

Certified in Healthcare Compliance[®]



Candidate Handbook



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About CCB

In 1998, the Health Care Compliance Association (HCCA) set out to develop a certification program for healthcare compliance professionals. After preliminary work by the HCCA Board of Directors and Education Committee, HCCA established the Compliance Certification Board (CCB) in 1999 to complete the process of developing an examination and assume responsibility for managing the certification program.

The independent CCB is governed by a Board of Directors appointed by the HCCA Board. The President and Immediate Past President of HCCA are ex-officio members of the CCB Board of Directors. The mission of CCB is to develop criteria for the determination of competence in the practice of health care compliance at a variety of levels and to recognize individuals meeting these criteria. In pursuit of this mission, CCB utilizes four basic committees: Exam Development, Continuing Education, Admissions, and Ethics. Committee members are appointed by the CCB Board of Directors from among individuals certified in health care compliance and leaders in the field.

About this Handbook

This handbook provides information that you will need to register for the CCB Certified in Healthcare Compliance (CHC)® Examination, including eligibility requirements, examination policies, an examination content outline, and an examination application. Be sure to keep the handbook after you have registered for the examination; you may wish to refer to it later.

Certification

The purpose of certification is to promote healthcare compliance through the certification of qualified healthcare compliance professionals by:

1. Recognizing formally those individuals who meet the eligibility requirements of CCB and pass the Certified in Healthcare Compliance (CHC)® Examination.
2. Encouraging continued personal and professional growth in the practice of healthcare compliance.
3. Providing a national standard of requisite knowledge required for certification; thereby assisting employers, the public and members of the health professions in the assessment of a healthcare compliance professional.

Testing Agency

CCB has contracted with Applied Measurement Professionals, Inc. (AMP) to assist in the development, administration, scoring and analysis of its Certified in Healthcare Compliance (CHC)® Examination. AMP services also include the processing of examination applications and the reporting of scores to candidates who take the examination.

Statement of Nondiscrimination

CCB and AMP do not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability or marital status.

About the Examination

The examination is designed to test a well-defined body of knowledge representative of professional practice in the discipline. Successful completion of a certification examination verifies broad-based knowledge in the discipline being tested.

The examination leads to a certification credential in a healthcare discipline defined by a role delineation study. The study involved surveying practitioners in the field to identify tasks that professionals routinely perform and consider important. Each edition of the certification examination is constructed in accordance with examination specifications that list content categories and tasks to be covered and assign numbers of test items and cognitive complexity to content categories. Specifications are developed to represent tasks that are performed in professional practice.

The CCB examination is developed through a combined effort of qualified content experts and testing professionals. They review the test items to ensure that they are accurate in their content, relevant to practice and representative of good testing procedures.

This handbook provides specific information related to the Certified in Healthcare Compliance® Examination. Individuals who meet eligibility requirements and who successfully pass this examination attain the Certified in Healthcare Compliance (CHC)® designation. To apply for this examination, complete the application included with this handbook and fax it to the number provided. Exam applications get sent directly to AMP, Applied Measurement Professionals. This handbook can also be found on HCCA's website (www.hcca-info.org).

Eligibility Requirements

To be eligible for the Certified in Healthcare Compliance (CHC)® Examination, candidates must fulfill the requirements in two categories: Work Experience and Continuing Education.

Work Experience: Candidates must be either an Active or Allied Compliance Professional. Candidates verify their eligibility by attesting to the fact that their work experience fits into either the Active Compliance Professional or Allied Compliance Professional (defined below). CCB staff is unable to determine this classification on your behalf.

Active Compliance Professional:

- At least one year in a full-time compliance position
- Minimum of 50% of the job duties are directly related to health care compliance
- Duties include tasks directly related to those reflected on the exam content outline in this handbook (pages 6–8)
- Active Compliance Professionals include, but are not limited to: compliance officers, privacy officers, ethics officers, etc.

Allied Compliance Professional:

- 1,500 hours of work experience in a health care compliance-related position
- Duties include tasks directly related to those reflected on the exam content outline in this handbook (pages 6–8)
- Allied Compliance Professionals include, but are not limited to: attorneys, nurses, auditors, coders, and HIM professionals.

Student:

- Students who complete a certificate program from a CCB-accredited university are exempt from the work experience requirement and qualify for the certification exam upon completion of the accredited course.

All candidates must complete Section 2 of the CHC® Examination Application indicating which of the work experience criteria they meet.

Continuing Education: All candidates must submit 20 CCB credits of continuing education received in the 12-month period preceding the date of the exam. Fifty percent of the required 20 CCB CEUs must come from “Live” trainings. “Live” trainings include face-to-face conferences and/or real-time audio/Web conferences.

The 20 required CCB CEUs must include content from the following subject areas:

- Application of Management Practices for the Compliance Professional
- Application of Personal and Business Ethics in Compliance
- Written Compliance Policies and Procedures
- Designation of Compliance Officers and Committees
- Compliance Training and Education
- Communication and Reporting Mechanisms in Compliance
- Enforcement of Compliance Standards and Discipline
- Auditing and Monitoring for Compliance
- Response to Compliance Violations and Corrective Actions
- HIPAA Privacy Implementation

CCB credits are accumulated by participating in CCB-accredited seminars, workshops, and conferences; completing CEU quizzes related to CCB-accredited articles or books; using CCB-accredited educational products; writing for publication in a compliance-related journal; or serving as an instructor or facilitator of compliance-related education. A list of CCB-accredited activities is available at www.hcca-info.org.

Only those programs accredited by CCB or hosted by CCB-accredited providers will be recognized for credit. Individuals may submit non-HCCA (external) compliance trainings for consideration of CCB CEUs.

Audit of Continuing Education Activities: CCB reserves the right to audit continuing education submission at any time. The scope of these audits will be limited to verification of attendance and compliance with content area requirements. Fraudulent submission of continuing education for certification, or certification maintenance, is grounds for prohibition from testing or revocation of certification.

Applying for Examination

The CHC® Examination is administered via computer at more than 170 AMP Assessment Centers geographically distributed throughout the United States. There are no application deadlines and candidates who meet the eligibility requirements for an examination may submit their applications and fees at any time. The following steps outline the application process:

1. The candidate completes and submits a paper application (included in this handbook for a computerized version or obtained from www.hcca-info.org for a date-specific

paper version of the exam) and appropriate fee when the eligibility requirements are satisfied. CCB reserves the right to verify information supplied by or on behalf of a candidate. Any misrepresentation of information shall be considered grounds for prohibition from testing or revocation of certification.

An application is considered complete only if all information requested is complete, legible, and accurate; if the candidate is eligible for the examination; and if the appropriate fee accompanies the application. Required information includes personal information, Indication of Eligibility for Examination, Indication of the Applicable Fee, and the applicant’s signature. If the examination fee indicated is for a member of HCCA, then the membership number must also be provided. **Applications that are incomplete will be returned, along with any fee submitted less a \$52 processing fee.**

- The application is processed, and a confirmation notice of eligibility is sent to the candidate within approximately two weeks. If a confirmation notice is not received within three weeks, contact AMP at 888-519-9901. This confirmation of a candidate’s eligibility and acceptance of the application is valid for 90 days. A candidate who fails to schedule an appointment for examination within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for examination.

In addition to computer-administered examinations, paper-and-pencil administrations will be scheduled throughout the year at various events.

Scheduling an Examination

The confirmation notice contains a website address and toll-free telephone number for the candidate to contact AMP to schedule an appointment for examination. Be prepared to confirm a date and location for testing.

The examinations are administered by appointment only Monday through Saturday at 9:00 AM and 1:30 PM. Individuals are scheduled on a first-come, first-served basis. Refer to the chart below:

If you call AMP by 3:00 PM Central Time on...	Depending on your availability, your examination may be scheduled as early as...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

When you contact AMP to schedule an appointment for examination, you will be notified of the time to report to the Assessment Center. Please make a note of it because you will NOT receive an admission ticket. You will only be allowed to take the examination for which you received a confirmation notice; no changes in examination type will be made at the Assessment Center. **Unscheduled candidates (walk-ins) will not be admitted to the assessment center.**

Examinations are not offered on the following holidays:	
New Year’s Day	Columbus Day
Martin Luther King Day	Veterans’ Day
Presidents’ Day	Thanksgiving Day (and the following Friday)
Good Friday	
Memorial Day	Christmas Eve Day
Independence Day (July 4)	Christmas Day
Labor Day	New Year’s Eve Day

Special Arrangements for Candidates with Disabilities:

AMP complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability is deprived of the opportunity to take the examination solely by reason of that disability. AMP will provide reasonable accommodations for candidates with disabilities.

Wheelchair access is available at all established Assessment Centers. Candidates with visual, sensory, or physical disabilities that would prevent them from taking the examination under standard conditions may request special accommodations and arrangements. To request special accommodations, complete the request for special examination accommodations form included in this handbook and submit it with your application and fee at least 45 business days prior to your desired testing date. Please inform AMP of your need for special accommodations when scheduling your examination.

Telecommunication Devices for the Deaf: AMP is equipped with Telecommunications Devices for the Deaf (TDD) to assist deaf and hearing-impaired candidates. TDD calling is available 8:30 am to 5:00 pm (CST) Monday-Friday at 913-895-4637. This TDD phone option is for individuals equipped with compatible TDD machinery.

Assessment Center Locations: Locations of Assessment Centers can be viewed at www.goAMP.com. Specific address information will be provided when a candidate schedules an examination appointment.

Examination Fees: Candidates must submit the appropriate fee with a complete examination application according to the following schedule. Payment may be made by credit card (Visa, MasterCard, or American Express), cashier’s check, business check or money order made payable to AMP. **Cash and personal checks are not acceptable.**

- Member of HCCA \$250
- Nonmember \$350
- Rescheduling Fee \$50

A candidate who appears more than 15 minutes late for an examination and cannot be seated, who fails to report for an examination, or does not pass the first attempt at the examination may reapply for examination by paying the rescheduling fee. A new application is not required. The examination must be rescheduled within 90 days of the date of the originally scheduled testing session or failed examination attempt by calling AMP.

A candidate who does not reschedule an examination within the 90-day period or fails the second examination attempt may reapply for examination by submitting a new application and full examination fee after a period of 180 days.

Refund Policy: No refunds will be issued to candidates who need to cancel their exam. Candidates may reschedule within 6 months of their original scheduled date as long as the continuing education units submitted for the exam requirements were obtained within 12 months of the new exam date. The original exam fee paid will cover the rescheduled exam.

Examination Appointment Changes:

1. A candidate may reschedule an appointment for examination once by calling AMP at 888-519-9901, or rescheduling online at www.goAMP.com, at least two business days prior to the scheduled testing session. Refer to the chart below:

If your examination is scheduled on...	You must contact AMP by 3:00 PM Central Time to change your reservation by the previous...
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday

2. A candidate who wishes to reschedule an examination but fails to contact AMP at least two business days prior to the scheduled testing session, or who wishes to reschedule a second time, may reapply for examination by paying the rescheduling fee and calling AMP to schedule a new appointment for examination. A new application is not required. The examination must be rescheduled within

90 days of the date of the most recently scheduled testing session. A candidate who does not reschedule an examination within the 90-day period forfeits the application and all fees paid to take the examination. After this 90-day period, a complete application and examination fee are required to reapply for examination.

3. No refunds will be issued to candidates who need to cancel their exam. Candidate may reschedule within 6 months of their original scheduled test date as long as the required continuing education units submitted were obtained within 12 months of the new exam date. The rescheduled exam will be covered by the original exam fee; however, a \$50 rescheduling fee may apply.

Examination Content

A web-based practice examination is available from the HCCA website at www.hcca-info.org. The practice examination contains twenty-five items and is available to all candidates free of charge. The sample examination is designed to help candidates familiarize themselves with the actual software used to administer the CHC® Certification Examination. The sample exam does not predict or indicate how well you will do on your actual exam.

CHC® Detailed Examination Content Outline: The outline on the following pages spells out the areas and tasks that will be tested on the CHC® Certification Examination. The examination will be scored on participants’ responses to 120 multiple-choice questions spread across all subject areas. There are 100 scored questions and an additional 20 non-scored questions). The numbers found to the right of each section indicate the following: *Total* equals the total number of questions from the subject area that will appear on the examination. *Recall* equals the number of questions (a part of Total) that require recollection of specific knowledge related to the subject area. *Application* equals the number of questions that require application of recalled knowledge to discern the final answer. *Analysis* equals the number of questions that require the analysis of a situation to determine a proper action listed among several choices.

CHC® Detailed Examination Content Outline

	Cognitive Levels			Total
	Recall	Application	Analysis	
1. Standards, policies, and procedures	3	11	3	17
<ul style="list-style-type: none"> A. Conduct a review of polices and procedures B. Consult with appropriate and competent legal resources C. Ensure appropriate coding policies and procedures D. Ensure that appropriate billing and audit tools exist E. Ensure maintenance of policies and procedures that address overpayments F. Integrate mission, vision and values with code of conduct G. Maintain compliance plan and program H. Ensure that a non-retaliation policy exists I. Oversee internal and external compliance audit policies and procedures J. Ensure maintenance of a record retention policy K. Maintain a code of conduct L. Ensure maintenance of a conflict of interest policy M. Ensure maintenance of appropriate confidentiality policies N. Ensure maintenance of appropriate privacy policies O. Ensure maintenance of policies and procedures to address regulatory requirements (e.g., EMTALA, CLIA, Anti-Kickback, research, labor laws) P. Ensure maintenance of appropriate policies on interactions with other healthcare industry participants (e.g., hospitals/physicians, drug representatives, vendors) Q. Develop policies and procedures that address the compliance role in quality of care issues R. Ensure maintenance of a policy on gifts and gratuities S. Ensure maintenance of standards of accountability for employees at all levels T. Maintain a compliance manual U. Ensure maintenance of policies on waivers of co-payments and deductibles V. Propose appropriate governance policies related to compliance 				
2. Compliance program administration	3	11	3	17
<ul style="list-style-type: none"> A. Administer and plan a compliance budget B. Report compliance activity to the governance board/committee C. Coordinate operational aspects of a compliance program with the oversight committee D. Collaborate with others to institute best business practices E. Coordinate organizational efforts to maintain a compliance program F. Recommend the scope of the compliance program in keeping with current industry standards G. Ensure that the compliance oversight committee's goals and functions are addressed H. Evaluate the effectiveness of the compliance program on an ongoing basis I. Maintain knowledge of current regulatory changes and interpretation of laws (e.g., literature and conferences) J. Maintain the credibility and integrity of the compliance program K. Recognize the need for outside expertise L. Manage a compliance education program M. Ensure that the organization has defined the responsibilities, purpose, function and authority of the compliance officer N. Ensure the governing board understands their responsibility as it relates to the compliance program O. Ensure that the role of counsel in the compliance process has been defined P. Delineate the responsibilities, purpose and function for all compliance staff Q. Allocate staffing for the compliance function R. Ensure compliance risk assessments are conducted S. Participate in the development of internal controls T. Incorporate relevant aspects of OIG work plan into compliance operations U. Integrate the compliance program into operations V. Develop an annual compliance work plan 				

CHC® Detailed Examination Content Outline

	Cognitive Levels			Total
	Recall	Application	Analysis	
3. Screening and evaluation of employees, physicians, vendors and other agents <ul style="list-style-type: none"> A. Ensure the organization has processes in place to identify and disclose conflicts of interest B. Include compliance in all job descriptions C. Use compliance as an element of job evaluation D. Conduct background checks on relevant personnel in accordance with applicable rules and laws E. Conduct compliance sensitive exit interviews F. Include sanction list review in professional credentialing activities G. Monitor government sanction lists for excluded individuals/entities (e.g., OIG, GSA, SDN, SDGT) 	2	4	0	6
4. Communication, education and training on compliance issues <ul style="list-style-type: none"> A. Disseminate relevant fraud alerts and other relevant guidance material B. Communicate compliance information throughout the organization C. Develop appropriate compliance training for all applicable individuals (e.g., orientation, remedial) D. Distill complex laws and regulations into a format employees can understand E. Educate staff on compliance policies F. Ensure that employees understand their obligation to accurately document activities G. Ensure that there is a process in place for employees to understand the compliance aspects of their job responsibilities H. Promote a culture of compliance throughout the organization I. Encourage employees to seek guidance and clarification when in doubt J. Participate in continuing education to maintain professional competence K. Track participation in ongoing compliance training programs L. Conduct general compliance training for all employees, physicians, vendors, and other agents M. Conduct risk specific training for targeted employees N. Provide the Human Resources department and management with training to help them recognize compliance risks associated with employee misconduct 	4	11	4	19
5. Monitoring, auditing, and internal reporting systems <ul style="list-style-type: none"> A. Protect anonymity and confidentiality within legal and practical limits B. Publicize the reporting system to all employees, physicians, vendors, and others C. Monitor for violations of applicable laws and regulations D. Authorize independent investigations when necessary E. Conduct organizational risk assessments F. Develop action plans based on risk assessments G. Operate system(s) to enable employees to report any noncompliance (e.g., hotline) H. Address compliance concerns expressed by employees through internal reporting I. Monitor and enforce compliance related policies and procedures J. Conduct compliance audits K. Engage in routine monitoring of compliance related activities L. Monitor compliance audit results (e.g., track, trend, evaluate, benchmark) M. Develop an annual compliance audit plan N. Address audits conducted by external entities O. Monitor compliance with governance policies 	4	4	12	20

CHC® Detailed Examination Content Outline

	Cognitive Levels			Total
	Recall	Application	Analysis	
6. Discipline for non-compliance	1	1	5	7
<ul style="list-style-type: none"> A. Recommend disciplinary action when noncompliance is substantiated B. Ensure discipline is proportionate to violation C. Ensure discipline is consistent with policies and procedures D. Ensure discipline is enforced consistently throughout all levels of the organization E. Ensure recommended disciplinary action is documented F. Recommend appropriate action for individuals and entities that have been excluded from government programs G. Ensure that compliance related violations are addressed in disciplinary policies H. Coordinate with management to ensure appropriate corrective action is taken 				
7. Investigations and remedial measures	3	3	8	14
<ul style="list-style-type: none"> A. Communicate noncompliance through appropriate channels B. Develop corrective action plans in response to noncompliance C. Monitor the effectiveness of corrective action plans and modify as needed D. Incorporate any necessary changes to reduce risk E. Respond to inquiries promptly, thoroughly, and discretely F. Initiate policies and education to respond to identified problems or vulnerabilities G. Conduct fair, objective, and discrete investigations H. Cooperate with government inquiries and investigations I. Investigate matters related to noncompliance J. Maintain records on compliance investigations K. Negotiate with regulatory agencies L. Disclose overpayments to payors M. Coordinate voluntary disclosures with legal counsel N. Coordinate investigations to preserve applicable privileges 				
TOTAL	20	45	35	100

Sample Questions

1. A provider receives a request from the Social Security Administration for PHI relating to a person's application for benefits. Which of the following is the correct method of release?
 - A. Since it is to a federal agency, an authorization from the patient is not needed, so PHI can be released.
 - B. The provider should review the PHI and make a decision on the minimum necessary and release.
 - C. The provider should notify the patient and obtain a signed authorization prior to release.
 - D. Release the information because the patient signed a consent for treatment.
2. When a medical record is not consistent with the selected diagnosis code, the coder should contact the
 - A. attending nurse.
 - B. attending physician.
 - C. billing supervisor.
 - D. compliance auditor
3. Covered entities participating in an Organized Health Care Arrangement are permitted to
 - A. act as a single covered entity.
 - B. utilize a single notice of privacy practices.
 - C. share psychotherapy notes.
 - D. operate as a hybrid entity.
4. When creating and implementing a compliance plan, the compliance officer should have
 - A. no approval
 - B. board approval and resolution.
 - C. patient approval.
 - D. legal approval
5. Which of the following elements is included in the Anti-Kickback Statute?
 - A. whistleblower provisions
 - B. exclusions
 - C. safe harbors
 - D. compliance guidance
6. Compliance audits indicate a five-year trend of decreasing numbers of compliance issues. The compliance professional is considering whether the auditing program needs to be continued because there is also a robust monitoring program in place. Which of the following is the MOST compelling reason to continue the auditing program?
 - A. Audits are part of an effective compliance program.
 - B. Necessary compliance training cannot be identified without auditing.
 - C. It helps the Board of Directors understand the compliance program.
 - D. Staff cannot recognize compliance issues without auditing.
7. Organizations have the opportunity to reduce their culpability in accordance with the Federal Sentencing Guidelines by
 - A. establishing mandatory audits.
 - B. effectively dealing with any offense after it has occurred.
 - C. developing a codes of conduct and educating senior management.
 - D. voluntarily disclosing overpayments.
8. Which of the following have been identified as high risk areas by the OIG: 1) duplicate billing; 2) 15 minute interval billing; 3) billing for medically unnecessary service; 4) pay and per visit reimbursement mechanism?
 - A. 1 and 3 only
 - B. 2 and 4 only
 - C. 2, 4, and 5 only
 - D. 2, 3, and 4 only
9. Home health coverage criteria include the beneficiary must
 - A. have been hospitalized within the past 72 hours and under the care of a physician.
 - B. be currently enrolled in a medicare managed care plan and have a condition needing skilled services.
 - C. require the services of a skilled nurse and not be able to leave place of residence.
 - D. be homebound, require skilled services and be under the care of a physician.
10. When an investigator presents to a facility with a search warrant, the FIRST things an employee should do is
 - A. verify the credentials of the investigator.
 - B. request a copy of the search warrant.
 - C. call the compliance professional.
 - D. notify the Chairperson of the BOD

ANSWER KEY
1. C
2. B
3. B
4. B
5. C
6. A
7. B
8. A
9. D
10. A

Sample Review References: CCB recommends that review for the CHC® Examination focus on references and programs that cover the information summarized in the CCB Examination Content Outline. It should not be inferred that test items in the examination are selected from any single reference or set of references or that study from the references listed guarantees a passing score on the examination.

Government Websites:

Center for Medicare and Medicaid Services: www.cms.gov

U.S. House of Representatives: www.house.gov

Government Printing Office resources:
www.access.gpo.gov/index.html

Office of Inspector General of the Department of Health and Human Services (for the OIG Work Plan and other OIG materials): www.oig.hhs.gov

OIG searchable database of excluded individuals and entities:
<http://exclusions.oig.hhs.gov>

Office for Civil Rights (for information on the HIPAA Privacy Rule): www.os.dhhs.gov/ocr/hipaa

Federal Sentencing Guidelines Chapter 8:
www.ussc.gov/2004guid/8b2_1.htm

On the Day of Your Examination

On the day of your examination appointment, report to the Assessment Center no later than your scheduled testing time. Once you enter the office, look for the signs indicating AMP Assessment Center Check-In. **A candidate who arrives more than 15 minutes after the scheduled testing time will not be admitted.**

A candidate who is not admitted due to late arrival has 90 days from the originally scheduled examination session to remit the rescheduling fee and contact AMP to schedule a new appointment for examination. A new application is not required.

A candidate who does not reschedule an examination within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for examination.

To gain admission to the Assessment Center, a candidate must present two forms of identification, one with a current photograph. Both forms of identification must be current and include the candidate's current name and signature. The candidate will also be required to sign a roster for verification of identity.

Acceptable forms of photo identification include: a current driver's license with photograph, a current state identification card with photograph, a current passport, or a current military identification card with photograph. Employment ID cards, student ID cards and any type of temporary identification are NOT acceptable as the primary form of identification.

Candidates are prohibited from misrepresenting their identities or falsifying information to obtain admission to the Assessment Center. **You must have proper identification to gain admission to the assessment center.**

After your identification has been confirmed, you will be directed to a testing carrel. We will take your photograph, which will remain on-screen throughout your examination session. Your photograph will also print on your score report.

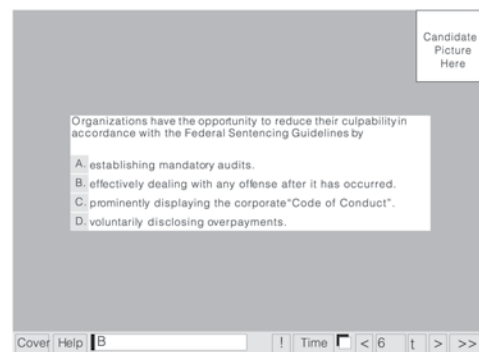
Security: AMP administration and security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities. The Assessment Center is continuously monitored by audio and video surveillance equipment for security purposes.

The following security procedures apply during the examination:

- Examinations are proprietary. No cameras, notes, tape recorders, Personal Digital Assistants (PDAs), pagers or cellular phones are allowed in the testing room. Possession of a cellular phone or other electronic devices is strictly prohibited and will result in dismissal from the examination.
- No calculators are permitted.
- No guests, visitors or family members are allowed in the testing room or reception areas.

Computer-Based Practice Examination: Prior to attempting the examination, you will be given the opportunity to practice taking an examination on a computer. The time you use for this practice examination is NOT counted as part of your examination time. When you are comfortable with the computer examination process, you may quit the practice session and begin the timed examination. This applies only to computerized exams, not paper/pencil versions.

Timed Examination: Following the practice examination, you will begin the actual examination. Before beginning, instructions for taking the examination are provided on-screen. The examination contains 120 test questions (100 scored and 20 non-scored). Two hours are allotted to complete the examination. The following is a sample of what the computer screen will look like when candidates are attempting the examination.



The computer monitors the time you spend on the examination. The examination will terminate if you exceed the time limit. You may click on the “Time” button in the lower right portion of the screen or select the TIME key to monitor your time. A digital clock indicates the time remaining for you to complete the examination. The time feature may also be turned off during the examination.

Only one examination question is presented at a time. The question number appears in the lower right portion of the screen. The entire question appears on-screen (i.e., stem and four options labeled – A, B, C and D). **Indicate your choice by either entering the letter of the option you think is correct (A, B, C or D) or clicking on the option using the mouse.** To change your answer, enter a different option by pressing the A, B, C or D key or by clicking on the option using the mouse. You may change your answer as many times as you wish during the examination time limit.

To move to the next question, click on the forward arrow (>) in the lower right portion of the screen or select the NEXT key. This action will move you forward through the examination question by question. If you wish to review any question or questions, click the backward arrow (<) or use the left arrow key to move backward through the examination.

An examination question may be left unanswered for return later in the testing session. Questions may also be bookmarked for later review by clicking in the blank square to the right of the Time button. Click on the double arrows (>>) or select the NEXT key to advance to the next unanswered or bookmarked question on the examination. To identify all unanswered and bookmarked items, repeatedly click on the double arrows (>>) or press the NEXT key. When the examination is completed, the number of examination questions answered is reported. If not all questions have been answered and there is time remaining, return to the examination and answer those questions. Be sure to answer each examination question before ending the examination. **There is no penalty for guessing.**

Online comments may be provided for any question by clicking on the button displaying an exclamation point (!) to the left of the Time button. This opens a dialogue box where comments may be entered. Comments will be reviewed, but individual responses will not be provided.

Inclement Weather or Emergency: In the event of inclement weather or unforeseen emergencies on the day of an examination, AMP will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. The examination will usually not be rescheduled if the Assessment Center personnel are able to open the Assessment Center.

You may visit AMP’s website at www.goAMP.com prior to the examination to determine if AMP has been advised that any Assessment Centers are closed. Every attempt is made to

administer the examination as scheduled; however, should an examination be canceled at an Assessment Center, all scheduled candidates will receive notification following the examination regarding rescheduling or reapplication procedures.

If power to an Assessment Center is temporarily interrupted during an administration, your examination will be restarted. The responses provided up to the point of interruption will be intact, but for security reasons the questions will be scrambled.

Rules for Examination

Personal Belongings: No personal items, valuables, or weapons should be brought to the Assessment Center. Only wallets and keys are permitted. Coats must be left outside the testing room. You will be provided a soft locker to store your wallet and/or keys with you in the testing room. You will not have access to these items until after the examination is completed. Please note the following items will not be allowed in the testing room except securely locked in the soft locker.

- watches
- hats

Once you have placed everything into the soft locker, you will be asked to pull out your pockets to ensure they are empty. If all personal items will not fit in the soft locker you will not be able to test. The site will not store any personal belongings.

If any personal items are observed in the testing room after the examination is started, you will be dismissed and the administration will be forfeited.

Examination Restrictions:

- Pencils will be provided during check-in.
- You will be provided with one piece of scratch paper at a time to use during the examination, unless noted on the sign-in roster for a particular candidate. You must return the scratch paper to the supervisor at the completion of testing, or you will not receive your score report.
- No documents or notes of any kind may be removed from the Assessment Center.
- No questions concerning the content of the examination may be asked during the examination.
- Eating, drinking, or smoking will not be permitted in the Assessment Center.
- You may take a break whenever you wish, but you will not be allowed additional time to make up for time lost during breaks.

Please note: The exam is given in English only.

Misconduct: If you engage in any of the following conduct during the examination you may be dismissed, your scores will not be reported and examination fees will not be refunded. Examples of misconduct are when you:

- create a disturbance, are abusive, or otherwise uncooperative;
- display and/or use electronic communications equipment such as pagers, cellular phones, or PDAs;
- talk or participate in conversation with other examination candidates;
- give or receive help or are suspected of doing so;
- leave the Assessment Center during the administration;
- attempt to record examination questions or make notes;
- attempt to take the examination for someone else;
- are observed with personal belongings, or
- are observed with notes, books, or other aids that are not noted on the roster.

Failing to Report for an Examination: A candidate who fails to report for an examination has 90 days from the originally scheduled examination session to remit the rescheduling fee and call AMP to schedule a new appointment for examination. A new application is not required.

A candidate who does not reschedule an examination within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for examination.

Refund Policy: No refunds will be issued to candidates who need to cancel their exam. Candidates may re-schedule within 6 months of their original scheduled date as long as the continuing education units submitted for the exam requirements were obtained within 12 months of the new exam date. The rescheduled exam will be covered by the original exam fee paid; however, a \$50 re-scheduling fee may apply.

Following the Examination

After you finish the examination, you are asked to complete a short evaluation of your testing experience.

Your score report will indicate a “pass” or “fail.” Additional detail is provided in the form of raw scores by major content category. A raw score is the number of questions you answered correctly. Your pass/fail status is determined by your raw score. Even though the examination consists of 120 questions, your score is based on 100 questions. Twenty (20) questions are “unscored” questions.

The methodology used to set the minimum passing score is the Angoff method, in which expert judges estimate the

passing probability of each item on the examination. These ratings are averaged to determine the minimum passing score (i.e., the number of correctly answered questions required to pass the examination).

If You Pass the Examination: If you pass the CHC® examination, you are allowed to use the designation “Certified in Healthcare Compliance (CHC)®.” You will receive a letter from AMP with your results within 4–6 weeks of a paper/pencil examination. Results for computer-based exams are immediate. The CCB office will also mail you an official certificate and other documents within 6–8 weeks of your examination. Certification is valid for a period of two years.

CCB, in conjunction with the HCCA, reserves the right to recognize publicly any candidate who has successfully completed a CCB Certification Examination, thereby earning the certification credential. Recognition will be awarded so as not to embarrass any candidate who is unsuccessful in an attempt to achieve certification.

If You Do Not Pass the Examination: If you do not pass the examination, a reapplication form is provided at the bottom of your score report. To schedule another examination, submit this reapplication form and the rescheduling fee within 90 days following the failed examination. If a candidate applies for re-examination *after* 90 days following the failed examination, the full application and examination fee are required. Candidates failing the second attempt must wait 180 days and file a full application with fees.

Scores Canceled by CCB or AMP: CCB and AMP are responsible for the integrity of the scores they report. On occasion, occurrences, such as computer malfunction or misconduct by a candidate, may cause a score to be suspect. CCB and AMP are committed to rectifying such discrepancies as expeditiously as possible.

CCB may void examination results if, upon investigation, violation of its regulations is discovered.

Revocation of Certification: The following shall serve as grounds for prohibition from examination or revocation of certification:

- Gross violation of the Code of Ethics for Health Care Compliance Professionals (current edition as adopted by the Health Care Compliance Association).
- Intentional misrepresentation of information provided on an CCB application.
- Fraudulent submission of continuing education credits.
- Admission to or conviction of any felony or misdemeanor directly related to the candidate or certificant’s role as a health care compliance professional.

Hearing and Appeal Process: Upon report of a candidate or certificant's action to CCB by an individual, government agency, or other investigating authority, a hearing before the full CCB Ethics Review Committee for the determination of facts will be convened in a venue to be determined by the committee chair. The accused and all appropriate witnesses will be called before this hearing for a presentation of all relevant information needed to determine the facts related to the charge against the accused. Upon satisfactory determination of the facts as recorded by a unanimous vote of the full committee, the committee will conduct a closed session to determine the action to be taken as a result of the charge. The decision of the committee may be appealed with or without cause by the accused to the CCB Board of Directors. The CCB Board of Directors will review the facts as determined by the Ethics Review Committee and may at their discretion convene a second hearing before the Board for the determination of fact. Upon a vote of unanimous consent to accept the facts as presented, the Board will convene in closed session to determine final action to be taken in the matter of the charge before them.

Confidentiality: Information about candidates for testing or renewal of certification and their examination results are considered confidential; however, CCB reserves the right to use information supplied by or on behalf of a candidate in the conduct of research. Studies and reports concerning candidates will contain no information identifiable with any candidate, unless authorized by the candidate.

Duplicate Score Report: Candidates may purchase additional copies of their score reports at a cost of \$25 per copy. Requests must be submitted to AMP, in writing, within 12 months after the examination. The request must include the candidate's name, mailing address, telephone number, date of examination and examination taken. Submit this information with the required fee payable to AMP. Duplicate score reports will be mailed within approximately two weeks after receipt of the request.

Maintenance Of Certification

Attaining certification is an indication of mastery of a well-defined body of knowledge at a point in time. Renewal of the certification every two years is required to maintain certified status. Initial certification or renewal of certification is valid for two years.

You will receive reminders of your renewal deadline from our certification staff as a courtesy; however, failure to receive reminders does not constitute a right to petition when renewal procedures are not followed. It is ultimately your responsibility to keep track of your renewal date and submit the appropriate renewal documentation prior to your expiration regardless of notification from the certification board.

Certificants may renew their certification through one of two routes:

1. Re-examination (must have earned 20 CCB CEUS within the 12 months prior to the exam)
2. CHC® Renewal Application, along with:
 - Documentation of 40 CCB CEUs (50% of which must come from 'LIVE' trainings)
 - Certification renewal fee (\$100/Members or \$200/non-members)

In order to avoid retesting, option two above must be fulfilled on or before your certification renewal date.

Attendance at HCCA events does not automatically fulfill renewal requirements. Proper renewal procedures must be fulfilled.

CHC® Certification is in no way related to HCCA Membership. Maintaining your annual membership dues in no way fulfills CHC® certification maintenance requirements.

If all required information is received, the certification is valid for another two-year certification period. If the required information is not received, retesting is the only option for again obtaining the credential.

Failure To Renew: A certificant who fails to renew his/her certification is no longer considered certified and may not use the credential awarded for certification in professional communications, such as on letterhead, stationery and business cards, in directory listings and in signature.

Re-examination: Certificants wishing to maintain certification through examination must make application and pass the current version of the examination. Individuals maintaining certification through examination are required to pay the complete application fee (\$250 for HCCA members, \$350 for non-members).

COMPLIANCE CERTIFICATION BOARD
Certified in Healthcare Compliance (CHC)®



Examination Application

PLEASE DO NOT USE THIS APPLICATION FOR EXAMS TAKEN AT HCCA EVENTS! Applications for HCCA event exams can be found on www.hcca-info.org with the conference information.

To apply for the CHC® examination, please return the completed application with all appropriate fees to:

CCB-CHC® Examination
Applied Measurement Professionals, Inc. (AMP)
18000 W 105th Street, Olathe, KS 66061-7543
Fax: 913-895-4651

Within approximately 10 business days of receiving your application, AMP will forward either a confirmation notice or a letter explaining why the application is being returned. The application and examination fee, less a \$52 processing fee, will be returned to candidates who submit incomplete applications or who do not meet eligibility requirements.

SECTION 1 – PERSONAL INFORMATION

Last Name

First Name

Middle Name

DOB

HCCA Member #

Have you been convicted of a felony? Yes No

Employing Organization

Job Title

Preferred Mailing Address (Home Work)

Telephone

Fax

Email

SECTION 2 – WORK EXPERIENCE

Please indicate which one of the three criteria below you are meeting to fill the professional experience requirement for certification. (CCB staff is not able to determine eligibility. Please review eligibility requirements on page 3.):

- Active Compliance Professional**
 Full-time position (a minimum of one year in the position); 50% of job duties directly related to health care compliance; Duties should include tasks *directly related* to those reflected on the exam content outline in this handbook
- Allied Compliance Professional**
 1,500 consecutive hours of work experience in a health care compliance-related position; Duties should include tasks *directly related* to those reflected on the exam content outline in this handbook; Allied Compliance Professionals include, but are not limited to: Attorneys, Nurses, Auditors, Coders, HIM Professionals, etc.
- Student**
 Students who complete a certificate program from a CCB-accredited university are exempt from the work experience requirement and qualify for the certification exam upon completion of the accredited course.

SECTION 3 – CONTINUING EDUCATION

Please fill out the table below, indicating the program code, title, date, and number of CCB CEUs for each program, article, product or presentation you are submitting to fulfill the continuing education requirement for certification.

Candidates for certification must submit documentation of twenty (20) CCB continuing education credits received in the twelve-month period preceding the date of application.

The twenty (20) required CCB CEUs must include content from the following subject areas:

- Application of Management Practices for the Compliance Professional
- Application of Personal and Business Ethics in Compliance
- Written Compliance Policies and Procedures
- Designation of Compliance Officers and Committees
- Compliance Training and Education
- Communication and Reporting Mechanisms in Compliance
- Enforcement of Compliance Standards and Discipline
- Auditing and Monitoring for Compliance
- Response to Compliance Violations and Corrective Actions
- HIPAA Privacy Implementation

Code	Title	Date	Credits
Total Credits Submitted			

All continuing education submissions are subject to audit. Intentional or willful non-compliance with CE requirements may be considered grounds for disqualification from the examination or revocation of certification.

SECTION 4 – FEES

Please include all fees with your application. We are unable to accept personal checks. Please submit money order, cashier's check, or credit card information in the space provided. All checks should be made out to Applied Measurement Professionals. ***(Please note: AMP will charge a \$25 fee to a candidate whose credit card is declined.)***

Refund Policy: No refunds will be issued to candidates who need to cancel their exam. Candidates may reschedule within 6 months of their original scheduled date as long as the continuing education units submitted for the exam requirements were obtained within 12 months of the new exam date. The rescheduled exam will be covered by the original exam fee paid. A \$50 rescheduling fee may apply.

HCCA Member \$250 **OR** Non-member \$350

Payment Method:

- Business Check Cashier's Check Money Order
- I authorize CCB to charge my credit card (choose below):
- AmericanExpress Diners Club MasterCard Visa

Credit Card Account Number: _____

Credit Card Expiration Date: _____

Cardholder's Name: _____

Cardholder's Signature: _____

SECTION 5 – CERTIFICATION

By signing below, I attest that I have read and understand the material and policies included in the CCB Candidate Handbook. I further attest that all information included on this application and in the supporting documentation is true and correct. I acknowledge that if any of the information supplied is shown to be incorrect, I may be subject to prohibition from the examination and/or revocation of certification in accordance with CCB policy. I authorize CCB to conduct a search of my criminal background (if any), including but not limited to Medicare and Medicaid sanction lists and databases.

Signature

Date

SECTION 6 – DESCRIPTIVE INFORMATION

This information is optional and will be used to help CCB evaluate its program.

A. How long have you been in the healthcare compliance field?

- 1 to under 3 years
- 3 to under 5 years
- 5 to under 10 years
- 10 years or more

B. How many employees are there in your department?

- Less than 5
- 5–9
- 10–24
- 25–49
- 50 +

C. What is your organization’s total annual revenue?

- Less than \$20 million
- \$20–\$49 million
- \$50–\$99 million
- \$100–\$249 million
- \$250–\$499 million
- \$500–\$999 million
- \$1–\$2 billion
- More than \$2 billion

D. Do you consider your firm to serve a rural, semi-rural, or an urban area?

- Rural
- Semi-rural
- Urban

E. What best describes your job?

- Compliance Officer
- Privacy Officer
- CFO
- CEO
- Attorney (In-house Counsel)
- Attorney (Private Practice)
- Billing
- Coding
- Human Resources
- Consultant
- Administration
- Other

F. Do you belong to any of the following organizations?

- American Health Information Management Association (AHIMA)
- American Health Lawyers Association (AHLA)
- Medical Group Management Association (MGMA)
- Healthcare Financial Management Association (HFMA)
- American Academy of Professional Coders (AAPC)

G. Gender

- Male
- Female

H. Do you consider yourself...

- White/Caucasian
- American Indian
- Black/African American
- Asian
- Hispanic
- Other



Documentation of Disability-Related Needs

Please have this section completed by an appropriate professional (education professional, physician, psychologist, psychiatrist) to ensure that AMP is able to provide the required examination accommodations.

PROFESSIONAL DOCUMENTATION

I have known _____ since ____ / ____ / ____ in my capacity as a
Examination Candidate Date

Professional Title

The candidate discussed with me the nature of the test to be administered. It is my opinion that, because of this candidate's disability described below, he/she should be accommodated by providing the special arrangements listed on the reverse side.

Description of Disability: _____

Signature Title

Printed Name

Mailing Address

Date License Number (if applicable)

Return this form with your examination application and fee, 45 days prior to the examination date, to:
AMP, Candidate Support Center
18000 W. 105th Street, Olathe, KS 66061-7543
FAX 913-895-4651

If you have questions, please call the Candidate Support Center at 888-519-9901.



Request for Special Examination Accommodations

If you have a disability covered by the Americans with Disabilities Act, please complete this form and the Documentation of Disability-Related Needs on the reverse side so your accommodations for testing can be processed efficiently. The information you provide and any documentation regarding your disability and your need for accommodation in testing will be treated with strict confidentiality.

CANDIDATE INFORMATION

Name (Last, First, Middle Initial, Former Name)

Mailing Address

City

State

Zip Code

SPECIAL ACCOMMODATIONS

I request special accommodations for the _____ examination.

Please provide (check all that apply):

- Reader
- Extended testing time (time-and-a-half)
- Reduced-distraction environment
- Other special accommodations (please specify below)

Comments:

Signature

Date

Notes

A large area of the page is filled with horizontal dotted lines, providing space for handwritten notes. The lines are evenly spaced and extend across most of the page width.

For questions regarding certification, contact:

Compliance Certification Board (CCB)

**6500 Barrie Road, Suite 250
Minneapolis, MN 55435**

Phone 888-580-8373

Fax 952-988-0146

E-mail: ccb@hcca-info.org

For questions regarding examination application
and administration, contact:

Applied Measurement Professionals, Inc. (AMP)

**18000 W 105th St
Olathe, KS 66061-7543**

Phone 888-519-9901

Fax 913-895-4651

E-mail: info@goAMP.com