



FREQUENTLY ASKED QUESTIONS

HFMA Certified Revenue Cycle Representative Program (CRCR)

Q: What is the value of the CRCR certification program?

A: Healthcare rules are becoming more complex, customers are demanding more, and staff is being held at a higher level of accountability than at any other time. Today's revenue cycle staff must have a broader understanding of the entire revenue cycle and how it influences the financial outcomes of the healthcare organization. HFMA's Certified Revenue Cycle Representative (CRCR) program provides healthcare organizations with a means to ensure that their revenue cycle staff has the body of knowledge necessary to meet these demands.

Q: At what career level is the CRCR program designed?

A: CRCR is recommended for hospital revenue cycle staff and associated departments. This includes, but is not limited to:

- Patient Access
- Financial Representatives
- Patient Accounts
- Health Information Management
- Case Management
- Finance
- Compliance
- Managed Care Operations
- Decision Support

Q: Who is eligible to purchase the CRCR program?

A: Individuals as well as organizations may purchase the program.

- Individuals will have access to the online self-study course and examination for a period of one year.
- Organizations can purchase the program on a licensed basis and receive access to the self-study course and examination for a period of one year.

Q: How much do the materials cost?

A: CRCR Study Materials and Examination (combined) are \$400 per individual candidate. *Discounts are offered to organizations having more than 10 CRCR candidates. For more information regarding organizational sales, please contact (800) 252-4362, and ask for eLearning Sales.*

Q: How is the CRCR examination be structured and administered?

A: The CRCR online examination consists of 150 multiple choice questions. The exam will cover eight content areas: compliance, patient access, claims processing, account resolution, cash, financial management, healthcare reform and other revenue cycle departments. Candidates will be allowed 3 hours to complete the examination.

Q: What topics are presented in each of the content areas?

A: The practice knowledge and skills presented the preparation materials and assessed in each content area is summarized below (*CRCR Examination Content Blue-Print*).

Subject Area

Topic

Compliance

- 1.1 Compliance Programs
- 1.2 Specific Medicare Compliance Issues
- 1.3 HIPAA

Patient Access

- 2.1 Types of Patients
- 2.2 Scheduling
- 2.3 Pre-Registration
- 2.4 Insurance Verification
- 2.5 Managed Care
- 2.6 Registration
- 2.7 Financial Counseling and Time-of-Service Payments
- 2.8 Patient Access Quality

Claims Processing

- 3.1 Basic Claim Form Requirements
- 3.2 Clean Claim Requirements
- 3.3 Charge Master
- 3.4 Basic Claim Edits
- 3.5 Basic Billing Rules by Payer
- 3.6 Basic Provider Billing Rules
- 3.7 Claims Rejections and Denials

Accounts Resolution

- 4.1 Customer Service
- 4.2 Insurance Follow-up and Account Resolution
- 4.3 Self-Pay Follow-up and Account Resolution
- 4.4 Federal Collection and Reporting Regulations
- 4.5 Bankruptcy

	4.6 Collection Agency Placements
	4.7 Denials and Appeals
Cash	5.1 Electronic Transfers
	5.2 Payer Contracts
	5.3 Cash Posting
	5.4 Credit Balances
Financial Management	6.1 The Life Cycle of an Account
	6.2 Revenue Cycle Impact on General Ledger and Financial Statements
	6.3 Pay for Performance Initiatives
	6.4 Key Performance Indicators
	6.5 Charge Master
	6.6 Pricing Transparency
	6.7 Outsourcing Considerations
Healthcare Reform	7.1 Overview of the Patient Protection and Affordable Care Act
	7.2 The ACA Implementation Timeline
Other Revenue Cycle Departments	8.1 Other Departments in the Revenue Cycle
	8.2 Continuum of Care
	8.3 Physician/Physician Offices

Q: Are there study materials available to assist in preparing for the examination?

A: Yes. Study materials are available online. The study guide has been developed to prepare Revenue Cycle staff to successfully take the HFMA's Certified Revenue Cycle Representative (CRCR) examination. Materials presented in this program have been developed by subject matter experts utilizing HFMA publications, as well as reference materials provided via the Internet. The review questions provided illustrate the type of questions that appear on the actual examination. The online CRCR self-study course can be completed in approximately 10 hours.

Q: My online study materials expired, can I request an extension?

A: No, the CRCR purchase agreement is for one year only. You would need to re-purchase the CRCR course for new access.

Q: Can I earn CPE's for successfully completing this course?

A: No, CPE's are not awarded for the CRCR course.

Q: How often will the CRCR content be updated?

A: The fundamental value of HFMA certification is its relevance to contemporary practice. This is of particular importance in an industry as dynamic as healthcare. Therefore, the CRCR certification content is reviewed annually.

Q: What is the process for retaking the CRCR examination should I be unsuccessful?

A: Unsuccessful candidates will be allowed to retest according to certification program policies for retesting. HFMA Board of Examiners' Policy stipulates that a candidate must wait at least 30 days before being allowed to retake the CRCR certification examination. This is standard testing industry practice and allows time for candidates to further prepare for the examination. There is no fee for the CRCR retake.

Q: How will the CRCR exam be administered?

A: The examination will be delivered via the Internet through HFMA's learning management system. The CRCR exam will be proctored electronically and monitored by HFMA. The link to the CRCR course can be found on the HFMA website at hfma.org/crcr.

Q: Can I print out a certificate after successfully completing the CRCR examination?

A: All candidates will be able to print out a certificate and congratulatory letter upon successful completion of the exam. In addition, a hard copy certificate, congratulatory letter and CRCR lapel pin will be mailed out to all successful candidates within three-four weeks of completion of the course.

Q: I received my CRCR certificate and it has the incorrect spelling of my name. Can I request a new certificate?

A: Yes, please contact careerservices@hfma.org to request a replacement certificate.

Q: I misplaced my CRCR lapel pin; can I obtain a new one?

A: Yes, please contact careerservices@hfma.org to request a replacement pin.

Q: What is the process for recertification (maintaining) the CRCR certification?

A: HFMA members and non members who have earned the Certified Revenue Cycle Representative (CRCR) designation must maintain their certification by taking recertification exam every 2 years.

- o The recertification exam contains 75 questions
- o 90 minutes are allowed for the CRCR recertification examination

Q: Where can I take the CRCR recertification examination?

A: The only way to re-certify and retain your CRCR designation is to take the CRCR re-certification exam through the HFMA website. Note: If you are not eligible to recertify the HFMA system will not allow you to purchase the CRCR recertification exam.

Q: What chapters does the recertification exam cover?

A: The CRCR recertification exam will cover four content areas: compliance, patient access, claims processing and account resolution.

Q: Will I be notified that I am due to recertify?

A: Yes, you will receive three reminder notices leading up to your due date. Note: To ensure receipt of HFMA email notifications, make sure that your contact information is current in the HFMA database.

Q: What is the cost for the CRCR recertification examination?

A: The cost for the CRCR recertification exam is \$100.