

PAHCOM Frequently Asked Questions (FAQ)

We try very hard to address all possible questions via robust web pages with easy to locate details about everything PAHCOM. Please look at the top menu of our website for the most accessed information on Certifications, Education, general information About PAHCOM, etc. This Frequently Asked Questions (FAQ) page is provided as a supplement to our web pages for your convenience. Please let us know if you feel something should be added here (pahcom@pahcom.com).

Q: What is my member number?

A: Your member number is written on your member card and in welcome emails from the national office. It is also shown at the top of the page of the Member Self Care page.

<http://www.pahcom.com/members/profilecm.php>

You can also go into Member Search and search yourself, your membership number will be presented.

If you cannot find your member number you may email members@pahcom.com with your full name and we will send your member number to you. You may also phone out front desk and we will give you your member number 1-800-451-9311

Q: How do I update my address or other information?

A: Log into the webpage and select Member Self-Care from the Member Tools menu.

<http://www.pahcom.com/members/profilecm.php>

You will be given access to manage your profile information. Email addresses are the only thing you cannot change. To update your email address, send an email request to:

update@pahcom.com

Q: How can I see when my membership or CMM is ready to expire?

A: Log into the webpage and select Member Self-Care from the Member Tools menu. Your expiration dates are near the top of the page.

<http://www.pahcom.com/members/profilecm.php>

Q: I took over for another office manager who was a PAHCOM member. May I use their membership?

A: No. Memberships belong to the person not the practice. They are not transferable. PAHCOM is professional development for the manager and provides education and training to that person. Yes, it is a benefit to the practice to have a professional manager, just like it is a benefit to the practice to have board certified physicians. But neither convey to the next manager or physician.

Q: Are the CEU's good for me? I'm an RN, CPC?

A: You are best to check with your governing board. We approve training material and issue CEU's based on their validity to CMM's. We can not speak for other agencies and certified practices.

Q: I am a new CMM. How many CEU's do I need to recertify and how often do I recertify?

A: You need 24 CEU's and you need to renew every 2 years.

<http://www.pahcom.com/cmm/recertification.html>

Q: I have a question about a particular product our office uses, who do I ask?

A: Instantly connect with hundreds of your peers by joining the ListServ Forum. The forum is free for PAHCOM members. Questions are welcomed, successes shared and it is only for PAHCOM members. You can subscribe in a minute by logging in and going to the ListServ Forum link.

<https://www.pahcom.com/members/listserv.php>

Q: I want to go to the Conference but my office is hesitant to pay. Is there anything I can do?

A: We have a powerful letter that you are welcome to show your practice that outlines the benefits of Conference and how it is advantageous to the practice to have Medical Manager who is prepared and knowledgeable about the industry changes and legalities. The letter can be found here near the bottom of the page –

<http://www.pahcom.com/conference/index.html>

Q: I have applied to take the CMM exam. What happens next?

A: If you are testing online you will be notified from our testing agency, ACT. They will confirm with you when and where you wish to be tested. Otherwise the Chapter or PAHCOM Conference testers will contact you.

Q: Are there local meetings I can attend?

A: PAHCOM has numerous Chapters. Check the Chapter Directory's map and click on a Chapter close to you. Their web page will have the contact information and meeting locations and times. The Chapter Directory is here –

http://www.pahcom.com/chapters/chapter_directory.php

Q: I can't read all of the store items description text.

A: You may have to zoom out to see the full dialogue box. To zoom out press Control – (minus sign). To zoom in press Control + (plus sign).