Certification is the best way to enhance your skillset and stature within the Patient Access industry.

Certification validates that your knowledge and skills align with industry standards – showing that you are a reliable, accountable, and trusted Patient Access professional.

Through NAHAM certification, you can:
- Showcase your knowledge, problem-solving abilities, and dedication to Patient Access
- Open opportunities to increase your salary
- Take your career to the next level within your organization

NAHAM Certifications are the only accredited certifications focused on Patient Access

NAHAM CHAA and CHAM programs are accredited by the National Commission for Certifying Agencies (NCCA). We strive to meet or exceed the NCCA standards for our credentialing processes and decisions, meaning our programs have met the stringent standards set by the credentialing community.

How is certification impacting Patient Access professionals like you?

86%

of CHAM holders recommend certification to their direct reports.

2017 certification survey

Most valuable benefits of certification:

2017 certification survey

- Knowledge gained from preparing for the exam
- Enhanced career opportunities
- Increased respect from supervisor
NAHAM offers two certification programs that serve Patient Access professionals at different levels of their careers. Use the chart below to discover the certification path that is right for your needs.

<table>
<thead>
<tr>
<th>Certified Healthcare Access Associate (CHAA):</th>
<th>Certified Healthcare Access Manager (CHAM):</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>JOB TITLE:</strong></td>
<td></td>
</tr>
<tr>
<td>Associate-level individuals</td>
<td>Manager-level or above individuals</td>
</tr>
<tr>
<td><strong>PROFESSIONAL EXPERIENCE:</strong></td>
<td></td>
</tr>
<tr>
<td>One year in healthcare or finance industry or successful completion of an accredited college program in healthcare.</td>
<td>Two years' management experience in the healthcare or finance industry.</td>
</tr>
<tr>
<td><strong>EDUCATION:</strong></td>
<td></td>
</tr>
<tr>
<td>High school diploma or GED equivalent plus 30 professional development contact hours earned within the previous two years; or an associate’s degree from an accredited institution.</td>
<td>High school diploma or GED equivalent plus 90 professional development contact hours earned within the past three years; or a four-year degree from an accredited institution in healthcare, business, or related field.</td>
</tr>
<tr>
<td><strong>REFERENCES:</strong></td>
<td></td>
</tr>
<tr>
<td>Signature of one supervisor or course instructor/advisor.</td>
<td>Signature of one supervisor or course instructor/adviser and one CHAM-certified individual.</td>
</tr>
<tr>
<td><strong>EXAM CONTENT:</strong></td>
<td></td>
</tr>
<tr>
<td>Candidates are required to demonstrate proficiency by answering examination questions that evaluate their knowledge of facts, concepts, and processes required to complete tasks related to these topics. Click here for full details.</td>
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</tr>
<tr>
<td>The CHAA examination addresses Patient Access Foundations, Pre-Arrival, and Arrival.</td>
<td>The CHAM examination addresses Pre-Arrival, Arrival, and Access Management.</td>
</tr>
<tr>
<td><strong>HOW TO GET STARTED</strong></td>
<td></td>
</tr>
<tr>
<td>Before you can apply for certification, you must fulfill these requirements:</td>
<td>Before you can apply for certification, you must fulfill these requirements:</td>
</tr>
<tr>
<td>• One-year practical work experience in the healthcare or finance industry or successfully complete an accredited college program in healthcare.</td>
<td>• Two years’ management experience in the healthcare or finance industry.</td>
</tr>
<tr>
<td>• This standard can be bypassed by completion in a NAHAM accredited college curriculum.</td>
<td>• High school diploma or GED equivalent and 90 contact hours earned within the past three years; or a four-year degree from an accredited institution in healthcare, business, or related field.</td>
</tr>
<tr>
<td>• High school diploma or GED equivalent and 30 contact hours earned within the past two years; or an associate’s/bachelor’s degree from an accredited institution in healthcare, business, or related field.</td>
<td>• Signature of one CHAM-certified individual and one supervisor or course instructor/advisor.</td>
</tr>
<tr>
<td>• Reference information or signature of one supervisor or course instructor/advisor.</td>
<td></td>
</tr>
</tbody>
</table>

NAHAM membership is not required for the CHAA or CHAM examination. Participants are responsible for identifying a qualified proctor before signing up for the examination.
NAHAM examinations must be proctored by an individual who works in the healthcare industry in a management role.

Proctors cannot directly supervise any candidates taking the examination. You will determine your testing date, time, and location with your designated proctor. Individuals must provide consent before they can be listed as a proctor. For additional questions about identifying a proctor, please contact us at info@naham.org.

Use our Proctor Database to find a proctor located near you!

*Please note: you are not required to choose a proctor from the NAHAM proctor database.

NAHAM offers four testing window opportunities each year. Work with your proctor to choose the best testing time. You may test on any date during the designated testing window month. Exams are computer based and can be taken at the location of your choosing.

### Testing Window

<table>
<thead>
<tr>
<th>TESTING WINDOW</th>
<th>APPLICATION DEADLINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>November 30</td>
</tr>
<tr>
<td>April</td>
<td>February 28</td>
</tr>
<tr>
<td>July</td>
<td>May 31</td>
</tr>
<tr>
<td>October</td>
<td>August 31</td>
</tr>
</tbody>
</table>

Candidates who do not pass the exam on the initial attempt may re-apply and re-take the exam at a discounted rate in a subsequent testing window.

### How to Apply

Visit the NAHAM website to start the application process. You must be logged into your NAHAM account to access Certification Central. If you do not have an account and are not a member, you must create a non-member account before you can begin an application. With Certification Central, you can start a new application and be on your way to earning your CHAA or CHAM certification.
NAHAM offers numerous resources to help you prepare for your upcoming examination.

**CHAA**
- **Complimentary CHAA Study Guide:** The study guide includes the CHAA Examination Content Outline, a glossary of terms, practice questions, and more. (distributed when exam application is paid)
- **CHAA Online Certification Preparation Course:** Use this course to assess your knowledge of the CHAA exam content and identify areas in which additional study is necessary before you take the exam.
- **Exam Preparation Discussions:** Use this forum to connect with other CHAA and CHAM applicants and identify positive study practices and resources.

**CHAM**
- **CHAM Assessment Indicator:** This survey will help you gauge your readiness to sit for the exam.
- **CHAM Study Guide:** The study guide includes the CHAM Examination Content Outline, Patient Access Services Overview and Access Model, a glossary of terms, and more.
- **So You Want to Take the CHAM: Preparing for the NAHAM Certified Healthcare Access Manager Exam [Webinar]:** Hear from a recently certified CHAM about his or her preparation techniques and study habits, and learn about the resources available from NAHAM.
- **Exam Preparation Discussions:** Use this forum to connect with other CHAA and CHAM applicants and identify positive study practices and resources.

In addition, NAHAM offers on-demand education offerings that can help you prepare for your exam and identify study topics.
Maintain Your Certification

Take steps throughout the year to maintain your contact hours through work experiences and professional development opportunities. NAHAM offers you year-round opportunities to earn contact hours, including the Annual Conference, webinars, volunteer opportunities, and more. Click here to learn more about accepted contact hour activities.

CHAA
• Minimum of 30 contact hours.
• Worked 1,500 hours in two years in a position relevant to Patient Access services.
• Payment of $60 renewal fee (Associate Members will recertify free of charge.)
• All CHAAs recertify in the month of April, despite the month you earned your credential.

CHAM
• Minimum of 60 contact hours. Ten of these hours must be NAHAM-approved contact hours.
• Worked 1,500 hours in two years in a position relevant to Patient Access services.
• Payment of $50 (members) or $150 (non-members) renewal fee.
• All CHAMs recertify in the month of June, despite the month you earned your credential.

All contact hours should be submitted online through your Certification Central dashboard. You can record these hours at any time.

How to Renew
Visit NAHAM’s Certification Central to enter your certification contact hours. You must be logged into your NAHAM account to access Certification Central. You may enter your contact hours at any time; however, your official recertification application will become available the month you are due to renew. Mark your calendars for April 1st or June 1st of your recertification year!
Congratulations! You are well on your way to successfully earning and maintaining your NAHAM certification. Hear how others have benefitted from their NAHAM CHAA or CHAM certification.

I have been in Patient Access for over eight years and have mastered the registration functions within my department, but I have not had much experience with the scheduling or pre-access side of Patient Access. The certification process allowed me to delve into these areas to learn more about how they affect the patient and the revenue cycle as a whole. Thus, I am better able to provide patients with the appropriate resources and help guide them through their healthcare journey.

- Allison Boyne, CHAA (certified in 2018), Printers Park Medical Plaza

It has only been a month since I became certified; however, the main benefit for me has been from studying for the exam. I learned how my role in pre-registration and registration fit in with scheduling, insurance verification and billing. I have gained respect for all aspects of the revenue cycle.

- Brittany Marks, CHAA (certified in 2018), Baptist Memorial Hospital: North Mississippi

Being a Manager in Patient Access I already had my CHAA. I strive to have the CHAM not only to match my peers, but to see if there was additional information I could learn to make not only my team but my department more efficient.

- Ashley Stolar, CHAM (certified in 2018) Texas Health Resources

If you have any questions regarding certification, please visit the [NAHAM website](https://www.naham.org) or contact us directly. (202) 367-1125: info@naham.org