



American Hospital Association Certification Center

Candidate Toolkit

for

FAQs



Table of Contents

1. THE AHA CERTIFICATION CENTER AND AHA CERTIFICATION PROGRAMS

<u>1.1 Who is the AHA Certification Center?</u>	1
<u>1.2 What are the roles of the AHA-CC and PMGs in administering the AHA certification programs?</u>	3
<u>1.3 What are the benefits of becoming AHA-certified?</u>	4
<u>1.4 What certification programs does the AHA-CC administer?</u>	5
<u>1.5 What exceptions are allowed to program eligibility requirements?</u>	8

2. CERTIFICATION PROCESS

<u>2.1 What is the path to become certified?</u>	10
<u>2.2 What are the prerequisites to complete an AHA certification examination?</u>	11
<u>2.3 How is the passing score determined?</u>	11
<u>2.4 What is the passing score and pass rate?</u>	11
<u>2.5 How can I prepare for an examination?</u>	12

3. EXAMINATION ADMINISTRATION PROCESS

<u>3.1 What is the fee to register for an examination?</u>	14
<u>3.2 Where is the examination administered?</u>	14
<u>3.3 When is the examination administered?</u>	14
<u>3.4 How do I apply for and schedule an examination?</u>	15
<u>3.5 What if I need to cancel my scheduled examination or I arrive late?</u>	15

AFTER COMPLETING THE EXAMINATION

<u>4.1 When will I receive my examination results?</u>	17
<u>4.2 I passed the examination. What's next?</u>	17
<u>4.3 I failed the examination. What are my next steps?</u>	17
<u>4.4 Can I appeal my examination results?</u>	17

5. CERTIFICATION RENEWAL PROCESS

<u>5.1 What is required to maintain my certified status?</u>	19
<u>5.2 How do I renew my certification?</u>	19
<u>5.3 What are the fees to renew my certification?</u>	20
<u>5.4 What happens if I fail to renew my certification?</u>	20

6. OTHER ADMINISTRATIVE MATTERS

<u>6.1 What else does the AHA-CC make available to certificants?</u>	22
<u>6.2 Who do I contact for more information?</u>	22

CHC, CHESP, CHFM, CHHR, CMRP and CPHRM are trademarks of the AHA Certification Center, a division of the American Hospital Association.

Copyright © 2015 by the AHA Certification Center, a division of the American Hospital Association. All rights reserved. Any unauthorized reprint, use, distribution, or commercial exploitation of this material, in whole or in part, is strictly prohibited. No part of this publication may be stored, reproduced or transmitted in any form or by any means, electronic or mechanical, including copying, recording, or by any information storage and retrieval system without express written permission from the author/publisher. For information, contact the AHA Certification Center at certification@aha.org



***1. THE AHA CERTIFICATION CENTER
AND
AHA CERTIFICATION PROGRAMS***

1.1 Who is the AHA Certification Center?

Established in 1999, the AHA Certification Center (AHA-CC) is a division of the American Hospital Association (AHA) and serves the following roles:

- Administers the AHA certification programs
- Designs, develops and administers the healthcare-specific and experience-based certification examinations
- Supports candidates and certificants in their certification journey

Our Vision:

- Set standards for healthcare professionals to achieve excellence.

Our Mission:

- Develop and administer the healthcare industry's premier certification programs.
- Contribute to organizational and operational excellence through qualified certificants.

Our Values:

- **People:**
 - Through the certification exams, provide eligible professionals a tool to verify healthcare-specific knowledge based on a defined body of knowledge.
 - Through the certification renewal requirements, support certificants' efforts to maintain continued competence and their AHA Certifications.
- **Integrity:** Conduct reliable and valid certification examinations through application of industry-standard practices and policies.
- **Leadership:** Administer nationally-recognized certification programs.
- **Diversity:** Treat all candidates and certificants equally and consistently.
- **Collaboration:** To achieve goals and deliver outstanding services and products, share expertise, learn from others, and encourage collaboration with the healthcare credentialing community, participating Personal Membership Groups (PMGs) and other stakeholders.
- **Excellence:** Be responsive to stakeholders (candidates, certificants, employers, PMGs, EDs, the AHA, etc.) and strive to consistently exceed their expectations.
- **Innovation:** Continuously improve the candidate and certificant experience; e.g., streamline processes to build efficiencies.



1.2 What are the roles of the AHA-CC and PMGs in administering the AHA certification programs?



The AHA-CC collaborates with the Personal Membership Groups (PMGs) to support professionals seeking and maintaining AHA certification. Each a division of the AHA, the AHA-CC and PMGs have distinct roles in the AHA certification process.

Although not accredited under the NCCA (National Commission for Certifying Agencies), the AHA-CC certification programs adhere to whatever extent possible the criteria established by the NCCA. A certification best practice is an “operational firewall” that keeps the certifying body (the AHA-CC) independent of the body that offers materials to prepare candidates for the examinations (PMGs).

- The AHA-CC fully manages the following elements of the AHA certification programs.
 - Designs, develops, and administers the certification program/examination and the Self-Assessment Examination (SAE), which is an online practice test available for purchase.
 - Certification renewal process and activities.
 - Oversight of all certification activities.
- The PMGs develop and administer education to assist candidates and certificants in the following ways:
 - Candidates with preparing for the examination. Although all candidates must fully meet the program eligibility requirements, PMG education is not a prerequisite to take the examination. In a recent survey, certificants stated that the PMG administered review course were useful in preparing for the exam.
 - Certificants to meet certification renewal activities.
- PMG members are afforded the benefit of reduced member rates for the AHA-CC products and PMG products and services. PMG membership is not required to become certified.

The common element between the AHA-CC and the PMGs is the examination content outline, which:

- Is resultant to a job analysis study completed for each certification program about every five years and helps keep the examination current and relevant.
- Presents a well-defined body of knowledge representative of professional practice in the healthcare practice area.
- Serves as the blueprint for the AHA certification examination.
- Provides a foundation for education developed by the PMGs.
 - Many PMGs design their curriculum based on the body of knowledge presented in the Examination content outline. The PMG-administered examination preparation programs are not based on the actual certification examination. The PMGs do not have access to the examination questions, and therefore cannot teach to it.
 - If the PMGs develop tests for a PMG-developed review program, that test is independent of the AHA-CC certification examinations and a credential is not awarded by the AHA-CC for completion of such.
 - The preparation programs are not a prerequisite to take an AHA certification examination.

To further protect the integrity of the exam, Certification Program Committee members (also PMG members) are prohibited from participating in the design, development or administration of examination prep materials until two years after their term on the Committee ends.

1.3 What are the benefits of becoming AHA-certified?

In a recent survey of AHA certificants, the results indicate the AHA credentials are valued.

- 90% of all respondents said the AHA certification credential is a valued achievement in their profession.
 - A certificant who earned the CHC and CHFM credentials states, “My certification provides me an unspoken level of respect amongst my peers, and the service providers to me and my organization, as well as leadership within my organization.”
 - Another certificant commented, “I have found that individuals with the CPHRM certification are the ‘go to’ people in the department.”
- When seeking a new hire, 86% respondents said that certification is a contributing factor.
- Certificants are proud of their accomplishment and 93% reported that they encourage others to become AHA-certified.
 - A CHHR certificant states, “Earning the designation is confirmation ... that I have the knowledge and expertise to shape my organization’s future. As healthcare undergoes significant changes, the confirmation that you are not only a generalist but a healthcare HR professional with expertise is critical.”
- Certification demonstrates commitment to ongoing professional development.
 - A respondent stated that “Certificants demonstrate their commitment to ongoing professional development.”
 - A CMRP certificant stated that the certification “shows a willingness to better yourself through ongoing education to maintain your certification and improve who you are.”

Other potential benefits of earning an AHA certification include the following:



- Verify/validate own knowledge and skills
- Enhance professional credibility
- Promote recognition from peers and/or employer
- Enhance feeling of accomplishment
- Increase confidence in ability to perform job responsibilities
- Increase marketability, give a competitive edge
- Meet a job/employer requirement
- Increase potential for higher salary
- Increase value of services provided by your employer
- Better opportunities for career advancement
- Respect of colleagues/peers
- Personal gratification
- Prestige
- Increased networking opportunities

1.4 What certification programs does the AHA-CC administer?

In addition to the following six certification programs, the AHA-CC also manages two certification programs for AONE (American Organization for Nurse Executives), a subsidiary of the AHA.

In partnership with ASHE (American Society for Healthcare Engineering), the AHA-CC administers the CHC (Certified Healthcare Constructor) and CHFM (Certified Healthcare Facility Manager) programs.

The content domains on the **CHC examination** include the following:

- Healthcare Industry Fundamentals
- Planning, Design and Construction Process
- Healthcare Facility Safety – Additions and Renovations
- Financial Stewardship



To be eligible for the CHC Examination, a candidate must fulfill one of the following requirements:

- Baccalaureate degree or higher from an accredited college or university plus five years of associated construction experience*, five years of which must have been working on healthcare construction projects, three years of management/supervisory/administrative experience, and work experience on healthcare construction projects within the last three years.
- Associate degree from an accredited college or university plus seven years of associated construction experience*, five years of which must have been working on healthcare construction projects, three years of management/supervisory/administrative experience, and work experience on healthcare construction projects within the last three years.
- High school diploma or equivalent plus ten years of associated construction experience*, five years of which must have been working on healthcare construction projects, three years of management/supervisory/administrative experience, and work experience on healthcare construction projects within the last three years.

** Associated construction experience refers to work experience in the following functional areas: Construction/project management, estimating, planning, marketing, project superintendent or foreman, architect/engineer design, or design and construction position within a healthcare organization.*

The content domains on the **CHFM examination** include the following:

- Compliance
- Planning, Design and Construction
- Administration
- Maintenance and Operations
- Finance
- Administration



To be eligible for the CHFM Examination, a candidate must fulfill one of the following requirements:

- Baccalaureate degree or higher from an accredited college or university plus three years of associated engineering experience*, three years of which must have been in a healthcare setting; and including three years of management/supervisory/administrative experience in a healthcare setting.
- Associate degree from an accredited college or university plus five years of associated engineering experience*, three years of which must have been in a healthcare setting; and including five years of management/supervisory/administrative experience in a healthcare setting.
- High school diploma or equivalent plus seven years of associated engineering experience*, three years of which must have been in a healthcare setting; and including five years of management/supervisory/administrative experience in a healthcare setting.

** Associated engineering experience refers to work experience in the following functional areas: facility management; operations and maintenance; clinical engineering; safety and security; planning, design and construction; or environmental management.*

In partnership with AHE (Association for the Healthcare Environment), the AHA-CC administers the CHESP (Certified Healthcare Environmental Services Professional) program.

Content domains on the **CHESP** Examination include the following:

- Regulatory Compliance
- Planning, Design and Construction
- Operations Related to Environmental Sanitation
- Operations Related to Waste Management
- Operations related to Textile Management
- Financial Stewardship
- Administration



To be eligible for the Certified Healthcare Environmental Services Professional (CHESP) Examination, a candidate must fulfill one of the following requirements:

- Baccalaureate degree or higher from an accredited college or university *plus* three years of environmental services experience* in a healthcare setting** of which two of those years must have been in a management/supervisory/administrative role.
- Associate degree or equivalent from an accredited college *plus* four years of environmental services experience* in a healthcare setting** of which three of those years must have been in a management/supervisory/administrative role.
- High school diploma or equivalent *plus* five years of environmental services experience* in a management/supervisory/administrative role in a healthcare setting**.

* *Environmental services experience refers to work experience in operations related to environmental sanitation, waste management and textile management.*

** *Includes experience with a provider of environmental services or products to a healthcare facility (e.g., Consultants, Manufacturers, Vendors, Contract Services Providers, etc.).*

In partnership with AHRMM (Association for Healthcare Resource & Materials Management), the AHA-CC administers the CMRP (Certified Materials & Resource Professional) program.

Content domains on the CMRP Examination include the following:

- Procurement and Product Value Analysis
- Inventory Distribution Management
- Information Systems and Data Management
- Finance
- Strategic Planning, Leadership and Compliance



To be eligible for the CMRP Examination, a candidate must fulfill one of the following requirements:

- Baccalaureate degree or higher from an accredited college or university *plus* three years of associated healthcare resource and materials management* experience.
- Associate degree or equivalent from an accredited college or university *plus* five years of associated healthcare resource and materials management* experience.
- High school diploma or equivalent *plus* seven years of associated healthcare resource and materials management* experience.

* *Associated healthcare resource and materials management includes persons who are involved in the materials functions of healthcare facilities; or are active in the healthcare materials supply chain, including manufacturers, vendors, distributors, consultants and employees of group purchasing organizations*

In partnership with ASHHRA (American Society for Healthcare Human Resources Administration), the AHA-CC administers the CHHR (Certified in Healthcare Human Resources) program.

Content domains on the **CHHR** Examination include the following:

- Human Resources Delivery
- Healthcare Business Knowledge
- Community Citizenship
- People Strategies
- Personal Leadership



To be eligible for the CHHR Examination, a candidate must fulfill one of the following requirements:

- Master's degree or higher from an accredited college or university plus five years of human resources (HR) experience in a healthcare setting or with a provider of HR services to the healthcare industry.
- Bachelor's degree from an accredited college or university plus six years of HR experience in a healthcare setting or with a provider of HR services to the healthcare industry.
- Associate degree or equivalent from an accredited college or university plus eight years of HR experience in a healthcare setting or with a provider of HR services to the healthcare industry.

These responsibilities may be fulfilled as an employee or a provider of healthcare HR services at facilities such as the following:

- Academic Institution
- Acute Care Facility
- Ambulatory Center
- Consulting Firm
- Hospital/Medical Center
- Research Hospital
- Laboratory
- Mental Health Organization
- Rehabilitation Center
- Long Term Care Facility
- Skilled Nursing Facility
- Assisted Living Facility
- Home Healthcare Agency
- Hospice Agency
- Accountable Care Organization (ACO)
- Managed Care Organization
- Physician Practice Group
- Integrated Delivery Network (IDN)
- Medical Group Practice
- Military/VA/Government Hospital

In partnership with ASHRM (American Society for Healthcare Risk Management), the AHA-CC administers the CPHRM (Certified Professional in Healthcare Risk Management) program.

Content domains on the **CPHRM** examination include the following:

- Clinical and Patient Safety
- Risk financing
- Legal and regulatory
- Healthcare operations
- Claims and Litigation



To be eligible for the CPHRM Examination, a candidate must fulfill one of the following requirements for education and healthcare experience **AND** meet the requirement for risk management experience.

Education/Healthcare Experience:

- Baccalaureate degree or higher from an accredited college or university plus five years of experience in a healthcare setting or with a provider of services to the healthcare industry
- Associate degree or equivalent from an accredited college plus seven years of experience in a healthcare setting or with a provider of services to the healthcare industry.
- High school diploma or equivalent plus nine years of experience in a healthcare setting or with a provider of services to the healthcare industry.

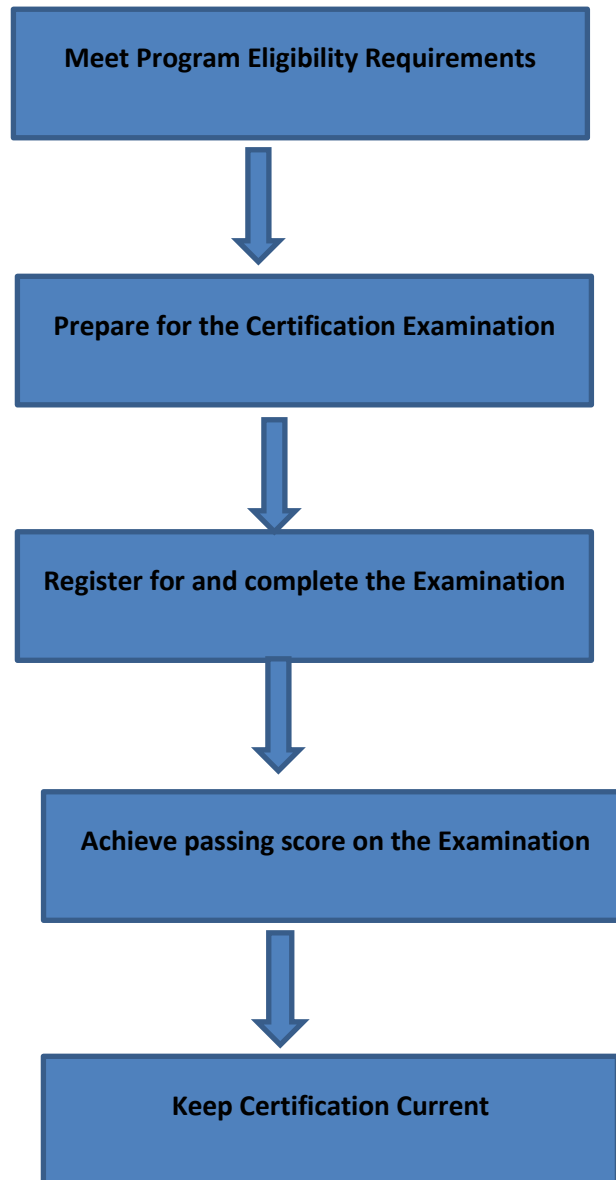
Risk Management Experience: 3,000 hours or 50 percent of full-time job duties within the last three years dedicated to healthcare risk management in a healthcare setting or with a provider of services (e.g. consultant, broker, or attorney) to the healthcare industry.

1.5 What exceptions are allowed to the program eligibility requirements?

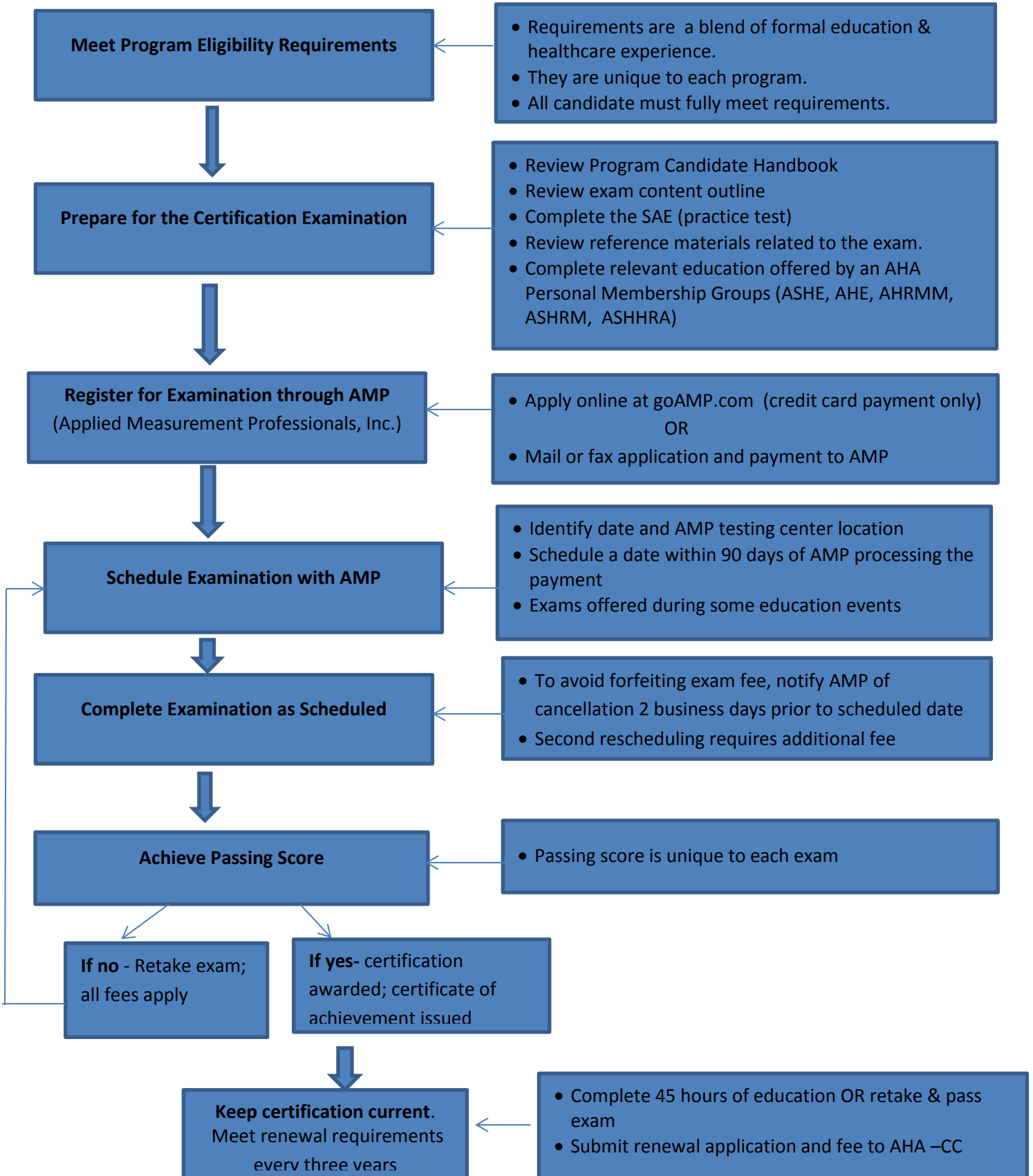
All certification examination candidates must fulfill all of the certification program eligibility requirements. No substitutions or exceptions will be permitted.

By submitting an examination application, a candidate certifies that the examination eligibility requirements have been met. False representation of such may result in the candidate's examination results being disqualified, certification removed or other sanctions.

2. CERTIFICATION PROCESS



2.1 What is path to become certified?



2.2 What are the prerequisites to complete an AHA certification examination?

The AHA-CC certification examinations are experience-based, with the examination questions and structure adhering to the specifications of the corresponding examination content outline, as presented in the certification program Examination Candidate Handbook.

- The examinations are not based on a single program of study as that would make it a certificate of completion versus a certification program, which is very different.
- While candidates may choose to complete the SAE, a PMG-administered review course or other education, completion of any individual AHA or other education program is not a pre-requisite to qualify or sit for the examination.
- All eligible candidates who fully meet the program eligibility requirements may sit for the certification examination.

2.3 How is the passing score determined?

Under the guidance of an AMP psychometric expert, the Certification Program Committee (CPC) determines the cut score/passing score for the certification examination. The following process is completed with the release of a new program examination and after the completion of a job analysis study.

- The cut score is set independently for each of the AHA certification examinations.
- The Angoff methodology is used to set the initial minimum passing score for an examination. This industry standard method requires that expert judges (i.e., the CPC members) estimate the passing probability for a minimally qualified practitioner for each question on the examination. The sum of the predicted difficulty values for each item averaged across the judges and items on a test is the recommended Angoff cut score. (i.e., the number of correctly answered questions required to pass the examination).
- The cut score resultant to completing the Angoff method is validated by the performance of candidates. The examination is in a delayed score mode during the process and candidates receive their score after the data analysis that results in a final passing score.
- The final passing standard for a given examination is applied consistently across all candidates who take the same form of that Examination. No exceptions are granted.

2.4 What is the passing score and pass rate?

The passing score is the minimum number of correct answers (out of 100 scored test items) needed to pass the examination. Minimum passing scores are set independently for each examination and for each new version of an examination.

Examination	Passing Score *	2014 Passing Rate (1st time candidates)
CHC	69	84.9%
CHESP	72	45.8%
CHFM	69	49.7%
CHHR	73	47.2%
CMRP	70	52.4%
CPHRM	72	84.9%

** Passing scores are effective March 2015 and subject to change based on certification program/examination update activity. Check with the AHA-CC for most current passing score.*

Score reports issued to candidates indicate the following:

- “Pass” or a “Fail” based on the passing score for the examination.
- Raw score or total number of scored items answered correctly on the examination.
- Raw scores by content domains of the examination content outline.

Responses to individual examination questions are not disclosed to the candidate or anyone else. The only time a candidate sees the test items is when the examination is administered. Copying the examination questions in any manner is prohibited and considered an infraction of AHA policy.

Scores are confidential and will be released only to the candidate in writing unless the candidate gives written permission to release the score to a third party.

2.5 How can I prepare for an examination?

The AHA certification examinations are healthcare-specific and experience-based. They are not based on a single program of study.

Candidates may prepare for the examination in a manner of their choice. Preparation methods may include but not be limited to the following:

- Begin with review of the Examination Content Outline listed in the Examination Candidate Handbook to identify the tasks that you do not perform regularly or with which you may not be familiar.
- Form study groups with other candidates who are preparing for the Examination.
- Shadow experts in the areas covered on the examination for which you may have limited experience.
- Network and learn from others.
- Complete the online practice test, i.e., Self-Assessment Examinations (SAEs) available for purchase through AMP. Developed by the AHA Certification Center (AHA-CC), the SAE has the following features:
 - Parallels in format, content and level of difficulty of the corresponding certification examination.
 - Based on the same content outline as the corresponding certification examination.
 - Contains 100 multiple-choice items that are different from those on the certification examination.
 - Provides an explanation for each option of the questions.



The SAE is available for purchase through AMP at <http://store.lxr.com/dept.aspx?id=54>

- PMG members: \$115
- Nonmembers: \$200

- Complete education or review courses offered by the AHA Personal Membership Groups (PMGs). The PMGs administer education programs including study guides, online review courses and examination preparation classes based on the same content outline upon which the certification examination is based. For information about the education programs, visit the education area of the PMG web site:



- American Society of Healthcare Engineering (ASHE) – www.ashe.org
- Association for the Healthcare Environment (AHE) - www.ahe.org
- Association for Healthcare Resource & Materials Management (AHRMM) - www.ahrmm.org
- American Society for Healthcare Risk Management (ASHRM) – www.ashrm.org
- American Society for Healthcare Human Resources Administration (ASHHRA) - www.ashhra.org



3. EXAMINATION ADMINISTRATION PROCESS



3.1 What is the fee to register for an examination?

PMG (Personal Membership Group) membership is not required to become AHA certified. PMG members are afforded the benefit of discounted examination and PMG education fees, among other benefits.

- Members of an AHA PMG are eligible for reduced rates. Organizational or chapter membership does not qualify a candidate for the member rate.
- To receive the member rate, candidates registering for an examination must enter their PMG number, name and contact information exactly as it is listed in the candidate's member record.
 - For information about joining a PMG, contact the Member Services Center at 312.422.2765.
- New members are recognized in the examination administration system about one week after membership is activated.

The certification examination fees are as follows.

Examination	PMG Member fee	Non-member fee
CHESP, CHFM, CMRP and CPHRM	\$275	\$425
CHHR	\$295	\$425
CHC	\$400	\$570

- Retaking an examination: Full fee as listed above.
- Taking an examination to renew the certification: Full fee as listed above.
- Rescheduling an Examination more than once: \$100 for each rescheduled date
- **All certification examination fees are non-refundable.**

For more information about examination fees and provisions, refer to the Examination Candidate Handbook.

3.2 Where is the examination administered?

The AHA certification examinations are administered in the following manners:

- At over 200 AMP (Applied Measurement Professionals, Inc.) Assessment Centers located throughout the United States.
 - For a listing of locations, visit www.goAMP.com.
- On occasion, the AHA certification examinations are offered during annual meetings of AHA PMGs, affiliated chapters or other events.
 - Dates of scheduled special administrations and deadlines for examination registration are posted on www.AHACertificationCenter.org
- Internationally
 - Special provisions apply.
 - Contact AMP for information about taking an examination at a location outside of the United States.



3.3 When is the examination administered?

The certification examinations are administered online at AMP Assessment Centers as follows:

- Monday through Saturday
- 9:30 a.m. and 1:30 p.m.
- Excludes some holidays

For other provisions, visit the AMP website (www.goAMP.com).

3.4 How do I apply for and schedule an examination?

The AHA-CC contracts with AMP for administration of the AHA certification examinations and the SAEs, in addition to other psychometric services.



- Examination applications and payment must be submitted to AMP.
- The AHA-CC and the PMGs cannot process examination applications.

By submitting an examination application, a candidate certifies to the following:

- Eligibility requirements have been fully met.
- The Examination Candidate Handbook and Application has been read in its entirety.
- Compliance with all regulations contained therein the Examination Candidate Handbook.

The AHA-CC reserves the right, but is not obligated, to verify accuracy of information supplied by or on behalf of a candidate. Candidates in violation of the above or other policy may be subjected to sanctions that include but may not be limited to examination results being voided and possible prohibition from taking the certification examination and earning the certification.

Eligible candidates may apply for an AHA certification Examination as follows:

- For a **computer-based administration** of an examination at an AMP Assessment Center
 - **Online** with credit card payment at www.goAMP.com. Schedule examination date and location is completed during the registration process.
 - By **mail or fax** using the examination application in the Candidate Handbook. Submit the application and payment to AMP as directed on the Application. AMP will contact the candidate to schedule the examination date and location.
- For a **special administration of an examination at a conference or other event**
 - Applications are posted at www.AHACertificationCenter and www.goAMP.com.
 - **Mail or fax** to AMP the completed examination application and payment for the particular administration, as directed on the examination application.
 - Application for these administrations cannot be completed online.
 - The deadline to register is generally about 30 days prior to the testing date.
 - Advance registration is required. On-site registration is not allowed.

To receive the member rate for the examination fee, candidates registering for an examination must enter their PMG number, name and contact information exactly as it is listed in their member record.

Candidates are not considered registered until they have received from AMP an examination confirmation letter that contains the examination location, time, and other administrative matters.

- Candidates who do not receive a confirmation notice by about two weeks in advance of the requested testing date should contact AMP at 888.519.9901.

For all examination registration provisions, policies, etc., refer to Examination Candidate Handbook.

3.5 What if I need to cancel my scheduled examination or I arrive late?

All provisions are stated in the Examination Candidate Handbook. Some provisions are as follows:

- With two days advance notice to AMP and in compliance with provisions as stated in the Examination Candidate Handbook and Application, a candidate may reschedule once at no charge. Each subsequent rescheduling is subjected to a \$100 fee.
- A candidate who arrives more than ten minutes late for an examination appointment or fails to show up for a scheduled Examination session is allowed to reschedule for a \$100 fee, payable to AMP. The examination must be rescheduled and completed within ninety (90) days of the originally scheduled date.
- Candidates who fail to adhere to the 90-day window must submit a new application and full examination fee to take the test.

4. AFTER COMPLETING THE EXAMINATION



Successful candidates
awarded certification



Unsuccessful candidates
may retest

4.1 When do I receive my examination results?

Candidates completing the **computer-based examination** receive a score report indicating Pass or Fail status at the conclusion of the testing session, unless an examination is in a data collection/delayed mode.

Candidates completing the **examination in a paper and pencil format or newly released examination** receive the score report from AMP via mail generally four to six weeks after the test date.

Scores are communicated by AMP in writing only to the candidate who completed the examination.

4.2 I passed the examination. What's next?

New certificants are recognized in the following manner:

- Generally about four to six weeks after the test date, eligible candidates who received a passing score on the certification examination receive from the AHA-CC a **recognition package** containing a certificate of achievement, lapel pin, and information about the certification program.
- New and all current certificants are **posted on the AHA-CC website**, www.AHACertificationCenter.org
- Upon request from a new certificant, the AHA-CC **notifies the certificant's leadership** of the accomplishment. Information about this service is provided in the recognition package.



A candidate's signature on the application for the examination certifies agreement to adhere to the standards and provisions contained in the Examination Candidate Handbook, including but not limited to the following:

- *AHA-CC Professional Standards of Conduct*
- Guidelines for Use of AHA Certification Center Marks, as posted at www.AHACertificationCenter.org.

4.3 I failed the examination. What's next?

There are no limits to the number of times a candidate may attempt the examination. All testing provisions apply for retaking the examination, including submitting to AMP an examination application and full examination fee for each attempt to retake an examination.

- If application is submitted within 90 days of the prior attempt, the short application at the bottom of the score report may be submitted with payment to AMP.
- If the application for the examination retake is submitted more than 90 days after the prior attempt at the exam, the full application and payment must be submitted to AMP.

To prepare for the retake, it is recommended that the score report be used as guidance to focus study efforts, e.g., the content domains for which you scored lowest would be an area of focus. Contact the PMG for education that may be available to assist further preparation for the examination.

4.4 Can I appeal my examination results?

The AHA Certification Center has a formal mechanism for addressing an appeal by a candidate who:

- Believes they were unjustly denied eligibility for an AHA Certification Examination;
- Challenges results of an AHA Certification Examination; or
- Believes they were unjustly denied renewal of certification.

For more information on the appeals process, refer to the Examination Candidate Handbook.

5. CERTIFICATION RENEWAL PROCESS



Required every three years



By education or retesting



Submit application to AHA-CC

5.1 What is required to maintain my certified status?

To retain the certification and the right to use the designation, certificants must keep current their certification by meeting the certification renewal requirements every three years.

Provisions for certification renewal include the following:

- Certification expires three years from the last day of the month in which the certification was earned or renewed.
- To maintain certified status, certificants must fully meet certification renewal requirements every three years.
- Certification renewal can be achieved in one of the following ways:
 - Retaking and passing the Examination within one year prior to the expiration date.
 - Participating in 45 contact hours of eligible continuing professional education.
- Certificants are fully responsible for meeting the certification renewal requirements. The AHA-CC sends courtesy reminders of pending certification expiration to certificants at the address in the certificant's record. The AHA-CC is not responsible for communications not received due to incorrect contact information.

For more information about the certification renewal requirements, refer to the Certification Renewal Application on www.AHACertificationCenter.org.

5.2 How do I renew my certification?

For certification renewal by participation in eligible continuing professional education activities:

- Participate in at least 45 hours of eligible professional development activity during the current three-year renewal period. Retain for your records proof of attendance and the program agenda that substantiates content covered and length of the education completed.
- Complete the Certification Renewal Application and provide required information for all eligible education activities completed.
- Do not submit documentation for the reported activities unless requested to do so by the AHA-CC.
- Submit the application and payment (payable to the AHA-CC) as directed on the application. Certification renewal fees are non-refundable.

For certification renewal by retaking and passing the Examination:

- All examination fees and policies apply. Submit examination application and fees to AMP and schedule the examination date/location with AMP.
- Complete the examination no more than one year prior to the certification expiration date.
- Submit to the AHA-CC with the Certification Renewal Application a copy of the AMP-issued score report that indicates you received a passing score on the Examination.
- Submit completed Certification Renewal Application up to one year and no later than thirty days prior to the certification expiration date.
- Submitting the application during the 30-day extension does not extend the certification expiration date or the time to complete the 45 hours of eligible activity. It only extends the date for submitting the application.

Completed Certification Renewal Applications must be submitted to the AHA-CC by fax or mail, as directed on the application. Emailed applications will not be accepted.

- After payment is processed by Member Services, the AHA-CC processes the application. For certificants who met the renewal requirements, their record is updated to reflect the new certification expiration date.
- Total processing time for a Certification Renewal Application is generally about four to six weeks.

5.3 What are the fees to renew my certification?

Certification renewal processing fees are as follows:

- \$135 for a member of a PMG
- \$225 for a nonmember
- An additional \$50 processing fee for applications submitted 29 days prior or up to 30 days after the current expiration date are required to submit.
- Certification renewal fees are non-refundable.

5.4 What happens if I fail to renew my certification?

Failure to renew the certification prior to the expiration date results in removal of the designation. To regain the certification, the individual must retake and pass the certification examination.

A certificant who fails to meet the provisions is no longer considered certified and must cease using the certification credential and merchandise representative of having achieved certification. Certification may be regained only through re-taking and passing the certification examination.

6. OTHER ADMINISTRATIVE MATTERS



For more information...

6.1 What else does the AHA-CC make available to Certificants?

Certificants may order replacement certificates lapel pins at www.AHACertificationCenter.org. Certificate frames are also available or order.

6.2 Who do I contact for more information?

DEPARTMENT/PROGRAM	EMAIL	PHONE	FAX
<p>AHA Certification Center (AHA-CC) for information about the programs, renewal requirements, replacement certificates and pins, etc.</p>	<p>certification@aha.org</p> 	312.422.3702	312.422.4575
<p>ASHE (American Society for Healthcare Engineering) for education or examination prep materials associated with the AHA-CC programs:</p> <ul style="list-style-type: none"> - CHC (Certified Healthcare Constructor) - CHFM (Certified Healthcare Facility Manager) <p>www.ashe.org</p>	<p>ashe@aha.org</p> 	312.422.3800	312.422.4571
<p>AHE (Association for the Healthcare Environment) for education or examination prep materials associated with the CHESP (Certified Healthcare Environmental Services Professional) program</p> <p>www.ahe.org</p>	<p>ahe@aha.org</p> 	312.422.3860	312.422.4578
<p>AHRMM (Association for Healthcare Resource & Materials Management) for education or examination prep materials associated with the CMRP (Certified Materials & Resource Professional) program</p> <p>www.ahrmm.org</p>	<p>ahrmm@aha.org</p> 	312.422.3840	312.422.4573
<p>ASHHRA (American Society for Healthcare Human Resources Administration) for education or examination prep materials associated with the CHHR (Certified in Healthcare Human Resources) program</p> <p>www.ashhra.org</p>	<p>ashhra@aha.org</p> 	312.422.3720	312.422.4577
<p>ASHRM (American Society for Healthcare Risk Management) for education or examination prep materials associated with the CPHRM (Certified Professional in Healthcare Risk Management) program</p> <p>www.ashrm.org</p>	<p>ashrm@aha.org</p> 	312.422.3980	312.422.4580
<p>PMG Member Services for membership-related inquiries including member record update</p> <p>pmgmembership@aha.org</p>	<p>pmgmembership@aha.org</p>	312.422.2765	312.422.3609
<p>AMP (Applied Measurement Professionals, Inc.) for examination and SAE registration process/status and score reports</p> <p>www.goAMP.com</p>	<p>info@goAMP.com</p> 	888.519.9901	913-895-4651