

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	\$175.00
Non-member	\$325.00

Dual certification

Member	\$200.00
Non-member	\$350.00

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 phone number changes. Failure to notify NAMSS of change of address, email, phone 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 of your recertification year 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.

LATE RECERTIFICATION

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

EXPIRATION OF CERTIFICATION

As of January 1st of the year following the recertification date, a certificant's status will be considered to have lapsed if the CEUs 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 CEUs during their recertification period or during the grace window. Candidates for

reinstatement will be required to provide documentation of all CEUs to 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 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

NAMSS

2001 K Street, NW, 3rd Floor North

Washington, DC 20006

Ph: (202) 367-1196

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,

	<ul style="list-style-type: none"> • To be posted on the NAMSS website in the policy repository, • To be made available to certificants upon request
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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	6/20/2006	