

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 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 (MSPs);
2. Provide a means for measuring knowledge against a predetermined standard;
3. Identify the MSPs 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.

At such time a new certification is being developed, the same goals as for the existing CPCS and CPMSM certifications (listed above), will pertain to the new certification.

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 up to 12 voting members representing the industry, including the officers and 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, with the sole exception of the Public Member. 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, 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 Job Task Analysis/exam development process has been completed, but no less than 24 months 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 a grievance process for candidates and certificants.
9. Establish 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.

** 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, 9/2018, 12/2020, 11/2022; 9/2023; 11/2023		

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 affected member. 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 Staff Liaison 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 unaffected CCN Officer(s) 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 affected Officer. 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 affected 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 affected Officer an opportunity to resign and will notify the NAMSS President, the NAMSS Executive Director and the CCN Staff Liaison 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 unaffected Officer(s) 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 Staff Liaison for NAMSS.

In order to ensure the effective operations of the CCN, the unaffected CCN officer(s) 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.

If the Vice Chair resigns, written resignation must be submitted to the Chair. Nomination and election of a replacement will be completed in accordance with policy 300.20 Nomination and Election of CCN Members and Officers. The replacement will serve the remainder of the resigning Vice-Chair's term.

If the Immediate Past Chair resigns, written resignation must be submitted to the Chair. The Chair will appoint an experienced replacement member to serve the remainder of the resigning Immediate Past Chair's term. Such replacement does not need be a former Chair of the CCN.

If a member or officer of the CCN does not attend three consecutive CCN meetings, the member or officer will be considered to have voluntarily resigned his or her role. The CCN Chair will appoint an experienced replacement member to serve the remainder of the resigning member'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, 10/2019, 11/2023	6/20/2006, 11/2023	

Certification Commission of NAMSS Policies and Procedures

Test Development Policy

Number: 300.110
Effective Date: January 2024

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 blueprint 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.

Special Projects: Item Bank reclassification, re-referencing, and etc.

If the CCN budget permits, test development events will be held in-person. If there are budgetary, time, or external constraints, the test development events may be held virtually.

CCN Test Development Team

The CCN Test Development Team is comprised of the Test Development Chair and a sub-chair for each certification program, the CPCS, CPMSM, and CPES. If a new exam is in development, an additional sub-chair would be appointed to oversee the development. For more information on the appointment of the Test Development Team, please see CCN Policy 300.25 regarding Appointed Positions.

CCN Member Test Development Responsibilities & Duties:

Members of the CCN are encouraged to serve as mentors and are expected to actively support the test development activities and recruitment processes, if called upon by the Test Development Chair or CCN Officers.

Test Development Volunteer Criteria:

Volunteer Subject Matter Experts are essential for each CCN test development activities, Job Task Analysis, Item Writing, Exam Assembly, Standard Setting, and special projects.

For CPCS, CPMSM, and CPES CCN test development events, the Test development team will recruit certified subject matter experts. For a developing certification program, certification is not required.

A database of test development volunteers is maintained by the Test Development Chair(s) with input from the Sub-Chairs and CCN members to be used as a resource and provide a historical perspective of volunteers that have participated in the various phases of test development. Volunteers should be representative of the MSP population and the following selection criteria will be considered when recruiting volunteers for all test development activities stated in this policy:

1. Must represent various healthcare settings (Hospital, surgery center, health plan, etc.)
2. Must represent a random sampling of the MSP populations with diverse career stages.
3. Geographically diverse
6. Single certificant volunteers may only assist and volunteer for events/activities that they currently hold an active, unrestricted certification.
7. Three to five years' experience in the medical service field
8. Hold one certification (CPCS, CPMSM, CPES, or any newly developed certification)
9. Expertise in NCQA, URAC, Joint Commission, CMS, DNV, and/or HFAP/AAHC accreditation standards

* When a new certification is actively being developed, volunteers will be expected to have three or more years of hands-on practical experience related to the responsibilities associated with the new/developing certification.

All CCN members and volunteer subject matter experts must attest they do not have a conflict of interest, and must sign a non-disclosure, non-competition agreement prior to participating in any test development event. All volunteers must complete the CCN Exam Development Volunteer Application and be deemed eligible by the Sub-Chairs and Test Development Chair before they may participate in any test development activity.

Volunteer Subject matter experts will be restricted from participating in the following for a minimum of 24 months after their last test development activity:

1. Teaching courses, sharing content, or details about the test development process for any certification exam, regardless of the certification program for which they participated.
2. Serving on or working with the NAMSS Professional Development Council or any of its subcommittees
3. Working with the NAMSS Mentoring Program as a mentor

Volunteer Subject Matter Expert Assessments:

Following the completion of a test development event, the Test Development Chair will gather feedback from the Sub-Chairs and CCN Members to complete a Volunteer Evaluation Tool, including specific details regarding the volunteer's performance, behavior, and interest to invite back to future test development events. This document will be forwarded to the Nominating Committee upon request to be used as input for slating of new members.

Job Task Analysis (JTA)

Every five to seven years (or sooner, if it is determined that industry changes have 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.

Job Task Analysis (JTA) panel:

A representative group of volunteers who meet the stated test development volunteer criteria will be recruited to participate in the JTA test development activity. The ideal composition of the JTA panel shall meet the Test Development Volunteer Criteria and ideally include, but is not limited to the following panel members:

Two members	Previous JTA panel member for exam type *If developing a new certification, recruit SMEs from previous development event(s).
Two item writers	Two previous item writers. *For a developing program, recruit two new volunteers.
Two Volunteers	Subject Matter Experts that have not participated in a previous JTA
Two Volunteers	Current NAMSS educators
Two CCN Members	Current members

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 or non-certified industry professionals for a developing certification, 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/ non-certified industry professionals for developing certification program working with the various accrediting bodies. A 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:

Certified subject matter experts for the CPCS and CPMSM exams will be recruited by the Test development team to draft new and original items (questions) to meet the quality and quantity of items needed for the replacement item bank, as identified by the CCN testing vendor. Item writing events will be conducted at least once a year and led by the CCN testing vendor.

Item Writing panel:

A representative group of volunteers who meet the stated test development volunteer criteria will be recruited to participate in the Item Writing test development activity. The ideal composition of the Item Writing panel shall meet the Test Development Volunteer Criteria and ideally include, but is not limited to the following panel members for CPCS and CPMSM:

At least three volunteers	NCQA or URAC standards
At least three volunteers	Joint Commission standards
At least three volunteers	CMS regulations
At least one volunteer	HFAP/ACHC and AAAHC, and/or DNV accreditation

For CPES

At least two volunteers	NCQA or URAC standards
At least one volunteer	Delegated Credentialing Experience of at least two years
At least one volunteer	CAQH Proficient
At least four volunteers	Physician and Non-Physician Medicare Enrollment
At least two volunteers	Provider or Supplier Organizational Medicare Enrollment

A minimum of eight to ten subject matter expert volunteers are necessary for each active certification program during each item writing cycle.

For a new certification program, the item writing panel ideally would consist of the following volunteers and meet the stated test development volunteer criteria:

Up to seven volunteers	New to the test development events
Up to five volunteers	CMS regulations and etc.
Up to five volunteers	Previously participated in past test development events.

Up to twenty volunteers may be recruited for a developing certification program. At such time a new certification is being developed, item writing volunteers will be required to have three or more years of hands-on practical experience related to the responsibilities associated with the new/developing certification.

Item Writing Training:

The testing vendor will train volunteer subject matter experts to write new items 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. Item writers are expected to complete assignments as outlined by the testing vendor -- Item writers must adhere to principles and standards of item writing as directed by the testing vendor and CCN.

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

Adding New Accreditation Standards:

The CCN cannot add new accrediting body standards arbitrarily. The addition of standards associated with a new accrediting body to any certification exam can only occur if a formal survey has been completed by the Medical Staff Services population (originated by NAMSS or the CCN) and indicates that approximately 10% of the NAMSS membership or current certificants are working with the new standards. At such time new accreditation standards are added to the CPCS, CPMSM, CPES, or newly developed certification exams, continuous evaluation and assessments will be performed via future post job task analysis surveys to ensure the standards are still relevant to the profession.

Accreditation will be added to post job task analysis surveys as a mechanism to ascertain relevant accreditation standards to current certificants.

Exam Assembly:

Exam Assembly Pre-Work/Test Development Team

Upon receipt of a draft exam form, the Test Development Chair will assign Sub-Chairs for each exam, recruit current CCN members, and/or an ad hoc panel of SMEs to review portions of the assembled exam for accuracy, currency with standards, duplication of questions, technical errors, and references.

Each item must be reviewed in advance of the exam assembly by the sub-chairs and signed off by the Test Development chair. If the Sub-Chairs and Test Development Chair feel that certain questions require additional review, they will notify the CCN Chair or his/her appointee to request further comment. Once this review process is complete, the exam is returned to the CCN testing vendor for the final assembly.

No exam item shall be removed or replaced from the current exam version without approval from the CCN Chair or his/her appointee. The Test development Chair(s) will notify the CCN Chair in writing with the questions recommended for replacement or retirement, including the rationale and any supporting documentation. The CCN Chair will make the final decision regarding the removal of exam questions for all test versions.

Exam Assembly Panel:

The ideal composition of the Exam Assembly panel shall meet the Test Development Volunteer Criteria and ideally include, but is not limited to the following panel members for CPCS and CPMSM:

Up to three volunteers	NCQA or URAC standard
Up to three volunteers	Joint Commission standards

Up to one volunteer	CMS regulations
Up to three volunteers	HFAP/ACHC, AAAHC, and/or DNV accreditation

For CPES:

At least two volunteers	NCQA or URAC standards
At least one volunteer	Delegated Credentialing Experience of at least two years
At least one volunteer	CAQH Proficient
At least four volunteers	Physician and Non-Physician Medicare Enrollment
At least two volunteers	Provider or Supplier Organizational Medicare Enrollment

A minimum of eight to ten subject matter expert volunteers are necessary for an Exam Assembly for each exam.

Members of the CCN may also participate in exam assembly and are encouraged to do so.

At such time a new certification is being developed, exam assembly volunteers will be required to have three or more years of hands-on practical experience related to the responsibilities associated with the new/developing certification.

Standard Setting:

The standard setting protocol is designed to develop a criterion-reference standard. The proposed performance standard (cut score) is reported back to the CCN board for final determination of the cut score.

A representative group of volunteers who meet the test development volunteer criteria are led through the standard setting exercise by the CCN vendor representative. The ideal composition of the standard setting panel shall meet the Test Development Volunteer Criteria and ideally include, but is not limited to the following panel members for CPCS and CPMSM:

Four to six volunteers	Three to seven years' experience in the medical services field and certified within the last three to five years.
Four volunteers	Previous standard setting panel; two of which have a NCQA or URAC focus
Two volunteers	Joint Commission focus
Two volunteers	CMS regulations, HFAP/ACHC, AAAHC, DNV or other accrediting body focus.
CCN Test Development Chair	
CCN Sub-chair	
One additional member of the CCN that has participated in standard setting.	*May participate in standard setting

For CPES

Four to six volunteers	Three to seven years' experience in the Provider Enrollment field
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Three volunteers	Previous standard setting panel; two of which have a NCQA or URAC focus
One volunteer	Delegated Credentialing Experience of at least two years
One volunteer	CAQH Proficient
Three volunteers	Physician and Non-Physician Medicare Enrollment
One volunteer	Provider or Supplier Organizational Medicare Enrollment
CPES Test Development Chair	
CPES Sub-chair	
One additional member of the CCN that has participated in standard setting.	*May participate in standard setting

A minimum of eight to ten subject matter expert volunteers are necessary for standard setting for each exam.

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 online process a candidate uses to apply to take the CPCS, CPMSM, and/or CPES examination.

Candidate: An individual applying to take the CPCS, CPMSM, and/or CPES certification examination.

CPCS: Certified Provider Credentialing Specialist

CPMSM: Certified Professional in Medical Services Management

CPES: Certified Provider Enrollment Specialist

CCN: Certification Commission of NAMSS

POLICY:

The CCN, NAMSS and Measure Learning, 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 available in the current NAMSS Candidate Handbook. Candidates are not required to be a member of any organization to apply for NAMSS certification.

The CCN, NAMSS and Measure Learning 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 physician or other qualified professional on official letterhead and received at least eight (8) weeks prior to the start of a testing period with the documented reason for the special accommodation. Documentation must include the current functional limitations likely to impact a candidate's ability to take the examination under standard conditions, as well as specific recommendations for testing accommodations with a specific rationale for each request. Non-specific requests such as "extra time," "extra breaks," or "the maximum allowable time" are not able to be accepted. Every reasonable effort will be made to accommodate valid 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 or the remote proctor assigned 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, CPMSM, and CPES examinations are processed in a timely manner incorporating the procedures outlined in this policy.

PROCEDURE:

1. Applications must be submitted via the online CPCS, CPMSM, and/or CPES application by the application deadline in order to receive the standard price for the application. Applications received after the posted deadline will be charged a late fee until the late deadline expires.
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 in the current candidate handbook.

Candidates found ineligible at the time of application will be refunded their application fee minus a processing fee. Please see the NAMSS Candidate Handbook for current fee details.

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 business days of determination of eligibility.
6. Rescheduling, transfers, cancellations and refunds may be accommodated in accordance with the NAMSS Candidate Handbook.
7. The NAMSS Staff will review all applications received during each testing period. The NAMSS staff will contact the candidate's current employer listed on the application to verify that the dates of employment are accurate and that the employer attests that the candidate's role meets the stated eligibility requirements. Candidates that are found to be ineligible or discovered to have falsified information on the application at the time of review may be subject to an ethics investigation.
8. Application decisions may be appealed. Please refer to policy 300.140 Non Disciplinary Appeals Policy.

Amended Date	Bylaws Committee Review Date	Board Approval Date
3/1/13, 5/13, 10/15, 10/17, 10/2019, 4/2020, 8/2022, 12/2023, 8/2025		

Certification Commission of NAMSS Policies and Procedures

Certification Development Recognition Pathway Policy

Number: 300.130

Effective Date: March 26, 2013

PURPOSE: To define the parameters of awarding certification to subject matter experts who participate in the development of any new certification programs.

DEFINITIONS:

CCN: Certification Commission of NAMSS

NAMSS: National Association of Medical Staff Services

SME: Subject Matter Expert (i.e. a volunteer who helps to develop the certification program)

POLICY:

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

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 awarded with the new certification is permitted.
2. The criteria for awarding certification to subject matter experts that have worked on the development of the new certification is as follows:
 - a. Volunteered with the CCN on test development activities for the new certification for a minimum of 16 hours. In the context of this policy/for the purposes of this policy, the initial examination development cycle is defined as starting with the first job task analysis and concluding on the first day of the first examination window in which the new exam is offered.
 - b. Meets the eligibility requirements in place to sit for the examination at the time of the first windowed offering.
3. Subject matter experts that have volunteered on the development of a new certification program for less than 16 hours will be required to fulfill a 24-month waiting period, starting with the day following participation in a test development activity, prior to meeting the eligibility requirements in place at the time of application. SMEs in this category will be entitled to 50% discount for the initial certification fee for their initial examination attempt.
4. The CCN Test Development Chair will be responsible for documenting, tracking, and reporting volunteer hours for all Subject Matter Experts within 10-business days of an exam development activity as per the Test Development Policy.

- a. All SME volunteer hours for the development of a new certification program will be officially recorded in the CCN meeting minutes before the Fall 2025 testing window opens.
- b. Subject Matter Experts who have met the minimum 16-hour volunteer requirement will be notified by NAMSS Staff and provided with a copy of the Certification Development Recognition Pathway Policy within 10 business days of the exam development activity.

Amended Date	Bylaws Committee Review Date	Board Approval Date
3/2013, 10/17, 10/2019, 8/2023, 5/2025, 8/2025	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 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 a certification examination.
2. Disruptive examination conditions due to the fault of the testing vendor or acts of God
3. Verification of an examination score.

The decision of the CCN regarding an appeal is final. Determinations may not be further appealed.

PROCEDURE:

1. An appeal to the CCN must be made in writing by e-mail with the subject line "appeal" to certification@namss.org
2. 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.
3. 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.
4. Appeals pertaining to recertification will be submitted and reviewed in accordance with Policy 300.30 Recertification, Expiration and Revocation of Certification.
5. 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

6. 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 data

Any information may be considered which the Officers deem relevant or potentially relevant. The Officers shall not be bound by any legal rules of evidence.

7. 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.

8. The decision of the Officers shall be final and binding upon the applicant or candidate
9. The applicant or candidate will be notified in writing of the decision of the appeal within 30 calendar days of receipt of the appeal.
10. No applicant or candidate shall be entitled to more than one appeal on any single matter which may be the subject of the appeal.
11. 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.
12. 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.
13. In the event the applicant or candidate is not reachable, the Officers reserve the right to continue with the appeal process.

14. 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.
15. 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.
16. The Officers may consult legal counsel when reviewing appeals, if necessary. If legal counsel is involved, the applicant or candidate shall be notified.
17. 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.
18. 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, 10/19, 7/2023, 12/2023		

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 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.

Amended Date	Bylaws Committee Review Date	Board Approval Date
10/2017, 10/2019, 12/2023	10/2/15	

Nomination, Appointment, and Election of CCN Members, Public Member, 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 nominations and election process in a timely manner to provide an orientation to elected members prior to their first CCN meeting. New appointees to the CCN will also receive orientation prior to the start of their term.

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. Nominating Committee Chair – The CCN Nominating Committee will be chaired by the Immediate Past Chair. If the Immediate Past Chair is unable to or does not timely fulfill the duties of the role, the CCN Chair will assume the role of CCN Nominating Committee Chair.

2. Nominating Committee Composition – The CCN Nominating Committee composition will include four members, including the chairperson. The Immediate Past CCN Chair and Vice Chair will serve as one of the four members. The CCN Past Chair will serve on the Nominating Committee at the end of the first year of their term. The remaining two members may be selected from former CCN members, former NAMSS board members, or experienced test development volunteers, appointed by the Nominating Committee Chair. Current NAMSS board members may not serve on the Nominating Committee.

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

4. CCN Member Election

A. CCN Member Eligibility Criteria – Candidates for CCN membership must hold at least

one certification (CPCS, CPMSM, or CPES) in good standing, must have participated in at least one test development activity within the past three years, and meet the qualifications as listed in the NAMSS committee member job descriptions. Candidates whose background includes exceptions to these above listed requirements shall be flagged by the nominating committee. Such candidates may be considered if the subject matter expertise needed is not found among current CCN membership (i.e., a new subject area of expertise required for the development of a new certification program). Candidates who are elected to the CCN without holding a specific certification may not apply to sit for that certification exam during their term or service or for a period of three years thereafter.

Current members of the NAMSS Board of Directors, NAMSS Committees, or NAMSS faculty 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. All potential CCN members must declare any conflicts of interest as specified in the NAMSS Conflict of Interest policy.

B. Identification of Candidates for CCN Membership

Call for Volunteers: 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. Individuals must complete the “Call for Volunteers” preliminary application using the online submission website. Candidates who indicate interest in being considered for the CCN will be asked to submit responses to additional CCN specific questions regarding certification experience.

Preliminary Assessment: Within 10 business days of receipt, the NAMSS Staff will provide a list of all candidates who expressed interest in the CCN to the Nominating Committee Chair. The CCN Nominating Committee will complete a preliminary review of the candidates’ submitted applications and personal statements. The CCN Nominating Chair will also review the CCN volunteer feedback forms to assess prior volunteer performance and general eligibility. The Nominating Committee will create a list of eligible candidates to not exceed four candidates per open role on the CCN.

Application for Membership: Following the preliminary assessment by the CCN Nominating Committee, NAMSS staff will contact eligible candidate(s) to request the following documents:

- 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.

The documents must be submitted to the NAMSS Executive Office within two weeks. These documents, along with the information submitted during the Call for Volunteers shall comprise the application for membership. If any of the requisite documents are not received by the stated deadline, the individual's name will be withdrawn from consideration. (Any extensions of the published deadline will be established collaboratively between the NAMSS Certification Staff Lead and the Nominating Committee Chair.) The NAMSS staff will transmit the application documents of each eligible candidate to the CCN Nominating Committee Chair.

C. Interview for Candidates for CCN Membership

Interview:

The CCN Nominating Committee will review all information submitted by the eligible candidate(s). Candidates will also schedule a recorded interview with at least two members of the Nominating Committee and will be asked a series of questions that are identical for each candidate. The CCN Nominating Committee members who are unable to attend the interview will review the recorded videos, paying special attention to the candidate's leadership, organizational, and communication skills, and their current competence in the field. The CCN Nominating Committee may independently seek other endorsements from CCN members, the NAMSS Board, and other NAMSS Committees.

Scoring the Nominees: Each member of the CCN Nominating Committee will score the nominees on a 5-point scale rubric. The numerical rank is one factor, among several, that will inform the final slate of candidates.

Evaluating the Nominees: The Nominating Committee will discuss and evaluate information gathered on behalf of each candidate, the ranking that Nominating Committee members assigned each nominee, nominees' experience, and current CCN needs.

Voting for a Slate of Candidates: The Nominating Committee will vote to determine which nominees will be on the preliminary slate of candidates. Voting may be by secret ballot, if requested by any committee member. The CCN Nominating Committee may select one to three candidates for each open position.

D. PROVISIONAL YEAR CCN MEMBERS:

New CCN members and public members will be on a probationary period for the first twelve months. Continued membership beyond the provisional year 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. Policy 300.10 Removal or Voluntary Resignation of CCN Members and Officers will not apply for a CCN member in their provisional year.

During a provisional year, if an issue has been reported to the CCN Chair and substantiated, at least two Officers must be in agreement to commute the affected CCN member's term. If the final decision is to commute the CCN member's 3-year term, the

affected member will be notified, and the vacancy may be filled by a Chair appointment.

5. CCN Vice Chair Election

A. CCN Vice Chair Eligibility Criteria – CCN Vice Chair must have completed at least one year of service on the CCN.

B. Identification of Candidates for CCN Vice Chair

Notice of Open Position: The CCN Nominating Committee Chair will notify all current CCN members that the Vice Chair position is open for name submission. Eligible candidates for the CCN Vice Chair position may submit their name for consideration or be nominated by a fellow member of the CCN with their consent. Interested members will notify the CCN Staff Lead of their interest. The CCN Staff Lead will notify the CCN Nominating Committee Chair of submissions.

Application for Vice Chair: The CCN Staff Lead will provide each eligible CCN member whose name is submitted for nomination with the following documents:

- CCN Vice Chair Request for Nomination form
- NAMSS committee member job description for CCN Vice Chair
- Nomination and Election of CCN Members and Officers policies and procedures.

The candidate will be advised to submit the following documents to the NAMSS Certification Staff Lead within two weeks. (Any extensions of the published deadline will be established collaboratively between the NAMSS Certification Staff Lead and the Nominating Committee Chair.) If any of the requisite documents are not received by the stated deadline, the individual's name will be withdrawn from consideration. The NAMSS staff will transmit the application documents of each eligible candidate to the CCN Nominating Committee Chair.

- Completed CCN Vice Chair Nomination Form
- 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 candidate's leadership characteristics
- 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

C. Evaluating Candidates for Vice Chair

The CCN Nominating Committee will review all information gathered on behalf of each candidate and will work towards consensus on the viability of each candidate.

Scoring the Nominees: Each member of the CCN Nominating Committee will score the nominees on a 5-point scale rubric.

Evaluating the Nominees: The Nominating Committee will discuss and evaluate information gathered on behalf of each candidate, the ranking that each Nominating Committee member assigned to each, the nominees' experience, and current CCN needs. The Nominating Committee may also consider geographic and demographic representation, as well as work setting, years of experience and other relevant indicators. Voting by the nominating committee for the slate of candidates may be by secret ballot, if requested by any committee member.

Voting for a Slate of Candidates: The Nominating Committee will vote to determine which nominees will be on the slate of candidates. Voting may be by secret ballot, if requested by any committee member. The CCN Nominating Committee may select one to three candidates for the Vice Chair position.

6. CCN Public Member Election

A. Identification of Candidates for Public Member

Notice of Open Position: 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 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.

After informing the CCN Nominating Committee Chair, the NAMSS Staff Lead will provide each potential candidate with the CCN Public member job description (Attachment C), and the CCN Nomination and Election of CCN Members and Officers policies and procedures.

Application for Public Member: 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. If any of the requisite documents are not received by the stated deadline, the individual's name will be withdrawn from consideration. (Any extensions of the published deadline will be established collaboratively between the NAMSS Certification Staff Lead and the Nominating Committee Chair.) The NAMSS office will transmit the application documents of each eligible candidate to the CCN 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 an MSP
- Attestation that they meet the National Commission for Certifying Agencies (NCCA) qualifications to serve as a public member

B. Evaluating Candidates for Public Member

The Nominating Committee will vote to determine which nominees will be on the slate of candidates. Voting may be by secret ballot, if requested by any committee member.

7. Lack of Qualified Candidates - In the event there is a lack of eligible candidates for a member, Vice Chair and/or public member 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. Approval of the Slate of Candidates - The CCN Nominating Committee Chair will submit the preliminary slate of candidates to the CCN members to identify any conflicts prior to moving forward with the election process. The CCN Nominating Chair will evaluate conflicts, if any, to determine if the nominee will be included on the slate of candidates.

9. Election

A. Election Process – The slate of candidates for CCN member(s), CCN Vice Chair, and CCN Public Members will be presented to the CCN members for review and election. The CCN will receive the CV/resume, personal statement, and the quantitative scoresheet for each candidate on the slate. The CCN members may vote on the slate during a regular meeting or by virtual vote directly to the CCN Nominating Committee Chair within one week of receiving the slate of nominees, or by the deadline issued. 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.

B. Notifying Candidates of Election Results - Within two (2) weeks following the election, the CCN Nominating Committee Chair will contact all CCN member candidates who participated in an interview, all candidates for Vice Chair, and all candidates for Public Member, and inform them of the election results.

C. Election Results Notification – The CCN Nominating Committee Chair will immediately notify the CCN Nominating Committee, the CCN, and the NAMSS Board of Directors of the election results. Election results will be reported to the NAMSS membership and non-member certificants via email.

10. Terms of Membership - 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.

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, 4/2019, 4/2021, 3/2023, 9/2023, 1/2024, 8/2024	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) / 12 virtual meetings per year with the potential for one face to face meeting as needed/ 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:
 - Professional character
 - Responsibility through commitment to and completion of assignments
 - Openness to other's viewpoints
 - Responsiveness
 - Good Organizational skills
 - 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

1. 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.
2. A minimum of three years of experience in and a current position as a Medical Services Professional.
3. Must hold at least one certification in good standing (CPMSM/CPCS/CPES).

Training:

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

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) / 12 virtual meetings per year with the potential for one face to face meeting as needed/ 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 five years of experience in and a current position as a Medical Services Professional.
3. Must hold dual certification.
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 C

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: 5-7 Hours Monthly (approximate) / 12 virtual meetings per year with up to one meeting in person per year

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.

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. Meet the National Commission for Certifying Agencies (NCCA) definition of public member.

Training:

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

ATTACHMENT D – CCN Interview Evaluation Form (Sample Form)

The Interview Evaluation will be completed in digital form. The items below are included on the current version of the digital form.

All sections will be scored on a 5 point scale (Excellent, Very Good, Good, Fair, Poor)

1. Interview with Candidate
 - a. Opinions of NAMSS
 - b. Impressions of CCN governance
 - c. Previous involvement with professional activities
 - d. Agenda for serving
 - e. Strategic view points
 - f. Ability to allocate the required time commitment
2. Additional Items of Consideration for the Open Position
 - a. Participation as a CCN Test Development Volunteer
3. CV/Letter of Support Evaluation
 - a. Personal/professional growth
 - b. Support of certification and NAMSS
 - c. Community and peer services
 - d. Leadership
4. Personal Characteristics
 - a. Personal or professional goals
 - b. Self-worth and value of contributions
 - c. Experience with directional change
 - d. Opportunities to share/affect change
 - e. Exposure to complimentary/competing situations
 - f. Effective leadership style
 - g. Critical Thinker
 - h. Open-mindedness
 - i. Passionate

Selection of Appointed Roles of the CCN

Number: 300.25

Effective Date: September 2024

POLICY STATEMENT:

The CCN will implement an appointment process to appoint Chairs and sub-chair roles of the CCN. The CCN will select and appoint new leaders as current members' terms of service end or at any time that vacancies occur. The goal will be to complete the appointment process in a timely manner and provide orientation to newly appointed leaders prior to the start or within the first month of their term.

PURPOSE:

To define the Appointed Roles of the CCN and their respective responsibilities and to outline the process for selection and appointment.

DEFINITION(S):

CCN = Certification Commission of NAMSS

CCN Officers = CCN Chair, CCN Vice Chair, and CCN Immediate Past Chair

Appointed Roles = Any appointed chair or representative of the CCN that oversees a specific project or task

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

MSP = Medical Services Professional

APPOINTMENT PROCEDURE:

All Appointed Roles are determined by the CCN Chair with concurrence from the other CCN Officers, unless any additional concurrence is delineated below. Appointed Roles will typically be determined no later than December 1st for the following year to ensure time for transition with the current appointee. If engagement or performance concerns are identified, Policy 300.10 Removal or Voluntary Resignation of CCN Members and Officers will be observed. If a vacancy occurs outside of the calendar year appointment process, the vacancy will be filled as early as possible.

APPOINTED ROLES:

1. Communications and Outreach Chair

Position Description: The Communications and Outreach Chair position will monitor, create, revise, and update external messaging (website, publications, outreach materials etc.). The CCN Communications and Outreach Chair position will also be responsible for maintaining and creating internal operational documents (policy and procedures training documents, surveys, etc.) for SME's, Mentors, and CCN Members. A comprehensive list of duties and responsibilities is available in the CCN files.

Term and Eligibility: The Communications and Outreach chair will serve a one-year term with successive term extensions permitted through the member's eligibility to serve as a CCN

Member. To be eligible for appointment, the Communications and Outreach Chair must have completed at least one year of service on the CCN. Prior test development leadership experience is preferred.

2. NAMSS Ethics Committee CCN Representative

Position Description: The NAMSS Ethics Committee CCN Representative serves as a member of the NAMSS Ethics Committee. The primary role of the NAMSS Ethics Committee 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.

Term and Eligibility: As laid out in the NAMSS “Code of Professional Conduct and Rules of Ethics,” the CCN will appoint one member to serve on the NAMSS Ethics Committee per year. The Chair of the NAMSS Ethics Committee shall rotate with CCN Representative holding the Chair position every other year. The CCN Representative may not be a CCN Officer. Additional details of the Ethics Committee Representative’s term and responsibilities can be found in the “Code of Professional Conduct and Rules of Ethics.”

3. Test Development Chair

Position Description: The Test Development Chair(s) 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(s) will delegate to the Sub-Chair(s) the evaluation of potential volunteers using the CCN approved volunteer applications. The Test Development Chair(s) and Sub-Chairs may further delegate to CCN members, with CCN Chair approval. 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(s). 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(s) 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(s), the results will be communicated to the CCN. Once the 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(s) in collaboration with the Sub-Chairs, NAMSS Staff, and the testing vendor, will determine Test Development activities needed annually, or more often if necessary. The NAMSS Executive Office works with the CCN Chair and CCN Vice Chair to establish a budget for test development activities.

Term and Eligibility: The Test Development Chair will serve a one-year term with successive term extensions permitted through the member’s eligibility to serve as a CCN Member. The Test

Development Chair must have served at least one year on the CCN committee and previous experience as a Test Development Sub-Chair is preferred.

4. Test Development Sub-Chairs

Position Description: The Sub-Chair of the CPCS, CPMSM, CPES, and any newly developing Certification Programs 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. With approval from the CCN Chair and Test Development Chair, the Sub-Chair may engage the CCN members to assist with recruiting volunteers. The Sub-Chair 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 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-Chairs may be asked to present statistical and informational reports about the CPCS, CPMSM, CPES, or any new certification programs to the Test Development Chair, the officers of the CCN, and the full CCN board.

Term and Eligibility:

The CCN Chair and Test Development Chair(s) will work together to appoint a Sub-Chair of the CPCS, CPMSM, CPES and a Sub-Chair of any new certification program in development (if required). The Sub-Chairs must be current members of the CCN at the time of appointment. Each Sub-Chair will serve a one-year term, with successive terms permissible through the member's eligibility to serve as a CCN Member.

The Chair of the CCN, with the Test Development Chair(s) and other Officers, may remove and replace a Sub-Chair at any time after identifying and substantiating concerns. In the event the Sub-Chair is removed or resigns, the Chair of the CCN and Test Development Chair(s) will appoint a new Sub-Chair.

Amended Date
1/2025

Certification Commission of NAMSS Policies and Procedures

Recertification, Expiration, and Revocation of Certification

Number: 300.30

Effective Date: March 2003

POLICY STATEMENT:

Certification must be renewed every three years. The Certification Commission of NAMSS (CCN) will continuously evaluate and, as necessary, revise the recertification criteria, renewal interval, and assessment methods to ensure the process remains current, valid, and reliable

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 ensure a level of continued competence through the ongoing enhancement of knowledge and skills in the field of provider credentialing, provider enrollment, 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, CPMSM, or CPES 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 CEs = 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

CPES = Certified Provider Enrollment Specialist

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 as necessary all available resources (e.g., certification industry standards, recent job analysis reports, NAMSS Board and Education Committee, etc.) to determine that the criteria are appropriate.

The essential element of recertification criteria is the completion of a minimum number of qualified (CE) units. The NAMSS Education Committee will determine those activities that qualify for CEs 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 in alignment with 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 have failed to complete the recertification process may no longer use the CPCS, CPMSM, and/or CPES 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 or triple 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

Triple Certification

Member	\$250.00
Non-Member	\$425.00

CE REQUIREMENTS & QUALIFYING ACTIVITIES FOR RECERTIFICATION

To ensure that continuing education for recertification reflects the diversity of subject matter within the field of credentialing and medical services management, the CCN has established the following recertification requirements for certificants:

Single certified individuals who hold either a CPMSM, CPCS, or CPES certification must earn a total of 30 hours of CEs within the three-year recertification cycle. Fifteen of the 30 CEs must be NAMSS approved CEs.

Dual certificants who hold two of the following: CPMSM, CPCS, or CPES certifications must earn a total of 45 hours of CEs within the three-year recertification cycle. Twenty 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.

Triple certificants who hold CPMSM, CPCS, and CPES certifications must earn a total of 55 hours of CEs within the three-year recertification cycle. Twenty-five of the 55 CEs must be NAMSS approved CEs. The requirements for triple certification become effective upon the first complete three-year cycle in which the candidate is triple certified throughout the entire cycle.

Total CE Hours Required for Recertification within a three-year recertification cycle	Single Certificants	30 hours of CEs
	Dual Certificants	45 hours of CEs
	Triple Certificants	55 hours of CE's
NAMSS Approved: 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.	Single Certificants	A minimum of 15 credits must be NAMSS-approved activities.
	Dual Certificants	A minimum of 20 credits must be NAMSS-approved activities.
	Triple Certificants	A minimum of 25 credits must be NAMSS-approved activities.
Non-NAMSS Approved Credits: Credits must be industry related CEs as described in the Education Committee via its policy 1000.40 "Granting Continuing Education Credits."	Single Certificants	Up to 15 credits may be non-NAMSS Approved
	Dual Certificants	Up to 25 credits may be non-NAMSS Approved
	Triple Certificants	Up to 30 credits may be non-NAMSS approved

Any programs attended by a certificant prior to earning a certification will not qualify for recertification CE credits

NOTIFICATION OF RECERTIFICATION

The CCN will implement a process to notify certificants about their ensuing certification expiration during the final year of the certification cycle. The CCN will maintain a list of those who are due 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 certificant's 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 –or non-receipt of a recertification notice does not waive the requirement and 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 CEs in effect at the time of the recertification; or retake an exam and receive a passing score. The deadline for submission is December 1st. Applications submitted between December 1st and December 31st will be subject to a \$75 late fee. Any applications submitted after December 31 will not be approved for an extension and will be subject to the reinstatement policy.

The NAMSS Executive Office will review each application submitted for compliance with the recertification policy to confirm that the CE's are appropriate for the time-period, content, and meet the NAMSS or Non-NAMSS approved requirements. Upon determination of compliance with the recertification requirements, each certificant will receive an updated digital badge and certificate via the email on file with NAMSS.

REPORTING CREDITS AND RECERTIFICATION APPLICATION SUBMISSION

CEs should be reported by certificants to the NAMSS Recertification portal as they are obtained and will be reviewed every three years to prevent a certificant's certification(s) from expiring.

Applications for recertification will not be accepted before the recertification window is open.

SITTING FOR THE EXAM IN LIEU OF SUBMITTING CE'S

At any time, a certificant may opt to sit for a certification exam in lieu of submitting CEs. 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 for a first-time candidate sitting for the exam. See the Candidate Handbook for current rates. If a certificant holds more than one certification, they must take each corresponding certification exam.

Should the candidate fail an exam, their certification will expire immediately upon receiving the exam results. Certification will not continue until the end of the recertification cycle, as not passing the exam reflects that a certificant has not maintained their minimum competence to hold certification.

RECERTIFICATION AUDITS

A random audit of a minimum of 10% of the recertification applications will take place each year. If a certificant is selected for an audit, they will be notified, and additional documentation may be requested. Any continuing education documentation submitted to the CCN via the NAMSS Recertification portal will be included in this audit and may be verified with the sponsoring organization. Certification staff will determine compliance with CE criteria. Any questions regarding audit results or CE documentation will be forwarded to the CCN for consideration.

If the audit determines that the minimum number of required CEs has not been met, the candidate shall have 90 days from the notice of the audit results to complete the required continuing education. The candidate shall be subject to the late fees and documentation associated with an extension of recertifications. 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. 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.

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 time will be sent a "Notice of Pending Expiration of Certification" at least ten 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, CPMSM, and/or CPES credential(s).

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 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 within the NAMSS Recertification portal 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 \$125 extension fee for additional administrative services to monitor the extension. Approved extensions commence on December 2nd of the individual's recertification year and conclude with a final application deadline of May 31st in the subsequent year. 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 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 \$75 late fee to be paid with the submission of CEs.

EXPIRATION OF CERTIFICATION

As of January 1st of the year following the recertification date, a certificants status will be considered to have lapsed if the CEs 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, CPMSM, and/or CPES designation(s).

A grace period for expired certificants begins on December 2 of their recertification year and concludes with a final deadline of May 31 in the subsequent year. To reinstate a certification, the candidate must have earned the required number of CEs during their recertification period or during the grace window. To request a reinstatement, candidates must reach out to the NAMSS Executive Office. Candidates for reinstatement will be required to provide documentation of all CEs within the NAMSS Recertification portal, pay the recertification fee, and a \$175 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 offer certificants the option of retiring their certification status.

Former certificants granted retired status prior to January 1, 2010 will be allowed to continue using 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, CPCS, and/or CPES.

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, CPCS, and/or CPES. The individual will be permitted to take the exam that corresponds with their previously awarded certification(s). 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 or triple certificant, a candidate must take each corresponding exam (i.e. CPCS, CPMSM, CPES) to remove all 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

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,• 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, 4/2018, 4/2020, 8/2021, 6/2022, 11/2022, 01/2024, 06/2025	6/20/2006	

Certification Commission of NAMSS Policies and Procedures

Quality Assurance

Number: 300.40
Effective Date: January 2024

POLICY STATEMENT:

The CCN will implement a set of procedures by which a high standard of quality, ensuring currency to the profession, and upholding the validity of CCN certifications. This policy outlines the procedures to achieve these goals.

PURPOSE:

To assure the ongoing quality, currency to the profession and validity of the CCN 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, certifiants, 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

300.110 Test Development Policy may supersede this policy.

Job Task Analysis (JTA) and Exam Content Outline: A JTA will be conducted every five to seven years for each credential. Exam specifications will be derived from the JTA, and certificants' input will be solicited through surveys. The CCN and the test vendor will collaborate to finalize the new exam content outline.

Item Writing: Item writing will align with the exam content outline, and each item will undergo at least three rounds of reviews by subject matter experts before inclusion in the item bank.

Exam Assembly: New and existing test items will be rigorously reviewed for relevance, accuracy, and performance during exam assembly, involving the CCN and subject matter experts, through the direction of the test vendor.

Standard Setting: Standard setting (a/k/a "cut score") will occur with select members of the CCN, as outlined in the Test Development Policy and with subject matter experts, ensuring the minimum qualification for candidates.

Post-Exam Analysis: The test vendor will provide a report to the Test Development Chair after each administration, addressing any unusual item performance. Inaccurate items will not be scored and replaced with pre-test items (as available), and exams will be recalculated for affected candidates.

Assessing and Approving Results: The Test Development Chair will review statistical and survey results before releasing exam results, ensuring accuracy and fairness. The Test Development Chair will share the report with 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: Survey data from candidates or certificants will inform decisions on additions or removals of accrediting bodies from the exam.

Initial Application Audits

All initial applications are reviewed by the NAMSS Executive Officer to validate that applicants meet the application criteria for the exam they have applied to take. CCN may request to audit a specific application or a subsection of applications.

Recertification Application Audits

The audit policy for recertification is governed by policy 300.30 Recertification, Expiration, and Revocation of Certification.

Non-Audit Discrepancies

In the event that a discrepancy is discovered outside of the regular audit process, the CCN will implement a thorough investigation and remediation process. This applies to discrepancies that may favor or disadvantage candidates. The steps include:

1. Identification of the Discrepancy: Candidates may report discrepancies, certificants, the testing vendor, members of the public or identified through internal monitoring processes.

2. Investigation: The NAMSS Executive Office will conduct a comprehensive investigation to determine the nature and extent of the discrepancy. The Executive Committee will be notified of any investigation that may require remediation and will work with the Executive Office to decide the appropriate (if any) remediation.
3. Remediation: Depending on the findings, appropriate remediation measures will be implemented. If discrepancies are identified, candidates will be notified promptly. This may include rectifying errors in candidate records, providing necessary accommodations, or addressing any unfair advantages or disadvantages. Remediation measures will be implemented as necessary, which may include additional training, clarification of recertification requirements, or, in extreme cases, revocation of certification.
4. Reporting: Staff will track and report all remediated discrepancies to the full CCN and as part of NCCA Standards requirements

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, 4/2019, 2/2023, 01/2024		

NAMSS Policies and Procedures

Confidentiality and Verification of Certification Status

Number: 300.50

Effective Date: January 2002

POLICY STATEMENT:

Pertinent information specific to candidates, certificants, and past certificants 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 or past 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 to the email address on file with the NAMSS Executive Office.

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 or past certificant. This information is limited to the certificant's name, state and country of record, certification type (CPCS and/or CPMSM), initial certification date, certification expiration date, and current certification status (active, expired, or revoked).

Information will not be released to the public regarding a candidate's exam status.

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 certificant 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, 9/2016, 9/2018, 4/2020, 8/2022, 11/2023	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 type(s), certification status, and certification start and end dates.
4. The NAMSS Executive Office may discard, in a confidential manner, 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/prior certificants, pertinent correspondence, etc.

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

- NAMSS Executive Office certification 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.

Approved Subject Matter Experts will have access to limited exam information specific to the exam development activity in which he/she is participating.

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

8. Applicants, candidates, certificants, and prior certificants will have a reasonable opportunity to inspect the records maintained on their behalf, upon the applicant/candidate/certificant/ prior certificants request. These documents will include, but are not limited to: applications, exam results, and, correspondence with applicants/candidates/certificants/prior 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, 9/2018, 8/2022, 11/2023	6/20/2006	

Certification Commission of NAMSS Policies and Procedures

CERTIFICATION IMPACT AWARD CRITERIA AND SELECTION PROCESS

Number: 300.90

Effective Date: January 2004

POLICY STATEMENT:

The Certification Impact award was established by the Certification Commission of NAMSS (CCN) to acknowledge individuals who are dedicated to fostering education, knowledge sharing, promoting certification, and encouraging personal/professional growth in the medical services profession. The recipient is nominated/recognized by their peers, and it is the highest honor awarded by the CCN. The Certification Impact Award acknowledges nominees who exemplify the Certificant's Code of Ethics through their dedication to certification. (Attachment A – Nomination Form)

PURPOSE:

The Certification Impact Award is intended to acknowledge nominated Certificants who exemplify the Certificant's Code of Ethics and are dedicated to professional growth through certification by sharing knowledge, fostering education, promoting certification, and encouraging personal/professional growth in the medical services profession.

DEFINITION(S):

CCN = Certification Commission of NAMSS

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

MSP = Medical Services Professional

CPES = Certified Provider Enrollment Specialist

CPCS = Certified Provider Credentialing Specialist

CPMSM = Certified Professional Medical Staff Management

PROCEDURE:

The CCN will periodically review and revise the established criteria, nomination process and deadlines for the Certification Impact Award. The Certification Impact Award application will be sent to active NAMSS members by the NAMSS Executive office.

1. Nominees for this award must currently hold an active CPMSM, CPCS or CPES credential in good standing. Current members of the NAMSS Board of Directors, NAMSS instructors, and current members of the CCN are not eligible for nomination during their term of service or three years after they complete their service.
2. Nominators must be professional colleagues (peers, employers, subordinates, physician leaders, etc.) of the nominees who can attest to the certified MSP's dedication to certification. Nominators are not required to hold NAMSS membership or a credential.
3. Nominators must submit an official digital application with a narrative statement (Must not exceed five hundred words). A sample of the digital nomination application is attached at the end of the policy. The nomination form and narrative statement should reference all educational courses led or organized, articles written, formal or work-related study groups formed, peers mentored, leadership activities and any other efforts undertaken by the nominee further certification. Specific examples should be included.

4. It is the responsibility of the nominator to ensure the nomination is complete, valid, and that it is submitted prior to the stated deadline. The CCN reserves the right to hold all nominators and nominees responsible for adhering to the stated criteria.
5. A nomination will be valid for two years from the date of submission. Upon submission, all nominations and supporting documentation will become property of the CCN. All nominations and associated documentation will be removed from the CCN database two years from the date of submission.
6. The CCN will consider all received nominations that comply with this policy. Selection will be made by a majority vote of CCN members. If 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 and submissions from the previous two years.
 - c. The CCN may forgo selection of a Certification Impact Award winner in that year
7. The nominee, along with the nominator, shall be notified by the CCN Chair. The award given may include an engraved plaque, a "Certification Impact" pin, and complimentary registration for the NAMSS annual conference in the year of selection. Nominees may also be recognized in official CCN and NAMSS publications.

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	Certification Impact 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, 9/2018, 10/2022, 03/2023, 03/2025	6/20/2006	

Please note – this attachment is what is now submitted as an electronic form.
Sample Application



CERTIFICATION COMMISSION
OF NAMSS

The Certification Impact Award

The Certification Impact 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 Certification Impact 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

- 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.

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Please enter the credentials in the order you would like them to appear: e.g. CPCS, PhD would populate as Jane Doe, CPCS, PhD

Nominee's NAMSS Certifications: *

Title: *

Years in the Industry: *

Nominee's Email Address: *

Work Organization Name: *

Work Organization Address: *

Address Line 1

Address Line 2

City

State

INSTRUCTIONS TO NOMINATE

(Please read and follow instruction carefully for proper submission)

- 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.

***Completed nominations must be submitted prior to June 28th.**

The Certification Impact Award Nomination Form

About the Nominee:

Name of Nominee: *

First Name

Last Name

Nominee's Credentials: *

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Nominee's Phone:

About the Nominator:

Name of Nominator: *

First Name

Last Name

NAMSS Certification(s) held:

Title: *

Nominator's Years in the Industry: *

How long have you worked with the Nominee?: *

Nominator's Email Address: *

Nominator's Work Organization Name: *