FREQUENTLY ASKED QUESTIONS

HFMA’s NEW Certified Revenue Cycle Representative Program (CRCR)

Q: I have heard that the CRCR program was revised. What are the changes?

A: The HFMA Board of Examiners has restructured the program. The changes are outlined below:

• Individuals as well as organizations may purchase the program.
  * Organizations can purchase the program on a licensed basis and receive unlimited access to the self-study course and examination for a period of one year.
  * Individuals will have access to the online self-study course and examination for a period of one year.
• Formerly a credentialed program, the CRCR program will change to “Certified Revenue Cycle Representative.”
• HFMA members and non members who have earned the Certified Revenue Cycle Representative (CRCR) designation must maintain their certification by retaking a 75-question exam every 2 years.

Q: At what career level is the new 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
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Q: Why are changes being made to the certification program?
A: HFMA desires to provide revenue cycle and career development opportunities for the industry. Certification is a necessary step to achieve these goals.

HFMA conducted research to determine the industry needs as it relates to the CRCR program. Through these findings it determined that a revenue cycle certification program was needed.

HFMA’s Board of Examiners employed these findings as guiding principles in restructuring the CRCR program.

Q: How will the CRCR examination be structured and administered?
A: The CRCR online examination will consist of 150 multiple choice questions. The exam will cover seven content areas: compliance, patient access, claims processing, account resolution, cash, financial management and revenue cycle departments. Candidates will be allowed 3 hours to complete the examination.

Unsuccessful candidates will be allowed to retest according to certification program policies for retesting.

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.

Chapter 1 - Compliance
  1.1 Compliance Programs
  1.2 Specific Medicare Compliance Issues
  1.3 HIPAA

Chapter 2 - 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
Chapter 3 - 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 Denial

Chapter 4 - Account 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 Appeal

Chapter 5 - Cash
  5.1 Electronic Transfers
  5.2 Payer Contracts
  5.3 Cash Posting
  5.4 Credit Balances

Chapter 6 - 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

Chapter 7 - Other Revenue Cycle Departments
  7.1 Other Departments in the Revenue Cycle
  7.2 Continuum of Care
  7.3 Physician/Physician Offices
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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.

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 certification content will now be reviewed annually.

Comprehensive field study findings, such as those HFMA now possesses, generally remain current for three to five years depending on developments in the professional environment. HFMA continues to monitor the healthcare financial management profession and the industry business environment and will conduct additional field study as needed.

Q: How much will the new materials cost?
A: The ability to provide materials online allows HFMA to provide them more economically, decreasing the total financial commitment.

Preparation Materials and Examination:
Total: $400 per candidate up to 10 candidates in an organization.
Discounts are offered to organizations having more than 10 CRCR candidates
There is no fee for an examination retake.

Q: What is the process for retaking the CRCR examination should I be unsuccessful?
A: HFMA Board of Examiners’ Policy stipulates that a candidate must wait at least 30 days before being allowed to retake certification examinations. This is standard testing industry practice and allows time for candidates to further prepare for the examination.

Candidates may retake the CRCR examination through HFMA website at hfma.org/crcr.

Q: Do I need to recertify?
A: Yes, recertification is required.
FREQUENTLY ASKED QUESTIONS

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Q: What will the process be for re-certification?
A: HFMA members and non members who have earned the Certified Revenue Cycle Representative (CRCR) designation must maintain their certification by taking a 75-question recertification exam every 2 years. Candidates will be allowed 90 minutes for the CRCR recertification exam. The recertification fee is $150.

Q: How will the CRCR exam be administered?
A: The examination will be delivered via the Internet through HFMA’s learning management system. This can be accessed through the HFMA website at hfma.org/crcr.

Q: Do I have to review the new preparation materials in order to successfully complete the new certification examination?
A: No. It is very possible that experienced mid-level finance professionals who have been involved in ongoing professional development and education may pass the examination. Remember, the preparation materials are a guide for successfully completing the examination but cannot substitute for practice experience.

Q: What will be received at the successful completion of the CRCR examination?
A: All candidates will be able to print out a certificate and congratulatory letter upon successful completion of the exam.