Certification Examination
Procedures Manual -
Chapter Proctored
Professional Association of Health Care Office Management

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Procedures Manual
PAHCOM Chapter Proctored

General Information

The medical management profession becomes more technical and complex every day. Men and women at the top of their profession need credentials of true significance to show their value. Your local chapter plays a key role in helping to make the PAHCOM certification examination available in your area.

As we continue to maintain the integrity of our certification, proctoring of the examination becomes more crucial. The responsibility placed on the local chapters must be taken very seriously.

It is the responsibility of the PAHCOM chapter president to make sure that the certification examination is administered accurately and fairly. Typically, as the local person responsible for the administration of the examination, the president serves as the first proctor during the test. In the event that the president cannot serve as the first proctor, a CMM member of the local chapter may be assigned the responsibility.

Your local chapter may schedule the PAHCOM certification examination by utilizing the following procedures:

1. Once the chapter has chosen to sponsor an examination, request approval of the examination date from the National Office by submitting Appendix A.

2. The national office will handle registration for the examination, including qualification to take the exam, payment of fees and submission of all prerequisite materials.

3. The chapter president will appoint two proctors to administer the certification examination. Both proctors must be national PAHCOM members. The first proctor must be a Certified Medical Manager. At least two proctors must be present during the entire examination.

4. Sealed examinations are sent from the PAHCOM national office to the first proctor.

5. The designated proctors administer the certification examination.

6. The completed examinations are returned to the PAHCOM national office.

7. The national office is responsible for grading the examinations and reporting the results to the examinees.

8. The local chapter will receive a rebate of $10.00 for each examinee. A rebate check will be issued payable to the chapter and sent to the local treasurer.
Proctor Instructions

The Certified Medical Manager (CMM) examination is a three (3) hour timed examination. Two PAHCOM approved proctors are required to monitor the examination. Both proctors must be current members of PAHCOM and the primary proctor must be a CMM. Except for short breaks (one proctor at a time), both proctors must remain in the examination room during the entire examination period.

The proctor responsibilities are:

1. Have examinees sign in and check for proper photo identification.
   - Use PAHCOM Examination Sign-in Sheet. (Appendix B)
   - Check each examinees’ photo identification.

2. Allow at least 30 minutes to conduct check-in, identity verification, and seating assignments.
   - No cell phones are allowed in the examination area.
   - Small handheld calculators are allowed.
   - Examinees may not share calculators.
   - Scrap paper will be provided by the proctors.

3. Read Proctor-To-Candidate Instructions aloud to examinees. (Appendix C)

4. Distribute the examination envelopes to the examinees.
   - When told to open the examinee envelope, examinees should confirm they have the correct testing materials inside by verifying their name and member number as shown on the envelope and Answer Sheet.
   - Examinees should complete required personal information on the Answer Sheet with blue or black ink. Examinees should use #2 pencils to fill in bubbles. If not already entered, examinees need to fill in their name and PAHCOM Member number.

5. Monitor examinees during the testing period.
   - Proctors are not allowed to answer questions during the examination.
   - Eating/drinking is allowed during the examination.
   - Smoking is not allowed in examination room.
   - Ensure a quiet atmosphere is maintained through the entire examination period.
     (No talking between proctors)

6. Ensure that each examinee has three hours to complete the examination.
   - Examinees are allowed short breaks, one person at a time, for no longer than a total of 20 minutes per person during the examination.
   - Time spent on breaks does not extend the examination period.
   - When more than one examinee must be allowed to break at the same time, one proctor must accompany the examinee to the break area and stay with the examinee in the break area.

7. At the end of the allotted time, state “The testing period is now over, put down your pencil, locate your envelope and place your Examination Booklet and Answer Sheet inside the envelope”.

8. Instruct examinees to seal return envelopes.
   - Examinee seals the return envelope and then signs on the sealed flap.
   - Examinee gives the return envelope to a proctor.

9. Gather the sealed return envelopes and return them to PAHCOM along with the the Examination Sign-in Sheet.
   - Return all examinations, including any unused examinations resulting from no shows or cancellations.
   - PAHCOM is not responsible for lost examinations.
10. In the event of an emergency during the administration of the examination, call the PAHCOM National Office at 352-428-0317 for support. The after-hours number is the same 352-428-0317. Please use this number after hours only in the event of an emergency.
Appendix A
PAHCOM CMM Examination
Schedule Request

Complete this form to schedule examination dates.
Application should be received at least two months prior to the requested test date.

Do not schedule certification examinations within six weeks of the Annual Conference Examination.
Submit requested schedules to the address below.
Upon approval, an examination confirmation will be emailed to the president of the chapter.

Chapter (City, State): _________________________ Chapter ID #: _______________________

President: ___________________________ Email: ___________________________

Examination date: ________________ Time: ________

Primary Proctor: ___________________________ Phone #: ___________________________

Second Proctor: ___________________________ Phone #: ___________________________

Location:(Bldg/Hospital/etc) ____________________________________________________________

City: ___________________________ State: ________

Email or Fax to:
Professional Association of Health Care Office Management
Email: chapters@pahcom.com
Fax: 407-386-7006
# Appendix B

## Certification Examination Sign-in Sheet

(This sheet must be signed by every examinee and returned with examinations)

<table>
<thead>
<tr>
<th>1st Proctor</th>
<th>2nd Proctor</th>
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<tbody>
<tr>
<td>Examination Date</td>
<td>Examination Number</td>
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<td>Examination Start Time</td>
<td>Examination End Time</td>
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<table>
<thead>
<tr>
<th>Examinee’s Name</th>
<th>Examinee’s Signature</th>
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Appendix C
Proctor-to-Candidate Instructions

Read the following instructions aloud to the examinees prior to beginning the examination:

1. Welcome and congratulations on your decision to obtain the CMM certification through the Professional Association of Health Care Office Management (PAHCOM).

2. My name is (state your name). This is (state second proctor’s name). We will be the proctors for the examination today. We are distributing the materials needed for the examination. Open the examination envelope and remove the contents. The test packet is sealed. Do not open the packet until you are told to do so. (Allow time to open envelopes.) Make sure you have the correct testing materials by verifying your name and PAHCOM member number as shown on the examination envelope and test answer sheet.

3. To receive CMM certification, the examinee must receive a passing score of 70% on the examination.

4. Because this is a timed test, there is no requirement for the examination to be completed in a particular order. It is recommended that you review the entire examination, complete all questions that can be done quickly, and then come back to those questions that require more time. Do not leave any questions unanswered.

5. No reference materials of any kind may be used during the examination.

6. Mark your answers on the test answer sheet, not in the test booklet. If necessary, you may write in the test booklet.

7. Use a #2 pencil to mark your answers. Fill in the bubble, do not circle or draw an “x” through the bubble. If you desire to change an answer already marked, please erase carefully.

8. Examination content is confidential, therefore, copying questions and/or discussing the questions with others during or following the examination is strictly prohibited. Any attempt to do so will disqualify the examinee for certification and result in automatic failure of the examination.

9. Proctors may not clarify test questions during the examination.

10. Any collaborative or disruptive behavior detected during the examination is cause for immediate action (disqualification, etc.) by the proctors.

11. Eating or drinking is permitted during the examination. Please be courteous to those around you and make sure examination sheets remain clean and dry.

12. Smoking is not permitted in the examination room.

13. Cellular telephones and/or pagers, or any device that may be disruptive are not allowed in the examination area.

14. Candidates needing to use the restroom during the examination may request permission from the proctors. However, only one candidate may leave the examination room at a time. Breaks should be short and total no more than 10 minutes per examinee.

15. Removal of any test material from the site will disqualify you from certification and result in automatic failure of the examination.

16. After the examination, the proctors will collect the examinations and return them to PAHCOM.

17. The national office will score the examinations and notify you of your pass/fail results within four to six weeks. Do not call PAHCOM for test results.
18. If you complete the examination before the end of the testing period, notify the proctors.
Examinees that finish early and wish to leave the examination room may do so. Please show
courtesy to those still testing, keep communication and moving about to a minimum.

19. We are now ready to begin the examination. You may break the seals and open your test booklet.
You have three hours to complete the certification examination. The current time is: (state the time).
We will notify you when you have 30 minutes remaining.