



## **Healthcare Financial Management Association**

### **Certified Revenue Cycle Representative (CRCR) Program**



## **Customer Orientation Guide**

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Information in this Orientation Guide represents current implementation and delivery procedures for HFMA's CRCR Program. Information in this Guide supersedes information contained in any prior versions of the Guide or previously published information.

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## INTRODUCTION

The Healthcare Financial Management Association's (HFMA) Certified Revenue Cycle Representative (CRCR) Program consists of an online, interactive study guide and timed certification exam developed by HFMA and supported by the Elsevier Performance Management (EPM) system. The CRCR Program serves to validate a national level of achievement for a body of knowledge within the healthcare revenue cycle arena for revenue cycle staff and associated departments. Upon successful completion of the exam, participants earn the designation CRCR.

Your organizational license allows staff to re-test as many times as needed to obtain the certification or to maintain it.

The CRCR Program is flexible. Maintenance of the designation is determined by a retest every 2 years. HFMA updates the study guide and exam annually. Members and non-members of HFMA are eligible for the CRCR designation.

There are two (2) important roles involved in the implementation and delivery of the CRCR Program. These roles are filled by your employees and will need to be assigned. The following is a brief overview of these roles:

1. Organizational Administrator (OA): This individual is responsible for assigning the CRCR modules and exam to candidates just as other e-learning courses are assigned. After assigning the CRCR to candidates, the organizational administrator's duties are minimal. Candidates may study and take the exam independently. HFMA has discontinued the requirements for proctoring and supervising the exam process that were formerly part of the administrator's duties.
2. Participants/Students: These individuals take the CRCR exam and are seeking the CRCR designation. Participants should be junior to supervisory level staff and may work within any revenue cycle related department. HFMA recommends participants have a minimum of 1-2 years of healthcare experience prior to sitting for the CRCR exam.

The following orientation guide provides detailed information for participants. The guide should be distributed in advance to participants with an email or memo explaining the program.

Furthermore, it is suggested that Organizational Administrators read the sections assigned to Participants.

Should any questions about implementation arise, please direct them to your Elsevier/MC Strategies' Client Service Representative who has the ability to achieve resolution through a variety of resources available.

If you have any comments or questions about the program or this guide, please send them to:

The Healthcare Financial Management Association  
Certification Department  
Three Westbrook Corporate Center, Suite 600  
Westchester, IL 60154  
E-mail: certification@hfma.org

## FOR THE ORGANIZATIONAL ADMINISTRATOR

### **2.1 YOUR ROLE**

The Organizational Administrator oversees the implementation and delivery of HFMA's CRCR Program within the company. Specific responsibilities include:

- Serving as your organization's point-of-contact, externally and internally:
  - » Externally: Teaming with Elsevier/MC Strategies' Client Service Representative (CSR) on how to access the program, set-up participants in the system, etc. (An introduction to your CSR will be made for you, if not already known.)
  - » Internally: Communicating with the larger group of business leaders to build awareness of the program's availability and teaming with them to identify participants;
- Introducing the CRCR program to participants and providing them with information from this guide and any organization-specific information;
- Monitoring participants' progress over the study period;
- Collecting one copy of successful participants' certificates (post-exam) for their personnel files.

(FOR NEW EPM CUSTOMERS ONLY) Providing a brief overview of the EPM to participants in advance.

Specifically, your Elsevier/MC Strategies CSR will provide you with an orientation on the following responsibilities:

- Entering participants in the EPM, assigning/editing the study guide modules and deadline dates.
- Grouping participants into departments if desired;
- Viewing reports in the LMS;
- Tracking participants' progress by module;
- Extending a participant's exam time if necessary due to computer/internet failure.

## **2.2 PROGRAM OVERVIEW**

The CRCR Program involves an online, interactive study guide and a timed examination. Access to both will be provided by your company's EPM administrator. The study guide takes approximately 12-15 hours to complete and consists of seven chapters, divided among 3 “module” links. The OA should ensure that participants have all three modules assigned to them.

- Link 1: “HFMA Certified Revenue Cycle Representative Program – Module 1”
  - » Chapter 1 – Compliance
  - » Chapter 2 – Patient Access
- Link 2: “HFMA Certified Revenue Cycle Representative Program – Module 2”
  - » Chapter 3 – Claims Processing
  - » Chapter 4 – Account Resolution
- Link 3: “HFMA Certified Revenue Cycle Representative Program – Module 3”
  - » Chapter 5 – Cash
  - » Chapter 6 – Financial Management
  - » Chapter 7 – Support Departments

As soon as participants have completed their studies and are ready, they may attempt the exam. The examination is 3 hours in length and consists of 150 multiple choice questions. Questions appear one at a time and are drawn randomly from the question bank, providing individual candidates a unique exam.

The exam is weighted by chapter, as determined by the CRCR Advisory Committee: 43% of questions address Patient Access, 43% address Patient Accounts, and the remaining 14% examine other areas. The exam provides real-time scoring - 75% is the required passing score. Questions and candidate responses are not disclosed. Participants who pass (75% or higher) will receive a formal certificate of completion and congratulatory letter to print immediately after finishing their exams. A certificate and CRCR pin will also be mailed to the participant directly from HFMA.

Unsuccessful candidates will be allowed to retake the exam as many times as they would like (within the client licensing period) after 30 days have passed from the date of the original exam. As with any exam, preparation should not be necessarily limited to the CRCR study guide. Participants are encouraged to create study groups. Organizations are encouraged, but not required, to provide resources to increase the probability of success on the CRCR exam.

The exam must be available to the participant in their assigned lesson list within the EPM.

### **2.3 SELECTING PARTICIPANTS**

The CRCR Program is designed for junior to mid-level staff working within any revenue cycle related department. (The more departments that complete the CRCR Program, the greater the likelihood of shared understanding.) HFMA recommends participants have a minimum of 1-2 years of healthcare experience prior to sitting for the CRCR exam. Please note: HFMA also offers the Certified Healthcare Finance Professional (CHFP) designation, a certification more suited for upper-management (e.g. Director and above).

### **2.4 RESERVING THE TESTING ROOM**

Candidates for the CRCR exam will find it beneficial to take the exam in a quiet room apart from the demands of daily operations. There is no requirement for a proctor or for oversight of the exam space or computers. This is a recent change in requirements. Candidates may access the exam as soon as it is assigned to them through the EPM. Organizations may schedule exams as they wish, or allow candidates to take the exams at their own convenience.

### **2.5 PREPARING TERMINALS FOR TESTING**

Candidates may want to check the computers they plan to use to take the exam to make certain there are no delays in response times. For best performance, confirm there will not be any software pushes or upgrades scheduled for the night before the exam, which may affect terminals' function/set-up; verify that all terminals have the latest Internet Browser; ensure Java scripts are updated; and validate that the terminal is compliant with the EPM prior to starting the exam.

## FOR PARTICIPANTS

### **3.1 PROGRAM OVERVIEW**

CRCR is a certification program which consists of an online, interactive study guide and timed certification exam developed by HFMA and supported by the Elsevier Performance Management (EPM) system. The CRCR Program serves to validate a national level of achievement for a body of knowledge within the healthcare revenue cycle arena for revenue cycle staff. Upon successful completion of the exam, participants earn the designation Certified Revenue Cycle Representative (CRCR).

### **3.2 YOUR ROLE**

Congratulations! You have been selected by your organization's leadership for the Healthcare Financial Management Association's Certified Revenue Cycle Representative (CRCR) program. Your role in this process is to study and sit for the CRCR exam.

### **3.3 ABOUT THE STUDY GUIDE**

The online, self study guide takes approximately 12-15 hours to complete and consists of seven chapters, divided among 3 “module” links on your “Personal Page.” Your supervisor or department leader will ensure that you are granted access to all three modules. If you are unable to access, please contact him/her for assistance.

- Link 1: “HFMA Certified Revenue Cycle Representative Program – Module 1”
  - » Chapter 1 – Compliance
  - » Chapter 2 – Patient Access
- Link 2: “HFMA Certified Revenue Cycle Representative Program – Module 2”
  - » Chapter 3 – Claims Processing
  - » Chapter 4 – Account Resolution
- Link 3: “HFMA Certified Revenue Cycle Representative Program – Module 3”
  - » Chapter 5 – Cash
  - » Chapter 6 – Financial Management
  - » Chapter 7 – Support Departments

There are “check your knowledge” questions within the chapters and “review questions” at the end of every chapter. These are modeled after the exam questions to help you become more familiar with the exam format however they are not graded nor submitted to anyone for review. They are only for your benefit. You are encouraged to form study groups or seek out resources should you need additional help. When you have completed the study guide, you may take the exam by accessing it from your list of assigned lessons on the EPM.

### **3.4 BEFORE THE EXAM**

- 1) Bring the following with you:
  - a) Calculator (cell phone calculators will not be allowed). Some questions require calculations.
  - b) Writing utensil and scratch paper.
  - c) Do not bring cell phones and/or other recording devices, as you are not permitted to use them while taking the examination. You may not receive or send any electronic communications during the examination.

### **3.5 ABOUT THE EXAM**

The CRCR exam involves 150 multiple-choice questions covering the following topics:

Patient Access – 64 questions

Claims Processing, Account Resolution, and Cash - 65 questions

Compliance, Financial Management, and Support Departments - 21 questions

Questions will be presented one at a time, in random order, and will be numbered so you will know how many questions you have completed. Read each question and the four possible answer statements (A,B,C,D) carefully. Select the one statement you think answers the question best by clicking the radio button next to the statement. If you decide to change your answer, simply click that answer’s radio button. Only one statement can be selected per question.

When you have chosen your answer, click the “Submit” button in the lower, right hand corner of your screen to submit your answer and move to the next question. Once you have hit “Submit” you will not be able to go back to a question to change your answer nor will the system allow you to skip questions. A submitted answer is your final answer.

Should you have any computer problems during the exam, alert your OA. The OA will take the necessary steps to achieve resolution and if needed, adjust your testing time. Once the situation has been corrected, log-in again and click on the exam link. You will be taken back to the last question on the screen prior to the technical issue. All previous exam responses are captured and will be unaffected.

You are allowed 3 hours to complete the examination. Monitor your pace to ensure you see every question. A timer is provided in the top, right hand corner of your screen. The exam will close automatically in either of the following situations:

You complete all 150 questions within 3 hours OR the timer reaches 3 hours. Any unanswered questions will be marked as incorrect.

Note: There will be a recertification CRCR exam every two years. This exam will be 50 questions.

### **IMPORTANT**

If you experience an interruption during the exam, the 3-hour clock will continue to count down unless you alert your training administrator and have the time on the 3-hour clock adjusted to account for the downtime during the interruption.

Once the exam closes, you will receive a message about your results. Regardless of results, please proceed to the brief online evaluation that follows. This provides HFMA with feedback for continuous improvement of the program.

For successful candidates who achieve a passing score (a minimum of 113 correct answers, or 75%) , a formal certificate and congratulatory letter are available immediately to print after completing the online evaluation. Please verify the spelling and appearance of your name on your certificate.

Notify your training administrator of any corrections needed. Please remember not to discuss the exam outside the testing room, in accordance with the Student Affidavit's terms of confidentiality. You may access your actual score (percentage) on your “personal page” to the right of the exam link (under the Completed Lessons tab). Click on the exam link to access your certificate.

Candidates who do not successfully complete the exam will see the evaluation as the final screen. Please complete the evaluation and log-out. If you do not pass the exam and wish to take it again, you must wait at least 30 days, after which you may work with your training administrator, who will work with your MCS client service representative to reset your exam. Please remember not to discuss the exam outside the testing room, in accordance with the Student Affidavit's terms of confidentiality.

### **3.6 STUDENT AFFIDAVIT**

#### **CRCR Examination Confidentiality**

All CRCR candidates are required to accept the terms of the HFMA confidentiality policy:

1. Candidates will not divulge the nature or content of HFMA CRCR examination test items;
2. Candidates will not engage in unauthorized communication with other candidates during the examination;
3. Candidates will not refer to unauthorized materials including but not limited to the self-study materials, personal notes and/or materials provided in a certification preparation course;
4. Candidates will not use unauthorized equipment including but not limited to cell-phones, i-phones, i-pods, and notebooks during the exams.

Acceptance of this confidentiality statement and its terms is required to launch the examination. Candidates refusing to accept the confidentiality statement will not be allowed to take the CRCR certification examination.

#### **Candidate Confidentiality Agreement**

All candidates for Certification are required to agree to the following statements:

I hereby apply to the Healthcare Financial Management Association (“HFMA”) for examination and issuance to me of Certification as Certified Revenue Cycle Representative in accordance with and subject to the procedures and regulations of HFMA. I have read and agree to the conditions set forth in the HFMA confidentiality statement covering the administration of the Certification Examination. I agree to disqualification from examination, to denial of Certification, and to forfeiture and redelivery of any certificate granted me by HFMA in the event that any of the statements or answers made by me in this application are false or in the event that I violate any of the rules or regulations governing such examination.

I understand that the content of the Certification Examination is proprietary and strictly confidential information. I hereby agree that I will not disclose, either directly or indirectly, any question or any part of any question from a CRCR Examination to any person or entity. I understand that I can be disqualified from taking or continuing to sit for an Examination, or from receiving Examination scores, if HFMA determines through either observation, statistical analysis, or any other means that I was engaged in collaborative, disruptive, or other unacceptable behavior during the administration of or following the Examination.

I further understand that the unauthorized receipt, retention, possession, copying or disclosure of any CRCR Examination materials, including but not limited to the content of any Examination question, before, during, or after the Examination may subject me to legal action. Such legal action may result in monetary damages and/or disciplinary action including denial or revocation of certification or re-certification.

I hereby agree to hold HFMA, its officers, directors, examiners, employees, and agents, harmless from any complaint, claim, or damage arising out of any action or omission by any of them in connection with this application; the application process; any examination given by HFMA; any grade relating thereto; the failure to issue me any certificate; or any demand for forfeiture or redelivery of such certificate. I understand that the decision as to whether I qualify for certification rests solely and exclusively with HFMA and that the decision of HFMA is final.

***I HAVE READ AND UNDERSTAND THESE STATEMENTS AND I INTEND TO BE LEGALLY BOUND BY THEM.***

<<ACCEPT BUTTON>>