



## Thinking About Certification? Let's Talk!

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Certification Commission of NAMSS, Chair



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## What Certifications Are Offered Through NAMSS?

- Certified Provider Credentialing Specialist (CPCS)
  - 3 years experience within the past 5 in the medical services profession
- Certified Professional in Medical Services Management (CPMSM)
  - 5 years experience within the past 8 in the medical services profession

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## NAMSS Certification Exams are NCCA Accredited!



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## Exam Protection

NAMSS

- Copyright Regulations
- Exam questions and answers may not be shared by:
  - CCN
  - Castle Worldwide
  - Exam Development Volunteers
  - Candidates who have taken the exam
- NAMSS instructors do not know the actual exam questions

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## This webinar will discuss...

NAMSS

- Exam Development
- Preparing for the Exam
- Applying for and scheduling to take your exam

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## Exam Development

NAMSS

- Four Phases
- 2-3 unique exam forms at all times
- Same exam form used throughout testing window

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NAMSS

### Length of the Exams

- CPCS
  - 150 Questions
  - 3 hours
- CPMSM
  - 200 Questions
  - 4 hours




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NAMSS

### Scope of the Exams

MSPs are employed or contracted by:

- Hospitals
- Health Systems
- Health Plans
- Ambulatory Care Settings
- Group Practices
- Credentialing Verification Organizations
- And more...

Broad body of knowledge in the entire field of credentialing

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NAMSS

### CASTLE Worldwide

- Internationally recognized testing vendor
- Psychometrician trains CCN and subject matter experts
- **Exam content is written to the Most Current Standards!**

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### Subject Matter Experts

SME applications are vetted on:

- Expertise
- Region Representation
- Lack of Conflicts of Interest
- Availability



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### Exam Development Process

- 1) Job Task Analysis
- 2) Item Writing
- 3) Exam Assembly
- 4) Standard Setting

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### Job Task Analysis

- Completed every 3 to 5 years
- Who the Candidate is
- Tasks of the Candidate
- Data compiled into an exam content outline
- Certificants surveyed to determine importance of each task
- Exam content outline can be found in the NAMSS Candidate Handbook at [www.namss.org/ExamInformation](http://www.namss.org/ExamInformation)

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### Item Writing

- Trained subject matter experts
- Write questions to exam content outline
- Every question reviewed by multiple subject matter experts

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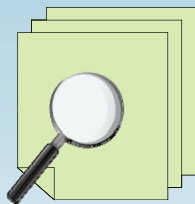
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### Exam Assembly

- Final Review
- Ensures:
  - Correct answers
  - Correct section
  - Relevance



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### Standard Setting

- Evaluate questions on difficulty
- Determines a minimum passing score for each exam
- Passing score may vary between exam forms
- Each exam form is not identically difficult

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NAMSS

## Exam Preparation


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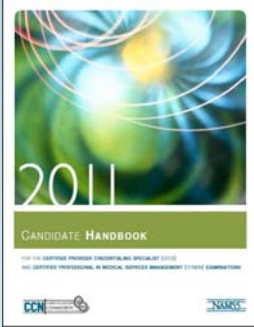
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NAMSS

## Candidate Handbook

- Your Primary Resource!
- [www.namss.org/ExamInformation](http://www.namss.org/ExamInformation)
- Handbook contains:
  - All vital exam information
  - Breakdown of topics and percentages
  - Industry Acronyms
  - Resources used to develop exam questions
- Updated Annually




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## Candidate Handbook: Reference Materials Section

- List of accrediting body standards
- Exam questions written to the most current standards
- With the exception of the CCN practice exams, the CCN does not develop, administer, sponsor, endorse, or financially benefit from any type of exam review, prep courses, or published materials related to the content of the exams.

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### NAMSS Exam Preparation Resources

- CPCS and CPMSM Certification Preparation Courses
- NAMSS Comparison Grid of Standards
- NAMSS Glossary of Terms
- NAMSS Mentoring Program




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### Other Cert Prep Resources

- *The Credentialing Coordinator's Handbook* by HCPro
- *Verify and Comply* by Carol Cairns published by HCPro
- *Robert's Rule of Order* (10<sup>th</sup> Edition – Brief)

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### CCN Practice Exams

- Developed by the CCN
- Available on the NAMSS website at [www.namss.org/ExamInformation](http://www.namss.org/ExamInformation)
- Identify areas of weakness




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- Gathering data on pass/fail rate for prep course candidates
- Candidates who study between 61 and 80 hours over a period of three to six months before taking the exam show a greater passing rate
- More information on NAMSS education products at [www.namss.org/cpcsprep](http://www.namss.org/cpcsprep) & [www.namss.org/cpmsmprep](http://www.namss.org/cpmsmprep)

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### Submitting Your Application

- All application info available in the NAMSS Candidate Handbook

Available on the NAMSS website at [www.namss.org/ExamInformation](http://www.namss.org/ExamInformation)

- NAMSS Members: \$350
- Non Members: \$475




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### Choosing a Testing Site

- Computer based testing sites
- To find a testing center in your location, visit [www.namss.org/ExamInformation](http://www.namss.org/ExamInformation) then click "How to Register" then select the link for "Castle's Web Site"
- Username: CASTLE (all uppercase)
- Password: cwnnetwork (all lowercase)

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### Exam Results

- Auto scored upon completion of the exam
- Official results mailed within six weeks of the close of the testing window
- Final review ensures no computer calculation errors or test form irregularities

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### Confidentiality of Exam Results

- Official exam results will NOT be released via telephone, fax, or any other electronic transmission.
- Scores will NOT be sent to employers, schools, other individuals or organizations.
- Names of candidates who do not pass the exam are confidential.

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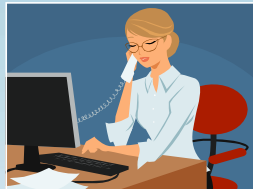
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### More Questions?

E-mail:  
[certification@namss.org](mailto:certification@namss.org)

NAMSS Executive Office:  
202-367-1196



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**You Can Do It!**

**Good Luck!**

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