

# **Certification Commission of NAMSS Policies and Procedures**

## **Recertification, Expiration, and Revocation of Certification**

**Number:** 300.30

**Effective Date:** March 2003

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### **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 CE's = Continuing Education Units

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 CE's as via Education Committee policy 1000.40 "Granting Continuing Education Credits. 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 1<sup>st</sup>, 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	\$200.00
Non-member	\$375.00

*Dual certification*

Member	\$225.00
Non-member	\$400.00

**CE REQUIREMENTS & QUALIFYING ACTIVITIES 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 CEs within the three-year recertification cycle. Fifteen of the 30 CE's must be NAMSS approved CE's. 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 CEs within the three-year recertification cycle. Twenty-five of the 45 CE's must be NAMSS

approved CEs. 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 related to the current roles of Medical Services Professionals. Total CE Hours Required for Recertification within a three-year recertification cycle	Single Certificants	30 hours of CE's
	Dual Certificants	45 hours of CE's
NAMSS Approved	Single Certificants	A minimum of 15 credits must be NAMSS-approved activities.
	Dual Certificants	A minimum of 25 credits must be NAMSS-approved activities.
Non-NAMSS Approved Credits: The remaining CE's can be non-NAMSS credits that are other qualified, industry related CE's and described in the Education Committee via its policy 1000.40 "Granting Continuing Education Credits."	Single Certificants	Up to 10 credits may be non-NAMSS Approved
	Dual Certificants	Up to 15 credits may be non-NAMSS Approved

Any programs attended by the certificant prior to earning certification will not qualify for recertification credits. CEs should be maintained for two full years after the completion of a renewal cycle in the event of an audit.

### **NOTIFICATION OF RECERTIFICATION**

The CCN will implement a process to notify certificants about ensuing certification expiration during the final year of the certification cycle. 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.

Each certificant due for recertification will be sent information outlining the recertification process and deadlines for submission of the recertification application based upon the certificants information on file with NAMSS.

Any notice sent by the CCN is considered a courtesy; it is the certificants responsibility to monitor when their certification(s) will expire. Certificants are solely responsible for ensuring that current contact information is on file with 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. The non-receipt of a recertification notice does not waive the requirement and will not serve as basis for an appeal to expirations.

## **DOCUMENTATION AND REQUIREMENTS FOR RECERTIFICATION**

The certificant must submit the application, fee, and documentation of appropriate CEs in effect at the time of the recertification; or retake the exam and receive a passing score. Deadline for submission is December 1<sup>st</sup>. Applications submitted after December 1<sup>st</sup> will be subject to a \$50 late fee. Applications submitted after December 31<sup>st</sup> 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 CE's submitted are appropriate for the time-period, content, and status (i.e., NAMSS-accredited). Upon determination of compliance with the recertification requirements, each certificant will be sent a letter and certificate indicating their recertification.

## **REPORTING CREDITS AND RECERTIFICATION APPLICATION SUBMISSION**

CEs should be reported to the NAMSS Recertification portal every three years to prevent a certificant's certification from expiring.

Applications for recertification will not be accepted before the notification of recertification is sent to certificants informing the certificants that the recertification window is open.

## **SITTING FOR THE EXAM IN LIEU OF SUBMITTING CE'S**

A certificant may sit for the certification exam in lieu of submitting CE's. 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.

## **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 CE's requested during the random audit process.

If the audit determines that the minimum number of required CE's 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 CE's. CEs 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 certificants 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 time will be sent a "Notice of Pending Expiration of Certification" at least ten business days prior to the December 1<sup>st</sup> 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 TIME EXTENSION TO EARN CE's**

A candidate may request an extension in the event they have not obtained the required number of CEs for recertification. The extension request must be submitted in writing no later than December 1<sup>st</sup> of the year in which recertification is due. Any requests for extensions received after the December 1<sup>st</sup> 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. CEs applied during the extension may not be used toward recertification in the following three-year cycle.

### **LATE RECERTIFICATION**

Candidates for recertification must complete their recertification or request an extension by December 1<sup>st</sup> of their recertification year to be considered an on-time application. Late applications will be accepted through December 31<sup>st</sup> and will be subject to a \$50 late fee to be paid with the submission of CE's.

### **EXPIRATION OF CERTIFICATION**

As of January 1<sup>st</sup> of the year following the recertification date, a certificant's status will be considered to have lapsed if the CE's and recertification payment have not been received. All expired certificants will receive correspondence noting that they are no longer certified and may no longer use the CPCS and/or CPMSM designation.

A grace period for expired certificants will be allowed for a period of six months from the initial recertification date. To reinstate a certification, the candidate must have earned the required

amount of CE's during their recertification period or during the grace window. Candidates for reinstatement will be required to provide documentation of all CEs with the NAMSS Executive Office, pay the recertification fee, and pay a \$150 reinstatement fee.

For reinstatement after six months past the initial expiration date, a candidate must apply as a new candidate and pass the exam.

### **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 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

NAMSS

2001 K Street, NW, 3<sup>rd</sup> Floor North

Washington, DC 20006

Ph: (202) 367-1196

[certification@NAMSS.org](mailto: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"> <li>• CCN Code of Ethics,</li> <li>• Candidate Handbook,</li> <li>• Education Committee Policy #2 Granting Continuing Education Credits</li> </ul>
Communication Methodology	<ul style="list-style-type: none"> <li>• To be sent to certification exam applicants,</li> <li>• To be linked with the certification handbook,</li> </ul>

	<ul style="list-style-type: none"> <li>• To be posted on the NAMSS website in the policy repository,</li> <li>• To be made available to certificants upon request</li> </ul>
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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, 4/2018, 4/2020, 8/2021, 6/2022, 11/2022, 01/2024	6/20/2006	