



CHAP

CANDIDATE **HANDBOOK & APPLICATION**

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ASSOCIATION for
HEALTHCARE
ADMINISTRATIVE
PROFESSIONALS

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cHAP Exam Application

I. ABOUT cHAP

A. Introduction to the cHAP Certification

Administrative professionals working in hospitals and other healthcare provider organizations who have earned the certified healthcare administrative professional designation - cHAP - have amassed and demonstrated the highest and most comprehensive levels of experience, training and continuing education in the field of healthcare administration.

For those currently working as administrative professionals, cHAP status provides both internal and external rewards. cHAP designees enjoy the pride of recognition for being among the elite in the critical and demanding field of healthcare. cHAP is a premier credential based on an in-depth assessment of substantive skills that provide value and distinction in an increasingly competitive marketplace.

This handbook is to assist healthcare administrative professionals interested in applying for the cHAP designation. It contains information on how to become a certified healthcare administrative professional, or cHAP. To avoid problems with the processing of your application, please follow the guidelines outlined in this Handbook and comply with the published deadlines.

The information contained herein reflects components of the cHAP exam and is not a complete list of references/questions included in the exam. The purpose of the information is only to show the range and types of questions on the cHAP exam and the exam process; it should not be treated as a complete study guide.

To apply for the cHAP certification, please fill out the enclosed application. Additional copies of the application may be downloaded from the AHCAP website at www.ahcap.org or contact AHCAP headquarters to request a copy. Please direct all questions to AHCAP headquarters at (888) 320-0808 or ahcap@hqtrs.com.

WE RECOMMEND THAT YOU KEEP THIS HANDBOOK FOR REFERENCE
THROUGHOUT YOUR APPLICATION PROCESS

B. Mission, Vision and Values of AHCAP

VISION: A profession of administrative professionals recognized as leaders who support and strengthen the delivery of healthcare.

MISSION: To advance professional development, leadership, value and excellence of healthcare administrative professionals through education, recognition, communication and advocacy.

AHCAP appreciates and welcomes a wide range of human abilities and differences, and promotes involvement and expanded access to leadership opportunities, regardless of race, ethnicity, gender, religion, age, sexual orientation, nationality, disability, appearance, geographic location or professional level.

VALUES: AHCAP values the individual strengths of our members by responding to their professional needs and opinions.

- ❖ Embrace and promote the importance of our members' role in healthcare leadership and management.
- ❖ Embrace the diversity of members' talents and expertise.
- ❖ Value the need for innovative products and services to respond to the changing needs of our members.
- ❖ Value the collaborative partnerships between members and staff.
- ❖ Recognize the necessity to contribute to the health and well-being of the communities we serve.
- ❖ Value the opportunity to contribute to the success of our members as healthcare professionals.
- ❖ Value the differences in its membership and recognize that these differences add value to this organization, enrich the educational experience and promote personal growth.
- ❖ Value differences, respect all of its members and maintain a climate in which everyone is treated with dignity.

C. Eligibility Requirements

To be eligible to sit for the cHAP examination, candidates must meet certain requirements in education, direct professional experience and areas of professional development, and provide proof of these achievements. Depending upon a candidate's background, requirements may be met in a traditional manner or on a fast track.

1. Fast Track Program

The Fast Track Program is designed to accelerate the seasoned administrative professional's process to sit for the cHAP certification exam. Fast Track candidates must meet all of the following requirements:

1. Have been an administrative professional in a healthcare setting for five (5) or more consecutive years; **and**
2. Hold a bachelors degree or higher from an accredited college or university; **and**
3. Have been a member in good standing with AHCAP for at least five (5) consecutive years; **and**
4. Currently is a member in good standing with AHCAP.

2. Traditional Program

Traditional program candidates must confirm that they have met criteria in three categories: education, professional experience and elective activities; for a minimum total of 100 points. The criteria are as follows:

Professional Experience - in a healthcare setting or with a service provider to the healthcare industry, with at least 50% of job duties dedicated to administration.

Verification of professional experience is required in the form of a letter of confirmation from your immediate manager or human resources administrator that you:

- ❖ Have 12 to 35 months of full-time work experience in a healthcare setting or with a provider of healthcare industry services, with at least 50% of job duties dedicated to administration (*35 points*); **or**
- ❖ Have 36 to 60 months of full-time work experience in a healthcare setting or with a provider of healthcare industry services, with at least 50% of job duties dedicated to administration (*50 points*); **or**
- ❖ Have more than five years of full-time work experience in a healthcare setting or with a provider of healthcare industry services, with at least 50% of job duties dedicated to administration (*65 points*).

Education - have earned a high school diploma or GED; hold an associate, baccalaureate or higher degree from an accredited college or university. A copy of your degree, diploma or certificate shall be required confirming that you:

- ❖ Hold a baccalaureate degree or higher from an accredited college or university (*30 points*); **or**
- ❖ Have an associate degree from an accredited college or university (*20 points*); **or**
- ❖ Have earned a high school diploma or GED (*10 points*); **or**
- ❖ Have earned college credit through AHCAP's preferred education providers or another accredited secondary education provider (*1 point per credit hour*).

Elective Activities - includes courses, conference attendance, training programs, leadership experience, AHCAP membership, and the like. Verification is required in the form of a copy of transcript, certificate, diploma, grade report or attendance confirmation indicating what you have attended, completed or earned.

Elective activities shall have taken place within the five (5) years immediately prior to application for this exam.

- ❖ Hold committee, task force, workgroup, subcommittee chair or council leader office in AHCAP or other healthcare professional society or organization (*5 points per office or chairmanship per year*).

Elective Activities (Cont.)

- ❖ Participation as committee, task force, workgroup, or subcommittee member in AHCAP or other professional society or organization (*3 points per committee per year*).
- ❖ Leadership role in organization other than AHCAP or other professional society (civic, religious, etc.) (*3 points per office or chairmanship per year*).
- ❖ Committee membership in organization other than AHCAP or other professional society (civic, religious, etc.) (*1 point per committee per year*).
- ❖ Attendance at AHCAP Annual Conference or IAAP Annual Conference (*Points will be awarded based on the number of sessions attended up to a total of 5 points. 1/2 point may be earned for attending each pre-conference session*).
- ❖ Presenting an education session (*2 points*) or participating on a panel (*1 point*) at the AHCAP Annual Conference or IAAP Annual Conference. Documentation must be in the form of a certificate, a letter from the President or Conference Planning Committee Chair, or inclusion in the conference program agenda.
- ❖ Attendance at educational programs (meetings, seminars, workshops) offered by your state organization (*2 points*).
- ❖ Presenting an education session (*1 point*) or participating on a panel (*1/2 point*) at educational programs (meetings, seminars, workshops) offered by your state organization. Documentation must be in the form of a certificate, a letter from the President or Conference Planning Committee Chair, or inclusion in the conference program agenda.
- ❖ Attendance at other related professional organization meetings of one or more full days of programming (*2 points*).
- ❖ Presenting an education session (*1 point*) or participating on a panel (*1/2 point*) at other related professional organization meetings of one or more full days of programming. Documentation must be in the form of a certificate or a letter from the organization on official letterhead.
- ❖ Non-credit courses through an accredited secondary education provider (*2 points per course*).
- ❖ Participation in seminars or training (including webinars) to develop or strengthen professional skills such as finance, retirement planning, conflict resolution, customer service, etc. (*2 points each*). Suggested resources include, but are not limited to:
 - www.pryor.com for Conflict Resolution; *Fred Pryor/Career Track - Online courses*.
 - www.nationalseminarstraining.com for Customer Service; *Search conference locations by zip code*.
 - www.amanet.org for Public Relations; *American Management Association (AMA) seminars and self studies*.
- ❖ Presenting in seminars or training (including webinars) to develop or strengthen professional skills such as finance, retirement planning, conflict resolution, customer service, etc. (*1 point*) Documentation must be in the form of a certificate or a letter from the organization on official letterhead.
- ❖ Maintained membership in the Association for Healthcare Administrative Professionals (AHCAP) (*1 point per year*).
- ❖ Writing an educational article for publication in *AHCAP Notations* or IAAP OfficePro newsletter or state, local or facility newsletters/publications (*1 point*)

Elective Activities (Cont.)

- ❖ Attendance at in-service programs offered at your facility (*1 point per in-service for attending; 2 points per in-service for teaching/leading*). Documentation must be in the form of an official certificate of participation or a letter from your supervisor or HR Director on official letterhead.
- ❖ Certificate training programs (*points awarded are based upon program content and length*).

Not Enough Qualifying Points

If upon review the applicant has not satisfied the eligibility standards because not enough qualifying points have been documented, the applicant will be notified by email and informed as to how many qualifying points he or she still needs to document (*and in which category, as determined*). AHCAP allows one (1) year following the date of application to document the required qualifying points.

Required Documentation

Documentation of professional experience is required in the form of a letter of confirmation from your immediate manager or human resources administrator.

Documentation of academic education must be in the form of a photocopy of the diploma(s) or official transcripts.

Documentation of educational activities must be in the form of photocopied or original certificates of completion or letters of completion issued by the educational activity provider, and must cite the name of the person who completed the educational activity, the date(s) of instruction or date of course completion, the title of the educational activity, the name of the provider, and the number of clock hours or credit hours for the educational activity. Documentation will not be returned.

D. Fees

	Members	Non-Members
Application Fee	\$150.00	\$250.00
Exam Fee	\$75.00	\$125.00
Re-Test Fee	\$50.00	\$75.00
Recertification Fee	\$100.00	\$175.00

All fees may be paid by money order, cashier's check, company check or personal check, made payable to AHCAP. We also accept VISA, MasterCard, Discover and American Express. If paying by credit card, please provide all of the information requested on the application form, including the credit card account number, expiration date, security code and the cardholder's signature. All fees are non-refundable. There are no exceptions to this policy.

A non-sufficient funds fee of \$25.00 will be assessed for any fee paid by credit card which your credit card company declines, or any fee paid by personal check which does not clear. Should either of the foregoing occur, AHCAP will only accept subsequent payment by money order or cashier's check.

E. Application Process

To apply for the cHAP certification, download the application from the AHCAP website, or contact the AHCAP headquarters to request a copy. Please direct all questions to the AHCAP headquarters at (888) 320-0808 or ahcap@hqtrs.com. Completed applications, along with all supporting documentation and the appropriate application and exam fees should be forwarded to:

AHCAP
328 E Main Street, Louisville, KY 40202
P: (888) 320-0808 | F: (502) 589-3602 | ahcap@hqtrs.com | www.ahcap.org

AHCAP will confirm receipt of the completed application to the email address provided by the candidate. Applications will then be reviewed by AHCAP to ensure eligibility requirements have been met prior to the candidate being notified of approval to sit for the exam. Please allow up to ten (10) business days for the cHAP application to be processed.

F. Notice of Approval

Once AHCAP staff confirms the candidate has met the eligibility requirements, the exam link and instructions for completing the online exam will be sent to the candidate via the email provided on the application.

G. Taking the Exam

Upon notification from AHCAP of the applicant's eligibility to sit for the exam and receipt of the exam link, **candidates have two (2) weeks from receipt of exam link to complete the online exam**. Test takers have one and one-half hours (90 minutes) to complete the exam.

As the industry experiences change, outdated exam questions are removed and new questions are incorporated. Developing and maintaining credible and relevant certification programs requires a significant investment of resources. AHCAP is fully committed to ensuring that our certification program remains the most respected designation in the healthcare administration field.

The cHAP exam is a competency exam; instead of measuring "academic excellence," the exam measures whether or not a candidate has the knowledge and skills necessary to be an effective cHAP. Therefore, the exam is scored as either pass or fail.

The exam is composed of multiple choice questions, true/false questions and fill-in-the-blank questions. All questions are randomly generated and drawn from question pools. Only one answer per question is correct. There are no "trick" questions. While no points are awarded for incorrect answers, no points are subtracted for incorrect answers (*i.e., incorrect answers have a point value of zero*). This means that, if you are uncertain of the correct answer, it is to your advantage to make an educated guess. No two exams are alike; however, all questions are at a similar level of difficulty and are weighted equally.

Exam questions measure the candidate's knowledge in five areas of administrative expertise:

Clerical	18%
Grammar	15%
Healthcare Governance	22%
Healthcare Regulatory	22%
Software	22%

A score of 75% or higher is required to earn the cHAP designation. For those who do not successfully pass the exam upon their first try, it may be retaken upon submission of a new affidavit and exam payment. Sample exam questions can be viewed on page 14 of this handbook.

H. Notification of Exam Results

Candidates will receive the results (pass/fail) of their exam and cHAP status via email within five (5) business days of completing the exam.

Candidates receiving a score of 75% or higher on the exam will be awarded the cHAP designation. The new designee will receive a certificate, sent to the address provided on the application, and will be recognized in the AHCAP quarterly newsletter, *Notations*, and on the AHCAP website.

Candidates who score 74% or below on the exam will not be awarded the cHAP designation. They will be sent, via email, instructions on how to apply for a re-test. A cHAP applicant may retest for the cHAP designation up to three (3) times within a 24-month period. Each time an applicant sits for the cHAP exam an exam re-testing fee is required. For more information, please contact AHCAP headquarters.

I. Renewal of Certification

In order to maintain the cHAP designation, certification must be renewed every three (3) years. cHAP designees will receive notice that their recertification is due for renewal six (6) months prior to the renewal deadline, along with the application for renewal and instructions for completing same.

Renewal applications must be submitted to AHCAP not less than thirty (30) days before the expiration of current certification.

Recertification criteria are as follows (*all verification dates must be subsequent to the date of original certification or last recertification*):

Points required:	30 points
Three Categories:	1. Continuing Education 2. Leadership 3. Elective
Recertification Fee:	\$100.00 for AHCAP Members \$175.00 for Non-Members

Continuing Education

- ❖ Attendance at AHCAP Annual Conference (*Points awarded based on the number of sessions attended up to 5 points. Additional points may be earned for attending pre-conference sessions.*)
- ❖ Other professional organization meetings of one or more full days of programming such as meetings, seminars, workshops, educational programs offered by your state organization (*2 points*)
- ❖ College credit earned through AHCAP's preferred education providers-other accredited secondary education provider. (*1 point per credit hour earned*)
- ❖ Attending a live AHCAP webinar that has pertinent application to your job function. (*2 points*)

Elective Activities

- ❖ Hold committee, task force, workgroup, subcommittee chair or council leader office in AHCAP or other healthcare professional society or organization. (*5 points per office or chairmanship per year*)
- ❖ Participation as committee, task force, workgroup, or subcommittee member in AHCAP or other professional society or organization. (*3 points per committee per year*)
- ❖ Leadership role in organization other than AHCAP or other professional society (civic, religious, etc.) (*3 points per office or chairmanship per year*)

Elective Activities (Cont.)

- ❖ Committee membership in organization other than AHCAP or other professional society (civic, religious, etc.). *(1 point per committee per year)*
- ❖ Non-credit courses through an accredited secondary education provider. *(2 points per course)*
- ❖ Seminars or training (including webinars) to develop or strengthen professional skills such as finance, retirement planning, conflict resolution, customer service, etc. *(2 points each)*. Suggested resources include, but are not limited to:
 1. www.pryor.com for Conflict Resolution; *Fred Pryor/Career Track - Online courses.*
 2. www.nationalseminarstraining.com for Customer Service; *Search conference locations by zip code.*
 3. www.amanet.org for Public Relations; *American Management Association (AMA) seminars and self-studies.*
- ❖ Maintain membership in the Association for Healthcare Administrative Professionals (AHCAP). *(1 point per year)*
- ❖ Attendance at in-service programs offered at your facility *(1 point per in-service for attending; 2 points per in-service for teaching/leading)*. Documentation must be in the form of an official certificate of participation or a letter from your supervisor or HR Director on official letterhead.
- ❖ Presenting an education session *(2 points)* or participating on a panel *(1 point)* at the AHCAP Annual Conference or IAAP Annual Conference. Documentation must be in the form of a certificate, a letter from the President or Conference Planning Committee Chair, or inclusion in the conference program agenda.
- ❖ Presenting an education session *(1 point)* or participating on a panel *(1/2 point)* at educational programs (meetings, seminars, workshops) offered by your state organization. Documentation must be in the form of a certificate, a letter from the President or Conference Planning Committee Chair, or inclusion in the conference program agenda.
- ❖ Presenting an education session *(1 point)* or participating on a panel *(1/2 point)* at other related professional organization meetings of one or more full days of programming. Documentation must be in the form of a certificate or a letter from the organization on official letterhead.
- ❖ Presenting in seminars or training (including webinars) to develop or strengthen professional skills such as finance, retirement planning, conflict resolution, customer service, etc. *(1 point)* Documentation must be in the form of a certificate or a letter from the organization on official letterhead.
- ❖ Writing an educational article for publication in *AHCAP Notations* or IAAP OfficePro newsletter or state, local or facility newsletters/publications *(1 point)*

Documentation of academic education must be in the form of a photocopy of the diploma(s) or official transcripts.

Documentation of educational and elective activities must be in the form of photocopies or original certificates of completion or letters of completion issued by the educational activity provider, and must cite:

- ❖ the name of the person who completed the educational activity
- ❖ the date(s) of instruction or date of course completion
- ❖ the title of the educational activity
- ❖ the name of the educational activity provider
- ❖ the number of clock hours or credit hours of the educational activity

Documentation of leadership roles must be provided in the form of a signed statement or letter by another officer or chairman within the organization (*this applies for all non-AHCAP committees, including professional societies, civic or religious committees*).

Recertification documentation will not be returned.

If you do not renew your certification by the given deadline, your certification will lapse and you will not be able to use the cHAP designation until you have completed the cHAP renewal process.

J. Appeals

Denial of Eligibility and Appeal

If a cHAP applicant does not satisfy the eligibility requirements, the applicant will be notified by email and informed why they are not eligible for candidate status. Adverse eligibility decisions based on a deficiency of qualifying points or on other eligibility standards may be appealed to the AHCAP Board of Directors.

Reasons Eligibility May Be Denied

1. The application and supporting documentation does not adequately substantiate that the required number of qualifying points have been earned.
2. Certificates of completion of educational activities fail to cite the name of the applicant, the name of the course, the name of the education provider, the date(s) of instruction or date of completion, and the number of clock hours or credit hours of the educational activity.
3. The applicant has a history of criminal conduct involving financial offenses, physically violent offenses, or offenses involving misrepresentation or fraud. (*AHCAP reserves the right to perform a criminal history background check on applicants for all components of the cHAP Certification Programs. By submitting a certification application, an applicant authorizes and grants permission to AHCAP to access the applicant's confidential information, including criminal, employment, and academic records, indefinitely until such permission is revoked in writing. Failure to provide accurate, true, and correct information shall constitute sufficient grounds for denial of an application or revocation of a credential.*)
4. Part of the application is incomplete or illegible.
5. The application is not accompanied by the correct fee, made payable to AHCAP.
6. The application is not from the current version of the cHAP Applicant Handbook.
7. The application is not signed and dated.

(These are examples, not an exhaustive list.)

Appeal Process

To appeal an adverse eligibility decision, an applicant must submit (*by mail, fax, or email*) a written notice of appeal within 30 days of receipt of the eligibility denial notice, to AHCAP headquarters at:

AHCAP
328 E Main Street
Louisville, KY 40202
ahcap@hqtrs.com
Fax: (502) 589-3602

The Notice of Appeal must include the applicant's name, current address, telephone number, fax number, email address, and factual documentation supporting the appeal. The Notice of Appeal must also explain why the applicant believes the eligibility denial decision was erroneous. The applicant shall bear the burden of proving that the denial of eligibility was based on an erroneous determination of fact or an erroneous interpretation of policy by AHCAP.

NOTE: There is no appeal allowed on the basis of incomplete applications

Appeals shall be reviewed on a monthly basis, and written notice of determination will be sent to the candidate within seven (7) days of the determination. Such notice will be sent to the email address provided by the candidate unless otherwise specified.

K. Notices

About AHCAP

The Association for Healthcare Administrative Professionals is the central connection for healthcare administrative professionals, providing quality services and publications designed to help you excel in the healthcare field and reach your maximum potential. AHCAP provides recognition for the profession, communication on a broad range of healthcare issues, information on the latest technologies, and a forum for the exchange of best practices. Its members include directors, managers and administrative staff who are directly involved in or responsible for the seamless administration of high-level departments in healthcare organizations.

Changes to the cHAP application process, requirements and exam fees

Eligibility requirements, fees and materials are subject to change without prior notice. All applicants are required to meet and abide by the fees and application requirements and process in place on the date their application is received at AHCAP headquarters. When submitting your application, please note the effective date on the application and handbook and check the AHCAP website for any updated documents.

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Confidentiality

Applicant's contact information, payment information and cHAP status is confidential. AHCAP will publish the names of those awarded the cHAP designation each quarter in the AHCAP newsletter, *Notations*, and on the AHCAP website.

Non-discrimination

AHCAP does not discriminate on the basis of race, color, religion, political convictions, national origin, sex, disability, sexual orientation, gender identification or age.

II. cHAP FREQUENTLY ASKED QUESTIONS

Q. I have earned my CAP certification through IAAP. Can I earn eligibility points for these?

A. No points are awarded solely for having earned the CAP designation. However, points will be awarded for the education, seminars and training you have obtained (CEUs) toward earning the CAP certification or recertification, upon proper documentation thereof.

Q. I am not able to complete the exam within 2 weeks of receiving the exam link from AHCAP, what should I do?

A. The examination must be completed within two weeks of receiving the exam link from AHCAP. There are no exceptions to this policy.

Q. What happens if I am not able to complete the exam within 90 minutes or I am timed out prior to completing the exam?

A. You have 90 minutes to complete the exam. After 90 minutes, the exam will automatically close. Your score will be based on the questions you completed within the 90 minute mark. No additional time will be granted.

Q. When taking the exam online can I go back and recheck my answers?

A. No. Once you select "NEXT" at the bottom of a page, you cannot return to a previous page.

Q. I experienced an internet or other computer-related problem which prevented me from completing the exam?

A. Please contact AHCAP headquarters at (888) 320-0808 at the time of the error. If it is after business hours, please leave a detailed message with your name and contact information explaining the type of error, the message you received and when it occurred. AHCAP staff will verify the error and work with you to schedule a re-test.

Q. How can I pay for the cHAP application and exam fee?

A. All fees may be paid by money order, cashier's check, company check or personal check, payable to AHCAP. We also accept VISA, MasterCard, Discover and American Express. If paying by credit card, please provide all of the information requested on the application form, including the credit card account number, expiration date and the cardholder's signature.

Q. Do I have to be a member of AHCAP to earn the cHAP designation?

A. No. Anyone in the healthcare administrative field who meets the eligibility requirements may apply for and earn the cHAP designation.

Q. Who created the cHAP certification?

A. The cHAP certification was created at the request of the AHCAP 2007 Advisory Council Chair, Gail Hazelwood in collaboration with the 2007 Education Committee and Certification Task Force. The exam was updated in 2014. The eligibility criteria and points were revised by the Education Committee and approved by the Board of Directors. The exam questions and answers, as well as the booklet and reference materials, were updated by an ad hoc committee of cHAP certified members.

II. cHAP FREQUENTLY ASKED QUESTIONS (Cont.)

Q. How often do I have to renew my cHAP designation?

A. In order to maintain the cHAP designation, certification must be renewed every three (3) years. Please refer to Section I: I of this handbook for details on the renewal process.

Q. Is a college degree required to earn the cHAP designation?

A. No. The Traditional Track recognizes a variety of professional development activities, in addition to work history. It is possible to achieve the necessary number of points to be eligible to take the exam without having earned a college degree first.

Q. My application was denied because eligibility requirements have changed. How can that be since I'm using this handbook?

A. In order to maintain a substantive and valuable certification process, AHCAP leadership will regularly review criteria and exam content, and amend either to reflect changes in the healthcare administrative profession. As a result, cHAP requirements change periodically. Applicants are advised to check with AHCAP staff or on the website to make sure that they are using the most current application and handbook, as noted in section I: K of this handbook.

III. EXAM SAMPLE QUESTIONS

Software

To change the margins of a document, one would use which tool?

- A. Page Dimensions
- B. Page Layout
- C. Margin Format
- D. Margin Layout

Healthcare Regulatory

What agency provides permission to a facility to operate as a hospital?

- A. Joint Commission on Accreditation of Healthcare Organizations
- B. Centers for Medicare and Medicaid Services
- C. State licensing office
- D. County department of health

Governance

What is usually the most expensive line item in a hospital's budget?

- A. Drugs and medical supplies
- B. Food
- C. Personnel
- D. Utilities

Grammar

Choose the correct word to complete this sentence:

_____ do you bank with?

- A. Who
- B. Whom
- C. Whoever
- D. Whomever

Clerical

All are media storage devices, except

- A. CD-R
- B. Jump Drive
- C. LCD
- D. External Hard Drive

Answer Key: B, C, C, B, C

IV. EXAM REFERENCES

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2. *Supervision: Concepts and Skill Building*; 8th Edition; Samuel C. Certo, Dana Loewy; McGraw-Hill; Publication: September 6, 2012
3. *Procedures and Theory for Administrative Professionals*; 7th Edition Patsy Fulton-Calkins, Ph.D., Karin M. Stulz, M.A. ED, Kellie A. Schumack; Cengage Learning; Publication: January 2012
4. *The Office: Procedures and Technology*; 6th Edition; Mary Ellen Oliverio, William R. Pasewark, Bonnie R. White; South-Western; Publication: March 4, 2012
5. *IAAP Complete Office Handbook*; (The Essential Reference for Today's Office; 3rd Edition; Susan Jaderstrom, Leonard Kruk, and Joanne Miller; Random House Reference; Copyright 2002
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17. Totten, Mary K., and Orlikoff, James E. *The Guide to Governance for Hospital and Health System Trustees*. 2nd Edition. Chicago: Health Research and Educational Trust, an affiliate of the American Hospital Association, 1999.
18. Stroman, James, Wilson, Kevin, and Wauson, Jennifer. *Administrative Assistant's and Secretary's Handbook*. 4th Edition. AMACOM, 2012
19. Spencer, John, and Pruss, Adrian. *The Professional Secretary's Handbook: Management Skills*. Barron's Educational Series, 1997.

IV. EXAM REFERENCES (Cont.)

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24. Centers for Medicare and Medicaid Services: www.cms.gov
25. Occupational Safety and Health Administration: <https://www.osha.gov/about.html>

V. KNOWLEDGE BASE FOR THE cHAP EXAM

CLERICAL

- Basic knowledge
- Bookmarking
- Document formatting
- Hardware
- Internet
- MS program
- MS wizards
- Printing terms
- Referencing
- Search engines
- Short-cut key combinations
- Telecommunication equipment
- Time management
- Types of files
- Windows functions

HEALTHCARE REGULATORY/GOVERNANCE

- Basic knowledge
- Board governance
- Compensation for care
- Effective reporting
- Federal/state organizations
- Government programs
- Healthcare legislation
- Healthcare terms
- Hospital billing
- Hospital departments
- Hospital finance
- Hospital/healthcare reporting
- Human resources
- The Joint Commission (formerly JCAHO)
- Magnet status
- National organizations
- Non-profit status
- OSHA
- Physician specialties
- Sexual harassment
- Types of hospitals
- Quality improvement

GRAMMAR

- Basic knowledge
- Choose the correct sentence
- Choose the correctly spelled word
- Choose the correct word
- Proper pronouns for the office
- Sentence structure/syntax

SOFTWARE

- Microsoft Outlook
- Excel
 - Basic knowledge
 - Column sorting
 - Filtering
 - Formula writing
 - Graphs and charts
 - Navigation within excel
- PowerPoint
 - Animation schemes
 - Basic knowledge
 - Handouts
- Word
 - Basic knowledge
 - Formatting
 - Labels and envelopes
 - Margins
 - Tabs
 - Page set-up
 - Short-cut key combinations
 - Tracking
 - Toolbars



cHAP APPLICATION



Certified Healthcare Administrative Professionals demonstrate that they possess expertise necessary to thrive in a progressive and demanding field. Through a combination of professional experience, education and other career-expanding activities, candidates are eligible to sit for an online test designed to measure occupational knowledge and skills. Those who successfully complete the examination are conferred the cHAP designation, demonstrating exceptional talent for and commitment to healthcare administration.

Name _____ Credentials _____

Position/Title _____

Organization _____

Address _____

City _____ State _____ Zip _____

Phone _____ Ext. _____

Email Address _____

PLEASE SELECT ONE OF THE FOLLOWING:

- New cHAP Applicant
 - Fast Track
 - Traditional
 - Examination Retest
- Renewing cHAP Applicant

FEES: MEMBER / NON-MEMBER

- Application \$150 / \$250
- Exam \$75 / \$125
- Retest \$50 / \$75
- Renewal \$100 / \$175

Total Payment \$ _____

- Check/Money Order
- Please charge my: Visa Mastercard American Express Discover
- (made payable to AHCAP)*

Name on Card _____

Expiration Date _____ CVV Code _____ Card Number _____

Signature _____ Date _____

Fax applications using a credit card to: (502) 589-3602

Send applications with check or credit card payment to: AHCAP, 328 East Main Street, Louisville, KY 40202

AGREEMENT OF APPLICANT

I understand that I cannot use the cHAP designation until I have completed the certification requirements and have been notified in writing that it has been awarded to me. In addition, I hereby consent and swear that the information contained in this application is correct and complete to the best of my knowledge.

Applicant Signature _____ Date _____

Eligibility requirements, fees and materials are subject to change without prior notice.

ELIGIBILITY HISTORY

Please check the boxes below to indicate which criteria you possess:

Fast Track Program

Designed to accelerate the seasoned administrative professional's process to sit for the cHAP certification exam, Fast Track candidates must meet **all** of the following requirements:

- An administrative professional in a healthcare setting for 5 or more consecutive years — documentation required
- A baccalaureate degree
- A member in good standing with AHCAP for 5 or more consecutive years
- A current member in good standing with AHCAP

Traditional Program

Applicants must have a total of 100 points from the following categories to qualify to sit for the cHAP exam.

Professional Experience – requires a letter of confirmation from your immediate manager or human resources administrator that you fit within one of the following areas:

- 12 to 35 months of full-time work experience in a healthcare setting or with a provider of healthcare industry services, with at least 50% of job duties dedicated to administration (35 pts)
- 36 to 60 months of full-time work experience in a healthcare setting or with a provider of healthcare industry services, with at least 50% of job duties dedicated to administration (50 pts)
- More than five years of full-time work experience in a healthcare setting or with a provider of healthcare industry services, with at least 50% of job duties dedicated to administration (65 pts)

Education – please supply a copy of your degree, diploma or certificate in one or more of the following areas:

- A baccalaureate degree or higher from an accredited college or university (30 pts)
- An associate degree from an accredited college or university (20 pts)
- A high school diploma or GED (10 pts)
- College credit through AHCAP's preferred education providers (*College of DuPage, Excelsior, Empire*), or another accredited secondary education provider (1 point per credit hour)

Elective Activities – includes courses, conference attendance, training programs, leadership experience, AHCAP membership, and the like. Verification is required in the form of a copy of transcript, certificate, diploma, grade report or attendance confirmation indicating what you have attended, completed or earned. Elective activities shall have taken place within the five (5) years immediately prior to application for this exam.

- Hold committee, task force, workgroup, subcommittee chair or council leader office in AHCAP or other healthcare professional society or organization (5 points per office or chairmanship per year)
- Participation as committee, task force, workgroup, or subcommittee member in AHCAP or other professional society or organization (3 points per committee per year)
- Leadership role in organization other than AHCAP or other professional society (civic, religious, etc.) (3 points per office or chairmanship per year)
- Committee membership in organization other than AHCAP or other professional society (civic, religious, etc.) (1 point per committee per year)
- Attendance at AHCAP Annual Conference or IAAP Annual Conference (Points will be awarded based on the number of sessions attended up to a total of 5 points. 1/2 point may be earned for attending each pre-conference session)
- Presenting an education session (2 points) or participating on a panel (1 point) at the AHCAP Annual Conference or IAAP Annual Conference. Documentation must be in the form of a certificate, a letter from the President or Conference Planning Committee Chair, or inclusion in the conference program agenda
- Attendance at educational programs (meetings, seminars, workshops) offered by your state organization (2 points)
- Presenting an education session (1 point) or participating on a panel (1/2 point) at educational programs (meetings, seminars, workshops) offered by your state organization. Documentation must be in the form of a certificate, a letter from the President or Conference Planning Committee Chair, or inclusion in the conference program agenda

- Attendance at other related professional organization meetings of one or more full days of programming (2 points)
- Presenting an education session (1 point) or participating on a panel (1/2 point) at other related professional organization meetings of one or more full days of programming. Documentation must be in the form of a certificate or a letter from the organization on official letterhead
- Non-credit courses through an accredited secondary education provider (2 points per course)
- Participation in seminars or training (including webinars) to develop or strengthen professional skills such as finance, retirement planning, conflict resolution, customer service, etc. (2 points each). Suggested resources include, but are not limited to:
 - www.pryor.com for Conflict Resolution; *Fred Pryor/Career Track - Online courses*
 - www.nationalseminarstraining.com for Customer Service; *Search conference locations by zip code*
 - www.amanet.org for Public Relations; *American Management Association (AMA) seminars and self studies*
- Presenting in seminars or training (including webinars) to develop or strengthen professional skills such as finance, retirement planning, conflict resolution, customer service, etc. (1 point) Documentation must be in the form of a certificate or a letter from the organization on official letterhead.
- Maintained membership in the Association for Healthcare Administrative Professionals (AHCAP) (1 point per year)
- Writing an educational article for publication in AHCAP Notations or IAAP OfficePro newsletter or state, local or facility newsletters/publications (1 point)
- Attendance at in-service programs offered at your facility (1 point per in-service for attending; 2 points per in-service for teaching/leading). Documentation must be in the form of an official certificate of participation or a letter from your supervisor or HR Director on official letterhead
- Certificate training programs (points awarded are based upon program content and length)

Please submit your employment, education and elective activities using the following charts as templates.

1 Employment History

Employer with City & State	Position Title	Main Position Duties – Reflect in %	Years Employed	Documentation Attached
Acme Hospital Greenville, NH	Senior Secretary	Budget management - 40% Travel and meeting planning - 10% Clerical support - 30% Office supply/service administration -20%	1998 - 2003	
SAMPLE				

2 Education – list only the highest level of education completed

Certificate / Diploma / Degree	Major	School / Location	Year Earned	Points Earned	Documentation Attached
BA	Philosophy	State Univ. of New York – Buffalo, NY	1994	25	
SAMPLE					

3 Elective Activities

Elective Activity	Provider or Organization	Activity Date(s)	Points Earned	Documentation Attached
AHCAP Annual Conference attendance Business writing seminar – 2 days	AHCAP	2004, 2005, 2006	15	
SAMPLE				



AFFIDAVIT OF cHAP APPLICATION

Applicant's Name _____ Date _____

The undersigned Applicant hereby certifies and swears that all information provided in this application is true and factual. Should the Association find through confirmation or any other means that any statements made by Applicant are not factual; such statements will jeopardize Applicant's ability to be awarded or to retain the cHAP Certification. The undersigned Applicant declares that the following information is true.

I am an Applicant for the cHAP Certification and as a part of that application process I certify that I have completed this application and the information contained herein is correct and complete to the best of my knowledge.

Signature of Applicant _____

APPLICANT'S MANAGER OR HUMAN RESOURCE ADMINISTRATOR

I hereby certify that to the best of my knowledge the above statement concerning the application which the Applicant completed is true and correct and accurately reflects the professional and educational work completed by Applicant.

Name of Manager _____ Manager's Signature _____

Email _____ Phone _____

Date _____

AFFIDAVIT FOR cHAP EXAMINATION

Applicant's Name _____ Date _____

The undersigned Applicant hereby certifies and swears that the cHAP exam will be completed solely by the applicant with no additional help from co-workers, reference materials, or any other resource. Should the Association find through confirmation or any other means that this statement was not upheld by Applicant, it will jeopardize Applicant's ability to be awarded or to retain the cHAP Certification. The undersigned Applicant declares that the following information is true.

Signature of Applicant _____

AHCAP HEADQUARTERS

328 East Main Street
Louisville, KY 40202
Fax: (502) 589-3602

QUESTIONS?

ahcap@hqtrs.com
Phone: (502) 574-9040
Toll-Free: (888) 320-0808