



Appeal Request Procedure

A publication of the Certifying Board of the American Association of Medical Assistants®

I. Appeal

An appeal is defined as a request to review a decision or disciplinary action of the Certification Department and/or Certifying Board (CB) of the American Association of Medical Assistants® (AAMA).

A candidate or certificant may request an appeal by completing the Appeal Request Form.

II. Certifying Board Appeals Review Panel

The CB Appeals Review Panel consists of three members as appointed by the CB Chair.

III. Procedure

- A. Once the completed Appeal Request Form is received, the AAMA Director of Certification will respond within five working days acknowledging receipt of the appeal request. This notice will either advise of an immediate decision made by the AAMA Director of Certification based on the policies established by the CB or detail an action plan for further investigation of the appeal.
- B. If the immediate decision of the AAMA Director of Certification is rebutted by the candidate/certificant, the request may be escalated to the Appeals Review Panel.
- C. If the candidate/certificant decides to pursue the appeal, a written rebuttal must be received by the AAMA Director of Certification within 15 working days.
- D. The Appeals Review Panel is given 15 working days to make a determination. The decision of the Appeals Review Panel will be final.
- E. The AAMA Director of Certification will provide the decision of the Appeals Review Panel in writing to the candidate/certificant within five working days of the Appeals Review Panel's decision.

IV. Timelines

A review may require an extension of processing time if the appeal is complex in nature. It may be necessary to extend the timescale by agreement of the AAMA Director of Certification and the Appeals Review Panel. If the agreed-upon time limitations are not met by the individual filing an appeal request, the appeal process will be terminated.

An appeal should be filed upon receipt of action taken by the AAMA Director of Certification or the CB. Grievances filed more than 45 days from the action or decision in question will not be considered.

V. Appeal Rights and Responsibilities

- A. The party filing an appeal is expected to fully cooperate with the investigation process. Failure to cooperate or respond to an inquiry may terminate the appeal process.
- B. The party initiating an appeal will be kept informed of the appeal status. Written notification will be sent at the completion of the appeal process explaining the final outcome. Documentation pertaining to the appeal will remain on file with the AAMA Certification Department.
- C. Members of the Appeals Review Panel are bound by confidentiality principles concerning the substance of the appeal and the identity of the party initiating the appeal.



Appeal Request Form

A candidate or certificant may appeal a decision or disciplinary action of the AAMA Certification Department and/or Certifying Board (CB) of the AAMA.

The following, posted on the AAMA website (www.aama-ntl.org), as well as the appeal request procedure should be reviewed before requesting an appeal:

- [CMA \(AAMA\) Certification Exam Application](#)
- [AAMA Code of Conduct and Disciplinary Standards for CMAs \(AAMA\) and Exam Candidates](#)

All materials received in connection with an appeal request are the property of the AAMA Certification Department and will remain confidential. The name of the individual filing an appeal will remain confidential unless the CB or AAMA staff is required by law to release confidential information.

If the candidate/certificant decides to pursue the appeal, a written rebuttal must be received by the AAMA Director of Certification within 15 working days to be forwarded to the Appeals Review Panel. The Appeals Review Panel will provide its decision within 15 working days. The decision of the Appeals Review Panel will be final.

Appeals that are complex in nature may require an extension of processing time. The timescale may be extended by agreement of the AAMA Director of Certification and the Appeals Review Panel. If the agreed-upon time limitations are not met by the individual filing the appeal, the appeal process will be terminated.

Provide all applicable information. You may exceed the two pages of this form.

Candidate/Certificant Information

Name

Date

Work or Home Address

Phone

Email

Credential (If Applicable)

Certification/Licensure Number (If Applicable)

What is the general nature of your appeal?

Date(s) Pertinent to the Appeal: _____

Please clearly describe the relevant facts and details surrounding the appeal. Attach any supportive documents.

I have read the above, and it is true to the best of my knowledge:

Signature

Date

Please return completed form by mail or email:

AAMA Certification
Attn: Katie Gottwaldt
20 N. Wacker Dr., Ste. 1575
Chicago, IL 60606

KGottwaldt@aama-ntl.org

