

Making the Most of the AAHAM Certification Program

June 23, 2022

Agenda

- Introduction
- Benefits
- Tips & Tricks
- Sample CRCS Questions
- Questions

Introduction

The American Association of Healthcare Administrative Management (AAHAM) offers 5 different certifications.

- Certified Revenue Cycle Specialist (CRCS)
- Certified Revenue Cycle Professional (CRCP)
- Certified Revenue Cycle Executive (CRCE)
- Certified Compliance Technician (CCT)
- Certified Revenue Integrity Professional (CRIP)





“Their certifications through AAHAM demonstrate to our clients their mastery of the revenue cycle competencies and knowledge necessary to be an effective and strategic patient advocate professional. ”

-Timothy Moore CRCP
Marcam Associates



Benefits of Certifying Your Team



Build a strong team



Increase quality and productivity



Promote ongoing education and training



Increase the competency of your staff



Develop a career ladder for staff



Reduce exposure to fraud and abuse



Since making the specialist certification a requirement in Patient Accounts, I have seen a huge increase in self confidence in my staff. It's amazing how that trickles down. It has improved their ability to work together; Administration has more confidence in their knowledge and uses them as a trusted resource. They are able to handle more issues on their own without seeking assistance from others. By retesting for CRCS every three years, I and my staff keep current on the changes happening in healthcare. Their manuals are an invaluable resource, and they refer to them regularly."

Melynda Crawford, CRCE
Madison County Healthcare System

Tips and Tricks

FREE Certification Webinars

- Provided through National AAHAM, you do not need to be a national member to attend
- Live Sessions in July and August
- Each webinar is a 60-minute presentation, a 30-minute Q&A session and handouts via email
- If you are unable to attend a live webinar, recordings are available on-demand
- Dates vary, 12:00-1:30 PM EST



Tips

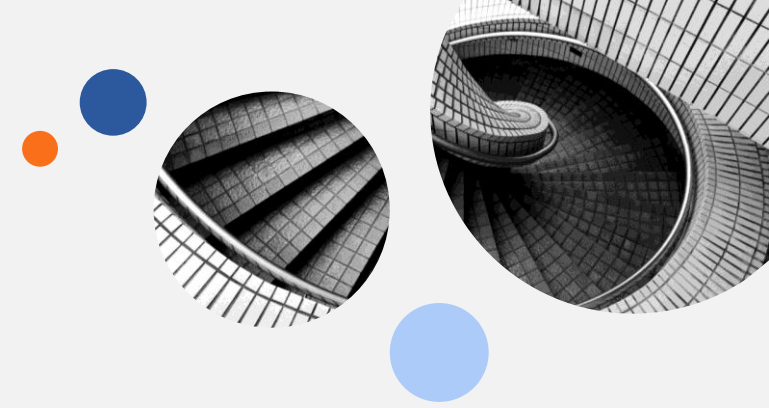
- Can provide more than required answer (ex. If they ask for 3 out of 7, can provide 4 answers)
- Make a game out of it! (Flashcards, match games, etc.)
- Quizlet! *Be sure to double check answers as these are user created and sometimes have inaccurate/outdated info*
- Get plenty of rest the night before the test
- Pay attention to wording of question



CRCS Sample Questions!

First person to answer correctly will win a prize!

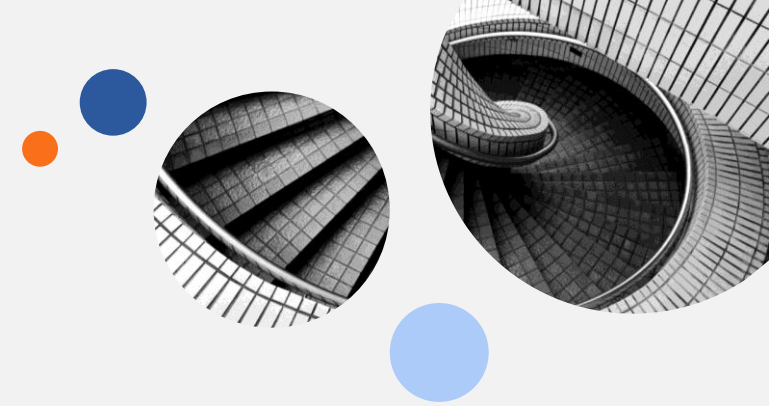
CRCS Sample Questions



Which of the following is not an example of an advance directive?

- A. Living Will
- B. Patient Care Partnership Brochure
- C. Healthcare Power of Attorney or Durable Power of Attorney for Healthcare
- D. DNR Order

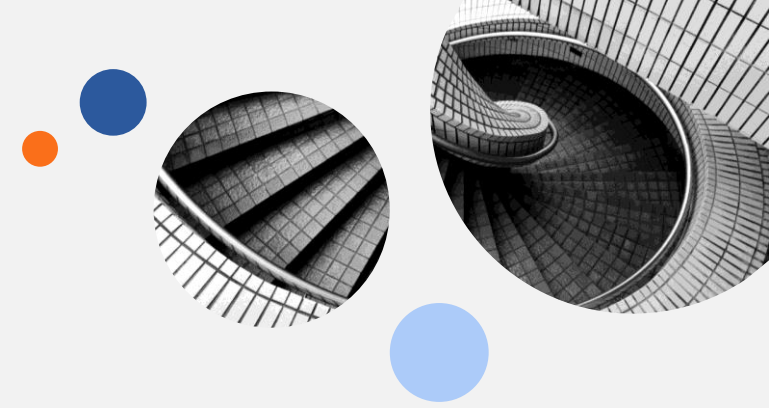
CRCS Sample Answers



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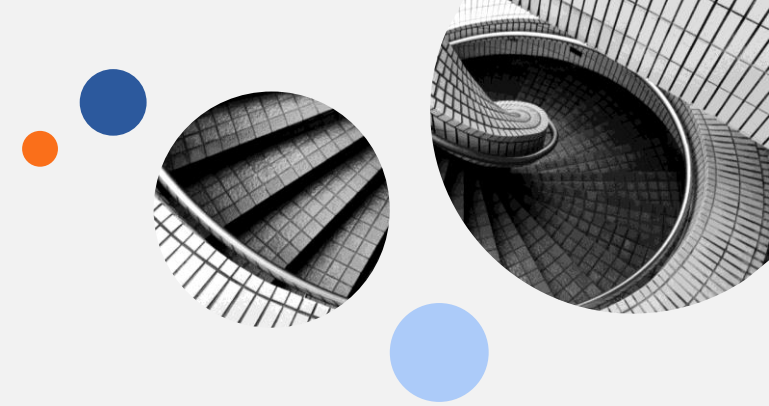
CRCS Sample Questions



What does the acronym NCD stand for?

- A. National Coverage Determination
- B. National Coverage Department
- C. New Coverage Determination
- D. New Coverage Direction

CRCS Sample Answers



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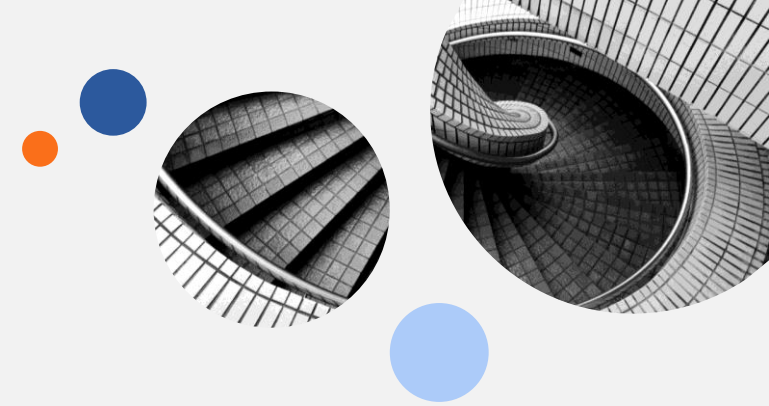
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- C. New Coverage Determination
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CRCS Sample Questions

What is the name of a statement by a collector along the lines of “This is an attempt to collect a debt and any information obtained will be used for that purpose?”

- A.** Collection Acknowledgement
- B.** Collector Warning
- C.** Mini Miranda
- D.** Statue of Collection

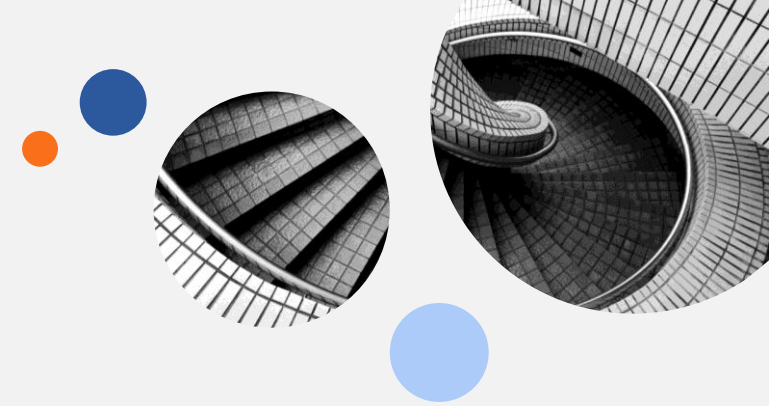
CRCS Sample Answers



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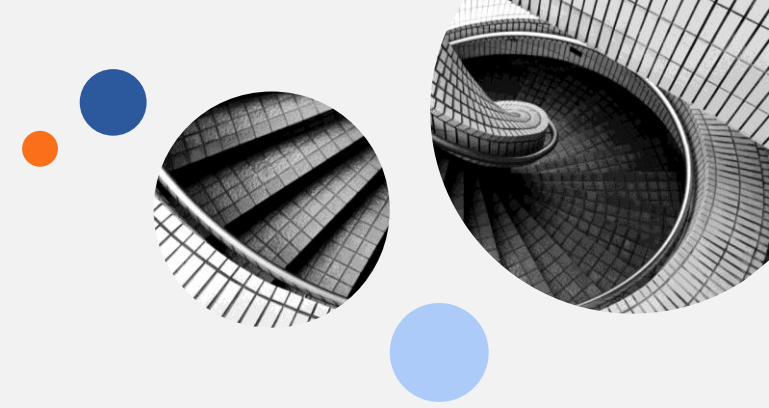
CRCS Sample Questions



What is the consequence when timely-filing limits are not met?

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- B. The claim is written off, as billing the patient is not allowed.

CRCS Sample Answers



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Questions?



Makayla Hussey
CRCE, CRCP,
CRCS, CCT

mhussey@marcamassociates.com



Timothy Hall
CRCP

thall@bhrllc.com