

2010 CRCA General Information & FAQ (August 4, 2010)

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 staff that have demonstrated 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 13 chapters including Patient Access, Customer Service, UB04/1500, Medicare, Medicaid, Tricare, Blue Cross, Other Programs, ERISA, HIPAA, Compliance, Credit and Collections, and Coding and Reimbursement. The training materials include a presentation of the speakers and PowerPoint's given during a live training session, and a study guide. On-line proctored exams will be given throughout the state.

Program Registration and Training

1) How do I register for program?

The link to the HFMA registration website will be located at www.schfma.org, under the CRCA page. When you open this link, you will find a registration form which you will need to complete, then either fax or e-mail to Michael Moore. Michael's contact information is on the form. You may pay by Visa, Master Card, American Express, or by personal or company check. You will receive your CRCA Manual and a CD of the live education session given on June 18th in the mail after your payment has been processed. The last day for program registration is **September 1st, 2010**.

2) What is the cost for the program?

The cost is \$65 for the CRCA program. The payment is non-refundable and non-transferable. We accept total payment in the form of a debit card, credit card, or check.

2) May I sign up for the CRCA Program even though I am not sure whether I will take an exam or not?

Yes, you may sign up for the program and you are eligible to receive the training materials.

3) What training materials will be provided?

In addition to the CRCA Manual and Study Guide, you will receive a training video and the power point presentations that were given during a live presentation on **June 18th, 2010** at Palmetto Baptist in Columbia.

Examination and Testing Registration

1) How do I register for the examination/retake examination?

Registration information will be available on the SCHFMA website in September after the sites have been finalized. You will be required to register by the last date of the month prior to the examination. Three hours are allowed for the exam. After you have registered, you will receive a confirmation e-mail giving you details about the examination. If you have any questions regarding the examination, you can contact Michael Moore at the address below.

2) What is the cost of the examination?

The cost is \$100 to take the examination, and \$50 to take a re-test. The money is non-refundable and non-transferable.

3) May I register for the examination without registering for the CRCA Program?

No, if you do not register for the CRCA program you are not eligible to take the exam.

4) Where and when will the examinations take place?

Examinations will take place in hospitals throughout the state. We have tentatively set the initial examination to take place during the second week of October, and the retake examination to take place during the third week of November, 2010. The locations will be printed at the bottom of the examination registration form. We will do our best to accommodate your choice of locations, but if the location has been filled, you will have to choose another location. You can only take the initial examination in October.

5) If I don't pass the CRCA exam on my first attempt, when may I retake it?

You may retake it in November 2010. The re-take examination will contain different questions than the initial examination. You must get a grade of 80% or higher to pass the examination. The examination consists of two sections. The first section contains questions concerning Medicare, Medicaid and Tricare. The second section contains questions related to the remaining chapters. If you pass one of the sections, you will only have to take the section you did not pass at retest time. The cost of the re-test is \$50, whether you take the entire test or one section of the test.

6) If I register but am unable to take the exam when I scheduled it, can I get my money back?

No, but if there are other test sites with positions available and time permits, you can re-register and change your date and location. Contact Michael Moore at the information located below.

Additional Questions

1. As we get additional information, we will update the FAQ's on the website.
2. Questions regarding program, training, and exam REGISTRATION:
Michael Moore at 803-296-2748 or micheal.moore@palmettohealth.org
3. Questions regarding the CRCA Program:
Brian Walker at 803-296-2482 or briank.walker@palmettohealth.org

