

## **2009 CRCA General Information & FAQ (December 14, 2009)**

The Certified Revenue Cycle Associate (CRCA) Training Program is a credentialing program for revenue cycle staff, including Patient Access, Patient Financial Services, Customer Service, and others involved in the Revenue Cycle. Its purpose is to both educate as well as to recognize those staff who have demonstrated that they have met an accepted proficiency in the revenue cycle field. The program is essentially a **self-study course**. With your registration you will receive a manual and training materials on CD's. The manual consists of 12 chapters including Patient Access, Customer Service, UB04/1500, Medicare, Medicaid, Tricare, Blue Cross, Other Programs, ERISA, HIPAA, Compliance, and Credit and Collections. The training materials include a presentation of the speakers and power points given during a live training session, and a study guide. On-line proctored exams will be given throughout the state.

Our 2009 CRCA Graduation will be held on January 8<sup>th</sup>, 2010 at the Embassy Suites in Columbia, in conjunction with the SCHFMA Annual Awards.

### **Program Registration and Training**

#### **1) How do I register for program?**

The 2009 program has ended. Details regarding next year's program should be on the website in May or June 2010.

### **Additional Questions**

- a) As we get additional information, we will keep the FAQ's updated. .
  
- e) General questions regarding the CRCA program should be sent to Brian Walker at [briank.walker@palmettohealth.org](mailto:briank.walker@palmettohealth.org) or 803.296.2482 or to Kay Coons at [coonsk@musc.edu](mailto:coonsk@musc.edu) or 843.792.7667 .