THE CERTIFICATION PROGRAM

Medical Services Professionals (MSPs) are on the frontlines of healthcare, promoting patient safety and helping to ensure public protection through access to quality healthcare services. MSPs administer the vital risk management function of credentialing and are significantly involved in the accreditation of their healthcare organizations. The certification program establishes industry standards and serves as a comprehensive measure of knowledge in the field. The CPCS and CPMSM designations identify MSPs who have met an established standard of knowledge and understanding in the field of healthcare credentialing, governance, law, accreditation, and regulatory compliance.

The CPCS and CPMSM designations provide employers and the public with the assurance that certified individuals possess the necessary skills, knowledge, and experience in provider credentialing or medical services management to perform their duties competently.

GOALS OF CERTIFICATION

The NAMSS certification program aspires to the following goals for provider credentialing and medical services management:

1. To promote industry standards, and to provide a means to verify professional knowledge in the field of provider credentialing and medical services management.
2. To distinguish those professionals who demonstrate an established level of knowledge and expertise in the field, and to provide prospective healthcare employers with a means to identify qualified candidates for provider credentialing or medical services management positions.
3. To provide the opportunity for personal validation of professional competency.
4. To raise awareness of and professionalize the positions in the field of provider credentialing and medical services management, and to acknowledge a commitment to the public to foster quality healthcare delivery.
5. To enhance knowledge and skill through continuing education and recertification requirements.

DEFINITIONS

Provider credentialing and medical services management occurs in various healthcare settings, is performed by professionals with diverse educational and work backgrounds, and involves the knowledge, skills, and abilities needed to perform the tasks outlined in the Exam Content Outlines (see pages 12-13).

Certified Provider Credentialing Specialist (CPCS)

The CPCS is typically employed or contracted by a healthcare organization including, but not limited to, hospitals (health systems), health plans, ambulatory care settings, group practices, or credentials verification organizations. The CPCS exam focuses on provider/practitioner day-to-day credentialing functions.

A CPCS is an integral part of a credentialing team whose responsibilities include but are not limited to:

- Conducting, participating in, and maintaining credentialing and privileging;
- Conducting, participating in, and maintaining primary source verification;
- Supporting departmental operations.

Certified Professional in Medical Services Management (CPMSM)

The CPMSM is typically employed or contracted by a healthcare organization including, but not limited to, hospitals (health systems), health plans, ambulatory care settings, group practices, or credentialing verification organizations.

The CPMSM exam focuses on the management role in medical services to include functions such as staffing, budgets, medical staff information systems, continuing education, and practitioner/provider recruitment and relations.

A CPMSM is an integral part of a credentialing team whose responsibilities include but are not limited to:

- Managing, conducting, participating in, and maintaining the credentialing and privileging processes.
- Ensuring compliance with accreditation standards and regulatory requirements.
- Managing departmental operations and facilitating medical services functions.

WHO SHOULD SIT FOR THE CERTIFICATION EXAMINATIONS

Both exams are for those with experience in the provider credentialing and medical services management field. Candidates are expected to have current, direct, and hands-on involvement in the major processes associated with the provider credentialing or medical services management aspect of the healthcare industry, including a majority of the areas covered in the Exam Content Outlines listed on pages 12-13.

ELIGIBILITY REQUIREMENTS

Candidates must meet ONE of the following eligibility routes **at the time of application**. The CCN reserves the right to conduct random audits to verify candidate eligibility. Any candidate found ineligible at the time of application will forfeit \$100 of the application fee.

CPCS Examination

1. At the time of application, candidate must be currently employed in the medical services profession for at least the past 12 consecutive months and have a total of three years experience in the medical services profession within the past five years, OR
2. Be a CPMSM in good standing and be employed for at least the past 12 consecutive months in the medical services profession in the medical services profession.
3. The CPCS is typically employed by a hospital/health system, ambulatory surgery center, managed care organization/health plan, credentials verification organization or group practices where the staff is performing the functions of primary source verification and compliance with accreditation standards.

4. The CPCS exam focuses on provider/practitioner day-to-day credentialing functions. A CPCS is an integral part of a credentialing team whose responsibilities include but are not limited to:
 - a. Conducting, participating in, and maintaining credentialing and privileging.
 - b. Conducting, participating in, and maintaining primary source verification,
 - c. Compliance with accreditation and regulatory standards
 - d. Supporting departmental operations.
5. The CPCS exam does not test to areas such as provider enrollment, billing, physician practice management software development, legal, practice physician recruitment or physician staffing outside the functions of primary source verification and compliance with the accreditation standards listed in this candidate handbook.

CPMSM Examination:

1. At the time of application, candidate must be currently employed in the medical services profession for at least the past 12 consecutive months and have a total of five years of experience in the medical services profession within the past eight years, OR
2. Be a CPCS in good standing and be employed for at least the past 12 consecutive months in the medical services profession.
3. The CPMSM is typically employed by a hospital/health system, ambulatory surgery center, managed care organization/health plan, credentials verification organization, or group practices where the staff is performing the management functions of medical services and compliance with accrediting standards.
4. The CPMSM exam focuses on the management role in medical services to include functions such as staffing, budgets, medical staff information systems, continuing education, and practitioner/provider recruitment and relations. A CPMSM is an integral part of a credentialing team whose responsibilities include but are not limited to:
 - a. Managing, conducting, participating in, maintaining and managing credentialing and privileging processes,
 - b. Ensuring compliance with accreditation standards and regulatory requirements,
 - c. Managing departmental operations and facilitating medical services functions.
5. The CPMSM exam does not test to areas such as provider enrollment, billing, physician practice management, software development, legal practice, physician recruitment or physician staffing outside the functions of primary source verification and compliance with the accreditation standards listed in this candidate handbook.

ABOUT THE EXAMINATIONS

The CCN partners with CASTLE Worldwide, Inc., an independent testing company that provides assistance with exam development, administration, and scoring.

A standardized survey of the profession is conducted every five to seven years to ensure that examination content is current, valid, and representative of the responsibilities of provider credentialing and medical services management. The NAMSS certification examinations are the only standardized and accredited certification exams currently offered to test the knowledge, skills, and abilities of medical services and credentialing professionals.

The CPCS exam is an objective examination consisting of 150 multiple-choice questions. Candidates will have a total of three hours to complete this exam.

The CPMSM exam is an objective examination consisting of 175 multiple-choice questions. Candidates will have a total of four hours to complete this exam.

A computer-based examination is administered during three three-week testing periods per year, through a network of testing sites operated by our testing vendor, CASTLE Worldwide, Inc. Further information regarding testing centers and scheduling appointments can be found on pages 7 and 8 of this handbook and will be sent to applicants upon being deemed eligible to sit for the examination.

SPECIAL NEEDS

NAMSS complies with the Americans with Disabilities Act in order to accommodate candidates with special needs. Candidates with documented visual, physical, hearing, or learning disabilities that would prevent them from taking an examination under standard conditions may request special testing accommodations and arrangements.

For the exam administrations, special needs must be documented in writing by the candidate's doctor or other qualified professional on official letterhead. This written documentation must accompany the CPCS/CPMSM application. Please note that requests for accommodations must be received at least eight (8) weeks prior to the start of a testing period.

STATEMENT OF NONDISCRIMINATION

The CCN, NAMSS, and CASTLE Worldwide, Inc. do not discriminate against any individual or entity on the basis of religion, age, gender, race, disability, nationality, creed, socioeconomic status, or any other protected classification. All individuals submitting an application for the examination will be judged solely on published criteria. Candidates are not required to be a member of any organization to apply for NAMSS certification.

COPYRIGHT INFORMATION

All proprietary rights to the CPCS and CPMSM exams, including copyright, are held by the Certification Commission of NAMSS. In order to protect the validity of the scores reported, candidates must adhere to strict guidelines regarding proper conduct in handling these copyrighted proprietary materials. The law strictly prohibits any attempt to reproduce all or part of the CPCS or CPMSM exams or practice exams. Such attempts may include, but are not limited to: removing materials from the testing room; aiding others by any means in reconstructing any portion of the exam; posting content on any discussion forum; and selling, distributing, receiving, or having unauthorized possession of any portion of the exam or practice exams. Alleged copyright violations will be investigated and, if warranted, prosecuted to the fullest extent of the law. It should be noted that examination scores might become invalid in the event of this type of suspected breach. Permanent revocation of certification may occur if allegations are substantiated.

APPLICATION PROCEDURES/ INSTRUCTIONS

- Complete the application form in its entirety. Applications for each examination are available online at www.namss.org.
- Write clearly and legibly on the application form, using either a blue or black ballpoint pen.
- Make a copy of the completed application for your records.
- Mail the completed application and full examination fees to:

NAMSS
Dept. 3115
Washington, DC 20042

This address is a P.O. Box. Do not send any applications via FedEx, UPS, or certified mail.

Applications must be **postmarked** by the application deadline. Incomplete applications will be returned to the applicant for resubmission to test during another testing window.

EXAMINATION FEES

NAMSS members	\$375
Non-members	\$500
<i>Other Fees</i> (see conditions below)	
Rescheduling, Transfer and Cancellation Fee	\$100
Late Fee	\$50

Make check or money order payable to NAMSS.

Note: There will be an additional administrative fee of \$30 for returned checks.

VISA, MasterCard, and American Express are accepted. Complete the credit card payment section on the application form.

LATE REGISTRATION

Applications postmarked after the deadline may be processed if such registration can be accommodated. There is a \$50 late fee for all applications postmarked after the deadline and received no later than 30 days prior to the first testing date, if accommodations can be made for that testing cycle.

RESCHEDULING AND TRANSFER OF EXAM APPOINTMENTS

Requests for rescheduling an examination appointment to a different date within the three week testing period must be submitted through the scheduling web link listed on your NTS. All rescheduled appointments will be subject to a \$100.00 rescheduling fee.

TRANSFERRING YOUR EXAM

Requests for transferring an examination appointment to a different testing cycle must be submitted through the NAMSS Executive Office by calling (202) 367-1196. All transfers of examinations to a different testing window are subject to the \$100 transfer fee.

Failure to keep an appointment or canceling an appointment without the appropriate notice (less than five business days prior to the scheduled appointment) will result in forfeiture of all applicable exam fees.

CANCELLATIONS/REFUNDS

The CCN must receive all requests for a cancellation/refund in writing, no later than two weeks prior to the start of a testing period.

You may fax a request for a refund to the NAMSS Executive Office at (202) 367-2116. Requests for cancellations/refunds may be made only by the exam candidate. Refunds will be issued less a \$100 processing fee.

Written requests for a refund/cancellation must be **postmarked** by the following dates:

Spring Testing Window - March 2, 2013

Summer Testing Window - June 1, 2013

Fall Testing Window - September 21, 2013

SCHEDULING YOUR EXAM APPOINTMENT

The certification exams are administered during an established three-week period at computerized testing facilities managed by CASTLE Worldwide, Inc. Available testing dates and times vary by location.

After an application for a computer-based exam is approved, a Notice to Schedule (NTS) will be sent via e-mail. The NTS will include the scheduling web link, your username, and your password. When you access the online scheduling system with your username and password, you will be able to choose an exam site, date and time from the list of available sites. Please note that appointment times and site locations are on a first-come, first-served basis, and may vary in availability with each exam window.

We recommend that you access the scheduling web link as soon as you receive your NTS to schedule your appointment. Waiting to schedule your test appointment may significantly limit the date/time availability at the test center of your choice. All available testing locations and dates will be presented to you on the scheduling web link.

If the site and date you requested is no longer available, you will receive an e-mail notice allowing you to choose another site and date option.

Within three business days of submitting your scheduling request, you will receive a scheduling confirmation e-mail. The scheduling confirmation, plus government-issued photo identification with signature, must be presented to the proctor in order to gain admission to the testing center.

If you have any questions regarding your scheduled exam appointment, please contact CASTLE at (919) 572-6880.

DAY OF THE EXAM

It is strongly recommended that you familiarize yourself with the testing center location and parking facilities prior to the day of your exam so that you arrive at the testing center stress-free and on time.

On the day of the exam, report to the testing center at least 10 minutes prior to your scheduled appointment. You should plan to be at the testing center for four and one-half hours. Late arrivals may not be admitted. If you have any problems regarding your scheduled exam location or proctor, please contact CASTLE at (919) 572-6880.

Upon arriving at the testing center, you will be required to present your eligibility notice and provide one form of government-issued photo identification, which must bear your name and your signature. Examples of appropriate identification include a passport or driver's license. If you do not bring the appropriate identification to the testing center, you will not be able to test within that testing period. The name on your photo identification must exactly match the name that appears on your eligibility notice.

The testing center administrator will provide a brief orientation and then escort you to a workstation. You must remain in your seat during the examination. You may only leave your workstation when authorized by a testing center staff member. If you leave your workstation during the exam, extra time will not be provided.

In the event that Internet connectivity is lost, your submitted answers will not be lost and the computer will stop the clock on your exam at the time connectivity is lost. The clock will resume when connectivity is re-established and you will be able to complete the exam in the fully allotted time period. You must notify the testing proctor if Internet connectivity is lost. The testing proctor will be able to contact Castle Worldwide should the need arise.

Contact the testing center administrator if you:

- Believe there is a problem with your computer;
- Need more scratch paper;
- Need to take a break (extra time will not be provided); or
- Require assistance from the testing center administrator.

AT THE TESTING CENTER

To ensure all results are earned under comparable conditions and represent fair and accurate measurement, it is necessary to maintain a standardized testing environment. The following recommendations, policies, and procedures pertain to every exam candidate:

- Instructions by testing center personnel are to be followed.
- An on-screen clock will be provided and will calculate the allotted time for the exam. You will not be permitted to continue beyond the allotted time limit.
- Do not bring books or other reference materials into the testing room. The testing center administrator will not permit anyone found possessing such materials to continue the test, and you will forfeit all applicable examination fees.
- Electronic devices (cell phones, pagers, tablets, etc.) are not permitted to be used at the testing center.
- Visitors are not permitted at the testing center.
- Bring a jacket or sweater for air-conditioned rooms.

Note: On rare occasions, major technical problems with computer equipment at the testing center may require rescheduling of an examination at the testing center administrator's discretion. In these cases, no additional fee will be assessed.

COMPUTER-BASED TESTING

You do not need extensive computer experience to take a computer-based examination. Benefits of computer-based testing include:

- Online tutorials for computer operation;
- The ability to mark questions as a reminder to review later;
- The ability to track and display time remaining during the exam.

Exam Tutorial for Computer-Based Testing

At the beginning of your exam, you will be provided a brief tutorial. The tutorial is designed to familiarize you with using the computer and testing software. You will have up to 15 minutes to complete the tutorial. This time allotment is in addition to the time allotted for exam completion.

The tutorial allows you to concentrate on how to operate the computer in order to complete the exam. You do not need to be concerned with which answers you select during the tutorial since incorrect answers in this tutorial environment will not affect your actual exam score. Once you exit the tutorial, you may not return to it. **You are strongly encouraged not to bypass the tutorial.**

During the Exam

During the exam, you have the opportunity, time permitting, to return to answered questions, review and change previously answered questions, re-evaluate questions marked for review, and review responses for the entire exam. When your exam time expires, all questions will be included in the final calculation of your score, even if they are blank or marked for review. Once your allotted time has expired, or you exit the exam, you cannot see or review the questions again. Remember that your answers will not be lost and the clock will be stopped should Internet connectivity be lost during the exam.

Exit Survey

At the end of the exam, you will be asked to complete a brief survey with an evaluation of your testing experience. Your survey answers are anonymous and confidential. All comments are reviewed and, if possible or necessary, changes are implemented.

EXAM SECURITY/GROUNDS FOR DISMISSAL

The CCN and CASTLE Worldwide, Inc. maintain established test administration and security standards to ensure that all candidates are provided with a fair and consistent opportunity to demonstrate their knowledge, skills, and abilities.

Any candidate who does not have positive identification, uses unauthorized aids, engages in misconduct, or does not follow testing procedures may be dismissed from the testing center. The CCN may choose to have the test scores of such candidates cancelled, in which case all applicable exam fees will be forfeited.

The following are examples of behaviors considered to be misconduct and will not be tolerated during the administration of the CPCS OR CPMSM exams:

- Giving or receiving assistance of any kind;
- Using references or aids;
- Attempting to take the exam for someone else;
- Failing to follow testing regulations and/or test center instructions;
- Creating disturbances;
- Copying, removing or attempting to remove exam questions and/or scratch paper from the exam room;
- Tampering with testing center computers;
- Leaving the exam room without permission;
- Using electronic communication devices (cell phones, pagers, tablets, etc.).

In the event of misconduct, gathered evidence is submitted to the CCN and CASTLE Worldwide, Inc. for review. Both the CCN and CASTLE Worldwide, Inc. have the right to question the validity of test scores. If there is sufficient cause to question the score, CASTLE Worldwide, Inc. will refer the matter to the CCN, which will make the final decision on whether or not the score is to be cancelled. In the event the CCN determines a test score is invalid and should be cancelled, the CCN will notify the candidate (all applicable examination fees will be forfeited). The CCN, at its sole discretion, may decide to:

- Allow the candidate to retest at an additional cost;
- Prohibit the candidate from ever sitting for the exam and earning the certification; or
- Take other action as deemed appropriate.

SCORING INFORMATION

The pass/fail cut-off score is determined using a criterion-referenced method, which allows the performance of each candidate taking the exam to be judged against a predetermined standard rather than against other candidates. The predetermined standard is set by a committee of subject matter experts working with testing experts to ensure the validity, reliability and legal defensibility of the exam.

Scaled scoring will be used on all exam forms. Scaled scoring involves a mathematical conversion of the number of items that a candidate correctly answers transformed so that there is a consistent scale used across all forms of the test. The passing scaled score will be 400 for the CPCS exam and 450 for CPMSM exam.

Exam Reliability

The statistical analyses performed on the CPCS and CPMSM exams have shown that the exam is highly reliable. This reliability is a direct result of the efforts of the CCN, working with subject matter experts, to ensure that ambiguity is eliminated from individual exam questions, and that the questions address concepts appropriate for candidates sitting for the exam.

EXAM RESULTS

The CPCS and CPMSM exams are auto scored at the completion of the examination. Auto-scoring allows the candidate to receive a preliminary pass or fail result from the examination. The official results will follow to candidates within six weeks after the testing period/window has closed. NAMSS will retain exam results for a period of 7 years.

To ensure the confidentiality of exam results, actual scores will not be released via telephone, fax, or any other electronic transmission by either the CCN or CASTLE Worldwide, Inc. personnel. Scores will NOT be sent to employers, schools, other individuals, or organizations under any circumstances. Names of candidates who do not pass the examination are confidential and are not revealed under any circumstances, except by legal compulsory process. Any questions concerning test results should be referred to the NAMSS Executive Office at certification@namss.org.

Requests for duplicate score reports should be submitted to:

CASTLE Worldwide, Inc.
900 Perimeter Park Drive, Suite G
Morrisville, NC 27560
ATTN: CCN

APPLICANT/CANDIDATE APPEALS

Decisions by the CCN regarding initial determination of eligibility to take an examination, continued certification, disruptive examination conditions and verification of an examination score may be appealed to the CCN. The grounds for appeal to the CCN are only those stated in the previous sentence.

An appeal to the CCN must be made in writing by letter, fax or e-mail, with the subject line "appeal" to the following address:

2025 M Street NW, Suite 800
Washington, DC 20036
ATTN: CCN - Appeal
Fax: (202) 367-2116
E-mail: certification@namss.org

All such appeals must be received by the CCN **within 30 days of the date** (1) that the CCN mailed the notice denying eligibility to take the examination or (2) the date the CCN mailed the notice denying continued certification (3) the date on which a disruptive examination condition or examination occurred, or (4) that the candidate received official notice of the examination score.

The written appeal must identify the precise factual basis, applicable rules or examination conditions that are the basis for the appeal.

RE-EXAMINATION

Certification exams may be taken only once during a testing period. However, exams may be taken in subsequent testing periods, upon submission of a new application and payment of examination fees. With each new application submission, candidates will be required to meet the eligibility requirements in effect at the time of submission.

ATTAINMENT OF CERTIFICATION

Certification is valid for three years. Candidates who pass the certification examination(s) may use the appropriate designation "CPCS" or "CPMSM" upon receipt of official examination results indicating a passing score. Newly certified individuals will receive a CPCS and/or CPMSM certificate.

RECERTIFICATION

Recertification is designed to assure a level of continued competence through the ongoing enhancement of knowledge and skills in the field of provider credentialing and medical services management. Certificants holding dual certification will be required to recertify only once every three years, at the time of the expiration of the first certification. Certificants, whether holding single or dual certification, must meet one of the following continuing education requirements every three years in order to maintain their certification.

- Single certification: Submit 30 hours of continuing education credits, at least 15 hours of which must be NAMSS-approved coursework; or
- Dual certification: Submit 45 hours of continuing education credits, at least 25 hours of which must be NAMSS-approved coursework; or
- Sit for and pass the certification examination (or the CPMSM exam if dually certified) under the eligibility requirements in effect at the time application for recertification is made.

Please visit www.namss.org/recertification for complete recertification information.

STANDARDS OF CONDUCT AND ETHICS FOR NAMSS CERTIFICANTS

NAMSS Certificants shall abide by the ethical principles developed to safeguard the public and to promote quality patient care through support of the healthcare organization and its functions.

NAMSS Certificants shall share knowledge, foster educational opportunities, and encourage personal and professional growth through continued self-improvement and application of current advancements in the profession and agree to follow the Standards of Conduct and Ethics Policy of the CCN.

NAMSS Certificants shall refrain from conduct deemed harmful to the public or inappropriate to the profession.

Any such violation of the Code of Ethics for a NAMSS Certificant may result in suspension or revocation of certification. For a copy of the Standards of Conduct and Ethics policy, please visit www.namss.org/ethics.

EXAM PREPARATION

Exam questions relate to the standards at the time the exam is assembled. If you take the exam at the end of the year, remember the standards being addressed are those in effect at the time the exam was assembled (typically April of each year).

With the exception of the practice exams, the CCN does not develop, administer, sponsor, endorse, or financially benefit from any type of exam review, preparatory course or published materials related to the content of the certification examinations.

PRACTICE EXAMINATIONS

The Certification Commission of NAMSS offers online practice exams for the CPCS and CPMSM exams, which include sample questions similar to those that will be found on the actual examination. The practice exams were designed using the same specifications as the full exam.

CPCS Practice Exam

The CPCS practice exam is composed of 40 multiple-choice questions and is intended to provide individuals with a sample of the type of questions that will be asked. These practice questions do not appear on the certification examination. Success on the practice exam does not guarantee positive results on the certification exam.

CPMSM Practice Exam

The CPMSM Practice Examination is composed of 50 multiple-choice questions and is intended to provide individuals with a sample of the type of questions that will be asked. These practice questions do not appear on the certification examination. Success on the practice exam does not guarantee positive results on the certification exam.

CERTIFICATION PREPARATION MATERIALS

NAMSS offers a variety of certification preparation materials. For a full listing of what NAMSS offers, please visit <http://www.namss.org/CertificationPreparationResources/tabid/326/Default.aspx>. The purchase and use of exam preparation material does not guarantee a passing score on the exam. The CCN does not develop, administer, sponsor, endorse, or financially benefit from any type of exam review, preparatory course, or published materials related to the content of the certification examinations.

REFERENCE MATERIALS

Exam questions are based on a wide variety of publications, regulations, and resources in the medical services field. Suggested preparation for the examination may include, but is not limited to, the following resources.

- AAAHC
- CMS Hospital Conditions of Participation
www.access.gpo.gov/nara/cfr/waisidx_04/42cfr482_04.html
- CMS Regulations and Interpretive Guidelines for Hospitals
www.cms.hhs.gov/guidanceforlawsandregulations/08_Hospitals.asp
- EMTALA
www.cms.hhs.gov/GuidanceforLawsAndRegulations/downloads/emtala.pdf
- Health Care Quality Improvement Act of 1986 (HCQIA)
www.npdb-hipdb.com/legislation.html
- HFAP
- The Joint Commission Accreditation Standards
- NCQA Health Plan Standards and Guidelines
- NCQA CVO Standards
- NPDB/HIPDB Guidebook
www.npdb-hipdb.com/npdbguidebook.html
www.npdb-hipdb.com/hipdbguidebook.html
- URAC

2013 CPCS EXAM CONTENT OUTLINE

The CPCS exam addresses the following content. Candidates are required to demonstrate proficiency by answering exam questions that evaluate their knowledge of facts, concepts, and processes required to complete the tasks described below.

Credentialing and Privileging – Conduct, participate in, and maintain credentialing and privileging (41%)

- Determine applicant's eligibility for membership/participation to ensure compliance with accreditation and regulatory standards.
- Analyze application and supporting documents for completeness according to accreditation and regulatory standards, and inform the practitioner of the application status, including the need for any additional information.
- Perform initial or reappointment/re-credentialing for eligible practitioners to ensure compliance with accreditation and regulatory standards.
- Compile, evaluate, and present the practitioner-specific data collected and assembled during the verification process for review by one or more decision-making bodies to ensure compliance with accreditation and regulatory standards.
- Process requests for privileges to ensure compliance with accreditation and regulatory standards.

Primary Source Verification – Conduct, participate in, and maintain primary source verification (26%)

- Obtain and evaluate information from primary sources to ensure compliance with accreditation and regulatory standards in order to validate the accuracy of applications for one or more decision-making bodies.
- Recognize, investigate, and validate discrepancies and adverse information obtained from the application, primary source verifications, or other sources to ensure that review and approval bodies have the information needed to make informed credentialing decisions.
- Verify and document expirables using acceptable verification sources to ensure compliance with accreditation and regulatory standards.
- Provide a response to queries from other entities to assist them in completing their credentialing process.

Compliance - Comply with accreditation and regulatory standards (23%)

- Participate in the development, implementation, and ongoing assessment of bylaws, rules and regulations, and policies and procedures to ensure continuous compliance with accreditation and regulatory standards.
- Conduct and participate in audits of delegated credentialing entities to ensure compliance with accreditation and regulatory standards.

- Obtain and evaluate practitioner sanctions, complaints, and adverse data to ensure compliance with accreditation and regulatory standards.
- Conduct a review of practitioner's site to ensure compliance with accreditation and regulatory standards.

Operations – Support departmental operations (10%)

- Inform practitioners and stakeholders, in a timely manner, of credentialing decisions using letters, reports, and system updates.
- Perform and coordinate meeting logistics, documentation preparation, and follow-up consistent with assigned duties for practitioner-related activities.
- Update the practitioner database continuously and consistently to ensure that accurate and current information is available to all stakeholders.

2013 CPMSM EXAM CONTENT OUTLINE

The CPMSM exam addresses the following content. Candidates are required to demonstrate proficiency by answering exam questions that evaluate their knowledge of facts, concepts, and processes required to complete the tasks described below.

Manage, Conduct, Participate In, and Maintain Credentialing and Privileging Processes (38-44%)

- Uniformly apply clearly defined credentialing and privileging processes to all practitioners/providers in accordance with regulatory requirements, accreditation standards, and organizational policies and procedures to mitigate organizational risk (e.g., negligent credentialing, discrimination) and promote the delivery of safe, quality patient care.
- Direct and/or perform initial or reappointment/re-credentialing processes for eligible practitioners/providers to ensure compliance with organizational policies, accreditation standards, and regulatory requirements.
- Evaluate credentialing/privileging requests and evidence of education, training, and experience using established criteria for all applicants to determine eligibility for requested privileges, membership, and/or plan participation.
- Comply with internal and external requirements related to verifying the status of all practitioner/provider expirables (e.g., licenses, certifications, insurance) by querying approved sources and recommending action(s) to medical staff, medical executive committee, and/or organizational leadership based upon bylaws and policies/procedures (e.g., automatic suspension).
- Analyze and prepare practitioner/provider performance improvement and quality/peer review data in clear, concise, and structured reports and presentations using a variety of analysis

and reporting tools in order to facilitate review by the appropriate organizational leadership (e.g., credentials committee, department chair, medical executive committee) in accordance with organizational policies to enable evaluation of current/ongoing practitioner/provider competency.

- Collaborate with the organization's medical staff to develop and maintain a facility-specific, criteria-based clinical privileging system in accordance with regulatory requirements, accreditation standards, and organizational policies and procedures.

Ensure Compliance with Accreditation Standards and Regulatory Requirements (24-30%)

- Develop and/or update applicable governance documents (e.g., medical staff bylaws, credentialing policies and procedures, rules and regulations) that support and direct organizational practices and that comply with regulatory requirements, accreditation standards, and organizational policies and procedures.
- Facilitate efficient and cost-effective due process that complies with an organization's fair hearing and appeals policy as well as applicable legal and regulatory requirements (e.g., State and U.S. Federal Laws, Centers for Medicare and Medicaid) by serving as an advisor to organizational leadership (e.g., medical staff, administration) in order to ensure uniformity and fairness.
- Identify and report adverse actions taken against a practitioner/provider by notifying the appropriate authorized agencies, organizational staff, and external organizations in accordance with applicable law and contractual requirements.
- Monitor and/or report sanctions and complaints for all practitioners/providers to recommend action by medical staff and/or organizational leadership in order to comply with internal and external requirements (e.g., State and Federal agencies and health plans).

Manage Departmental Operations and Facilitate Medical Staff Functions (29-35%)

- Prepare and review operational budget and staff plan(s) that support medical staff services and credentialing functions by evaluating financial and resource information (e.g., bylaws, policies and procedures, accreditation standards, regulations, industry staffing analyses, productivity reports, and strategic plans and reports).
- Audit, assess, procure, implement, effectively utilize and maintain practitioner/provider credentialing processes and information systems (e.g., files, reports, minutes, databases) by analyzing the needs and resources of medical services/credentialing in order to manage data with efficiency and integrity in a manner that complies with regulatory requirements, accreditation standards, and organizational policies and procedures.
- Develop policies and applicable tools (e.g., confidentiality statements, audit tools) that govern the efficient management, sharing, and distribution of information to internal and external

stakeholders (e.g., recruitment, provider enrollment, peer review committees, hospital staff privileges) in accordance with regulatory requirements and accreditation standards.

- Work independently and/or with others, prepare materials for medical services/credentialing committees, boards, and other organizational groups in order to maintain an official record of proceedings and decisions and to identify and ensure follow-up on action items (e.g., scheduling, agendas, meeting materials, action plans).
- Work independently and/or with others, coordinate educational activities offered by the organization to assist practitioners/providers in meeting their education requirements or provide additional learning opportunities.
- Collaborate with others to create and implement orientation and ongoing education about organizational programs, policies, and practices (e.g., patient and staff confidentiality, safety, infection control, risk management, impairment, credentialing) that support practitioners/providers and leadership compliance with accreditation standards and regulatory requirements.

2013 Certification Commission of NAMSS

Julie Hatley, BS, CPCS, CPMSM: Chair

Heidi Thompson, BSHA, CPMSM, CPCS: Vice Chair

Rachelle Silva, BS, CPMSM, CPCS: Immediate Past Chair

Jason Burden, CPMSM, CPCS

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Elizabeth Glover, CPMSM, CPCS: Test Development Chair

Stewart Hamilton, MD: Public Member

June Hogg, CPCS, CPMSM

Kathy James, RHIT, CPCS, CPMSM: Ethics Committee Chair

Application for

Certified Provider Credentialing Specialist Examination



Please read the directions in the Candidate Handbook carefully before completing this application.

MARKING INSTRUCTIONS: This form will be scanned by computer, so please make your marks heavy and dark, filling the circles completely. Please print uppercase letters and avoid contact with the edge of the box. See example provided. →

A	B	C	D	E	F	1	2	3	4	5	6
---	---	---	---	---	---	---	---	---	---	---	---

Candidate Information												Please provide preferred mailing address:					
Print your LAST NAME then FIRST NAME then MIDDLE INITIAL												<input type="radio"/> HOME <input type="radio"/> FACILITY					
Company Name (if facility is the preferred mailing address)																	
Number and Street												Apartment Number					
City												State/Province			Zip/Postal Code		
Daytime Phone						Evening Phone											
E-mail Address																	

Eligibility and Background Information																	
<i>Darken only one choice for each question unless otherwise directed.</i>																	
<p>A. HIGHEST ACADEMIC LEVEL:</p> <input type="radio"/> High School Graduate <input type="radio"/> Bachelor's Degree <input type="radio"/> Some College <input type="radio"/> Master's Degree <input type="radio"/> Associate Degree <input type="radio"/> Other																	
<p>B. YEARS OF EXPERIENCE IN CREDENTIALING/ MEDICAL SERVICES MANAGEMENT:</p> <input type="radio"/> 3 years <input type="radio"/> More than 10 years <input type="radio"/> 4 to 10 years																	
<p>C. PRESENT EMPLOYMENT:</p> <input type="radio"/> Hospital/Health System <input type="radio"/> Ambulatory Surgical Center <input type="radio"/> Managed Care Organization/Health Plan <input type="radio"/> Credentials Verification Organization																	
<p>D. NUMBER OF PROVIDERS</p> <input type="radio"/> Less than 100 <input type="radio"/> 501 - 1,000 <input type="radio"/> 100 - 250 <input type="radio"/> More than 1,000 <input type="radio"/> 251 - 500 <input type="radio"/> Not applicable																	
<p>E. WHEN DO YOU WISH TO TAKE THE EXAM?</p> <input type="radio"/> Spring <input type="radio"/> Summer <input type="radio"/> Fall																	
<p>F. HAVE YOU TAKEN THIS EXAMINATION BEFORE?</p> <input type="radio"/> No <input type="radio"/> Yes <i>If yes, indicate month, year, and name.</i> Date (month/year): _____ Name: _____																	
<p>G. ARE YOU CURRENTLY CERTIFIED AS A CERTIFIED PROFESSIONAL IN MEDICAL SERVICES MANAGEMENT (CPMSM) BY THE CERTIFICATION COMMISSION OF NAMSS?</p> <input type="radio"/> No <input type="radio"/> Yes <i>If yes, indicate month and year of certification.</i> Date (month/year): _____ <i>Note: Certification will be verified.</i>																	
<p>H. ARE YOU A CURRENT MEMBER OF NAMSS?</p> <input type="radio"/> No, I am not a member of NAMSS <input type="radio"/> Yes, I am a member of NAMSS <i>Note: Membership will be verified. Membership in NAMSS is not a requirement for certification.</i>																	
<p>I. ARE YOU CERTIFIED, REGISTERED, OR LICENSED BY ANY OTHER ORGANIZATION?</p> <input type="radio"/> No <input type="radio"/> Yes IF YES, WHICH CREDENTIALS DO YOU HOLD? <i>(Darken all that apply)</i> <input type="radio"/> CPHQ <input type="radio"/> RHIA <input type="radio"/> RN <input type="radio"/> CPS <input type="radio"/> RHIT <input type="radio"/> Other (specify) _____																	
<i>(Complete Page 2)</i>																	

Eligibility Requirements

This examination is designed to test knowledge on the broad scope of those professionals employed at the level to which the title “Credentialing Specialist” would appropriately apply. Candidates are expected to have current, direct, hands-on involvement in the major processes associated with this aspect of medical services credentialing including the areas covered in the Exam Content Outline in the Candidate Handbook.

Darken the circle next to the eligibility route that you meet **at the time of application**, (*darken only one response*).

Eligibility Requirements

- I have been employed in the medical services profession for the most recent twelve (12) consecutive months and for a total of THREE (3) years within the immediate past FIVE (5) year period.
- I am a Certified Professional in Medical Services Management (CPMSM) in good standing, and have been employed in the medical services profession for the most recent twelve (12) consecutive months.

Candidate's Attestation of Eligibility and Experience

To be completed by applicant. – Attach a separate sheet if additional space is required.

NAME: _____

EMPLOYER: _____ DATES OF EMPLOYMENT: _____

NAME/TITLE/PHONE NO: _____

If applicable, provide name of NAMSS certificant who referred you to apply for exam:

CERTIFICANT REFERRAL NAME: _____ (Relationship to applicant) _____

If less than three years with current employer, please list previous employer including job title to document complete experience in order to meet eligibility requirements:

EMPLOYER: _____ DATES OF EMPLOYMENT: _____

CONTACT NAME: _____ PHONE NO: _____

Duties performed (*Check all that apply*)

- Performs provider/practitioner credentialing and or privileging
- Performs primary source verification
- Compliance with NCQA/URAC/TJC/HFAP/AAHC or CMS accreditation and regulatory standards that apply to provider/practitioner credentialing and privileging
- Support of medical services departmental operations

By my signature below, I attest that I have been employed during the timeframe documented and have performed the duties and functions indicated above.

PRINT NAME: _____ SIGNATURE: _____

TITLE: _____ DATE: _____

CONTACT PHONE NO: _____

**AUTHORIZATION FOR RELEASE OF INFORMATION
AND
ACKNOWLEDGEMENT OF OBLIGATIONS**

I authorize the Certification Commission of NAMSS (CCN) to make whatever inquiries and investigations that it deems necessary or appropriate to verify my credentials and professional standing in order for me to qualify to sit for the certification exam for which I am applying. Further, I understand that the CCN will treat the contents of this application as well as all documents relating to certification as confidential, except as necessary to administer the certification program. If I successfully pass the certification examination and attain the CPCS designation, I authorize the CCN to release my name, mailing address, e-mail address, and other contact information to the National Association Medical Staff Services (NAMSS) for the purpose of providing Association information.

I understand that after earning the credential, I am responsible for complying with all obligations for maintaining the credential, including obtaining the required continuing education credits within the specified time period and for making application for renewal of my certification. I further understand that it is my responsibility to inform NAMSS Executive Office of any changes in my contact information.

Content of the exam (exam questions and answer choices) is considered confidential information. As a candidate for the exam, I attest that I will not disclose any confidential information regarding the content of the exam in any form, e.g. written, electronic, verbal, overheard, or observed. I understand that signing this attestation and complying with its terms is required. Furthermore, I acknowledge that I am bound by the Code of Ethics for NAMSS Certificants and any other rules of conduct that NAMSS or the CCN may adopt and that violation of any of these may result in disciplinary action, including suspension or revocation of the credential. I agree to cooperate fully in any CCN or NAMSS investigation or proceeding involving alleged misconduct.

I certify that all information provided to satisfy my eligibility to sit for the exam is true, correct, and complete. I fully understand that any significant misstatements or omissions may cause me to be ineligible to sit for the exam and that I will forfeit \$100 of the examination fee. I understand and agree that any misrepresentation, misstatement, or omission from this application, if discovered after certification has been awarded to me, may lead to revocation of the credential.

I have read and understand the information provided in the 2013 Candidate Handbook and will abide by the same. I declare that all information provided on my application is true. I understand that I can be disqualified from taking or continuing to sit for an examination or from receiving examination scores, or I may have my examination scores disqualified, if the CCN, in its sole judgment, determines through either proctor observation or statistical analysis that I engaged in collaborative, disruptive, or other inappropriate behavior related to administration of the examination.

I further authorize NAMSS to release my current certification status at any time post-certification upon request (either written or verbal). I acknowledge that it is the policy of NAMSS not to release information regarding the scores obtained on the exams or to release information regarding the number of times a candidate has taken the exams.

Candidate's Signature _____ Date _____

Candidate's Printed Name _____

Eligibility Requirements

This examination is designed to test knowledge on the broad scope of those professionals employed at the level to which the title "Medical Services Management" would appropriately apply. Candidates are expected to have current, direct, hands-on involvement in the major processes associated with this aspect of medical services management including the areas covered in the Exam Content Outline in the Candidate Handbook.

Darken the circle next to the eligibility route that you meet **at the time of application**, (*darken only one response*).

Eligibility Requirements

- I have been employed in the medical services profession for the most recent twelve (12) consecutive months and for a total of FIVE (5) years within the immediate past EIGHT (8) year period.
- I am a Certified Provider Credentialing Specialist (CPCS) in good standing, and have been employed in the medical services profession for the most recent twelve (12) consecutive months.

Candidate's Attestation of Eligibility and Experience

To be completed by applicant. – Attach a separate sheet if additional space is required.

NAME: _____

EMPLOYER: _____ DATES OF EMPLOYMENT: _____

NAME/TITLE/PHONE NO: _____

If applicable, provide name of NAMSS certificant who referred you to apply for exam:

CERTIFICANT REFERRAL NAME: _____ (Relationship to applicant) _____

If less than three years with current employer, please list previous employer to document complete experience in order to meet eligibility requirements:

EMPLOYER: _____ DATES OF EMPLOYMENT: _____

CONTACT NAME: _____ PHONE NO: _____

Duties performed (*Check all that apply*)

- Manage, conduct, participate in and maintain credentialing and privileging processes.
- Ensure compliance with accreditation standards and regulatory requirements.
- Manage departmental operations and facilitate medical staff functions.

By my signature below, I attest that I have been employed during the timeframe documented and have performed the duties and functions indicated above.

PRINT NAME: _____ SIGNATURE: _____

TITLE: _____ DATE: _____

CONTACT PHONE NO: _____

**AUTHORIZATION FOR RELEASE OF INFORMATION
AND
ACKNOWLEDGEMENT OF OBLIGATIONS**

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Candidate's Signature _____ Date _____

Candidate's Printed Name _____