



American Medical Certification Association

**Working Together to Develop Quality Allied
Healthcare Professionals!**

Candidate Handbook

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AMCA Certifications

Below is a list of the certifications offered by the **American Medical Certification Association** (“AMCA”) that are accredited by The National Commission for Certifying Agencies (“NCCA”).

Clinical Medical Assistant Certification (CMAC)
EKG Technician Certification (ETC)
Medical Administrative Assistant Certification (MAAC)
Medical Coder & Biller Certification (MCBC)
Phlebotomy Technician Certification (PTC)

Billing & Coding Specialist Certification (BCSC)
Dental Support Technician Certification (DSTC)
Electronic Health Records Certification (EHRC)
Medical Assistant Certification (MAC)
Medical Office Administrator Certification (MOAC)
Mental Health Technician Certification (MHTC)
Nursing Assistant Certification (NAC)
Patient Care Technician Certification (PCTC)
Physical Therapy Technician/Aide Certification (PTTC)



This candidate handbook provides information about:

- AMCA’s policies and procedures
- Eligibility requirements for the AMCA certification exams
- Registration and exam administration details
- Recertification and continuing education information

Table of Contents

I. Introduction to AMCA

- A. Statement of Purpose
- B. AMCA's Vision
- C. AMCA's Mission
- D. AMCA's Core Values
- E. The Importance of Certification
- F. AMCA Certification Board
- G. Code of Ethics
- H. Statement of Non-Discrimination
- I. Special Accommodations

II. Before the Exam

- A. Eligibility Requirements
- B. Grandfathering and Reciprocity
- C. Exam Registration
- D. Registration Fees
- E. Candidate Agreement
- F. Candidate Portal
- G. Prep Material

III. Exam Administration

- A. Testing Site
- B. Exam Format
- C. Policies and Procedures when Testing
- D. Violation of Exam Procedures

IV. Exam Results

- A. Exam Scoring
- B. Credentialing
- C. Certification Mark Policy
- D. Confidentiality Policy
- E. Retaking an Exam
- F. Refund Policy
- G. Exam Cancellation Policy
- H. Appeals Policy
- I. Disciplinary Policy
- J. Non-Disciplinary Complaints

V. Recertification

- A. Keeping Certification Current
- B. Expired Certifications
- C. Employer Certification Verification

VI. Exam Development

- A. Exam Development
- B. Standard Setting Determining the Passing Score

VII. Exam Specifics

- A. Clinical Medical Assistant Certification (CMAC)
 - a. Work Environment
 - b. Test Blueprints
- B. Phlebotomy Technician Certification (PTC)
 - a. Work Environment
 - b. Test Blueprints
- C. EKG Technician Certification (ETC)
 - a. Work Environment
 - b. Test Blueprints
- D. Medical Administrative Assistant Certification (MAAC)
 - a. Work Environment
 - b. Test Blueprints
- E. Medical Coder & Biller Certification (MCBC)
 - a. Work Environment
 - b. Test Blueprints

I. Introduction to AMCA

A. Statement of Purpose

American Medical Certification Association is headquartered in Fairfield, New Jersey. The American Medical Certification Association (AMCA) was established with the vision of enhancing the allied healthcare industry by providing national certification exams that validate the knowledge and expertise of professionals in this field. In support of these goals, AMCA developed certification exams that have been taken by over 30,000 candidates around the world. Additionally, the AMCA collaborates and actively participates in the allied healthcare industry to serve as a support network for allied healthcare professionals. The AMCA participates in active memberships of local, state, and national organizations to strengthen its ties to the industry.

AMCA creates and distributes certification exams to a specific target audience. This consists of candidates who have completed training in an industry-specific program that aligns with one of the AMCA certification exams. The purpose of the certification exam is to verify that each successful exam candidate has validated their skill set in their field of study.

Certification by definition means “to attest as being true or as represented as meeting a standard.” It is through a set of standards that the American Medical Certification Association Certification Board has developed each of its exams. In addition, certification also demonstrates an individual’s skill and expertise in a subject matter and advancement in their profession.

B. AMCA’s Vision

The vision at the AMCA is to be a constant resource for allied health organizations by staying well-informed of industry changes and federal mandates.

The AMCA enhances the allied healthcare industry by providing nationally certified individuals, validating skills, and upholding professional standards.

C. AMCA’s Mission

The AMCA’s mission is to improve the quality of patient care while helping individuals become marketable in today’s ever-changing workforce.

The AMCA is committed to helping provide the best patient care possible by working together with educational institutions, hospitals, and organizations to develop quality allied healthcare professionals.

D. AMCA's Core Values

Dependability – Customer service is our priority. We believe that by providing customer service that is dependable and reliable, our clients can be assured that the AMCA is here to support them.

Commitment – We are advocates for the allied health industry. By supporting CE opportunities, the AMCA is helping provide a well-rounded employee capable of providing quality patient care.

Honesty – Upholding our high ethical standards and incorporating them into our everyday practices shows our commitment to providing quality candidates to the allied healthcare industry.

E. Certification

Certification is a voluntary process designed to establish that a person has met professional standards of education, training, and experience. A certification attests to the fact that the person has met the standards of a credentialing organization and is entitled to make the public aware of his or her professional competence.

F. AMCA Certification Board

The AMCA Certification Board was established in 2013 to be an autonomous board of the AMCA, LLC in order to comply with national accreditation standards for demonstrating independence from the AMCA, LLC. At current, the Board has authority for the exams that are accredited or going through the accreditation process. The AMCA Certification Board is comprised of eight (8) elected voting members plus the Executive Director who is nonvoting. Each member represents a stakeholder group; the groups represented are the public, AMCA certified phlebotomists, certified clinical medical assistants, certified EKG technicians, certified billing and coding specialists, certified medical administrative assistants, certified medical assistants, the AMCA, and the healthcare industry.

The purpose of the Board is to ensure that the AMCA certification exams are current and reliable credentials.

The Certification Board operates in the best interest of the public, the industry and certified members of the AMCA by establishing clear guidelines, quality testing materials, and policies and procedures. Any and all activities of the certification board are fully funded by the AMCA, LLC.

G. Code of Ethics

The Code of Ethics established by the AMCA Certification Board applies to all applicants and certificants. AMCA applicants and certificants have an ethical obligation to practice with honesty and integrity, provide services in a manner that reflects positively on their profession, keep their knowledge current and seek professional development opportunities, respect patient rights, contribute to patient safety, and follow all applicable state and federal mandates.

All applicants and certificants are required to agree to the Code of Ethics as a condition of certification. Violation of any portion of the Code may result in disciplinary action, as defined in the disciplinary policy.

As such all applicants and certificants agree to:

1. Adhere to all laws, regulations, and policies that apply to their area of practice and/or job role.
2. Refrain from public behavior that is clearly in violation of professional, ethical, and/or legal standards that apply to their area of practice and/or job role.
3. Refrain from discrimination in professional activities, including relationships with employees, employers, patients, customers and their families, and other professionals.
4. Promote patient safety.
5. Treat patients with fairness and respect.
6. Act honestly in the conduct of all job responsibilities and in all professional interactions with others.
7. Properly use all professional licenses, titles, degrees, and credentials to provide accurate and truthful information regarding education, experience, qualifications, and the performance of services.
8. Understand and follow all AMCA policies, procedures, and requirements.
9. Provide accurate and complete information to AMCA concerning certification and recertification.
10. Protect the confidentiality of all exam information, including preventing unauthorized disclosures of exam information. No part of any AMCA exam may be copied, recorded, reproduced, shared, removed from an exam site or otherwise compromised in any manner.
11. Cooperate with AMCA and the AMCA Certification Board regarding any matters related to the Code of Ethics, including any complaint and/or disciplinary investigations.

H. Statement of Non-Discrimination

AMCA adheres to the principles of fairness and due process and endorses the principles of equal opportunity.

The AMCA does not discriminate or support the discrimination of or against any individual on the basis of race, gender, ethnicity, political affiliation, age, religion, marital status, national origin, disability, sexual orientation, veteran status or any other status protected by applicable law.

All candidates for certification will be judged solely on the published requirements for certification and recertification established by the Certification Board.

I. Special Accommodations

AMCA pledges to comply with the provisions of the Americans with Disabilities Act, as amended (42 USC Section 12101, et. seq.), and with Title VII of the Civil Rights Act, as amended (42 U.S.C. 2000e, et seq.), to the best of their ability.

If you need special accommodations because of a disabling condition, you may ask for special testing services. This request can be submitted in one of three ways.

1. A letter from a qualified objective physician outlining the disability or medical condition and need for accommodation.
2. A letter from a qualified objective professional requesting the need for accommodation and reasoning.
3. An Individual Educational Plan (IEP) that is less than two years old.

All letters must include the following:

- An outline of the specific disability/diagnosis.
- An explanation how this condition affects the candidate's ability to take the exam under regular conditions.
- Date and duration of diagnosis.
- Specifically state the requested accommodation. If physical testing conditions are requested, state precisely what that entails. If extra time is needed, state how much time and is needed and why.

All documentation should be emailed to compliance@amceexams.com. Requests are handled on an individual basis, must be received prior to the scheduled test date, and are reviewed by the Compliance Department. The individual requesting accommodations will be notified via email or hard copy of the accommodations being allowed. The candidate can then provide the hard copy of granted requests to the test site.

Decision Process

When the AMCA receives requests for accommodations, they are reviewed by the Compliance department. As the first step, Compliance reviews the request and the supporting documentation submitted to make sure it (1) is a qualifying document(s) as outlined in the policy and (2) is complete. If the document submitted is not one of the acceptable documentation types, is not complete, or is too old, the candidate is contacted to see if they can provide additional documentation that meets the policy specifications. If not, the request is denied.

If the candidate has provided documentation that meets the policy requirements, Compliance looks at the requested accommodation and the recommendation of the qualified professional, qualified physician, or IEP. If the request and recommendation are in alignment, the accommodation is granted. If there are any questions related to the request versus the recommendation, Compliance may ask the candidate further questions. In the case of a discrepancy, Compliance follows the recommendation in the documentation. Compliance makes the exam proctor aware of all approved accommodations.

II. Before the Exam

A. Eligibility Requirements

The population eligible to hold an active AMCA certification:

A. Must be at least 18 years of age and possess a high school diploma or equivalent.

B. Must meet ONE of the following three requirements:

Option 1: Graduate from a training program, related to the exam you are applying for, taken at an AMCA Approved Test Site. Proof of course completion is required, and applicants must pass the exam within one year from the date of training completion.

Option 2: Graduate from a training program, related to the exam you are applying for, taken at an institution other than an AMCA Approved Test Site. Proof of course completion is required, and applicants must pass the exam within one year from the date of training completion.

Option 3: Have a minimum of one year full-time work experience directly related to the credential. Work experience must be immediately preceding the date of application and be currently working in that field. Documentation with employer verification is required and will be verified by the AMCA.

C. Agree and adhere to the Code of Ethics.

Rationale: For candidates qualifying under Option 1 and 2, the training program will ensure candidates have been exposed to a combination of classroom and hands-on learning. Candidates have a 1-year window from the date of course completion to test. This gives the candidate enough time to study and prepare for the exam while the information learned in the training program remains fresh and relevant. The 1-year window also ensures that training program taken is still relevant with any changes in the industry. For candidates qualifying under Option 3, 1-year full time work experience is about 25 hours per week for 1-year, which equates to about 1200-1300 hours of hands on learning experience. The Certification Board considers this amount of on-the-job experience to be comparable to the combined classroom instruction and hands-on learning provided through training programs. Lastly, requiring candidates to agree to the Code of Ethics ensures that both candidates and certificants maintain and are held accountable to professional standards.

For candidates qualifying through Option 1, the test site will confirm the candidate's eligibility that they have completed a training program at their institution through the registration process. Candidates qualifying through Option 2 and Option 3 must complete and submit an

AMCA Exam Eligibility Application. There is a non-refundable application fee due upon submission of the application. Once the application is reviewed, the candidate will receive an email with a determination from the AMCA. If approved, the candidate has 60 days in which to schedule an exam and test, or the process will start over including payment of all fees. The Exam Eligibility Application is listed on our website under the “Downloads” section. It can also be accessed here.

The laws and regulations pertaining to minimum requirements and the allied health industry vary by state. It is highly recommended that test candidates familiarize themselves with their particular state’s rules and regulations regarding certification requirements.

B. Grandfathering and Reciprocity

The practice of grandfathering, or awarding a credential to individuals that have not passed the exam, is not permitted. All applicants are required to meet the eligibility requirements in effect at the time of their application and to pass the exam.

Reciprocal certification, for individuals certified by another organization, is not permitted.

C. Exam Registration

To register for an AMCA exam, visit our website at www.AMCAexams.com and complete the online registration form to secure an exam date and time. The candidate will receive an email with the “Exam Registration Details” including their exam, date and location.

All candidates are required to complete an AMCA registration form at least SEVEN DAYS prior to the scheduled exam date.

D. Registration Fees

The following lists the AMCA certification examinations and associated fees:

<i>BCSC</i>	<i>\$109</i>
<i>CMAC</i>	<i>\$139</i>
<i>DSTC</i>	<i>\$109</i>
<i>EHRC</i>	<i>\$109</i>
<i>ETC</i>	<i>\$109</i>
<i>MAC</i>	<i>\$109</i>
<i>MAAC</i>	<i>\$109</i>
<i>MCBC</i>	<i>\$109</i>
<i>MHTC</i>	<i>\$109</i>
<i>MOAC</i>	<i>\$109</i>
<i>NAC</i>	<i>\$109</i>
<i>PCTC</i>	<i>\$109</i>
<i>PTTC</i>	<i>\$109</i>
<i>PTC</i>	<i>\$109</i>

E. Candidate Agreement

All candidates must agree to the Candidate Agreement as part of the Exam Registration Form. The Candidate Agreement states:

By completing and submitting this form, I agree to the following:

- *All information provided is complete and accurate.*
- *I have read and understand the information in the Candidate Handbook.*
- *I will adhere to all AMCA policies, including the Confidentiality Policy.*
- *I will not share, copy, release, or otherwise disclose in any manner any information about exam questions and content nor will I participate in any fraudulent test-taking practices.*
- *At the time of exam administration, all eligibility requirements will be satisfied.*
- *I grant AMCA permission to use my email address for future contact, job lead purposes, and recertification reminders, etc.*
- *I have read and understand the Exam Cancellation Policy and the Refund Policy.*
- *If certified, I will not sue the certification in a misleading manner. If my certification expires, is suspended, or revoked I will discontinue all claims to certification and stop using the certification.*

In addition, there is an *Opt In* option which grants the AMCA permission to send exam scores to the test site where the exam was administered, and an *Opt Out* option which does not grant the AMCA permission to send exam scores – but can include them in aggregate data with no personally identifying information.

F. Candidate Portal

The Candidate Portal is the account created when an Exam Registration Form is submitted. The Candidate portal provides exam information, grades, as well as transcripts and other features. Access to the Candidate Portal is also necessary to recertify.

Reschedule a Test Date

To reschedule an exam, please call AMCA at 888.960.AMCA(2622).

Edit Profile Information

Account information can be changed or edited at any time. Please login to the AMCA Candidate Portal and use the “Edit Profile” tab. It is important to keep all contact information up-to-date.

Reset Password

If you forget your password, click the “Forgot Password” option on the login screen. If you forget your username, you can call AMCA at 888.960.AMCA(2622) and a customer service representative will be able to assist you.

G. Prep Material

Candidates are strongly encouraged to prepare for all AMCA certification exams in advance. Prep material is given to the exam candidate free of charge and is intended to be used as reinforcement for what is already learned. It is not intended to replace classroom learning, training, or hands-on experience. Instead, the prep material should be used in conjunction with other available resources for the candidate to properly prepare. AMCA's prep material also includes practices test(s) that are designed to help the candidate get in test mode and provide a level of comfort with the online platform.

Access to the prep material is delivered via email in a PDF format within 24-28 hours of exam registration.

DISCLAIMER: *The prep material is intended to be used as reinforcement for what you have already learned. It is provided as a courtesy by the AMCA to be used as an optional resource. All prep material is developed independently from the Certification Board, and it is not required, endorsed, recommended, or approved by the Certification Board.*

III. Exam Administration

A. Testing Site

AMCA certification exams are administered at testing facilities that have been approved by the AMCA. AMCA allows institutions and organizations to apply to become an approved test site and administer AMCA certification exams. To become an AMCA Approved Test Site, organizations must complete a Test Site Application which is reviewed by AMCA certification staff. At minimum, AMCA approved test sites must meet the following requirements:

- Have a physical commercial space (cannot be residential)
- Have a main contact who serves in an administrative role at the institution or organization
- Have adequate space for testing candidates
- Be able to provide candidate with a testing environment that is well lit, comfortable, and quiet

AMCA has over 800 approved test sites across the US. Depending on the test site, hours of operation and exam administration times could vary. However, all AMCA exams are administered between 8:30 AM and 9:00 PM respective to the time zone. Candidates can contact AMCA to assist them with locating an AMCA approved test site in their area.

B. Exam Format

The AMCA Certification Exams are administered via online or paper/pencil format. The number of questions and exam duration are listed below for the AMCA certification exams. All online and paper/pencil exams are allotted the same amount of time.

Certification	Number of Questions*	Exam Time
BCSC	100	2 hours
CMAC	200	3.5 hours
DSTC	130	2.75 hours
EHRC	100	2 hours
ETC	100	2 hours
MAC	100	2 hours
MAAC	100	2 hours
MCBC	100	2 hours
MHTC	100	2 hours
MOAC	100	2 hours
NAC	149	2.75 hours
PTTC	100	2 hours
PCTC	144	3 hours
PTC	100	2 hours

*This number indicates the number of scored items on the certification exam. All AMCA certification exams are subject to pilot testing, meaning that there could be additional unscored items on the exam. The scored items will be from a current operational form of our exam. The unscored items will be new items that data is being collected on. The unscored items will not have any effect on the candidate's score and/or their pass/fail decision.

C. Policies and Procedures when Testing

What to Bring to the Testing Center

Candidates will be expected to validate their identity with a current photo ID or government issued photo ID. A copy of the ID may be kept. If the photo ID cannot be verified, the test candidate may be denied entrance to the exam, asked to reschedule or provide another form of ID. Test sites are sent pre-printed exam roster sheets and if a candidate's name is not on the pre-printed exam roster sheet they may not be allowed to test. Please call the AMCA if further help is needed.

What to Expect at the Testing

Upon arrival at the testing site and verification of photo ID, candidates can expect a designated proctor to administer the online or paper/pencil exam in a standardized and consistent format. The candidate must sign in and out of the exam on the pre-printed exam roster sheet. The proctor will always have direct observation on the candidates and will be unable to answer any question during the exam. The proctor is responsible for maintaining rules and regulations and reporting any irregularities to the test site, AMCA, and the AMCA Certification Board. Proctors reserve to stop the testing session and remove any candidates in question.

General Guidelines for Paper Pencil Exams

Exams are sent to the test site approximately 1-2 days before the scheduled test date. Each test site signs a Proctor's Oath that agrees to keep the exams in a secure place until the scheduled test date.

General Guidelines for Online Exams

Candidates can choose to take AMCA exams online through a web-based system called IE Links. IE Links is a secure, online custom platform. The exam is identical to the paper exam except that the question answers are presented in shuffled format.

Registration forms are completed approximately two weeks in advance. 1-3 days before the actual exam date, the candidates are registered in IE LINKS by the AMCA, with their email address (user name) and their password (initials and last four of their SSN/government issued ID). An automatic email is generated to the AMCA email and this is forwarded to the identified point-of-contact (proctor). The exams only become available for access the morning of the exam. As an additional security feature, the access to the exam is limited to a specified time frame as well as an additional password is required to access the exam. All information is time-sensitive. For testing security purposes, testing sites are reminded to not release the login or password to anyone until the exam is ready to be proctored. The log-in information should be disseminated to the candidate upon arrival for the exam. As an additional security measure, the online exam does not have printing capabilities.

Prohibited Items

Candidates are not permitted to have the following in the test room:

- Food or drink (unless there is a documented medical necessity)
- Hats or sunglasses
- Phones or electronic devices
- Notes/study materials

All bags and personal items should be stored away and out of site.

D. Violation of Exam Procedures

AMCA Certification Board has the right to invalidate exam scores if it suspects that any irregularities or deviations from standard testing policies may have occurred during an examination administration. This includes but is not limited to testing irregularities involving the candidate, test or agents administering the exam (proctor or test administrator). In the event of a candidate violating the testing rules of conduct, the Proctor can suspend the testing session, remove the candidate from the testing session and notify the AMCA. Once the proctor's allegations are investigated by the Board, it will then be determined if the candidate is eligible for a refund. The AMCA has the right to cancel test scores, and or deem a candidate ineligible to retake any AMCA exam. If necessary, the AMCA reserves the right to contact the candidate's employer, any regulatory body or law enforcement if necessary.

IV. Exam Results

A. Exam Scoring

Paper/pencil exams are scanned and scored using a Scantron (REMARK software) scoring machine. Online exams provide immediate scoring feedback & results to the candidate through web-based software. Unsuccessful candidates who took an online exam receive an email indicating their grade, areas of deficiency (score report) and directions how to register for a re-take. Examination content area scores are not used to determine pass/fail status, but are provided to offer a general indication of your performance and may be used to assist you in evaluating your relative areas of strengths and weakness in each content area. Each examination is designed to measure your overall performance only. All grades for online and paper/pencil exams will be added under the “History” tab of the Candidate Portal. Candidates will receive an email notifying them when their grade has been added to the Candidate Portal. Each test site receives a score report of the entire test group (for those that Opted In) for both paper/pencil or online. All of the scores/results are stored in AMCA’s protected database.

Exam results are sent directly to the test site. Upon registering for the exam, the candidate agreement gives the option for the scores to be left off the score report with any personally identifying information (Opt Out option).

Rescoring (hand scoring) will only take place upon written request from an individual. Although a change in grade is highly unlikely, an individual can request his/her exam to be hand scored if they received a failing grade. No passing grade exam will be hand scored.

Exam results can be appealed under specific conditions in the *Appeals Policy* (IV.I).

B. Credentialing

ID Card

Certification cards will be processed and mailed back to the test site within 10 business days after the completion of grading. If there is a typographical error on the certificant’s certification card, the certification holder has 90 days from the exam date to report the error to AMCA in order to receive a new certification card at no cost. To request a new certification card, email certs@amcaexams.com.



Digital Badge

All successful candidates will receive a digital badge via email. The AMCA certification badge is a digital representation of a candidate’s level of achievement and their ability to perform certain job tasks that are attached to the criteria of earning a national certification. To learn more about how to claim a digital badge, click [here](#).

Wall Certificate

Successful candidates can order an official AMCA Wall Certificate. To access the Wall Certificate Order Form, click [here](#).

C. Certification Mark Policy

Upon passing an AMCA certification exam, the credential awarded may be used only as long as certification remains valid and in good standing. Individuals may not use the credential awarded until they have received specific notification that they have successfully completed all requirements, including passing the examination.

Certificants must comply with all recertification requirements to maintain use of the credential.

Certification is a non-transferable, revocable, limited, non-exclusive license to use the certification designation (for example: “CMAC” or “Clinical Medical Assistant”), subject to compliance with the policies and procedures, as may be revised from time to time.

Except as permitted by this policy, any use or display of AMCA certification marks and/or logos without the prior written permission of the AMCA is prohibited. Any candidate or certificant who manufacturers, modifies, reproduces, distributes or uses a fraudulent or otherwise unauthorized AMCA designation or other credential may be subject to disciplinary action, including denial or revocation of eligibility or certification. Any individual who engages in such behavior also may be subject to legal action.

Proper Use of the Credential

After meeting all eligibility requirements and passing the examination, individuals may use their credential in all correspondence and professional relations and on promotional materials, such as stationery, websites, business cards, etc. The mark or logo may be used only on business cards, stationery, letterhead, and similar documents on which the name of the individual certified is prominently displayed.

Individuals who have met the certification standards established by the AMCA Certification Board are authorized to use the following certification marks in communications and marketing materials:

- The credential may be used as an acronym or as the full name, for example:
 - Clinical Medical Assistant Certification or CMAC
 - Phlebotomy Technician Certification or PTC
 - EKG Technician Certification or ETC
 - Medical Administrative Assistant Certification or MAAC
 - Medical Coder & Biller Certification or MCBC
 - Medical Assistant Certification or MAC
- The credential is typically used after the certificant's name following any academic degrees and licensure (e.g. John Smith, MA, CMAC).
- The mark must be clearly associated with the individual(s) certified by the AMCA.

Examples of Correct Use:

Jane Smith is a Clinical Medical Assistant Certification certificant
Jane Smith, CMAC certificant
Jane Smith, CMAC

Examples of Misuse:

ACMA company employs three Clinical Medical Assistant Certification professionals
Jane Smith, CMA Certified

The certification mark(s) may be used only as long as certification is valid. Should the certification be suspended or withdrawn for any reason, the individual must immediately cease the use of the certification designation and acronym on stationery, websites, business cards, and any and all promotional materials.

Ownership of the Mark and Logo

The certification marks and logos are the property of the AMCA. Permission to use the certification marks or logos is granted to credentialed persons at the discretion of the AMCA Certification Board, for permissible uses only.

The marks and logos may not be revised or altered in any way. They must be displayed in the same form as produced by AMCA and cannot be reproduced unless such reproduction is identical to the mark provided by AMCA.

The mark or logo may not be used in any manner which could bring AMCA into disrepute or in any way is considered misleading or unauthorized. This includes any use of the mark or logo that the public might construe as an endorsement, approval or sponsorship by AMCA of a certificant's business or any service or product thereof.

D. Confidentiality Policy

Confidential Information

The confidentiality policy applies to all AMCA employees, Certification Board members, committee members, subject matter experts, proctors, consultants, and other individuals who are permitted access to confidential information. These individuals are required to sign confidentiality forms/attestations.

Non-public information including, but not limited to, an individual's application status; personal applicant/certificant information including name, address, social security number, bank account numbers, financial or financial aid information, medical information, certification number, etc.), exam development documentation (including job analysis study reports, technical reports, and cut score studies); exam items and answers; exam forms; item banks; and individual exam scores is considered confidential and is protected by federal state and local statutes where applicable. To protect confidentiality, AMCA's database and other confidential materials are accessible only by designated staff and contractors operating under a nondisclosure agreement. Aggregate information from the database may also be used (such as pass rates, numbers of certificants, score trends, etc.) for the purpose of research reports and other published data when information is not identifiable to any specific individual(s).

Release of Information

Candidate information will remain confidential, with the exclusion of whether a candidate has a current/active certification. Unless required by law, written authorization by the candidate is needed to release test score information. Candidates are given the option to "Opt-In" or "Opt-Out" during the registration process. Additionally, test scores or pass/fail status will not be provided over the phone to anyone other than the candidate.

Information discussed during Certification Board meetings is considered confidential and will not be disclosed unless authorized by the Certification Board. This includes any verbal or written information identified as a confidential matter.

Information related to the development, administration and maintenance of the examinations is considered confidential.

To ensure the security of the examination, all test materials are confidential and will not be released to any person or agency, except as required by these policies for the purpose of examination development and administration.

E. Retaking an Exam

If candidates are not successful in their first exam attempt, they will have two more opportunities to retake the exam. After the first unsuccessful attempt, there is a designated 30-day waiting period before the candidate can test again. After a second unsuccessful attempt, there is a designated 60-day waiting period before the candidate can test again. Each candidate has a maximum of three attempts. All testing, including the second and third, attempt must be completed within 1 year of the date of the first attempt. If the candidate does not successfully pass the exam after the third attempt, they can re-apply 1 year from the date of their initial exam attempt.

F. Refund Policy

To request a refund, please submit this [Refund Request Form](#). Once the refund is processed, you will receive an email from the Finance Department indicating whether the refund was *APPROVED*, *DENIED* or *REQUEST FOR ADDITIONAL INFORMATION*. Refunds can take up to 5 business days to be processed, and then an additional 5 business days to appear in your account.

G. Exam Cancellation Policy

If a candidate wishes to cancel an exam date, first a written notice must be submitted 5 business days in advance of the original exam date to the Registration Department (registration@amcaexams.com). Once written notice is received, you must complete the [Refund Request Form](#) in order to receive a refund, minus a \$25 Administrative Fee. NO exam fee will be refunded for any reason on or after the scheduled exam date.

H. Appeals Policy

A candidate may contact the AMCA to appeal an adverse decision related to eligibility, exam administration, or recertification. Appeals are initially reviewed by the Compliance Department to determine that the appeal is within the purview of this policy and includes adequate information. Following review, a response from the Certification Board will be returned in a PDF letter sent via email with a read receipt. All decisions made by the AMCA Certification Board are final.

Eligibility Appeals

The AMCA Certification Board reserves the right to deny registration or applications of individuals that do not meet the eligibility requirements set forth by the Board. Appeals to a denied application must be submitted online using the Appeals Submission Form within 30 days of the denied application. The Board will review the applicant's information and will make a final decision regarding eligibility. Depending on the circumstances, this process can take up to 90 days and appeals may need to be reviewed at the quarterly Certification Board Meeting. A response from the Certification Board will be returned in a PDF letter set via email with a read receipt. All decisions made by the AMCA Certification Board are final.

Exam Appeals

Candidates who fail the exam and believe irregular testing conditions and/or failure to follow AMCA policies were a contributing factor may file an appeal to the Certification Board. Examples of irregular testing conditions include a medical or personal emergency during the testing session, exam technical issues such as computer malfunctions or extended power outages, and other significant test site disruptions. Appeals related to exam administration must be submitted online using the Appeals Submission Form within 14 days of the original exam date. All appeals must describe the suspected error or problem. Depending on the circumstances, this process can take up to 90 days and appeals may need to be reviewed at the quarterly Certification Board Meeting. A response from the Certification Board will be returned in a PDF letter set via email with a read receipt. All decisions made by the AMCA Certification Board are final.

Recertification Appeals

If a certificant's recertification is rejected for any reason (i.e., does not meet standards set by the certification board, not relevant to certification, outside one year, etc.), the certificant can appeal the decision. Recertification appeals must be submitted online using the Appeals Submission Form within 30 days of the denial of recertification. The appeal will be reviewed by the AMCA Certification Board and they will make a determination. Depending on the circumstances, this process can take up to 90 days and appeals may need to be reviewed at the quarterly Certification Board Meeting. A response from the Certification Board will be returned in a PDF letter set via email with a read receipt. All decisions made by the AMCA Certification Board are final.

To access the "Appeal Submission Form", click [here](#). Upon receipt, all appeals will be submitted to the AMCA Certification Board to be reviewed. Depending on the circumstances, this process can take up to 90 days and appeals may need to be reviewed at the quarterly Certification Board Meeting. A response from the Certification Board will be returned in a PDF letter set via email with a read receipt. All decision made by the AMCA Certification Board are final.

I. Disciplinary Policy

In order to maintain and enhance the credibility of the AMCA certification program, the AMCA Certification Board has adopted the following procedures to allow individuals to bring complaints concerning the conduct of individuals who are AMCA certificants.

In the event an individual certificant violates the AMCA Code of Ethics, certification rules, or AMCA policies the Certification Board may reprimand or suspend the individual or may revoke certification.

The Certification Board reserves the right to suspend/revoke certification or take action for the following reasons:

1. Violation of the AMCA Code of Ethics.
2. Violation of established AMCA policies, rules, and requirements.
3. Conviction of a felony or other crime of moral turpitude under federal or state/provincial law in a matter related to the practice of, or qualifications for medical services.
4. Gross negligence, willful misconduct, or other unethical conduct in the performance of services for which the individual has achieved certification from AMCA.
5. Fraud or misrepresentation in an initial application or renewal application for certification.

Information regarding the complaint process will be available to the public via the AMCA web site or other published documents. A complete copy of this policy will be publicly available.

Actions taken under this policy do not constitute enforcement of the law, although referral to appropriate federal, state/provincial, or local government agencies may be made about the conduct of the certificant in appropriate situations. Individuals initially bringing complaints are not entitled to any relief or damages by virtue of this process, although they will receive notice of the actions taken.

Disciplinary Complaints

Complaints may be submitted by any individual or entity. Complaints should be reported to the AMCA Certification Board in writing and should include the name of the person submitting the complaint, the name of the person the complaint is regarding along with other relevant identifying information, a detailed description of factual allegations supporting the charges, and any relevant supporting documentation. Information submitted during the complaint and investigation process is considered confidential and will be handled in accordance with the AMCA's Confidentiality policy. Inquiries or submissions other than complaints may be reviewed and handled by the Certification Board or its staff members at its discretion.

Upon receipt and preliminary review of a complaint involving the certification program the Certification Board Chair and AMCA's Director of Compliance & Accreditation may conclude that the submission:

1. contains unreliable or insufficient information, or
2. is patently frivolous or inconsequential.

In such cases, the Certification Board Chair and Director of Compliance & Accreditation may determine that the submission does not constitute a valid and actionable complaint that would justify bringing it before the Disciplinary Panel for investigation and a determination of whether there has been a violation of substantive requirements of the certification process. If so, the submission is disposed of by notice from the Certification Board Chair and Director of Compliance & Accreditation to its submitter, if the submitter is identified.

Preliminary review will be conducted within 30 calendar days of receipt of the complaint.

If a submission is deemed by the Certification Board Chair and Director of Compliance & Accreditation to be a valid and actionable complaint, the Board Chair shall see that written notice is provided to the certificant whose conduct has been called into question. The certificant whose conduct is at issue shall also be given the opportunity to respond to the complaint. The Board Chair also shall ensure that the individual submitting the complaint receives notice that the complaint is being reviewed by the Certification Board.

Disciplinary Complaint Review

For each complaint that the Certification Board Chair and Director of Compliance & Accreditation conclude is a valid and actionable complaint, the AMCA Certification Board authorizes an investigation into its specific facts or circumstances to whatever extent is necessary in order to clarify, expand, or corroborate the information provided by the submitter.

The Board Chair appoints a Review Committee of three or more individuals, who may or may not be members of the Certification Board to investigate and make an appropriate determination with respect to each such valid and actionable complaint; the Review Committee may review one or more such complaints as determined by the Board Chair. The Review Committee initially determines whether it is appropriate to review the complaint under these Procedures or whether the matter should be referred to another entity engaged in the administration of law. The timeline for responses and for providing any additional information shall be established by the Review Committee. The review and investigation will be completed in an appropriate amount of time, not to exceed 6 months, unless there are extenuating circumstances that require an extended time period. The Review Committee may be assisted in the conduct of its investigation by other members of the AMCA or by AMCA staff or legal counsel. The Certification Board Chair exercises general supervision over all investigations.

Both the individual submitting the complaint and the certificant who is the subject of the investigation (or his or her employer) may be contacted for additional information with respect to the complaint. The Review Committee, or the Certification Board on its behalf, may at its discretion contact such other individuals who may have knowledge of the facts and circumstances surrounding the complaint.

All investigations and deliberations of the Review Committee and the Certification Board are conducted in confidence, with all written communications sealed and marked "Personal and Confidential," and they are conducted objectively, without any indication of prejudice. An investigation may be directed toward any aspect of a complaint which is relevant or potentially relevant. Formal hearings are not held and the parties are not expected to be represented by counsel, although the Review Committee and the Certification Board may consult their own counsel.

Members of the Review Committee shall be reimbursed for reasonable expenses incurred in connection with the activities of the Committee.

Determination of Violation

Upon completion of an investigation, the Review Committee recommends whether the Certification Board should make a determination that there has been a violation of AMCA policies and rules. When the Review Committee recommends that the Certification Board find a violation, the Review Committee also recommends imposition of an appropriate sanction. If the Review Committee so recommends, a proposed determination with a proposed sanction is prepared under the supervision of the Board Chair and is presented by a representative of the Review Committee to the Certification Board along with the record of the Review Committee's investigation.

If the Review Committee recommends against a determination that a violation has occurred, the complaint is dismissed with notice to the certificant and the individual or entity who submitted the complaint; a summary report is also made to the Certification Board.

The Certification Board reviews the recommendation of the Review Committee based upon the record of the investigation. The Certification Board may accept, reject, or modify the Review Committee's recommendation, either with respect to the determination of a violation or the recommended sanction to be imposed. If the Certification Board makes a determination that a violation has occurred, this determination and the imposition of a sanction are promulgated by written notice to the certificant, and to the individual submitting the complaint, if the submitter agrees in advance and in writing to maintain in confidence whatever portion of the information is not made public by the Certification Board.

In certain circumstances, the Certification Board may consider a recommendation from the Review Committee that the certificant who has violated the certification program policies or rules should be offered an opportunity to submit a written assurance that the conduct in question has been terminated and will not recur. The decision of the Review Committee to make such a recommendation and of the Certification Board to accept it are within their respective discretionary powers. If such an offer is extended, the certificant at issue must submit the required written assurance within thirty days of receipt of the offer, and the assurance must be submitted in terms that are acceptable to the Certification Board. If the Certification Board accepts the assurance, notice is given to the certificant's employer and to the submitter of the complaint, if the submitter agrees in advance and in writing to maintain the information in confidence.

Sanctions

Any of the following sanctions may be imposed by the Certification Board upon a certificant whom the Certification Board has determined to have violated the policies and rules of its certification program(s), although the sanction applied must reasonably relate to the nature and severity of the violation, focusing on reformation of the conduct of the member and deterrence of similar conduct by others:

1. written reprimand to the certificant
2. suspension of the certificant for a designated period
3. termination of the certificant's certification(s)

Reprimand in the form of a written notice from the Board Chair normally is sent to a certificant who has received his or her first substantiated complaint. Suspension normally is imposed on a certificant who has received two substantiated complaints. Termination normally is imposed on a certificant who has received two substantiated complaints within a two-year period, or three or more substantiated complaints. The Certification Board may at its discretion, however, impose any of the sanctions, if warranted, in specific cases.

Certificants who have been terminated shall have their certification revoked and may not be considered for AMCA certification in the future. If certification is revoked, any and all certificates or other materials requested by the Certification Board must be returned promptly to AMCA.

Disciplinary Appeal

Within thirty (30) days from receipt of notice of a determination by the Certification Board that a certificant violated the certification program policies and/or rules, the affected certificant may submit to the Certification Board in writing a request for an appeal.

Upon receipt of a request for appeal, the Board Chair establishes an appellate body consisting of at least three, but not more than five, individuals. This Appeal Committee may review one or more appeals, upon request of the Board Chair. No current members of the Review Committee or the Certification Board may serve on the Appeal Committee; further, no one with any personal involvement or conflict of interest may serve on the Appeal Committee. Members of the Appeal Committee may be reimbursed for reasonable expenses incurred in connection with the activities of the Committee.

The Appeal Committee may only review whether the determination by the Certification Board of a violation of the certification program policies and/or rules was inappropriate because of:

1. material errors of fact, or
2. failure of the Review Committee or the Certification Board to conform to published criteria, policies, or procedures.

Only facts and conditions up to and including the time of the Certification Board determination as represented by facts known to the Certification Board are considered during an appeal. The appeal shall not include a hearing or any similar trial-type proceeding. Legal counsel is not expected to participate in the appeal process, unless requested by the appellant and approved by the Certification Board and the Appeal Committee. AMCA, the Certification Board, and Appeal Committee may consult legal counsel.

The Appeal Committee conducts and completes the appeal within ninety days after receipt of the request for an appeal. Written appellate submissions and any reply submissions may be made by authorized representatives of the member and of the Certification Board. Submissions are made according to whatever schedule is reasonably established by the Appeal Committee. The decision of the Appeal Committee either affirms or overrules the determination of the Certification Board but does not address a sanction imposed by the Certification Board.

The Appeal Committee decision is binding upon the Certification Board, the certificant who is subject to the termination, and all other persons.

Resignation

If a certificant who is the subject of a complaint voluntarily surrenders his or her AMCA certification at any time during the pendency of a complaint under these Procedures, the complaint is dismissed without any further action by the Review Committee, the Certification Board, or an Appeal Committee established after an appeal. The entire record is sealed, and the individual may not reapply for certification by the AMCA. However, the Certification Board may communicate the fact and date of resignation, and the fact and general nature of the complaint, which was pending at the time of the resignation, to or at the request of a government entity engaged in the administration of law. Similarly, in the event of such resignation, the person or entity who submitted the complaint are notified of the fact and date of resignation and that Certification Board has dismissed the complaint as a result.

J. Non-Disciplinary Complaints

AMCA takes all feedback and complaints seriously. Applicants/certificants will not be punished in any way by the AMCA for submitting a complaint or feedback. Non-disciplinary complaints can be submitted on the [Non-Disciplinary Complaint Form](#). For non-disciplinary complaints, upon submission (except as noted below) the complaint will be submitted to the respective party and given 7 days to respond. It is after this that AMCA will either resolve the issue or elevate the matter to be reviewed by our Certification Board. You will be updated periodically on the status of the complaint as well as when a resolution has been reached. Complaints related to disciplinary issues, including ethical or policy violations, will be processed per the Disciplinary policy. Complaints related to adverse eligibility, exam, and/or recertification decisions will be processed as outlined in the Appeals policy.

V. Recertification

A. Keeping your Certification Current

The purpose of staying certified contributes to professional development by certificants to stay current in the field and enhance their knowledge and skills through participating in continuing education. The AMCA and subject matter experts attempt to stay abreast of current events affecting the profession so therefore they review continuing education credits based on current events, industry mandates and relevance to the field.

The two-year time period also contributes to professional development because it:

- allows the certified individual enough time to gain employment in their respective industry
- provides certified individuals enough time to gain their credits through their place of employment without the loss of work hours
- ensures that the certified individuals do not go an extended period of time without education and exposure to professional development

The requirement for 10 continuing education credits ensures certificants complete learning activities that provide multiple opportunities to enhance existing knowledge and provide exposure to new and emerging practice information. The job analysis and a competitive review of other healthcare certifications are utilized to inform the Certification Board's decision regarding total CE hours.

The allied healthcare fields are in constant change and all healthcare professionals must stay current with those changes. Education taken outside of the AMCA or through the AMCA are both convenient ways to keep certification current. The AMCA certification is good for 2 years from the date of testing or on 18th birthday. The AMCA requires 10 continuing education credits every two years to keep certification current. Policies for Continuing Education are established by the AMCA Certification Board. For example, if a candidate tests in February 2017 their certification is valid for 2 years – February 2019.

The AMCA offers the following two options for fulfilling continuing education credits.

Continuing Education through the AMCA

AMCA offers continuing education volumes each worth 5 CE credits each that can be completed online for \$79.00. This means that two volumes would need to be submitted to recertify and meet the 10 CE credit requirement. The AMCA also offers Career Advancement Home Study Certificate Programs worth 10 CE credits that can be completed and submitted to recertify. AMCA Home Study Certificate Programs are \$158.00.

Continuing Education through Outside Credits

Outside education/credits are accepted, however they require the submission of a certificate of completion indicating the candidate's name, number of hours attended, date of attendance and the title of the course taken. Outside credits are reviewed based on current events, industry trends and relevance to the allied health industry. If the outside credits are deemed relevant, the equivalency is 1 hour = 1 credit. All outside credits are reviewed by the Compliance Department. Outside credits are accepted at \$11.00 per credit hour.

Upon submission of recertification, all certificants must agree to the **Recertification Agreement** which states:

By completing and submitting this form, I agree to the following:

- *All information provided is complete and accurate.*
- *I have read and understand the information in the Candidate Handbook.*
- *I will adhere to all AMCA policies, including the Code of Ethics.*
- *I grant AMCA permission to use my email address for future contact, recertification reminders, etc.*
- *As a certified individual, I will not sue the certification in a misleading manner. If my certification expires, is suspended, or revoked I will discontinue all claims to certification and stop using the certification.*

B. Expired Certifications

Candidates will have up to one year to reinstate their expired certification. A \$25.00 Reinstatement Fee will be assessed.

Candidates that are expired for more than one year are not eligible for reinstatement and are required to re-test.

C. Employer Certification Verification

If a health care professional wishes to verify any individual's certification, they can do so by visiting our website www.AMCAexams.com. On the top right hand corner of the home page, there is a red button labeled "Certification Verification". An employer can fill out this form requesting verification for an individual and should expect to receive a prompt response via email. If needed, candidates can print a transcript form for employment purposes using their candidate portal on the AMCA website.

VI. Exam Development

A. Exam Development

The Certification Board participates in and provides oversight for the development and ongoing maintenance of the certification examinations through monitoring and selection/oversight of the Examination Development Committees and other SME panels as needed. AMCA contracts with a consultant/vendor, currently Yardstick Assessments Strategies (YAS), for ongoing psychometric services.

The Examination Development Committees, other SME committees, and Compliance Director work in partnership with YAS to ensure the examinations are developed and maintained in a manner consistent with generally accepted psychometric principles, recognized testing standards and practices for certification programs, and NCCA accreditation standards.

B. Standard Setting Determining the Passing Score

A criterion-referenced standard setting process is used to establish the passing point for the exam. This means that each candidate's performance on the exam is measured against a predetermined standard. Candidates are not graded on a curve and do not compete against each other or against a quota.

A specific method for establishing a cut score for an AMCA certification exam will be determined by the psychometric consultant. A cut score study will be conducted for any new exam forms that were developed following a new job analysis study and the subsequent revision of the exam specifications. In the absence of a new job analysis, an exam cut score will be established through equating of the new exam forms to the old one provided that the old exam form has a defensible cut score set using a generally accepted methodology.

Qualified and trained SMEs will participate in a cut score study conducted by the psychometric consultant. The cut score recommendation will be considered by the Certification Board. The Board is responsible for approving the exam cut score for each exam.