

Certification Commission of NAMSS Policies and Procedures

Governance Charter

Number: 300.01
Effective Date: March 2003

Purpose and Authority: The Certification Commission of NAMSS (CCN) was formed in 1984 to develop and implement a professional certification program, in support of goals of the National Association of Medical Staff Services. While maintaining an effective affiliation with its parent association, the CCN is solely responsible for the voluntary certification program. The CCN serves as an autonomous certifying arm of NAMSS, in order to protect against undue influence that could compromise the integrity of the certification program. The two certifications, Certified Provider Credentialing Specialist (CPCS) and Certified Professional Medical in Medical Services Management (CPMSM), are accredited by the NCCA and are designed to:

1. Establish professional standards for medical services professionals (MSP's);
2. Provide a means for measuring knowledge against a predetermined standard;
3. Identify the MSP's who are knowledgeable in the field of provider credentialing and/or medical services;
4. Provide prospective health care employers with a means to identify qualified candidates who have met a predetermined standard of knowledge;
5. Provide the opportunity for professional growth and personal satisfaction; and
6. Promote the image and professionalism of medical services professionals.

The CCN holds independent authority in decision-making and is responsible for establishing the standards for certifications and the operating policies of the CCN. All official documents governing the CCN and the certification programs (i.e. charter, operating policies, candidate handbook, etc.) will be accessible by the parent association, certificants and the public. All such documents will be reviewed and revised as necessary and at least every two years. **

These standards and policies govern every aspect and construction of the overall certification program, to include test content/administration, eligibility qualifications, criteria for maintaining certifications, marketing of the program, application processes, ethics, grievances, fees, funding/spending, management resources, CCN members' position descriptions, etc. In order to avoid conflicts of interest, the CCN holds no responsibility for or involvement in the development of educational programs related to preparation for certification examinations.

Composition: The CCN shall consist of ten voting members representing the industry, including a Public Member with vote. There will be three officers of the CCN: Chair, Vice Chair and Immediate Past Chair. The CCN Chair, the CCN Vice Chair, and the CCN Immediate Past Chair will serve a two (2) year term. The voting members must be active members of NAMSS. In addition to NAMSS contracted management representatives, the CCN may ask additional experts in the field to serve in an advisory capacity with voice but without vote. They may include, but not be limited to, representatives from the testing vendor, The Joint Commission, NCQA, etc. as needed.

Terms of membership shall begin on January 1st of the upcoming year following election and shall be staggered to assure continuity of the program. The voting members of the CCN, except the Public Member, must hold current, dual certification as CPMSM and CPCS, and maintain dual certification

throughout their term on the CCN. Members must also receive endorsement of their CCN membership from their employer(s). Members may not hold voting positions on the NAMSS Board of Directors. Current members of CCN may run for a position on the NAMSS Board while in their final year of their term as a member of CCN, but must immediately resign their term if elected. The Public Member is not required to be a NAMSS member. Upon election, members are required to sign conflict of interest/disclosure/confidentiality statements which shall remain in effect throughout the term. Further qualifications, terms and vacancies will be addressed in CCN policies and position descriptions.

A quorum is defined as a majority of voting members of the CCN.

Current CCN members may not teach or participate in the development of any type of educational program for medical services professionals related to exam content.

Following the end of Commission membership or committee assignment, former CCN and committee members may not teach or participate in the development of any type of educational program for MSPs related to exam content until such time as another JTA/exam development process has been completed, but no less than three years following completion of the member's term.

Functions:

1. Provide a comprehensive certification program and mechanisms to evaluate individuals' competence in the profession, which are objective, fair and based on the knowledge and skills necessary to perform the roles of NAMSS certificants.
2. Continually assess and develop a methodology to ensure current relevance, validity and reliability of the evaluation mechanisms used to assure initial and on-going competence.
3. Publish all pertinent information relative to the certification program, and its processes and requirements.
4. Negotiate contractual agreements, as necessary and in consultation with the NAMSS Board, to ensure appropriateness/validity of certifications and adequate management resources of the certification program (i.e. professional testing vendor, exam development activities, etc.).

Duties and Responsibilities:

1. Establish and administer policies and procedures to ensure the effective functioning of the CCN and the certification program.
2. Develop, approve and administer valid and reliable certification examinations, in consultation with the contracted testing vendor.
3. Determine eligibility requirements of candidates for certification in accordance with the goals of the CCN and of NAMSS, for the benefit of both NAMSS members and non-members.
4. Develop and publish a comprehensive handbook and related materials to adequately convey all aspects of the certification program to candidates, certificants and the public.
5. Establish cut scores for each examination.
6. Establish fees for certification examinations and for all related certification processes/materials.
7. Establish requirements and administer the mechanism by which certificants maintain certification status.
8. Establish and administer a grievance process for candidates and certificants.
9. Establish and administer a code of ethics for certificants and a disciplinary policy.
10. Establish and administer an appropriate process for revocation of certifications when necessary.
11. Establish an annual budget and maintain an accounting of all financial operations.
12. Establish and administer an effective registry and an effective communication system to support the program.
13. Establish and oversee staffing, management and resources to conduct the certification program.
14. Submit periodic reports to certificants, general membership of NAMSS and NAMSS Board, and to the public.

15. Establish effective working relationships and consults as appropriate with NAMSS Board and Committees.
16. Communicate all pertinent decisions, goals and strategies to the NAMSS Board in a timely manner.
17. Comply with all applicable laws and regulations, including nondiscrimination, disabilities, and other issues which may affect fairness to candidates and certificants, or protection for consumers.
18. Ensure ongoing NCCA accreditation is maintained for both certifications.

* This document is linked and should reference the “NAMSS Committee Description and Operating P&Ps”, written in August 2006.

** *Charter was created as a revision to the NAMSS Certification Commission policy. Certain elements of the original NAMSS policy have been incorporated into CCN operating policies.*

Originating Work Group and/or Committee	Certification Commission
Bylaws And Other References	N/A
NAMSS Bylaws	N/A
Pertinent documents or other policy/procedure	N/A
Communication Methodology	<ul style="list-style-type: none"> • To be made available to applicants/candidates/certificants upon request • To be posted on the NAMSS website in the policy repository

Amended Date	Bylaws Committee Review Date	Board Approval Date
1/2004, 1/2005, 8/2005, 6/2006, 6/2008, 3/2011, 11/2012, 5/2013, 4/2014, 9/2016		

Certification Commission of NAMSS Policies and Procedures

Removal or Voluntary Resignation of CCN Members and Officers

Number: 300.10
Effective Date: September 2002

POLICY STATEMENT:

Election to the CCN is an agreement to provide volunteer services, which may involve substantial time and efforts. Members agree to complete work assignments in a timely manner, to fully participate in

meetings, and to represent both the CCN and NAMSS in a professional manner. Any member or Officer, who for personal or professional reasons is unable to effectively fulfill his/her commitment to the CCN, may be removed from the CCN.

PURPOSE:

To assure the Certification Program oversight is accomplished by committed, competent industry practitioners and subject-matter experts.

DEFINITIONS:

CCN = Certification Commission of NAMSS

Certificant = Medical Services Professional who holds current NAMSS certification(s).

MSP = Medical Services Professional

CCN Officers = Chair, Vice Chair and Immediate Past Chair

PROCEDURE:

Removal of CCN Members

After identifying a substantial concern, the CCN Chair will share the concern with the CCN Officers. The CCN Officers will work together to substantiate the claim. If the Officers are in agreement, at least two CCN Officers will contact the member to discuss the concern. Objective evidence of the substantiated concern/issue must be made available to the Officers, as well as the accused. The Officers will assess the situation and either issue a warning that improvement must be demonstrated or offer the member an opportunity to resign, depending upon the member's response and the Officers' judgment.

If immediate removal is indicated and the member declines to resign, the CCN Chair will contact all other CCN members to determine their support for removal. If a majority of members do not concur, then a warning will be issued to the affected member. If a warning is issued and no improvement is observed, the Officers may subsequently ask for the member's resignation.

If a majority of the CCN vote confirms the recommendation for removal, the Chair will notify the member and offer a second opportunity to resign. The CCN member in question may not vote.

If the CCN member declines to resign, the Chair will send a written notice of removal from the CCN to the member, with a copy to the NAMSS President, the NAMSS Executive Director and the CCN Senior Coordinator for NAMSS.

In order to ensure the effective operations of the CCN, the CCN Chair, in collaboration with the other Officers, will appoint an experienced replacement for the removed member. The replacement member will serve the remainder of the removed member's term of office.

Removal of CCN Officers

Any member of the CCN may challenge an Officer's effective fulfillment of duties by notifying another Officer. Challenges of an Officer's effective fulfillment of duties as outlined in CCN policies will be investigated by a subcommittee that includes the two unaffected CCN Officers and at least one other member of the CCN. Objective evidence of the substantiated concern/issue must be made available to the subcommittee, as well as the accused. The affected officer will be afforded the opportunity to present a written response to the accusation to the subcommittee.

If it is determined that a substantiated concern does exist, the subcommittee will contact the challenged Officer in question to discuss the issue. The subcommittee may consult with NAMSS leadership on the

issue. The subcommittee will assess the situation and either issue a warning that improvement must be demonstrated or offer the Officer in question an opportunity to resign and will notify the NAMSS President, the NAMSS Executive Director and the CCN Senior Coordinator for NAMSS of the situation.

If, following investigation, it is determined by the subcommittee that immediate removal is indicated, the subcommittee will consult with NAMSS Leadership and, if the Officer declines to resign, the subcommittee will inform all CCN members who will cast their vote based on all documentation for or against removal of the affected Officer. If a warning is issued and no improvement is observed, the CCN will subsequently require the affected Officer's resignation/removal.

If a majority CCN vote confirms the recommendation for removal, the two unaffected Officers will notify the Officer in question and offer a second opportunity to resign. The CCN Officer in question may not vote.

If the CCN Officer declines to resign, the Officers will send a written notice of removal to the Officer in question, with a copy to the NAMSS President, the NAMSS Executive Director and the CCN Senior Coordinator for NAMSS.

In order to ensure the effective operations of the CCN, the unaffected CCN officers will appoint an experienced replacement for the removed Officer. The replacement officer will serve the remainder of the removed officer's term of office.

Voluntary Resignation of CCN Member(s) or Officer(s)

Voluntary resignation of a CCN member must be submitted in writing to the CCN Chair. The CCN Chair, in collaboration with the officers, will appoint an experienced replacement member to serve the remainder of the resigning member's term.

If the Chair voluntarily resigns, written resignation must be submitted to the Vice Chair. The Vice Chair will assume the Chair's position and appoint an experienced replacement member to serve the remainder of the resigning Chair's term

Originating Work Group and/or Committee	Certification Commission
Bylaws And Other References	Nomination/Election of CCN Members policy
NAMSS Bylaws	N/A
Pertinent documents or other policy/procedure	N/A
Communication Methodology	To be made available to certificants upon request.

Amended Date	Bylaws Committee Review Date	Board Approval Date
8/2004, 8/2006, 6/2008, 7/2010, 3/2012, 4/2014, 4/2016	6/20/2006	

Certification Commission of NAMSS Policies and Procedures

Nomination and Election of CCN Members and Officers

Number: 300.20
Effective Date: January 2000

POLICY STATEMENT:

The CCN will implement a nomination process to elect members and officers to the CCN. The CCN will consider new member candidates as current members' terms of service end or at any time that vacancies occur. The goal will be to complete the nomination and election process in a timely manner in order to provide an orientation to elected members prior to the beginning of their term. New members are considered to be in a probationary period for the first twelve months and continued membership is contingent upon demonstrated performance and service on the CCN, as shown by active participation in meetings/business activities and test development project(s) as assigned by the test development chair throughout the year.

PURPOSE:

To assure that certificants are active participants in determining the leadership of the Certification Program, and that the process results in the election of competent and diligent members of the CCN.

DEFINITION(S):

CCN = Certification Commission of NAMSS

CCN Officers = Chair, Vice Chair and Immediate Past Chair

Certificant = Medical Services Professional who holds current NAMSS certification(s). MSP = Medical Services Professional

PROCEDURE:

1. Committee Composition – The CCN Nominating Committee will be chaired by the Immediate Past Chair. The CCN Nominating Committee composition will include four former CCN members or experienced test development volunteers, appointed by the Nominating Committee Chair.

2. Meetings - The CCN Nominating Committee shall meet via conference calls and shall complete its work via various communication/technological methods. At the initial meeting/call, the Chair will review the duties and responsibilities of the committee, establish time-lines for activities and provide a preliminary list of potential candidates.

3. Eligibility Criteria –

Candidates for CCN membership must be dually certified as a CPMSM and CPCS, and meet the qualifications as listed in the NAMSS committee member job description. Current members of the NAMSS Board of Directors, NAMSS Education Committee, or NAMSS faculty are not eligible for nomination. Current members of other NAMSS Committees must

resign from that Committee or complete their term of service with that committee prior to the effective date of CCN membership, if elected, and must meet all other eligibility criteria.

Candidates for Vice Chair must have completed at least one year of service on the CCN.

4. Identification of CCN Member Candidates - The NAMSS Executive Office will distribute the Call for Volunteers via e-mail to all NAMSS members, which will include a link to the Nomination and Election of CCN Members and Officers policy.

Eligible candidates for a CCN membership position must complete the application for consideration through the online submission site provided by NAMSS. Eligible candidate(s) will be advised, through the online submission site, to submit the following additional documents to the NAMSS Executive Office by the published deadline: (Any extensions of the published deadline will be established collaboratively between the NAMSS Certification Staff Lead and the Nominating Committee Chair.)

- Current CV/resume;
- Letter of recommendation from another MSP that addresses the candidate's interest in serving in this role; leadership characteristics and their perception of what the candidate could offer the Certification Program; and
- Letter of Support for their candidacy and possible election from their immediate supervisor that includes permission for the candidate to satisfy time and travel commitments of the position.

If any of the requisite documents are not received by the stated deadline, the candidate's name will be withdrawn from consideration.

The NAMSS office will transmit the application documents of each eligible candidate to the CCN Nominating Committee Chair.

5. Identification of Vice Chair Candidates –The CCN Nominating Committee Chair will notify all current CCN members that the Vice Chair position is open for name submission. Eligible candidates for a CCN Vice Chair position may submit their name for consideration or be nominated by a fellow member of the CCN with their consent.

The CCN Staff Lead after informing the CCN Nominating Committee Chair will provide each eligible CCN member whose name is submitted for nomination with the CCN Vice Chair Request for Nomination form (Attachment B), the NAMSS committee member job description for CCN Vice Chair (Attachment C), and the Nomination and Election of CCN Members and Officers policies and procedures. The eligible candidate will be advised to submit the following documents to the CCN Nominating Committee Chair by the published deadline: (Any extensions of the published deadline will be established collaboratively between the NAMSS Staff Lead and the Nominating Committee Chair.)

- Completed CCN Vice Chair Nomination Form (Attachment B);
- Current CV/resume;
- Personal narrative statement (not exceeding 500 words) identifying why you are

interested in serving in the Vice Chair position of the CCN, what skills you will bring as the Vice Chair of the CCN, and how you feel you can help strengthen NAMSS and its initiatives;

- Letter of recommendation from a member of the CCN or the NAMSS Board that addresses the candidates leadership characteristics; and
- Letter of Support for their candidacy and possible election from their immediate supervisor that includes permission for the candidate to satisfy time and travel commitments of the position

If any of the requisite documents are not received by the stated deadline, the candidate's name will be withdrawn from consideration.

The NAMSS office will transmit the application documents of each eligible candidate to the CCN Nominating Committee Chair.

6. Identification of Public Member Candidates - Notification of the open Public Member position and the NAMSS committee member job description for CCN Public Member will be communicated to NAMSS members with assistance from the NAMSS staff. NAMSS members will be asked to identify interested potential candidates. The NAMSS office will notify the CCN Nominating Committee Chair of each potential candidate.

The NAMSS Staff Lead after informing the CCN Nominating Committee Chair will provide each potential candidate with the CCN Public member job description (Attachment D), and the CCN Nomination and Election of CCN Members and Officers policies and procedures. Candidates interested in a position with the CCN will be advised to submit the following documents to the CCN Nominating Committee Chair by the published deadline: (Any extensions of the published deadline will be established collaboratively between the NAMSS Certification Staff Lead and the Nominating Committee Chair.)

- Current CV/resume;
- Personal narrative statement (not exceeding 500 words) identifying why you are interested in serving in the Public Member position of the CCN, and how you have demonstrated support of certification through your professional career;
- Letter of recommendation from a MSP; and

If any of the requisite documents are not received by the stated deadline, the candidate's name will be withdrawn from consideration.

The NAMSS office will transmit the application documents of each eligible candidate to the CCN Nominating Committee Chair.

7. Lack of Qualified Candidates - In the event there is a lack of eligible candidates for a position, the CCN will be notified to assist with the process of soliciting additional candidates. In addition, the NAMSS Board of Directors, NAMSS Committee Chairs and the State Leaders may be asked to assist with the process of obtaining nominations. In the event there are no viable

candidates, the CCN Officers may consider the following options: (1) a current CCN member may continue in the position for an additional year or a current CCN member may be nominated to the slate for an additional term if performance has been satisfactory as deemed by the CCN Officers; or, (2) the CCN Chair with concurrence from the CCN Officers may appoint an individual to serve a one-year term.

8. Candidate Verification Process - The CCN Nominating Committee will review all information submitted by the eligible candidate(s) and will interview the references listed on the application regarding the candidate's leadership, organizational and communication skills, and their current competence in the field (Attachment E). The CCN Nominating Committee may independently seek other endorsements from CCN members, the NAMSS Board, and other NAMSS Committees.

The CCN Nominating Committee shall verify information on all potential candidates either by phone or in writing. The Executive Office, on behalf of the CCN Nominating Committee, shall verify certification status.

9. Selection of Candidates for a CCN Member - CCN Member candidates will be ranked according to qualifications and current needs of the CCN. Consideration will be given to diverse industry experience and prior experience in CCN Test Development processes.

The CCN Nominating Committee will discuss all information gathered on behalf of each candidate and will work towards consensus on the viability of each candidate. At that time, each member of the CCN Nominating Committee will select his/her choice for each position by ranking the individual as 5-excellent, 4-very good, 3-average, 2-fair, and 1-poor. An additional point will be given for prior experience with CCN test development processes as well as any pre-determined or experience needs. The nominees with the highest numbers will be the candidates chosen (Attachment E). Voting by the nominating committee for the slate of nominees may be by secret ballot, if requested by any committee member. The CCN Nominating Committee may select one to three candidates for each position.

10. Selection of Candidates for Vice Chair of the CCN –

The CCN Nominating Committee will discuss all information gathered on behalf of each candidate and will work towards consensus on the viability of each candidate. At that time, each member of the CCN Nominating Committee will select his/her choice for the position by ranking the individual as 3-very good, 2-average, and 1-poor. The nominees with the highest numbers will be the candidates chosen (Attachment F). When all other factors are equal, the Nominating Committee may also give consideration to geographic representation. Voting by the nominating committee for the slate of nominees may be by secret ballot, if requested by any committee member.

11. Selection of Candidates for a CCN Public Member - The CCN Public Member candidate may be nominated from the slate of candidates for the NAMSS leadership award, self-nominated, nominated by a NAMSS member, or by a current or past CCN member. Voting by the nominating committee for the slate of nominees may be by secret ballot, if requested by any committee member.

12. Approval of the Slate - The CCN Nominating Committee Chair will submit the slate of eligible candidates to the CCN members to identify any conflicts prior to moving forward with

the election process. Eligible candidates will not be informed of their nomination until the slate is approved by the CCN. Within two (2) weeks following the approval of the slate, the CCN Nominating Committee Chair will contact all of the candidates and inform them of the nomination results.

13. Election Process – The slate of nominees for CCN member(s), CCN ViceChair, and CCN Public Members will be presented to the CCN members for review and election. The CCN members will submit votes via email to the CCN Nominating Committee Chair within one week of receiving the slate of nominees. The members of the nominating committee shall not have a vote. Election of new CCN member(s), the CCN Vice Chair and the CCN Public Member will be by majority vote of the CCN members. The number of votes each nominee received will be confidential. The nominee(s) receiving the highest number of votes will win the election. In the event of a tie vote, the Nominating Committee Chair will vote.

The term(s) of membership/officer position will begin January 1 of the upcoming year or at a date designated by the CCN if filling an unexpected vacancy.

14. Election Results Notification – The CCN Nominating Committee Chair will immediately notify the CCN and the NAMSS Board of Directors of the election results. The Nominating Committee Chair will notify the nominees of the election results by telephone within two business days following receipt of the results. If for any reason the Chair of the CCN Nominating Committee is unable to proceed with the notification of election results, the current CCN Chair takes over those responsibilities or may delegate them as appropriate. If the Chair is unable to reach a nominee by telephone, a letter stating the appointment results is sent within three business days following receipt of the appointment results.

Notification of the election results will be reported to the NAMSS membership and non- NAMSS member certificants via email.

Originating Work Group and/or Committee	Certification Commission of NAMSS (CCN)
Bylaws And Other References	N/A
NAMSS Bylaws	N/A
Pertinent documents or other policy/procedure	NAMSS committee member job descriptions
Communication Methodology	<ul style="list-style-type: none"> To be made available to certificants upon request To be posted on the NAMSS website in the policy repository

Amended Date	Bylaws Committee Review Date	Board Approval
1/2004, 1/2005, 8/2006, 4/2008, 10/2009, 12/2009; 6/2011, 9/2011, 11/2012, 5/2013; 12/2013, 4/2014, 4/2017	6/20/2006	

ATTACHMENT A

NAMSS Volunteer Job Description

Position Title: Member, Certification Commission

Relationships:

Reports To: Chair, Certification Commission
Staff Support: Certification/Education Director
Internal Contacts: Executive Office Staff
External Contacts: Candidates, Prospective Certificants, Certificants,
Testing Company, Peer Certification Programs,
General Public

Length of Commitment: Three Years (January – December) elected position, may be elected to a second consecutive term

Time Involvement: 10-12 Hours Monthly (approximate) / 2 on site committee meetings per year / 10 conference calls per year / virtual and face to face test development projects as assigned

Key Responsibilities:

As a NAMSS Committee Member

1. Attend and actively participate in meetings.
2. Assist the commission in developing and executing a plan to achieve the goals of the commission.
3. Assist in updating NAMSS policies and procedures relevant to the commission's work
4. Assist in developing relevant volunteer job descriptions to support the work of the commission.
5. Participate in a self assessment and evaluate overall performance of the commission
6. Review the Strategic Plan to ensure that strategies and tactics relevant to the work of the commission are being fulfilled and to ensure that major work of the commission is reflected in the strategic plan.
7. Provide leadership by example and motivate the Commission to achieve its goals.

As a Certification Commission Member

1. Participate with the CCN in managing and promoting the NAMSS Certification program, to include CCN governance policy (ethics, appeals, grievance process for certificants and candidates, and a revocation process, when necessary etc.).
2. In conjunction with the Testing Vendor and the Association Management's Certification Department, participate in developing and administering relevant, valid and reliable certification examinations, to include: content/construction of certification examinations, item writing, test administration, fee structures, eligibility qualifications, and in establishing the requirements for maintaining certification in a manner sufficient to provide assurance of the current competence of certified MSPs.
3. Accept specific assignments as delegated by the CCN Chair to facilitate the activities of the CCN and to assure achievement of its goals.
4. Assist in the recruitment of members for standing/special committees of the CCN, as deemed appropriate.
5. Assist in the evaluation of appropriate contractual agreements entered into by the CCN.

6. Assist in the facilitation of the nomination/election process for CCN members, and the orientation for all new members of the CCN.
7. Assist in the development of the annual budget for the CCN.
8. Serve as a spokesperson for the CCN both internally and externally.

Qualifications:

As a NAMSS Committee/Commission Member

1. Proven track record evidenced through an established evaluation process that addresses the following:
 - a. Professional character
 - b. Responsibility through commitment to and completion of assignments
 - c. Openness to other's viewpoints
 - d. Responsiveness
 - e. Good Organizational skills
 - f. Good written and verbal communication skills
2. Desire to advance the mission of NAMSS.
3. Ability to work well with others.
4. Ability to make the necessary time commitment.
5. Support from employer (written).

As Certification Commission Member

6. Proven skills as demonstrated through recent successes in the ability to actively interact and participate in high-level discussions, the ability to develop and convey professional knowledge and opinions in a concise and confident manner, and, the ability to represent CCN in multiple settings employing various communication methods.
7. A minimum of three years of experience in and a current position as a Medical Services Professional.
8. Must hold dual certification (CPMSM/CPCS).

Training:

- Commission Orientation
- Psychometric and Certification Program Orientation
- Strategic Planning Orientation as needed
- Specific task orientation as needed

ATTACHMENT B



CCN VICE CHAIR REQUEST FOR NOMINATION

Potential candidates for Vice Chair of the CCN will be evaluated on the basis of their demonstrated commitment to professional growth and enthusiastic support of NAMSS certification in the fields of medical services management, provider credentialing and/or ability to lead the CCN. Further consideration will be given to eligible candidates who have demonstrated exemplary leadership characteristics, active participation, and ability to function at a strategic level of governance.

Instructions:

- Complete this request for nomination and attach ALL of the following:
- Current CV/resume.
- Personal narrative statement (not exceeding 500 words) that addresses your interest in serving as Vice Chair, your leadership characteristics and perception of what you could offer the CCN as Vice chair, as well as a statement of ability to commit to meeting expectations/assignments and the required time for the anticipated demands of CCN.
- Letter of recommendation, from a member of the CCN or the NAMSS Board supporting your choice to run for CCN Vice Chair that addresses your ability to lead.
- Letter of support from your immediate supervisor. Return form and all attachments to eklein@namss.org or fax to 202-367-2116.
- **ALL NOMINATIONS MUST BE RECEIVED BY June 30th.** (Any extensions of the published deadline will be established collaboratively between the NAMSS Certification Staff Lead and the Nominating Committee Chair. The applicant will be notified within two business days of the deadline extension.)
- Upon receipt of all required documentation, nominees will be considered per CCN Policy "Nomination and Election of CCN Members and Officers."

Name of Applicant		Years of Service to the CCN?	
Year of CPMSM Cert?		Year of CPCS Cert?	

Current Employer			
Employer Address			
Job Title			
Telephone		E-mail:	Fax:

Immediate Supervisor Information			
Name		Phone:	E-mail:

Professional Reference: <i>Please provide contact information for two (2) professional references. The professional reference may or may not be an MSP, but should have direct knowledge of the candidate's abilities, accomplishments, and attributes.</i>			
1. Name			
Phone		E-mail	
2. Name			
Phone		E-mail	

Attachment C

NAMSS Volunteer Job Description

Position Title: Vice Chair, Certification Commission

Relationships:

Reports To: Chair, Certification Commission
Staff Support: Certification/Education Director
Internal Contacts: Executive Office Staff
External Contacts: Candidates, Prospective Certificants, Certificants, Testing Company, Peer Certification Programs, General Public

Length of Commitment: Two Year (January – December) elected position, Vice Chair succeeds CCN Chair

Time Involvement: 12-14 Hours Monthly (approximate) / 2 on site committee meetings per year / 10 conference calls per year / virtual and face to face test development projects as assigned

Key Responsibilities:

As a NAMSS Committee/Commission Member

1. Attend and actively participate in meetings.
2. Assist the commission in developing and executing a plan to achieve the goals of the commission.
3. Assist in updating NAMSS policies and procedures relevant to the commission's work
4. Assist in developing relevant volunteer job descriptions to support the work of the commission.
5. Participate in a self-assessment and evaluate overall performance of the commission.
6. Review the Strategic Plan to ensure that strategies and tactics relevant to the work of the commission are being fulfilled and to ensure that major work of the commission is reflected in the strategic plan.
7. Provide leadership by example and motivate the Commission to achieve its goals.

As a Certification Commission Member

1. Assumes the role of Chair, when CCN Chair is unavailable.
2. Ensures the activities of the CCN, and the overall certification program, support the mission and goals of NAMSS.
3. Participate with the CCN in managing and promoting the NAMSS Certification program, to include CCN governance policy (ethics, appeals, grievance process for certificants and candidates, and a revocation process, when necessary etc.).

4. In conjunction with the Testing Company and the association management's Certification Department, participate with the CCN in developing and administering relevant, valid and reliable certification examinations, to include: content/construction of certification examinations, item writing, test administration, fee structures, eligibility qualifications, and in establishing the requirements for maintaining certification in a manner sufficient to provide assurance of the current competence of certified MSPs.
5. Accept specific assignments as delegated by the CCN Chair to facilitate the activities of the CCN and to assure achievement of its goals.
6. Assist in the recruitment of members for standing/special committees of the CCN, as deemed appropriate.
7. Assist in the evaluation of appropriate contractual agreements entered into by the CCN.
8. Assist in the orientation for all new members of the CCN.
9. Assist in the development of the annual budget for the CCN.
10. Serve as a spokesperson for the CCN both internally and externally.
11. Acts as an Officer of the CCN, along with the Immediate Past Chair and Chair, when actions of the Officers are necessary to facilitate the activities of the CCN.

Qualifications:

As a NAMSS Committee/Commission Member

1. Proven track record evidenced through an established evaluation process that addresses the following:
 - a. Professional character
 - b. Responsibility through commitment to and completion of assignments
 - c. Openness to other's viewpoints
 - d. Responsiveness
 - e. Good organizational skills
 - f. Good written and verbal communication skills
2. Desire to advance the mission of NAMSS.
3. Ability to work well with others.
4. Ability to make the necessary time commitment.
5. Support from employer (written).

As Certification Commission Vice Chair

1. Proven leadership skills as demonstrated through recent successes in the ability to actively interact and participate in high-level discussions, the ability to develop and convey professional knowledge and opinions in a concise and confident manner, and, the ability to represent CCN in multiple settings employing various communication methods.
2. A minimum of four years of experience in and a current position as a Medical Services Professional.
3. Must hold dual certification (CPMSM/CPCS).
4. A minimum of one year of previous membership as a CCN member.

Training:

- Commission Orientation
- Psychometric and Certification Program Orientation
- Strategic Planning Orientation as needed
- Specific task orientation as needed

ATTACHMENT D

NAMSS CCN Public Member Job Description

Position Title: Public Member, Certification Commission

Relationships:

Reports To: Chair, Certification Commission
Staff Support: Certification/Education Director
Internal Contacts: Executive Office Staff
External Contacts: Candidates, Prospective Certificants, Certificants, Testing Company, Peer Certification Programs, General Public

Length of Commitment: Three Years (January – December) elected position, may be elected to a second consecutive term

Time Involvement: 10-12 Hours Monthly (approximate) / 2 on site committee meetings per year / 10 conference calls per year / virtual and face to face test development projects as assigned

Key Responsibilities:

As a NAMSS Committee Member

1. Attend and actively participate in meetings.
2. Assist the commission in developing and executing a plan to achieve the goals of the commission.
3. Assist in updating NAMSS policies and procedures relevant to the commission's work.
4. Assist in developing relevant volunteer job descriptions to support the work of the commission.
5. Participate in a self-assessment and evaluate overall performance of the commission
6. Review the Strategic Plan to ensure that strategies and tactics relevant to the work of the commission are being fulfilled and to ensure that major work of the commission is reflected in the strategic plan.
7. Provide leadership by example and motivate the Commission to achieve its goals.

As a Certification Commission Member

1. Participate with the CCN in managing and promoting the NAMSS Certification program, to include CCN governance policy (ethics, appeals, grievance process for certificants and candidates, and a revocation process, when necessary etc.).
2. Accept specific assignments as delegated by the CCN Chair to facilitate the activities of the CCN and to assure achievement of its goals.
3. Assist in the recruitment of members for standing/special committees of the CCN, as deemed appropriate.
4. Assist in the evaluation of appropriate contractual agreements entered into by the CCN.
5. Assist in the development of the annual budget for the CCN.
8. Serve as a spokesperson for the CCN both internally and externally.
9. Serve on the CCN Ethics Committee.

Qualifications:**As a NAMSS Committee/Commission Member**

1. Proven track record evidenced through an established evaluation process that addresses the following:
 - a. Professional character
 - b. Responsibility through commitment to and completion of assignments
 - c. Openness to other's viewpoints
 - d. Responsiveness
 - e. Good Organizational skills
 - f. Good written and verbal communication skills
2. Desire to advance the mission of NAMSS.
3. Ability to work well with others.
4. Ability to make the necessary time commitment.

As Certification Commission Public Member

Proven skills as demonstrated through recent successes in the ability to actively interact and participate in high-level discussions, the ability to develop and convey professional knowledge and opinions in a concise and confident manner, and, the ability to represent CCN in multiple settings employing various communication methods.

Training:

- Commission Orientation
- Psychometric and Certification Program Orientation
- Strategic Planning Orientation as needed
- Specific task orientation as needed

ATTACHMENT E – CCN Member Evaluation Form

Candidate's Name: _____, CPMSM, CPCS

Professional Reference's Name:

Date of Call

Characteristic	3 – Very Good	2 – Average	1 - Poor
Personal or professional goals			
Self-worth and value of contributions			
Experience with directional change			
Opportunities to share/affect change			
Exposure to complimentary/ competing situations			
Effective leadership style			
Critical Thinker			
Open-mindedness			
Inspirational and creative			
Passionate			

Interview with Candidate

Characteristic	3 – Very Good	2 – Average	1 - Poor
Opinions of NAMSS			
Impressions of CCN governance			
Previous involvement with professional activities			
Agenda for serving			
Strategic view points			
Ability to allocate the required time commitment			

CV/Letter Evaluation

Characteristic	3 – Very Good	2 – Average	1 - Poor
Personal/professional growth			
Support of certification/NAMSS			
Community/peer service			
Leadership characteristics			

Additional Items of Consideration for Open Position

Characteristic	3 – Very Good	2 – Average	1 – Poor (or N/A)
Participation as CCN Test Development Volunteer?			

ATTACHMENT F – CCN Vice Chair Evaluation Form

Candidate's Name:
CPCS

, CPMSM,

Professional Reference's Name: _____

Date of Call _____

Characteristic	3 – Very Good	2 – Average	1 - Poor
Personal or professional goals			
Self-worth and value of contributions			
Experience with directional change			
Opportunities to share/affect change			
Exposure to complimentary/ competing situations			
Effective leadership style			
Critical Thinker			
Open-mindedness			
Inspirational and creative			
Passionate			

Interview with Candidate

Characteristic	3 – Very Good	2 – Average	1 - Poor
Opinions of NAMSS			
Impressions of CCN governance			
Previous involvement with professional activities			
Agenda for serving			
Strategic view points			
Ability to allocate the required time commitment			

CV/Letter Evaluation

Characteristic	3 – Very Good	2 – Average	1 - Poor
Personal/professional growth			
Support of certification/NAMSS			
Community/peer service			
Leadership characteristics			

CCN Committee Assignments

Characteristic	3-Very Good	2-Average	1-Poor
High degree of participation on assigned test development projects			
High degree of participation on CCN conference calls and face-to-face meetings			
Level of participation on special projects assigned			

Certification Commission of NAMSS Policies and Procedures

Recertification, Expiration, and Revocation of Certification

Number: 300.30
Effective Date: March 2003

POLICY STATEMENT:

Certification shall be renewed every three years. The CCN will continually assess and revise, as necessary, the criteria, time interval and methods to ensure current relevance, validity and reliability of the evaluation process.

Certification will expire for failure to meet continuing education requirements or for failure to complete the recertification process. A certification may also be revoked for violation of the Standards of Conduct and Ethics of the CCN.

PURPOSE:

The purpose of recertification is 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. A three-year recertification cycle has been established to maintain current knowledge with the ever-changing aspects of healthcare administration, credentialing, accreditation standards and advancements in technology.

The CCN will determine the process and criteria for assessing individuals who apply to renew CPCS or CPMSM certification. The assessment will be based on the current body of required knowledge and skills determined by the CCN to be essential for continued certification.

PROCEDURE:

DEFINITION(S):

CCN = Certification Commission of NAMSS

CEU or CEUs = Continuing Education Units

CME or CMEs = Continuing Medical Education hours

Candidate = A Medical Services Professional who is registered to sit for exam.

Certificant = Medical Services Professional who holds current NAMSS certification(s).

CPCS = Certified Provider Credentialing Specialist

CPMSM = Certified Professional Medical Services Management

MSP = Medical Services Profession/Professional

NAMSS = National Association of Medical Staff Services

PROCEDURES:

Annually, the CCN will review the established criteria for recertification. The CCN will consult all resources available as necessary (e.g. certification industry standards, recent job analysis reports, NAMSS Board and Education Committee, etc.) to determine that the criterion are appropriate.

The essential element of recertification criteria will be the completion of a certain minimum number of qualified continuing education units. The NAMSS Education Committee will determine those activities that qualify for CEUs. All such activities must be related to the MSP industry.

RECERTIFICATION CYCLE:

A three-year certification cycle has been established as appropriate given current national standards for recertification.

An individual's certification will expire for failing to meet continuing education requirements or for failing to complete the recertification process

Individuals whose certification has expired or who fail to complete the recertification process may no longer use the CPCS and/or CPMSM credential.

The certification cycle will begin at the time of notification of passing the certification examination and continue through December 1st, three years later, and every three years thereafter. Subsequent certification cycles for those holding dual certifications will be based on the initial certification cycle. Requirements for recertification will be made known to the certificant at the time of successful completion of the certification examination and subsequently upon revision of the requirements.

Recertification Fees

Single certification

Member	\$150.00
Non-member	\$300.00

Dual certification

Member	\$175.00
Non-member	\$325.00

CE REQUIREMENTS FOR RECERTIFICATION

It is of the utmost importance that the continuing education required for recertification reflects the diversity of subject matter in the field of credentialing and medical services management, therefore, the Certification Commission has established the following recertification requirements for certificants:

Single certified individuals who hold either a CPMSM or CPCS certification must earn a total of 30 hours of CEUs within the three year recertification cycle. Fifteen of the 30 CEUs must be NAMSS approved CEUs. If a single certified individual becomes dual certified, subsequent certifications are incorporated into the initial certification cycle.

Dual certificants who hold both a CPMSM and CPCS certification must earn a total of 45 hours of CEUs within the three year recertification cycle. Twenty-five of the 45 CEUs must be NAMSS approved CEUs. The requirements for dual certification become effective upon the first complete three-year cycle in which the candidate is dual-certified throughout the entire cycle.

Requiring a portion of the credits to be NAMSS approved further ensures that certificants are engaging in activities that are directly related to the current roles of Medical Services Professionals.

Reporting Credits

- CEUs should be reported to the NAMSS Executive Office. Applications for recertification will not be accepted before the notification of recertification is sent to certificants advising the window to recertify is open.
- The CCN will maintain a list of those who are to recertify in the current year on the certification page on the NAMSS Web site.
- It is the certificants responsibility to notify NAMSS of address, e-mail and fax number changes. Failure to notify NAMSS of change of address, email, fax or other contact information and the resulting failure to receive reminder notices of the deadlines associated with the recertification process will not serve as grounds for appeal to expiration.
- The certificant is responsible for knowing when their certification expires and recertification notices should be considered a courtesy.
- The non-receipt of a recertification notice does not waive the requirement and will not serve as basis for an appeal to expirations.
- CEUs must be reported every three years to prevent your certification from expiring or lapsing.
- A CCN recertification application (available online only starting August 1st, 2015 at www.namss.org/recertification) must be completed and submitted to the NAMSS Executive Office between August 1st and December 1st of the recertification year.
- Any programs attended by the certificant prior to earning certification will not qualify for recertification credits.
- CCN reserves the right to audit any certificants' records. Any credits which cannot be documented during the audit process will be disqualified.
- It is the responsibility of each certificant to maintain records documenting CEUs.
- Documentation should be retained for two full years after the completion of a renewal cycle in the event of an audit.

Qualifying Activities

Completion of 30 (for single) or 45 (for dual) hours of CEUs within a three-year recertification cycle is required. A minimum of 15 (for single) and 25 (for dual) credits must be NAMSS-approved activities. The remaining CEUs can be non-NAMSS credits that are other qualified, industry-related CEUs and described in the Education Committee via its policy 1000.40 "Granting Continuing Education Credits".

- **Sitting for the exam in lieu of submitting CEUs** – A certificant may sit for the certification exam in lieu of submitting CEUs. This will be allowed as often as the certificant wishes. A certificant will be permitted to take the exam that corresponds with the previously awarded certification. The cost for this option will be the same as a candidate sitting for the exam for the first time. See the Candidate Handbook for current cost information.

In the case of a dual certificant, a candidate must take the CPMSM exam to maintain both certifications. The cost for this option will be the same as a candidate sitting for the exam for the first time. See the Candidate Handbook for current cost information.

In either scenario listed above, should the candidate fail the exam, their certification will expire immediately upon receiving the exam results. Certification will not continue to the end of the recertification cycle, as not passing the exam reflects that a certificant has not maintained their minimum competence to hold certification. In the case of a dual certificant, both certifications will be forfeited when the exam results are received.

NOTIFICATION OF RECERTIFICATION

The CCN will implement a process to notify certificants about ensuing certification expiration during the final year of the certification cycle. Each certificant due for recertification will be sent information outlining the recertification process and deadlines for submission of the recertification application. Any notice sent by the CCN is considered a courtesy; it is the certificants responsibility to understand when certification(s) expire. Certificants are solely responsible for ensuring that current contact information is on file at the NAMSS Executive Office and for meeting stated deadlines. Failure to maintain current contact information with the NAMSS office will not be deemed sufficient grounds for appeal of certification expiration.

DOCUMENTATION AND REQUIREMENTS FOR RECERTIFICATION

The certificant must submit the application, fee and documentation of appropriate CEUs in effect at the time of the recertification; or retake the exam and receive a passing score. Deadline for submission is December 1st. Applications submitted after December 1st will be subject to a \$50 late fee. Applications submitted after December 31st will not be accepted and the candidates can no longer utilize the CPCS and/or CPMSM designations.

The NAMSS Executive Office will review each application submitted for compliance with requirements, to include confirmation that the CEUs submitted are appropriate for the time-period, content and status (ie. NAMSS-accredited). Upon determination of compliance with the recertification requirements, each certificant will be sent a letter and certificate indicating their recertification.

RECERTIFICATION AUDITS

A random audit of a minimum of 10% of the recertification applications, will take place each year. If selected for audit, the certificant will be notified of the audit and will be required to submit documentation to validate their application (e.g. attendance certificates). Any continuing education documentation submitted to the CCN for audit may be verified with the sponsoring organization. Certification staff will determine compliance with CEU criteria. Any questions regarding audit results of CEU documentation received will be forwarded to the CCN for consideration. Certification will expire for failure to meet recertification criteria if the certificant is unable to submit evidence of the required number of CEUs requested during the random audit process.

If the audit determines that the minimum number of required CEUs has not been met, the candidate shall have 90 days from the notice of the results of the audit to complete the required continuing education, and the candidate shall be subject to the late fees to earn CEUs. CEUs earned during this 90 day period shall not be applied to the candidate's subsequent recertification cycle, and the candidate shall be subject to an automatic audit for the next recertification cycle.

The CCN reserves the right to audit any individual's application for recertification.

Any certificant serving as a member of the CCN will automatically be audited during their scheduled recertification year.

INCOMPLETE RECERTIFICATIONS FOR EXPIRING CERTIFICATIONS

Certificants who fail to reapply within the prescribed timeframe will be sent a "Notice of Pending Expiration of Certification" at least 10 business days prior to the December 1st deadline. Recertification notices should be considered a courtesy and the non-receipt of a recertification notice does not waive the requirement and will not serve as basis for an appeal to expirations. Individuals whose certification has expired may no longer use the CPCS and/or CPMSM credential.

REQUEST FOR EXTENSION OF TIME FRAME TO EARN CEUs

A candidate may request an extension in the event they have not obtained the required number of CEUs for recertification. The extension request must be submitted in writing no later than December 1st of the year in which recertification is due. Any requests for extensions received after the December 1st deadline will not be considered under any circumstances.

A candidate applying for an extension must submit the following documentation along with the written request for an extension: recertification application, at least half of the required credits earned within the current recertification cycle, remit the appropriate recertification fee and a \$50 late fee for additional administrative services to monitor the extension. Extensions will be granted for a maximum of six months commencing on the day after the current certification expires. Only one extension per recertification cycle may be requested. A maximum of two extensions may be requested over the life of the certification.

Candidates granted an extension will be subject to an audit of their application, and will be automatically audited during the next recertification cycle. CEUs applied during the extension may not be used toward recertification in the following three year cycle.

RETIRED STATUS

Effective January 1, 2010, the CCN will no longer provide candidates the option of retiring their certification status.

Former certificants granted retired status prior to January 1, 2010 will be grandfathered and will be allowed to continue to use the credential CPMSM-R and/or CPCS-R **only** if they are no longer working in the medical services profession.

The holder of the retired certification is no longer required to meet recertification requirements.

No individual with an approved retired certification status will be permitted to use the credential CPMSM or CPCS.

Any individual with an approved retired certification who is returning to the Medical Services Profession must meet all other eligibility criteria and sit for the certification exam in order to resume using the credential CPMSM and/or CPCS. The individual will be permitted to take the exam that corresponds with their previously awarded certification. The cost for this option will be the same as a candidate sitting for the exam for the first time. See the Candidate Handbook for current cost information. In the case of a dual certificant, a candidate must take both the CPCS and CPMSM exam to remove both certifications from retired status.

GOVERNANCE OF THE RECERTIFICATION PROGRAM

All policies, procedures and decisions regarding the certification program are approved by the Certification Commission of NAMSS (CCN). The CCN provides ongoing oversight to the program and periodically reviews and revises these policies to ensure the practical and equitable application of the recertification procedures.

Address all inquiries to:

CCN

2025 M Street, NW, Suite 800

Washington, DC 20036

Ph: (202) 367-1196

Fax: (202) 367-2116

certification@NAMSS.org

Originating Work Group and/or Committee	Certification Commission
Bylaws And Other References	N/A
NAMSS Bylaws	N/A
Pertinent documents or other policy/procedure	<ul style="list-style-type: none"> • CCN Code of Ethics, • Candidate Handbook, • Education Committee Policy #2 Granting Continuing Education Credits
Communication Methodology	<ul style="list-style-type: none"> • To be sent to certification exam applicants, • To be linked with the certification handbook, • To be posted on the NAMSS website in the policy repository, • To be made available to certificants upon request

Amended Date	Bylaws Committee Review Date	Board Approval Date
8/2003, 1/2004, 1/2005, 8/2006, 6/2008, 12/2009, 6/2010, 11/2011, 2/2012, 5/2013, 4/2014, 6/2015	6/20/2006	

Certification Commission of NAMSS Policies and Procedures

Quality Assurance

Number: 300.40
Effective Date: October 2008

POLICY STATEMENT:

The CCN will implement a set of procedures by which a high standard of quality, currency to the profession and validity for the CPCS and CPMSM credentials will be maintained.

PURPOSE:

To assure the ongoing quality, currency to the profession and validity of the CPCS and CPMSM certification programs.

PROCEDURE:

DEFINITION(S):

SME = Subject Matter Expert

CCN = Certification Commission of NAMSS

Applicant = Medical Services Professional who has submitted application to sit for the exam

Candidate = A Medical Services Professional who is registered to sit for exam.

Certificant = Medical Services Professional who holds current NAMSS certification(s).

CPCS = Certified Provider Credentialing Specialist

CPMSM = Certified Professional in Medical Services Management

PROCEDURE:

Published Documents

Information published on the NAMSS web site, in the Candidate Handbook and/or in other published documents will be reviewed at least annually by the CCN to ensure that all information provided to applicants, candidates, certificant, and the public is current and accurate.

Policy Review

The CCN will review key policies and procedures at least every two years to ensure that policies continue to reflect the needs of the certification programs. Policies will be amended and/or added as needed.

Examination Maintenance

The CCN has determined, based upon the ever-changing aspects of healthcare administration and advancements in technology, that a job task analysis will be performed for each credential on a five to seven year cycle.

Exam specifications will be derived from the job task analysis (JTA) and significant changes to the test will be consistent with the JTA and exam specifications. Following every JTA, a survey of current certificants holding the credential of the JTA focus will be conducted. Results of the survey will be shared with the CCN and finalization of the new exam content outline will be accomplished in a collaborative effort between the CCN and the test vendor. Once the CCN approves the new exam content outline it will be released to the NAMSS Board, the NAMSS Education Committee and the public.

Item writing will be consistent with the exam content outline and each item writer will work with an experienced mentor. Following submission of items, a review by subject matter experts, which may include members of the CCN, will be conducted. Each item will be required to be approved by three reviewers before it is submitted to the item bank.

During exam assembly, items that have been tested previously will be reviewed for performance, current relevance and correct referencing. This extensive process will be performed through the direction of the test vendor with participation of the CCN, as well as subject matter experts.

Standard setting will occur with select members of the CCN, as outlined in the Test Development Policy and with subject matter experts. The process is led by the test vendor psychometrician and every effort will be made to ensure that the standard is set for the minimally qualified candidate.

Following each test administration, the test vendor will send a report to the current Test Development Chair that will include notification of any items that may have performed unusually (e.g. there is an appearance that two answers may be correct). The Test Development Chair will share the report with the CPCS Test Development Sub-Chair and the CPMSM Test Development Sub-Chair. The Test Development Chair will notify the test vendor of any changes to standards since the exam was assembled that may apply to the exam. If there are changes to standards that have rendered items on the exam incorrect, the Test Development Chair will notify the officers of the CCN and the test vendor will be notified. The incorrect item will not be scored and the test vendor will recalculate the exam for each candidate. The Test Development Chair will also report back to the full CCN at the next scheduled meeting.

In addition, the test vendor will present a report to the CCN Chair, the Test Development Chair and NAMSS Staff of the statistical results, as well as the post-exam survey results, of the test administration. The Test Development Chair will share the report with the Sub-Chairs as well as the full CCN. Before the results of the exams are sent to test candidates, the Test Development Chair will confirm release and the NAMSS Staff will communicate to the test vendor. The Test Development Chair will share the report with the Sub-Chairs as well as the full CCN. Results of the survey will not be shared with the NAMSS Board and the Education Committee, however, the overall pass/fail rate, etc., will be shared publicly.

Changes to accreditation body standards included on the exam will be determined following a survey of the certificant population. A minimum of 10% of the surveyed population will be required before adding an accreditation body for purposes of test development. Likewise, if a

survey reveals that a current accrediting body is less than 10% of the surveyed population, the CCN may consider removal of that accrediting body from the test development process.

Application Audits

Ten percent (10%) of all candidate applications will be audited to validate that applicants meet the application criteria for the exam they have applied to take.

Originating Work Group and/or Committee	Certification Commission
Bylaws And Other References	N/A
NAMSS Bylaws	N/A
Pertinent documents or other policy/procedure	N/A
Communication Methodology	<ul style="list-style-type: none"> • To be made available to applicants/candidates/certificants upon request • To be posted on the NAMSS website in the policy repository

Amended Date	Bylaws Committee Review Date	Board Approval Date
10/2008; 10/2010, 11, 2011; 2/3/13, 3/13, 5/13; 4/2014; 4/2017		

NAMSS Policies and Procedures

Confidentiality and Verification of Certification Status

Number: 300.50
Effective Date: January 2002

POLICY STATEMENT:

Pertinent information specific to each candidate and certificant will be appropriately maintained and released by the NAMSS Executive Office according to the terms of this policy. Information regarding candidates' application status and results of examinations will be held confidential. Verification information for current certificants will be posted on the NAMSS website. Additional clarification regarding a certificant's current/past status may be provided by the NAMSS Executive Office according to the terms of this policy.

PURPOSE:

To assure the appropriate maintenance and confidentiality of records and release of information regarding candidates and current/previous certificants.

PROCEDURE:

Initial notification of candidates' exam results will be released only to the candidates by written report, via the US mail only. Exam results will not be released via any electronic means including but not limited to e-mail communications, phone or fax.

For those newly certified, the NAMSS Executive Office will notify current employers designated by the certificant, only if express written permission and authorization is obtained from the certificant or a court order or other legal process requires the release of such information.

The NAMSS Executive Office may provide information to the public regarding a certificant. This information is limited to the certificant's name, certification period and current status (if certified).

Information requested on individuals who are not currently certified by NAMSS will be directed to the Good Standing Report on the NAMSS website. Information will not be released regarding a candidate's exam status or date or certification status if not currently certified through NAMSS.

Reports of potential mis-use of a credential by a non-certificant will be directed to the NAMSS Ethics Complaint form on the NAMSS website and will be handled in accordance with the NAMSS Ethics Committee and Policy.

NAMSS Executive Office staff, the Certification Commission and the NAMSS exam vendor staff will have full access to all confidential applicant, candidate and certificate data. All parties are required to keep this information confidential amongst the parties outlined above. Written confidentiality agreements are signed by all parties.

Access to certain information may be obtained pursuant to the CCN policy regarding *Retention and Access to Information/Records*.

Originating Work Group and/or Committee	CCN
Bylaws And Other References	CCN Retention and Access to Information/Records Policy
NAMSS Bylaws	N/A
Pertinent documents or other policy/procedure	N/A
Communication Methodology	<ul style="list-style-type: none"> • To be made available to candidates/certificants upon request • To be posted to the NAMSS website in the policy repository

Amended Date	Bylaws Committee Review Date	Board Approval Date
3/2003, 8/2003, 6/008, 10/2010, 10/2012, 10/2014, 8/2016	6/20/2006	

NAMSS Policies and Procedures

Retention and Access to Information and Records

Number: 300.60
Effective Date: March 2003

POLICY STATEMENT:

The CCN will establish and implement standardized procedures by which essential documents are maintained for historical reference in a secure, accessible manner. Such documents will include, but not be limited to: examinations, exam items, eligibility routes, re-certification criteria, test development studies, and CCN meeting minutes. Also, other documents will be retained for a critical time period. These documents will include, but are not be limited to: applications, exam results, and, correspondence with applicants/candidates/certificants. All records will be maintained by the appropriate party (NAMSS Executive Office, testing company, etc.) in secured locations, such as locked file cabinets, electronic passwords, read/write controls. Access to such information/records will be made available to appropriate parties and personnel on an as-needed basis at the discretion of the CCN.

PURPOSE:

To assure the proper security, maintenance of and access to historical references and records to ensure the certification program is operating in accordance with industry standards.

PROCEDURE:

1. Unless further delineated in the following sections of this Procedure, specific requirements for records maintenance and retention will be addressed in all contractual agreements entered into by the CCN.
2. The testing company will be required to maintain historical data/reports and copies of each examination, exam items, exam development tools, etc. Further, they will be required to retain data regarding candidates' exam results, etc. for a minimum of seven years.
3. The NAMSS Executive Office will maintain records of a certificant's status for the duration of current certification and certain critical information will be maintained permanently. Such critical information will include, but not be limited to, certificant's name, addresses, certification number, certification status, and certification start and end dates.
4. The NAMSS Executive Office may discard certain, non-critical, information regarding previous certificants after inactivity for a reasonable time period of not less than seven (7) years.

5. The NAMSS Executive Office will permanently maintain copies of all CCN governing documents, minutes of all official meetings, documentation of all actions taken regarding applicants/candidates/certificants, pertinent correspondence, etc.

6. The following individuals will have full access to all exam, applicant, candidate and certificate information:

- NAMSS Executive Office staff
- Certification Commission of NAMSS members
- Exam Vendor staff

NAMSS authorized personnel will be trained on the access/retention of records. Senior Certification Staff will oversee such access.

7. Such records are the property of the CCN and are not the property of the applicant/candidate/certificant. This policy regarding retention, as well as the procedure to access information, will be made available to applicants/candidates/certificants via the NAMSS website.

8. Applicants, candidates and certificants will have a reasonable opportunity to inspect the records maintained on their behalf, upon the applicant/candidate/certificant's request. These documents will include, but are not be limited to: applications, exam results, and, correspondence with applicants/candidates/certificants. Requests for such access should be addressed to the NAMSS Executive Office, who shall notify the CCN when appropriate.

Originating Work Group and/or Committee	CCN
Bylaws And Other References	N/A
NAMSS Bylaws	N/A
Pertinent documents or other policy/procedure	N/A
Communication Methodology	<ul style="list-style-type: none"> • To be made available to applicants/candidates/certificants upon request • To be posted to the NAMSS website in the policy repository

Amended Date	Bylaws Committee Review Date	Board Approval Date
8/2003, 6/2008, 10/2010, 11/2012,9/2013, 9/2014, 10/2014, 8/2016	6/20/2006	

NAMSS Policies and Procedures

Code of Professional Conduct and Rules of Ethics

Number: 300.70

Effective Date: January 1, 2014

POLICY STATEMENT:

This Policy sets forth a Code of Professional Conduct (the "Code") and Rules of Ethics (the "Rules") for NAMSS' members, applicants, candidates and certificants. It also includes standard procedures for evaluating complaints of alleged violations of the Rules lodged by the public, leadership or members. The Policy is a combination of previous, separate Policies of the NAMSS Ethics Committee ("NEC") and the Certification Commission of NAMSS ("CCN"). Corrective action may be imposed when it is determined that a member, applicant, candidate or certificant has demonstrated conduct that violates the Rules as defined below.

Complaints of alleged violations, questions or concerns should be directed to the NEC through the NAMSS Executive Office. Anonymous reports will not be accepted. All complaints of alleged violations must be submitted on the appropriate form, which is available on the NAMSS website. All alleged violations will be given careful consideration by the NAMSS Ethics Committee (NEC). Sanctions will be imposed when it is determined that a member, applicant, candidate or certificant has demonstrated conduct that is in direct violation of Rules of Ethics as described in this policy.

This Policy and Procedure does not cover complaints related to professional competency and/or job performance. Evaluating professional competency and/or job performance is the responsibility of the employer or supervisor.

PURPOSE:

The NAMSS Code of Professional Conduct and Rules of Ethics shall apply to all members, applicants, candidates and certificants in NAMSS, including the leadership. The Code sets forth principles that connect the values and ideals of the profession to the work performed by Medical Services Professionals. The Rules of Ethics shall serve as the standard by which the NEC will evaluate alleged professional misconduct for all members, applicants, candidates and certificants of NAMSS.

Members, applicants, candidates and certificants are responsible to observe and comply with the Code and the Rules and to enhance ethical standards to maintain the respect and credibility of the profession. Further, members are expected to report alleged violations of the Code for evaluation by the NEC.

DEFINITIONS:

- CCN = Certification Commission of NAMSS

- Code = Code of Professional Conduct
- Member = An Active, Honorary or Affiliate member of NAMSS as defined in the Bylaws
- Applicant = A Medical Services Professional who has submitted an application to sit for the exam
- Candidate = A Medical Services Professional who is registered to sit for the exam.
- Certificant = A Medical Services Professional who holds current NAMSS certification(s).
- Rules = Rules of Ethics
- NAMSS = National Association of Medical Staff Services
- NEC = NAMSS Ethics Committee

CODE OF PROFESSIONAL CONDUCT:

The member, applicant, candidate and certificant will:

1. Conduct him/herself in a professional manner at all times and provide appropriate quality credentialing support when requested by a peer or superior.
2. Provide for patient safety and service unrestricted by the concerns of personal attributes and without discrimination on the basis of gender, sexual orientation, race, creed, religion, national origin, socioeconomic status, or any other protected classification.
3. Use technology consistent with the purposes for which it was designed, and employ procedures and techniques appropriately for credentialing best practices.
4. Assess situations; exercise care, discretion and judgment; assume responsibility for professional decisions; and act in the best interest of patients, his or her employers/healthcare providers and the public.
5. Demonstrate expertise by protecting the safety of patients and other members of the healthcare team through credentialing processes that meet industry standards and understanding regulatory requirements.
6. Practice ethical conduct appropriate to the profession and protect the patient's right for quality healthcare.
7. Respect and preserve confidences entrusted in the course of professional practice and reveal confidential information only as needed and in accordance with any applicable law.
8. Strive to improve his/her knowledge, skills and productivity by participating in continuing education and professional development activities, and sharing his/her knowledge with colleagues.

THE RULES OF ETHICS:

The Rules of Ethics set forth proscribed activity -- unacceptable professional conduct for any member, applicant, candidate or certificant.

Because the public, healthcare providers and employers rely on the medical services professional, it is essential that the member, applicants, candidates and certificants act

consistently with the Code. This Code is intended to maintain minimum standards of conduct and promote the protection and safety of patients. The following conduct or activities violate the ethical requirement of section 6 of the Code and, subject to the facts and circumstances, may result in sanctions as described under Administrative Procedures:

1. Employing fraud or deceit in our work or using authority for personal gain.
2. Any conviction, plea of guilty or nolo contendere involving a felony or gross misdemeanor including, but not limited to a crime against a person, negligent credentialing or fraud.
3. Termination from any employment for conduct that is contrary to the ethical principles appropriate to the medical services profession.
4. Inability to practice the medical services profession with reasonable skill and safety because of the use of alcohol, drugs, chemicals, or any other material.
5. Adjudication by a court of competent jurisdiction, as mentally incompetent, or a person dangerous to the public.
6. Engaging in conduct likely to deceive, defraud, or harm the public, an employer and/or healthcare workers.
7. Demonstrating a willful or grossly negligent disregard for the medical services profession duties.
8. Knowingly making a false statement or knowingly providing false information to NAMSS in any application or proceeding.
9. Making false, fraudulent, deceptive, or misleading communications to any person regarding the member's education, training, credentials, experience or qualifications, or the status of the individual's certification.
10. Inappropriately utilizing NAMSS copyright materials. This includes altering in any respect any document issued by the CCN;
11. Employing fraud or deceit in procuring or attempting to procure, maintain, renew, or obtain registration or reinstatement of certification issued by the CCN.
12. Subverting or attempting to subvert the CCN's examination process. Conduct that subverts or attempts to subvert CCN's examination process includes, but is not limited to:
 - a. Conduct that violates the security of the CPCS and/or CPMSM examination materials, such as removing or attempting to remove examination materials from an examination room, or having unauthorized possession of any portion of or information concerning a current, previous or future CPCS and/or CPMSM exam; or disclosing information concerning any portion of a current, previous or future administered examination of the CCN; or disclosing what purports to be, or under

all circumstances is likely to be understood by the recipient as, any portion of or “inside” information concerning any portion of a current, previous or future administered exam of the CCN;

- b. Conduct that violates the security of the CPCS and/or CPMSM practice examination materials, such as removing or attempting to remove practice exam materials from the vendor site, or having unauthorized possession of any portion of the practice exams; or disclosing information concerning any portion of the practice exams of the CCN;
- c. Conduct that in any way compromises ordinary standards of test administration, such as communicating with another candidate during the administration of the examination, copying another candidate’s answers, permitting another candidate to copy one’s answers, or possessing unauthorized materials;
- d. Impersonating a candidate or permitting an impersonator to take the examination on one’s own behalf;

NAMSS ETHICS COMMITTEE:

1. NAMSS Ethics Committee

1.1. NAMSS Ethics Committee Composition

- 1.1.1. The NEC shall be comprised of seven members including a Chair, a Vice Chair, and a public member preferably with ethics background, two members of NAMSS who are not on the NAMSS Board of Directors and two members from the Certification Commission of NAMSS, not currently serving as an Officer of the CCN.
- 1.1.2. The members of the NEC will be appointed by the President in consultation with the current Chair of the NEC and the Certification Commission Chair and with the approval of the NAMSS Board. The Certification Commission Chair will recommend the two Certification Commission members to serve on the committee. The NAMSS Board and Certification Commission of NAMSS remain responsible for the management of the promulgation, interpretation and enforcement of the Code.
- 1.1.3. The Chair shall rotate between a current member of the NAMSS Board who currently is not serving as an officer and a current member of the Certification Commission of NAMSS who is not currently serving as an officer of the CCN. The President shall appoint the Chair and Vice Chair of the NEC with consultation from the Chair of the Certification Commission and approval by the NAMSS Board of Directors. The Chair and Vice Chair will each serve one-year terms and can be reappointed for up to two additional one-year terms, not to exceed a total of three (3) consecutive one-year terms in a respective office . It is recommended but not required that the Vice Chair succeed to the Chair position. The Chair presides at and participates in meetings of the NEC and is responsible directly and exclusively to the Board

to fulfill the responsibilities of the Code. The Chair shall only vote on matters in the case of a tie.

- 1.1.4. The terms of service of the public member and four additional members will be one three-year term. Terms may be adjusted to provide for staggering of NEC membership terms. The two members of NAMSS who are not serving on the NAMSS Board of Directors must have been NAMSS members in good standing for at least the past five (5) years and should hold a CPCS, CPMSM or dual certification.
- 1.1.5. If the involved individual is a member of the NEC, the individual will be recused from NEC activities until a final decision is rendered. Also, if any officer or member of the NAMSS Board or Certification Commission of NAMSS is the individual in question, this individual will be recused from NAMSS activities until a final decision is rendered.

1.2 Removal from NAMSS Ethics Committee

- 1.2.1 Any NEC committee member, including the Chair or Vice Chair, may be removed, for cause or without cause, by an affirmative vote of eight (8) voting members of the Board of Directors whenever in the Board's judgment the best interests of the NEC will be served by such removal. The Certification Commission Chair will be consulted prior to any removal.

ROLE OF THE NAMSS ETHICS COMMITTEE:

The primary role of the NEC is to assist the NAMSS Board and CCN in maintaining the ethical standards of the association through education on, consultation about, and evaluation of the professional conduct of its members.

Education: NAMSS members will be required to attest annually, at time of initial or renewal of membership, to their commitment to the NAMSS Code of Professional Conduct.

NAMSS may educate members on the Code of Professional Conduct through, not limited to, the following activities:

1. Webinar - to be offered by the NAMSS Executive Office
2. Print article in current NAMSS Publication - annually
3. Live presentation at the NAMSS Educational Conference

Consultation: The NEC will serve in an advisory role on the principles of ethics, but not on individual ethical concerns and situations, to the NAMSS Board of Directors, Certification Commission of NAMSS, state associations, NAMSS committees, and if requested by NAMSS, the public, members and employers.

Evaluation of Ethical Conduct: The NEC will evaluate the professional conduct of NAMSS members, applicants, candidates or certificants following the administrative procedures outlined below.

ADMINISTRATIVE PROCEDURES FOR EVALUATION OF ETHICAL CONDUCT:

1. All complaints of alleged violations must be submitted on the appropriate form which is available on the NAMSS website and forwarded to the NAMSS Executive Office. Anonymous reports will not be accepted. Alleged violations received by the NAMSS Executive Office will be forwarded to the NEC Chair and Vice Chair for review.
2. Preliminary Screening of Potential Violation of the Ethical Rules
 - 2.1 The Chair and Vice Chair of the NEC shall review each complaint of alleged violation of the Rules of Ethics that is brought to the attention of the NEC. If there is (1) insufficient information upon which to base a charge of a violation of the Rules, or (2) the allegations against the member are patently frivolous or inconsequential, or (3) the allegation, if true, would not constitute a violation of the Rules, the Chair may summarily dismiss the matter, with concurrence of the Vice Chair and the President of NAMSS. Staff and/or legal counsel may be called on to assist in this decision and the investigation of such complaints of alleged violations. Legal counsel will be consulted in all matters that do not result in summary dismissals. The NEC Chair shall report each such summary dismissal to the NEC. Such matters shall also be routinely reported to the NAMSS Board and Certification Commission of NAMSS at their scheduled meetings; however the identity of the individuals and details of summary dismissals that may identify the individual in question shall remain confidential.
 - 2.2 The individual subject to a complaint of alleged violation will have the opportunity to review the membership of the NEC to make sure there is not a conflict of interest.
3. Investigations
 - 3.1 Upon the concurrence of the NEC that there is sufficient information to warrant an investigation, the member will be notified by certified mail or other means which provides acknowledgement of receipt of the alleged violation(s) of the Rules that is being investigated. The notification will provide the member, applicant, candidate or certificant with the following information:
 - The alleged violation of the Rules;
 - The right to submit documentary materials in response to the allegations(s) within 15 business days from the date of the notification letter;
 - The obligation to cooperate with, and participate in the investigation process as determined by the NEC; and
 - A copy of these Policies and Procedures.
 - The right to a request and participate in a Hearing pursuant to Section 4, below.
 - The right to be represented by an attorney during the Hearing proceedings with the NEC as long as the committee is notified of the representation at least five (5) business days prior to the hearing date.

- 3.2 In the event that the member in question is not reachable as a result of an incorrect address, custody of the court or return of unclaimed certified notification, the NEC reserves the right to continue with the investigation.
- 3.3 The NEC investigation process may include but is not limited to: 1) Interview with member, applicant, candidate or certificant in question; 2) Interview with other parties involved who may or may not be members of NAMSS for the purposes of obtaining information deemed applicable to the specific violation; and 3) Review applicable documentation and data.
- 3.4 At the conclusion of the investigation process, the member, applicant, candidate or certificant in question will be notified by certified mail of the decision of the NEC. In the event that the member in question is not reachable as a result of an incorrect address, custody of the court, or return of unclaimed certified notification, the member waives all rights to the Appeals Process.
- 3.5 Efforts will be made to ensure that an investigation is concluded within 45 business days if no hearing is requested and 90 days if a hearing is requested. Upon conclusion of the investigation, the NEC, with the assistance of legal counsel, will develop a summary report of the investigation.
- 3.6 All interviews, documentation, hearings and appeals provided for herein shall be held confidential throughout all stages of the process. It shall be considered an ethical violation of the Rules for any member, applicant, candidate, or certificant, to make an unauthorized publication or revelation of the same, except to his or her attorney or other representative, immediate supervisor, or employer. NEC members and staff are similarly restricted from making unauthorized disclosures regarding such proceedings.
- 3.7 Actions taken by the NEC may include but are not limited to:
- Letter of Concern;
 - Letter of Admonition;
 - Suspension of NAMSS Committee Assignment;
 - Termination of NAMSS Committee Assignment;
 - Suspension of NAMSS Membership;
 - Recommendation to the Board for termination of NAMSS Membership (refer to Bylaws 4.3) (Conviction of a felony entails an automatic relinquishment of membership);
 - Written reprimand with no effect on current or future certification(s);
 - Time limited denial of an application to sit for certification;
 - Lifetime denial of an application to sit for certification;
 - Denial of an application for renewal and/or reinstatement of certification(s);
 - Time limited revocation of certification(s); or
 - Lifetime revocation of certification(s).

4. Hearings

- 4.1 A person who is subject to an investigation shall have 30 business days from the date the notice of such proposed action is mailed pursuant to Section 3.1 to make a written request for a hearing and/or to submit written comments on the matter.
- 4.2 An individual shall have the right to be represented by an attorney during the hearing proceedings with the NEC as long as the committee is notified of representation at least five (5) business days prior to the hearing date; and
- 4.2 Failure to make a written request for a hearing and/or submit written comments on the matter within the identified period of time shall waive all rights to such a hearing. A member who requests a hearing in the manner prescribed above shall advise the NEC of his or her intention to appear/speak at the hearing.
- 4.3 Failure to appear at the hearing or to supply a written submission in response to the allegation shall be deemed a default of the merits and shall be deemed consent to whatever action or disciplinary measures the NEC determines to take. Hearings shall be held at such date, time, and place as shall be designated by the NEC. The member, applicant, candidate or certificiant shall be given at least thirty (30) business days' notice of the date, time, and place of the hearing. The member in question has the right to have an attorney present, at their own expense. Both parties shall disclose their intentions to have an attorney present. Additionally, NAMSS will not reimburse the member in question for travel expenses related to attending the hearing. Telephone hearings may be held.
- 4.4 The NEC conducts the hearing. Any member of the NEC whose professional activities are conducted at a location in the approximate area of the member subject to the hearing or who knows the individual personally must recuse himself or herself.
- 4.5 At the hearing, the allegation against the member, applicant, candidate or certificiant in question, all relevant information that has been collected pursuant to the allegation and such other information it deems pertinent shall be presented by those who conducted the investigation. The member, applicant, candidate or certificiant in question shall have the right to present witness statements, present testimony and be heard in his or her own defense; to hear the testimony of and cross-examine any witnesses appearing at such hearing; and to present such other evidence or testimony as the NEC shall deem appropriate to do substantial justice. In the event that the member, applicant, candidate or certificiant in question had chosen to supply a written submission in response to the complaint due to the inability to attend the hearing in person, the NEC shall instead review the written submission. Any information may be considered which the NEC deems relevant or potentially relevant. The NEC shall not be bound by any legal rules of evidence.
- 4.6 The NEC shall assess the evidence presented at the hearing and all available information and shall prepare its findings and decision as to whether a violation has occurred and, if so, appropriate sanctions. Such decision shall be transmitted to the member, applicant, candidate or certificiant; to the Board, and to the CCN Chair (if the individual involved holds current NAMSS certification(s) or has made application to sit for the exam(s)) within fifteen (15) business days of any hearing and shall include the information set forth in Section 5.3, below.

- 4.7 Unless a timely appeal from any decision by the NEC is taken to the Board or Certification Commission of NAMSS in accordance with section 5.1 below the NEC decision in any matter shall be final and binding upon the member in question.
- 4.8 If no hearing is requested, the NEC may consider the matter under such procedures, as it deems appropriate.
- 4.9 Upon conclusion of the hearing, all documents related to the matter will be sent to the NAMSS Executive Office for archival purposes.

5. Appeals

- 5.1 Except as otherwise noted in these Administrative Procedures, the member, applicant, candidate or certificant may appeal any decision of the NEC to the Board by submitting a written request for an appeal within thirty (30) business days after the decision. Any appeal that is determined to involve issues of an applicant, candidate or certificant's certification status will be forwarded to the CCN to hear the appeal of the decision affecting those issues.
- 5.2 Appeals will be conducted telephonically unless otherwise requested by the member, applicant, candidate or certificant.
- 5.3 The member, applicant, candidate or certificant will be notified via Certified Mail or other means providing acknowledgement of receipt of the request for an appeal and will be provided with the following information:
 - The right to submit documentary materials which were reasonably unavailable to the individual in the NEC proceeding. Such submissions must be made within fifteen (15) business days from the date of the notification letter;
 - The right to participate in the appeal hearing proceedings with the Board or the CCN;
 - The right to be represented by an attorney during the appeal hearing proceedings with the Board or CCN as long as the NEC is notified of representation at least five (5) business days prior to the appeal hearing date; and
 - The date of the appeal hearing, which will be held a minimum of thirty (30) business days from the date of the notification letter.
- 5.4 In the event of an appeal, those Board or CCN members who participated in the investigation or hearing at the NEC shall not participate in the appeal. The Chair or Vice Chair of the NEC shall present the case to the Board or the CCN, but shall not participate in the vote. The person in question has the right to attend the appeal with lawyer representation at their own expense. Both parties shall disclose their intentions to have an attorney present at least five (5) business days prior to the hearing. The remaining members of the Board or the CCN shall consider the decision of the NEC, the applicable files and records in the case at issue and any written appellate submission of the member, applicant, candidate or certificant in question, and shall determine whether to affirm or to overrule the decision of the NEC or to remand the matter to the NEC for further consideration. In making such determination to affirm or to overrule, findings of fact made by the NEC shall be presumptively correct if

supported by any evidence. The Board may grant another hearing, hear additional evidence, or request that the member, applicant, candidate or certificant in question provide additional information, in such manner, on such issues, and with such time as it may prescribe.

5.5 All hearings and appeals provided for herein shall be private and confidential at all stages. It shall be considered an act of professional misconduct for any NEC member to make an unauthorized disclosure, except to his or her attorney or other representative.

5.6 The Board or CCN members conducting the appeal will be given the following for review prior to the appeal hearing:

- Documents reviewed during the initial hearing conducted by the NEC;
- The decision of the NEC ; and
- Written appellate submission by the member, applicant, candidate or certificant.

5.7 At the conclusion of the appeal hearing the Board or the CCN will consider the evidence and shall make a final decision to include but not limited to the following:

- Affirm the decision of the NEC;
- Modify the decision of the NEC; or
- Overturn the decision of the NEC.

5.8 The decision of the Board or the CCN shall be final and binding upon the member, applicant, candidate or certificant in question.

6. Disclosure of Adverse Actions

6.1 Final decisions that are “adverse actions” (as defined below) to the member, applicant, candidate or certificate will be communicated within five (5) business days of the decision to the:

- Board
- CCN
- NEC
- NAMSS Executive Director
- State Association Leadership (as applicable)

6.2 Adverse action is defined as suspension or termination of NAMSS membership or Committee assignment, revocation of a certification or banning sitting for an exam. For purposes of this paragraph, a “final decision” means and includes an appealable decision of the NEC from which no timely appeal is taken; and in a case involving an appeal, the decision of the Board or CCN.

Effective Date	Amended Date	CCN Approval Date	Board Approval Date

Certification Commission of NAMSS Policies and Procedures

GOLDEN KEY AWARD CRITERIA AND SELECTION PROCESS

Number: 300.90

Effective Date: January 2004

POLICY STATEMENT:

The Golden Key award was established by the Certification Commission of NAMSS (CCN) and is intended to acknowledge an individual recognized by peers for his/her efforts to promote certification. It is the highest honor awarded by the CCN. The Golden Key is further intended to acknowledge nominees who exemplify the Certificant's Code of Ethics, through their dedication to certification. A nominee shall demonstrate this dedication by sharing knowledge, fostering education, and encouraging personal/professional growth in the medical services profession that lead individuals to certification. (Attachment A – Nomination Form)

PURPOSE:

The Golden Key is intended to acknowledge nominated Certificants who exemplify the Certificant's Code of Ethics, through their dedication to certification and professional growth through certification.

DEFINITION(S):

CCN = Certification Commission of NAMSS

Certificant = Medical Services Professional who holds current NAMSS certification(s).

PROCEDURE:

1. The CCN will periodically review and revise, as necessary, the established criteria and nomination process/deadlines for the Golden Key Award. Historically, the deadline for submission of applications is June 15th of each year, selection takes place in July, and the presentation is made at the NAMSS Annual conference.
2. Nominees for this award must currently hold either an active CPMSM or CPCS credential in good standing. Current members of the NAMSS Board of Directors, NAMSS instructors, current members of the CCN are not eligible for nomination during their term of service and for three years following service on either Board.
3. Nominators must be professional colleagues of the nominees who can attest to the certified MSP's dedication to certification (peers, employers, subordinates, physician leaders, etc.). Nominators are not required to hold NAMSS membership or a credential.
4. Nominators must submit an official nomination form (Attachment A), as well as a narrative statement which does not exceed 500 words.
5. The nomination form and narrative statement should reference any programs taught, articles written, study groups formed, peers mentored, leadership activities or other efforts undertaken by the nominee to the furtherance of certification. Specific examples should be included.

6. In the event that one or less nominations are received in any given year, the CCN may enact one of the following exception clauses:
 - a. The CCN may nominate an individual who has contributed to the improvement and advancement of the certification program. Nominees may include (but are not limited to) experienced exam development volunteers, Certification Ambassadors, former CCN members , etc.
 - b. The CCN may consider nominees from two years prior
 - c. Forgo selection of a Golden Key winner in that year
7. Once submitted, all nominations become the property of the CCN and will not be returned. Nominations will be valid for two years from submission. The CCN will not retain copies of nominations following the two-year period. The CCN reserves the right to reprint the nominations in official CCN or NAMSS publications as necessary.
8. It is the responsibility of the nominator to ensure that the nomination is complete, legible, valid, and that it is submitted prior to the stated deadline. The CCN reserves the right to hold all nominators and nominees responsible for strictly adhering to the criteria as stated.
9. The CCN will consider all nominations received which comply with this policy. Selection will be by a majority vote of CCN members.

All nominees will be recognized in official CCN and NAMSS publications. The nominee selected each year, along with the nominator, shall be notified by the CCN Chair. The award given will include an engraved plaque, a “golden key” pin, and complimentary registration for the NAMSS annual conference in the year of selection. The awards will be given at the annual NAMSS Business Meeting at the annual conference.

Originating Work Group and/or Committee	Certification Commission of NAMSS (CCN)
Bylaws And Other References	N/A
NAMSS Bylaws	N/A
Pertinent documents or other policy/procedure	Golden Key Award Nomination Form
Communication Methodology	<ul style="list-style-type: none"> • To be posted on the NAMSS website in the policy repository, • To be made available to certificant’s upon request

Amended Date	Bylaws Committee Review Date	Board Approval Date
8/2005, 8/2006, 10/2009, 7/2011, 6/2013, 4/2014, 4/2016; 9/2016	6/20/2006	

ATTACHMENT A

The Golden Key Award

The Golden Key Award is awarded to acknowledge an individual for efforts to promote certification. It is the highest honor awarded by the Certification Commission of NAMSS (“CCN”). The Golden Key Award is further intended to acknowledge nominees who exemplify the Certificant’s Code of Ethics, through their dedication to certification. A nominee shall demonstrate this dedication by sharing knowledge, fostering education, and encouraging personal/professional growth in the medical services profession that inspires individuals to certification.

CRITERIA FOR NOMINATION	INSTRUCTIONS TO NOMINATE <i>(Please read and follow instruction carefully for proper submission)</i>
<ul style="list-style-type: none"> • Nominee MUST hold either or both, an active CPMSM or CPCS credential in good standing. • Nominee WILL be judged upon the information provided on the official nomination form and narrative prepared by the nominator(s). • Nominee MUST be nominated by professional colleagues who can attest to the nominee’s dedication to certification. • NAMSS membership is NOT required for either the nominee or the nominator(s). • Current members of the CCN, NAMSS Board of Directors and NAMSS instructors are NOT eligible for nomination during their term of service and for three years following serving on either Board 	<ul style="list-style-type: none"> • Complete this nomination form and a narrative statement (500 words or less) about how the nominee’s activities have inspired and impacted MSP’s to work towards and/or obtain certification. • It is the nominator’s responsibility to ensure the nomination is complete, legible; meets the requirements stated on this form and is submitted on time. All nominations meeting these criteria will be evaluated. • Once submitted, all documents become the property of the CCN and will not be returned. • The CCN reserves the right to reprint the nomination in its or any NAMSS publication as necessary and to hold all nominators and nominees responsible for strict adherence to the criteria on this form. • Nominations will remain valid for two consecutive nominating periods. Neither the CCN, nor NAMSS will retain copies of nominations past the two year period if the nominee is NOT selected for the award. • The Award will be presented at the NAMSS Annual Business Meeting at the National Conference.

GOLDEN KEY AWARD NOMINATION FORM		
Please type this form or print neatly. Illegible forms will not be considered.		
ABOUT THE NOMINEE:		
Name of Nominee:	Certification(s) held:	
Work Organization:	Title:	
Organization Address:	Years in the Industry:	
	E-mail:	
Organization Phone:	Nominee’s Phone:	Nominee’s Fax:
ABOUT THE NOMINATOR:		
Name of Nominator:	Certification(s) held:	
Work Organization:	Title:	
Organization Address:	Years in the Industry:	
	E-mail:	
Organization Phone:	Nominator’s Phone:	Nominator’s Fax:
TELL US ABOUT THE NOMINEE:		
Has the nominee taught any seminars/programs about certification? Tell us about them:	O Yes	O No
Has the nominee written any articles about certification? Tell us about them:	O Yes	O No
Has the nominee mentored peers about certification? Tell us about that?	O Yes	O No
Has the nominee taught or formed any study groups for certification? Tell us about that?	O Yes	O No
Has the nominee served in leadership positions? Tell us about that?	O Yes	O No
IMPORTANT: Please attach a narrative statement to this form, as required above and answer the question in 500 words or less “What about the nominee’s activities has inspired and impacted MSP’s to work towards and/or obtain certification?”		
Completed nominations shall be submitted prior to June 15th to:		
NAMSS Attn: Golden Key Award, 2025 M St. NW, Ste. 800, Washington, DC 20036 via fax to 202-367-2116 or via e-mail to certification@namss.org		

Certification Commission of NAMSS Policies and Procedures

Test Development Policy

Number: 300.100

Effective Date: October 2010

PURPOSE:

The purpose of the Test Development Policy is to set forth and define roles, activities and responsibilities that fall under the auspices of the activities of the certification exams.

DEFINITIONS:

Job Task Analysis (JTA): The process of developing the blue print for the certification exams.

Item Writing: The process of writing psychometrically sound exam questions.

Exam Assembly: The process of compiling written items into a test form.

Standard Setting: The process of setting the performance standard (cut score) for each exam.

Test Development Chair Appointment and Term of Service: Upon initial appointment the Test Development Chair shall be a current member of the CCN who is not already serving as an Officer of the CCN. The test development chair will be appointed by and reports to the CCN chair. The test development chair will serve for a two year term. The test development chair is eligible to serve as an officer of the CCN during the second year of the term if nominated and elected by the CCN.

In the first quarter of the second year of the current test development chair's term, the Test Development Chair will submit recommendations for potential Test Development Chair candidates to the Chair of the CCN. The Chair of the CCN may informally discuss potential Test Development Chair candidates with officers and other members of the CCN to assist with the ultimate appointment of the succeeding test development chair. It is anticipated that the succeeding Test Development Chair will be appointed by the CCN Chair no later than the end of the second quarter in order to allow for training of the newly appointed Test Development Chair.

The Chair of the CCN, in conjunction with the other officers, may remove and replace the Test Development Chair at any time after identifying and substantiating concerns. In the event the sitting test development chair is removed or resigns from the CCN, the Chair of the CCN will appoint a new Test Development Chair.

Test Development Sub-chairs: The CCN Chair and Test Development Chair will work together to appoint a Chair of the CPCS Certification Program and a Chair of the CPMSM Certification Program. The CPCS and CPMSM Certification Program Chairs must be current members of the CCN at the time of appointment and may not be serving in an officer capacity at the time of appointment. Each Sub-chair will serve a two-year term.

The Chair of the CCN, in conjunction with the Test Development Chair and other officers, may remove and replace the Sub-chairs at any time after identifying and substantiating concerns. In the event the

Sub-chair is removed or resigned, the Chair of the CCN and Test Development Chair will appoint a new Sub-chair.

Test Development Chair Responsibilities: The Test Development Chair will work independently with the NAMSS Executive Office and the CCN testing vendor to coordinate the test development activities and project schedules for the CCN.

The Test Development Chair will delegate to the Sub-chair of the CPCS Certification Program and the Sub-chair of the CPMSM Certification Program the evaluation of potential volunteers using the CCN approved volunteer applications. The final selection of volunteers for all test development activities will be determined by mutual agreement of the Sub-chair and the Test Development Chair. If there is disagreement, the decision of the Test Development Chair shall prevail.

After each testing window, the CCN testing vendor provides the cumulative exam results to the Test Development Chair who will distribute the results to each program's Sub-chair. Following review and discussion of the results between the Sub-chairs and the Test Development Chair the report results will be communicated to the CCN. Once the final results are received, the new certificants will be notified and the information published and reported to the membership by the NAMSS Executive Office.

The Test Development Chair in collaboration with the Sub-chairs participates in establishing a budget for test development activities and updating the work plan on an annual basis or more often if necessary.

Incoming Test Development Chair Responsibilities: In the second year of the Test Development Chair's term, the Incoming Test Development Chair will work simultaneously with the Test Development Chair to become familiar with the Test Development Chair role and responsibilities. The Test Development Chair will include the Incoming Test Development Chair in all test development activities. Chain of command will be the Test Development Chair, Incoming Test Development Chair, and then the Sub-chairs (CPCS and CPMSM). Incoming Test Development Chair duties mirror those outlined in the Test Development Chair responsibilities.

Sub-chair CPCS Certification Program Responsibilities: The Sub-Chair of the CPCS Certification Program shall be responsible for the initial vetting of volunteers for job task analysis, item writing, exam assembly and standard setting activities in accordance with the requirements for volunteers set forth in this policy. The Sub-Chair of the CPCS Certification Program will provide a report of volunteer applications reviewed and present a recommendation for the slate of volunteers to be used for each test development activity to the Test Development Chair. Working collaboratively, the Sub-Chair of the CPCS Certification Program and the Test Development Chair will determine the slate of volunteers and submit that slate to the NAMSS Executive Office. The NAMSS Executive Office staff will subsequently submit the slate of volunteers for each activity to the testing vendor.

The Sub-Chair of the CPCS Certification Program will assist the Test Development Chair with assignment and coordination of the item writing and any other online test development activities associated with the CPCS certification program.

The Sub-Chair of the CPCS Certification Program may be asked to present statistical and informational reports regarding the CPCS certification program to the Test Development Chair, the officers of the CCN as well as the full CCN board.

Sub-chair CPMSM Certification Program Responsibilities: The Sub-Chair of the CPMSM Certification Program shall be responsible for the initial vetting of volunteers for job task analysis, item writing, exam assembly and standard setting activities in accordance with the requirements for

volunteers set forth in this policy. The Sub-Chair of the CPMSM Certification Program will provide a report of volunteer applications reviewed and present a recommendation for the slate of volunteers to be used for each test development activity to the Test Development Chair. Working collaboratively, the Sub-Chair of the CPMSM Certification Program and the Test Development Chair will determine the slate of volunteers and submit that slate to the NAMSS Executive Office. The NAMSS Executive Office staff will subsequently submit the slate of volunteers for each activity to the testing vendor.

The Sub-Chair of the CPMSM Certification Program will assist the Test Development Chair with assignment and coordination of the item writing and any other online test development activities associated with the CPMSM certification program.

The Sub-Chair of the CPMSM Certification Program may be asked to present statistical and informational reports regarding the CPMSM certification program to the Test Development Chair, the officers of the CCN as well as the full CCN board.

Job Task Analysis (JTA): Every five to seven years or whenever it was determined that the industry changes occurred a representative group of volunteers that meet criteria established by the CCN, in consultation with the testing vendor, will be formed to conduct the JTA. The ideal composition of the JTA should include: two members from the previous JTA panel for that particular exam, two item writers, two volunteers that have not participated in a previous JTA, two volunteers that are current NAMSS educators, and two CCN members. Volunteers that wish to participate in the JTA must complete the JTA volunteer application form and be deemed eligible by the Test Development Chair before participation.

Job Task Analysis volunteers **MUST** meet one of the following criteria to participate:

1. hold single certification and can only work on a JTA for which they hold current certification (i.e. if CPCS certified can only work on the CPCS JTA); or
2. hold dual certification and may work on a JTA for either CPCS and CPMSM examinations

The testing vendor representative will train and lead the group through a set of exercises that will result in a current blueprint (exam content outline) for a certification examination. After the blueprint is formulated by the subject matter experts, a survey of certified individuals (CPCS certificants for the new CPCS blueprint and CPMSM certificants for the new CPMSM blueprint) will be conducted to determine the percentages of each area of the blueprint to which the exam will be constructed. The survey will also collect information on the percentage of certificants working with the various accreditation bodies. The revised blueprint (exam content outline) will be presented to and approved by the CCN. The approved blueprint (exam content outline) will be communicated to the NAMSS Board, NAMSS Education Committee, NAMSS membership, and it will be added to the candidate handbook. The effective date of each blueprint (exam content outline) will be determined by the CCN Board in collaboration with the testing vendor and the NAMSS Education Committee.

Item Writing: Single and dual certified volunteers, including former CCN members that do not have a conflict of interest and are current members of NAMSS, will be trained in item writing according to psychometric standards and the blueprint. Training will include the process of writing items to the blueprint (exam content outline), including plausible but incorrect distractors, and tying each item to a legitimate reference. Single certified volunteers may only write for the exam that correlates to their certification. Dual certified volunteers may write to either exam. Item writers must complete the item writing volunteer application form and be deemed eligible by the Sub-Chairs and Test Development Chair before they may participate in item writing training. Item writers are expected to produce at least 30 items per year or serve as a mentor to new item writers after having one or more years' experience and satisfactory performance as an entry level item writer. Item writers must adhere to principles and

standards of item writing as outlined in the technical writing guidebook. A face-to-face item writing training session will be conducted by the CCN testing vendor at least once a year. It was noted that this approach was beneficial in producing quality and quantity of items needed in the item bank.

Item writers will be restricted from the following:

1. Teaching about the certification test during their term as an item writer and for a minimum of 24 months after their last item writing session
2. Serving on or working with the NAMSS Education Committee during their term as an item writer and for a minimum of 24 months after completion of their term as an item writer.
3. Working with the NAMSS Mentoring Program as a mentor during their term as an item writer and for a minimum of 24 months after completion of their term as an item writer

Ideally, item writing volunteers for each certification program include individuals with 5 or more years' experience in the medical services field, at least three volunteers that have knowledge of NCQA or URAC standards, at least three volunteers that have knowledge of The Joint Commission standards, at least three volunteers with CMS standard knowledge, and at least one each volunteer with HFAP and/or AAAHC accreditation knowledge. A total of 10 volunteers are required for each certification program. Item writing volunteers may serve a two-year term. Experienced item writing volunteers that wish to serve for longer than a two-year term must be approved to do so by the Sub-Chair and Test Development Chair. Experienced item writing volunteers may be used to mentor new item writers and may also be asked to review items written by other volunteers.

Periodically, an accreditation may release standards to only accredited organizations before they are available to the public. Item writing to new standards will not occur until the accreditation standards are publically available.

The addition of a new set of accreditation standards to the test development process will occur following a survey by either NAMSS or the CCN that reveals that 10% of the NAMSS membership or current certificants are working with the new standards under consideration. Accreditation will be added to post job task analysis surveys as a mechanism to ascertain relevant accreditation standards to current certificants.

Exam Assembly: Volunteers that wish to participate in the exam assembly process must complete the exam assembly volunteer application form and be deemed eligible by the Sub-Chair and Test Development Chair before participation. Exam assembly volunteers will ideally have 3 to 5 years' experience in the medical service field, hold dual or single certification, have expertise in NCQA or URAC, The Joint Commission, CMS, HFAP and/or AAAHC accreditation standards, and at least one-half of the volunteers must be experienced in test development. Single certified volunteers may only work on the exam that correlates with their certification. Members of the CCN may also participate in exam assembly and are encouraged to do so. Subject matter experts working on the Exam Assembly CCN Test Development Project:

1. May be single certified but may only work on the exam to which their certification correlates. If dual certified, may work on either exam.
2. May not be currently working on any special projects with the NAMSS Education Committee
3. May not work with or be appointed to the NAMSS Education Committee on any special projects for 24 months after completion of the CCN Test Development Project
4. May not be currently or planning to teach a certification course or be involved in running a certification study group for 24 months after completion of the CCN Test Development Project
5. May not be currently or planning to work with the NAMSS Mentoring Program as a mentor for 24 months after completion of the CCN Test Development Project

Upon receipt of a draft exam form, the Test Development Chair and/or the Sub-Chair for each exam will assign CCN members to review portions of the assembled exam for accuracy, currency with standards, duplication of questions, technical errors, and references. A minimum of two individuals must review each item. The Sub-Chairs and the Test Development Chair will do one final review of each exam after the CCN assignments have been completed to ensure that agreement has been reached during the review process. If the Sub-Chairs and Test Development Chair feel that certain questions need more discussion or review, they will so notify the officers of the CCN. Once this review process is complete, the exam is returned to the CCN testing vendor for final assembly.

Standard Setting: A representative group of volunteers who meet the criteria for appropriate participation are led through the standard setting exercise by the CCN vendor representative. A minimum of eight to ten volunteers are necessary for standard setting for each exam. Single certified volunteers may participate in standard setting for the exam that correlates to their certification. The standard setting panel ideally would be comprised of four to six volunteers with 3 to 7 years' experience in the medical services field and certified within the last 3 to 5 years. The panel of volunteers may include four volunteers from a previous standard setting panel within the last 5 years two of which have a NCQA or URAC focus, two with a Joint Commission focus, and/or two volunteers with CMS/HFAP/AAHHC or other accrediting body focus. The Sub-Chair of the CPCS Certification Program, Sub-Chair of the CPMSM Certification Program and the Test Development Chair will participate in standard setting. One additional experienced member of the CCN may also participate in standard setting.

Subject matter experts working on the CCN Standard Setting Test Development Project:

1. May be single certified but may only work on exam to which their certification correlates. If dual certified, may work on either exam.
2. May not be currently working on any special projects with the NAMSS Education Committee
3. May not be appointed to the NAMSS Education Committee or work with the NAMSS Education Committee on any special projects for 24 months after completion of the CCN Test Development Project
4. May not be currently or planning to teach a certification course or be involved in running a certification study group
5. May not be currently or planning to work with the NAMSS Mentoring Program as a mentor or mentee for 24 months after completion of the CCN Test Development Project

Test development volunteers will be required to sign a confidentiality agreement and will be restricted from the following:

1. Teaching to the test for a minimum of 24 months after the last test development session
2. Taking the NAMSS certification examination for a minimum of 24 months if the test development volunteer is single certified

The standard setting protocol is designed to develop a criterion-reference standard. As a consequence, it is vital that the panel members have experience working with, educating, or supervising recently certified CPCS or CPMSM professionals to enable a clear concept of "minimal acceptable performance (aka minimal competency) to ensure that the proposed performance standard is fair to test candidates. The proposed performance standard (cut score) is reported back to the CCN board for final determination of the cut score.

Test Development Volunteers: A database of test development volunteers is maintained by the Test Development Chair with input from the Sub-Chairs to provide a resource and historical perspective of volunteers that have participated in the various phases of test development. The Test Development Chair will complete the Volunteer Evaluation Tool after each test development activities. This document

will be forwarded to the Nominating Committee upon request to be use as input for slating of new members.

Amended Date	Bylaws Committee Review Date	Board Approval Date
4/2011; 9/2011; 11/2011; 2/2012; 4/2012; 9/5/12; 11/12/12; 3/15/2015		2/28/12; 4/22/12; 4/10/15

Certification Commission of NAMSS Policies and Procedures

Application Processing Policy

Number: 300.120

Effective Date: March 1, 2013

PURPOSE:

The purpose of the Application Processing Policy is to outline the procedures involved in the candidate application process.

DEFINITIONS:

Application: The document a candidate uses to apply to take the CPCS or CPMSM examination.

Candidate: An individual applying to take the CPCS or CPMSM certification examination.

CPCS: Certified Provider Credentialing Specialist – 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.

CPMSM: Certified Professional in Medical Services Management – 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.

CCN: Certification Commission of NAMSS

POLICY:

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 upon the published criteria. Candidates are not required to be a member of any organization to apply for NAMSS certification.

The CCN, NAMSS and Castle Worldwide, Inc., comply 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.

Requests for accommodations must be received at least eight (8) weeks prior to the start of a testing period and are verified by receipt of the documented reason for the special accommodation provided by the candidate's doctor or other qualified professional on official letterhead. Every effort will be made to accommodate special needs requests. When a candidate has requested special accommodation in accordance with the Americans with Disabilities Act, the NAMSS Executive Office staff will notify the test vendor and the test vendor will notify the testing site where the applicant will be taking the exam once the candidate's application for examination and special accommodation has been approved. The candidate will also be notified by the NAMSS Executive Office staff that their application to take the exam has been approved as well as their request for special accommodation. If, for any reason, a special accommodation request cannot be fulfilled, the candidate will be notified by NAMSS Executive Office staff and/or the testing vendor.

It is the policy of the CCN that applications for the CPCS and CPMSM examinations are processed in a timely manner incorporating the procedures outlined in this policy.

PROCEDURE:

1. Applications must be submitted via the online CPCS and/or CPMSM application by the application deadline. Applications received after the posted deadline will be charged a late fee or moved to the next designated testing period.
2. All areas of the application must be completed. Incomplete applications will be returned to the applicant for resubmission..
3. NAMSS certification staff will verify that the applicant has documented on the application that they meet the eligibility criteria as outlined below:
 - a. **CPCS:** 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 of experience in the medical services profession within the past five years, .
 - b. **CPMSM:** 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

Candidates found ineligible at the time of application will forfeit \$100.00 of the application fee.

4. NAMSS certification staff will verify that the appropriate examination fee has been included with the application and will process the application fee in accordance with NAMSS financial policies.
5. Candidates found to meet the eligibility criteria will be notified within 10 days of determination of eligibility.
6. Rescheduling, transfers, cancellations and refunds may be accommodated in accordance with the Candidate Handbook.
7. The NAMSS Staff will audit 10% of the applications received during each testing period. The NAMSS staff will select each 10th application received for audit. The NAMSS staff will contact the employer(s) listed on the audited application to verify that the dates of employment included on the audited application are accurate. Candidates that are found to be ineligible or discovered to have falsified information on the application at the time of audit may be subject to an ethics investigation.
8. Application decisions by the CCN may be appealed. An application appeal to the CCN must be made in writing by letter, fax or email, with the subject line “appeal” and either mailed to the NAMSS office or emailed to certification@namss.org. All application appeals must be received by the CCN within 30 days of the date of the application decision. The written appeal must identify the precise factual basis and applicable rules that are the basis for the appeal. Application appeals will be reviewed and a final decision rendered by the officers of the CCN. The individual appealing the application decision will be notified in writing of the disposition of the appeal within 14 days of receipt of the appeal.

Amended Date	Bylaws Committee Review Date	Board Approval Date
3/1/13, 5/13, 10/15		

Certification Commission of NAMSS Policies and Procedures

Grandfathering Policy

Number: 300.130

Effective Date: March 26, 2013

PURPOSE: To define the parameters of grandfathering that will apply to the development of any new certification programs.

DEFINITIONS:

CCN: Certification Commission of NAMSS

CPCS: Certified Provider Credentialing Specialist

CPMSM: Certified Professional Medical Services Management

Grandfathering: Means a provision applicable to professionals actively engaged in the certified profession prior to the effective date of the new certification which exempts the professionals from meeting the prerequisite qualifications set forth in the new certification exam content outline.

NAMSS: National Association of Medical Staff Services

POLICY:

It is the policy of the CCN to allow for grandfathering of subject matter experts who participate in the development of a new certification that would otherwise not be eligible to sit for the examination because of their involvement in the development process.

PROCEDURE:

1. For subject matter experts that would be prohibited from sitting for the examination for the new certification developed by the CCN in accordance with NCCA standards, a provision for the subject matter experts to be grandfathered into the new certification is allowed.
2. The criteria for grandfathering of subject matter experts that have worked on the new certification is as follows:
 - a. Worked with the CCN on development of the new certification for a minimum of 16 hours.
 - b. Is not eligible to take the exam for a period of 24 months as a result of working on development of the new certification.

Amended Date	Bylaws Committee Review Date	Board Approval Date
3/2013	10/2/15	

Certification Commission of NAMSS Policies and Procedures

Non Disciplinary Appeals Policy

Number: 300.140

Effective Date: May 3, 2013

PURPOSE:

The purpose of the Non Disciplinary Appeals Policy is to outline the grounds by which an applicant, candidate or certificant may appeal to the CCN, as well as the procedures involved in the applicant/candidate appeals process.

DEFINITIONS:

Applicant: A Medical Services Professional who has submitted application to sit for the CPCS or CPMSM certification examination.

Candidate: A Medical Services Professional who is registered to sit for the CPCS or CPMSM certification examination.

Certificant: A Medical Services Professional who holds current CPCS and/or CPMSM certification.

CPCS: Certified Provider Credentialing Specialist – 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.

CPMSM: Certified Professional in Medical Services Management – 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.

CCN: Certification Commission of NAMSS

Officers of the CCN: The Officers of the CCN (“Officers”) are the Chair, Vice Chair and Immediate Past Chair.

POLICY:

The grounds for appeal to the CCN by an applicant or candidate are limited to situations involving the following decisions by the CCN. Appeals regarding denial of continued certification as a CPCS or CPMSM will be considered under Certification Policy 300.30 Recertification, Expiration and Revocation of Certification for criteria for denial of continued certification appeals.

1. Initial determination of eligibility resulting in denial to sit for the CPCS or CPMSM certification examination.
2. Disruptive examination conditions.
3. Verification of an examination score.

PROCEDURE:

9. 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

10. All such appeals must be received by the CCN within 30 calendar days of the date (1) that the CCN mailed the notice denying eligibility to take the examination or (2) that the candidate received official notice of the examination score or (3) the date on which a disruptive examination condition occurred. Failure to make an appeal within the identified period of time shall waive all rights to such an appeal.
11. The written appeal must identify the precise factual basis, applicable rules or examination conditions that are the basis for the appeal. The applicant or candidate shall bear the burden of providing sufficient detail to support their appeal. The appeal must also clearly identify the requested action of the CCN (i.e., overturn an exam score, overturn eligibility requirements, etc). Appeals received that do not meet these criteria will not be considered.
12. Appeals pertaining to recertification will be submitted and reviewed in accordance with Policy 300.30 Recertification, Expiration and Revocation of Certification.
13. The Officers shall review each appropriately submitted appeal and may reach one of the following conclusions:
 - a. the appeal lacks sufficient information for further consideration;
 - b. the appeal may represent a genuine matter for further consideration
14. The appeal review process may include, but is not limited to:
 - a. interview of the applicant or candidate;
 - b. interview of other parties involved, who may or may not be members of our profession, for the purposes of obtaining information deemed applicable to the specific appeal;
 - c. review applicable documentation and dataAny information may be considered which the Officers deem relevant or potentially relevant. The Officers shall not be bound by any legal rules of evidence.
15. At the conclusion of the appeal review process, the Officers will consider the evidence and shall make a final decision to include, but not limited to, the following:
 - a. Grant the appeal request as documented;
 - b. Grant the appeal request with modifications made by the Officers
 - c. Deny the appeal request as documented

Findings of fact made by the Officers shall be presumptively correct if supported by any evidence.

16. The decision of the Officers shall be final and binding upon the applicant or candidate
17. The applicant or candidate will be notified in writing of the decision of the appeal within 30 calendar days of receipt of the appeal.
18. No applicant or candidate shall be entitled to more than one appeal on any single matter which may be the subject of the appeal.
19. At the Officer's discretion and upon request, other parties associated with the CCN may be assigned to the appeal review process. Assigned parties may include, but are not limited to, other NAMSS members, the CCN testing vendor and NAMSS staff. Staff and/or legal counsel may assist the assigned individuals.
20. All interviews, documentation and appeals provided for herein shall be held confidential throughout all stages of the process. It shall be considered a violation of the NAMSS Rules of Ethics for any applicant or candidate, to make an unauthorized publication or revelation of the same, except to his or her attorney or other representative, immediate superior, or employer. Officers are similarly restricted from making unauthorized disclosures regarding such proceedings.
21. In the event the applicant or candidate is not reachable, the Officers reserve the right to continue with the appeal process.
22. In the event any Officer(s) has a conflict of interest regarding the applicant or candidate that individual(s) shall immediately recuse himself/herself from the appeal consideration.
23. Appeals considered shall be routinely reported to the CCN at their scheduled meetings; however the identity of the applicant or candidate and details of the appeal that may identify the individual shall remain confidential.
24. The Officers may consult legal counsel when reviewing appeals, if necessary. If legal counsel is involved, the applicant or candidate shall be notified.
25. The applicant or candidate shall have the right to be represented by an attorney, at their own expense, during the appeal process as long as the Officers are notified of representation.
26. Upon conclusion of the appeal, all documents related to the matter will be sent to the NAMSS Executive Office for archival purposes.

Amended Date	Bylaws Committee Review Date	Board Approval Date
4/2014, 4/16		

Certification Commission of NAMSS Policies and Procedures

Security Policy

Number: 300.150

Effective Date: May 3, 2013

PURPOSE: To establish the procedures for secure development and administration of exams, evidence of validity and reliability of exam instruments, and secure retention of exam results and scores.

DEFINITIONS:

CCN: Certification Commission of NAMSS

CPCS: Certified Provider Credentialing Specialist

CPMSM: Certified Professional Medical Services Management

NAMSS: National Association of Medical Staff Services

POLICY:

It is the policy of the CCN to ensure that exams developed adhere to appropriate, standardized, and secure procedures. It is also the policy of the CCN to retain documentation of evidence of validity and reliability data pertaining to the exams as well as assessment results and score reports in accordance with the CCN record retention policy.

PROCEDURE:

1. The CCN delegates to the testing vendor the responsibility to ensure that exams are administered securely and utilizes standardized procedures across the testing sites. The testing vendor trains the proctors who administer the exams in order to minimize the influence of test administration on scores. The testing vendor selects test administration sites that offer similar conditions such as adequate lighting, comfortable seating, and an environment free from noise and other distractions. All candidates have equal access to preparatory materials and instructions through the Candidate Handbook. The post-exam survey is used to assess test site conditions for evaluation by the testing vendor as well as the CCN.
2. Exam development occurs in a secure environment whether conducted electronically or face-to-face. When exam development such as item writing or exam assembly occurs electronically, it is done over a secure network with password protected access to only those members of the CCN and approved subject matter experts involved in the specific test development activity. The testing vendor and the CCN work diligently to secure exam forms and the item bank. Exam forms, reports and analyses are provided by the testing vendor to the CCN and are retained securely by the NAMSS Executive Office staff either physically or electronically in accordance with the CCN retention policy. Members of the CCN will not retain exam forms, secure test development information, assessment results or score reports either physically nor electronically but will submit them to the NAMSS Executive Office for secure retention.
3. Assessment results and score reports will be securely retained in accordance with the CCN record retention policy. The NAMSS Executive Office staff will be responsible for the retention of assessment results and score reports in accordance with this policy.

4. Assessment results, score reports and any personal information about an exam candidate will not be provided to any third party without the written consent of the exam candidate. Only NAMSS Executive Office staff may release assessment results, score reports and any personal information after a candidate has provided written consent. Members of the CCN will not release this type of information.
5. The time period for secure retention of assessment results and score reports as well as the parameters surrounding release of this information to a third party will be made available to candidates through this policy and the CCN record retention policy.

Reference: NCCA Standards for the Accreditation of Certification Programs, Standard # 16, #17, & #18 © 2004 Institute for Credentialing Excellence.

Amended Date	Bylaws Committee Review Date	Board Approval Date
	10/2/15	