

## 2011 General Information & FAQ (May 25, 2011)

The Certified Revenue Cycle Associate (CRCA) Training Program is a certification program for revenue cycle staff including Patient Access, Patient Financial Services, Customer Service and others involved in the Revenue Cycle. The program's purpose is to both educate as well as to recognize staff who have met an accepted level of proficiency in the revenue cycle field. The program is essentially a **self-study course**. With your registration, you will receive a manual and training material on CD's. The manual consists of 14 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 the Power Points given during a live training session and a study guide. On-line proctored exams will be given throughout the state during the fall.

### **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](http://www.schfma.org), under the CRCA Program page. When you open this page, you will find a registration link: 2011-2012 CRCA Program Registration Form that you will need to complete, then either fax or e-mail to Michael Moore at 803-296-2748 or [micheal.moore@palmettohealth.org](mailto:micheal.moore@palmettohealth.org). You may pay by Visa, Master Card and American Express or by personal or company check. The last day for program registration is **August 19, 2011**.

#### **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.

#### **3) 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.

#### **4) What training materials are provided?**

In addition to the CRCA Manual and study guide, you will receive a training video and the Power Point presentations used during a live presentation on June 17, 2011 at Lexington Medical Center in West Columbia, SC.

**5) How long will it take to receive the study materials after I register for the program?**

If you register prior to June 17, the materials should take between 1 - 2 weeks to receive. If you register after June 17, the materials should take up to 1 week to receive.

**Examination and Testing Registration**

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

Registration information will be available on the SCHFMA ([www.schfma.org](http://www.schfma.org)) website in August after the testing sites are finalized. You will be required to register for the exam by **September 30, 2011**. Allocated time for the exam is three hours. 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 803-296-2748 or [micheal.moore@palmettohealth.org](mailto:micheal.moore@palmettohealth.org).

**2) What is the cost of the examination?**

The cost is \$100 to take the examination, and \$50 to take a re-test in November. 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 3<sup>rd</sup> week of November 2011. 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 2011. 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 for additional information.

### **Additional Questions**

1. As we get additional information, we will update the FAQ's on the SCHFMA website.
2. Questions regarding program, training, and exam REGISTRATION:  
Michael Moore at 803-296-2748 or [micheal.moore@palmettohealth.org](mailto:micheal.moore@palmettohealth.org).
3. Questions regarding the CRCA Program:  
Brian Walker (Chair) at 803-296-2482 or [briank.walker@palmettohealth.org](mailto:briank.walker@palmettohealth.org) or  
Michael Jebaily (Co-Chair) at 803-978-6421 or [michael.jebaily@us.pwc.com](mailto:michael.jebaily@us.pwc.com).