AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS ®

CMA (AAMA)®
Certification Exam Application

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

Ineligible to take the exam? Check again! Learn more about the time-limited Certification Exam Eligibility Pilot Program.

APPLY ONLINE!

Eligibility rules apply

Go to the AAMA website at www.aama-ntl.org under CMA (AAMA) Exam/Apply for the Exam

IAS ACCREDITED
Personnel Certification Body

The Certifying Board of the AAMA is accredited by the International Accreditation Service (IAS) for Bodies Operating Certification of Persons (AC474). This independent recognition affirms that the criteria and processes for earning the CMA (AAMA) credential meet ISO/IEC Standard 17024:2012, the global benchmark for certification bodies, distinguishing the CMA (AAMA) from other medical assisting certifications.

ACCREDITED CERTIFICATION PROGRAM
NCCA BY ICE

The Certification Program of the Certifying Board of the AAMA is accredited by the National Commission for Certifying Agencies (NCCA) as a result of demonstrating compliance with the NCCA Standards for the Accreditation of Certification Programs. The NCCA is the accrediting body of the Institute for Credentialing Excellence (ICE). The NCCA Standards were created to ensure that certification programs adhere to modern standards of practice for the certification industry.

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AMERICAN ASSOCIATION
OF MEDICAL ASSISTANTS ®

The CMA (AAMA)® Credential

The Certified Medical Assistant (AAMA)®—or CMA (AAMA)®—credential represents a medical assistant who has been credentialed through the Certifying Board of the American Association of Medical Assistants® (AAMA). The credential is awarded to candidates who pass the CMA (AAMA) Certification Exam. The credential must be recertified every 60 months by continuing education or exam to give evidence of continuing competency and knowledge, and thus better protect patients. The CMA (AAMA) must have current status in order to use the credential.

> *The Certifying Board of the American Association of Medical Assistants (AAMA) does not discriminate among applicants as to age, sex, race, religion, or national origin. Membership in the AAMA is not required. Policies of the Certifying Board and fees are subject to change without notice.*

Exam Eligibility and Requirements

The following outlines the eligibility categories, requirements, and fees required to sit for the CMA (AAMA) Certification Exam:

Eligibility, Documentation, and Fees*

Eligibility Category	Required Documentation	Fee (Nonrefundable)
Category 1 Completing student or recent graduate of a CAAHEP- or ABHES-accredited medical assisting program Completing students may take the exam no earlier than 30 days prior to completing their formal education and practicum.	**Category 1** No documentation required. Your program completion—including a practicum—must be verified by your program director in order for you to receive your official scores and certification.	**Category 1** $125
Category 2 Category 2 Nonrecent graduate of a CAAHEP- or ABHES-accredited medical assisting program	**Category 2** Official transcript	**Category 2** $125 AAMA members $250 nonmembers
Category 3 CMA (AAMA) recertificant	**Category 3** No documentation is necessary if you have provided your CMA (AAMA) certificate number and most recent certification or recertification date on the application.	**Category 3** $125 AAMA members $250 nonmembers

The candidate fee applies for each exam attempt.

Certification Exam Eligibility Pilot Program

The AAMA has launched a time-limited pilot program that opens a new education pathway for medical assistants to become eligible to sit for the CMA (AAMA) Certification Exam. See the Certification Exam Eligibility Pilot Program webpage of the AAMA website to find out more about the requirements and to submit documentation for review.

Applicant Agreement

By virtue of submitting an application for the CMA (AAMA) Certification Exam, I acknowledge what follows:

I have not served as a member of the Certifying Board of the AAMA or AAMA Task Force for Test Construction within the 24-month period prior to the date of the CMA (AAMA) Certification Exam for which I am applying.

The information supplied in this application is true and accurate to the best of my knowledge. I acknowledge that the Certifying Board may refuse to accept this application and may decline to permit me to take the exam. Further, the Certifying Board may invalidate the scores on this exam if it receives evidence satisfactory to the AAMA that the statements made by me are not true and accurate or that I engaged in any inappropriate conduct before, during, or after the exam (such as giving or obtaining unauthorized information or aid).

I understand and consent to the fact that if I am in Eligibility Category 1, the AAMA will request and must receive verification from my program director that I was enrolled in the medical assisting program and that I took the exam no earlier than 30 days before I completed my formal education and practicum.

I agree that the information I supplied on this form may be released for the following purposes: (1) statistics and research; (2) employer recruitment of CMAs (AAMA); (3) membership recruitment purposes by the AAMA and its state societies and local chapters; and (4) the names and exam scores of initial certification candidates will be released to the officials of the medical assisting program from which each applicant graduated. If I do not want my name and exam scores sent to my medical assisting program or my information released to any other party, I will instruct the Certifying Board by certified mail, no later than 10 days before taking the exam, to withhold such information. I fully understand that requests received after this time will not be honored.

I have read, understand, and will abide by the policies set forth in this *CMA (AAMA) Certification Exam Application*.

I am aware that all exam candidates and CMA (AAMA) certificants must abide by and are subject to the principles and disciplinary sanctions outlined in *AAMA Code of Conduct and Disciplinary Standards and Procedures for CMAs (AAMA) and Exam Candidates*.

Exam Information and Policies

CMA (AAMA)® Certification Exam Application

Keep this application as a resource for understanding the exam application process until you have received your scores for the exam. Requirements and fees listed in this application are subject to change without notice.

Exam Candidacy Limits

Initial candidates for the CMA (AAMA) Certification Exam are allowed a limit of three opportunities to take and pass the exam. If the candidate does not pass the exam after three attempts, the candidate is no longer eligible for the CMA (AAMA) credential unless verification (an official transcript) is provided that the candidate enrolled in the same or another accredited medical assisting program again and completed all requirements for the program.

Credential Expiration/Recertification

All newly certified and recertifying CMAs (AAMA) will be current for 60 months from the end of the calendar month of initial certification or most recent recertification.

Those not recertifying on or before the expiration date of their credential will be considered as having an expired credential.

An individual whose credential has expired for more than three months forfeits the right to reactivate the credential by continuing education and must sit for the CMA (AAMA) Certification Exam. Payment of a $50 reactivation fee plus the recertification by exam fee will be required.

Exam Eligibility Requirements

To be eligible for the CMA (AAMA) Certification Exam, you must be about to complete or have successfully completed a medical assisting program accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) or by the Accrediting Bureau of Health Education Schools (ABHES). Individuals who have been awarded the CMA (AAMA) credential are also eligible to recertify by taking the CMA (AAMA) Certification Exam.

Contact the AAMA Certification Department for assistance in determining if you meet these eligibility requirements.

Ineligible candidate refund policy. If you do not meet the exam eligibility requirements, your application will be canceled. The candidate fee, less a $65 administrative fee, will be refunded within four to six weeks after your application has been reviewed.

Candidate Eligibility Categories

Applicants must qualify for one of the following eligibility categories:

Category 1. *Completing Student or Recent Graduate of a CAAHEP- or ABHES-Accredited Medical Assisting Program*

Completing students may take the CMA (AAMA) Certification Exam no earlier than 30 days prior to completing their formal education and practicum.

Recent graduates are those who apply for the exam within 12 months of graduation.

Category 2. *Nonrecent Graduate of a CAAHEP- or ABHES-Accredited Medical Assisting Program*

Nonrecent graduates are those who apply for the exam more than 12 months after graduation.

Category 3. *CMA (AAMA) Recertificant*

Recertificants are those who are—or have been—a CMA (AAMA) and are applying for the CMA (AAMA) Certification Exam to recertify their credential.

Certification Exam Eligibility Pilot Program.
Graduate of a Qualified Postsecondary Medical Assisting Program

The AAMA has launched a time-limited pilot program that opens a new education pathway for medical assistants to become eligible to sit for the CMA (AAMA) Certification Exam. See the Certification Exam Eligibility Pilot Program webpage of the AAMA website to find out more about the requirements and to submit documentation for review.

Accreditation Periods

Under Category 1 or 2, candidates who graduate from a CAAHEP- or ABHES-accredited program that was accredited at any time during the student's enrollment, or who graduated within the 36 months prior to the program becoming CAAHEP- or ABHES-accredited are eligible to apply for the CMA (AAMA) Certification Exam. The 12-month period for student or recent graduate fee eligibility begins on the date that the program is granted CAAHEP or ABHES accreditation.

Required Documentation

Completing students and recent graduates. No documentation is necessary; however, your program director will be required to verify your program completion as stipulated by the CMA (AAMA) Certification Exam application policies. The Certifying Board reserves the right to request an official transcript at any time.

Nonrecent graduates. Submit an official transcript that verifies your graduation from an accredited medical assisting program.

Transcripts will not be returned to the candidates or any other person or entity under any circumstances.

Recertificant applicants. No documentation is necessary if you have provided your CMA (AAMA) certificate number and most recent

certification or recertification date on the application. Otherwise, contact the AAMA Certification Department for assistance.

Graduates of a qualified postsecondary medical assisting program under the Certification Exam Eligibility Pilot Program. See the Certification Exam Eligibility Pilot Program webpage of the AAMA website for details on the required documentation.

Verification of Program Completion

If you are a completing student or recent graduate, your program director will receive a form that must be completed to verify that you fulfilled all formal coursework requirements, including a practicum, and that you did not take the CMA (AAMA) Certification Exam earlier than 30 days prior to the date that you fulfilled all program requirements.

Note that you may be required to document your program completion by submitting an official transcript or other proof of graduation if information is later received that an error was made regarding your program completion.

Program directors and their designees who negligently or fraudulently verify that an examinee has completed all program requirements as described in this application may be subject to disciplinary sanctions by any certifying or licensing body whose credential they hold. Such violations may be reported to the Commission on Accreditation of Allied Health Education Programs or the Accrediting Bureau of Health Education Schools.

Candidate Fee

The candidate fee must accompany the application. If complete payment for all current, outstanding, or past due fees is not received by the AAMA, you will not receive an exam Scheduling Permit, and you will not be able to schedule an exam session. Acceptance of payment by the AAMA does not imply exam eligibility.

- Fee payments are nonrefundable and are nontransferable to another candidate or to another 90-day testing period.
- ***Do not send personal checks.*** Candidate fees must be paid by money order, credit or debit card, cashier's/certified check, or institution check.
- A $25 service charge will be assessed to you for returned institution checks, declined credit cards, and credit card charge-backs. Your application will not be approved until these fees are successfully submitted.

Ninety-Day Testing Period

Each candidate is allowed a 90-day period in which to take the exam. Your 90-day testing period will be assigned based on the testing period start date you indicate on your application. The start date should be the earliest date that you wish to sit for the exam. Your 90-day testing period will be recorded on your test center Scheduling Permit.

The AAMA Certification Department reserves the right to assign a testing period start date to a candidate (e.g., if the application is received after the required due date, no start date was given, or if an inappropriate start date was listed).

Application Timelines

Refer to the following charts for assistance in determining when to apply.

Online Application Timelines

Apply on or between	Earliest Available Testing Period Start Date
1st to 14th of any month	1st of next month
15th to end of any month	15th of next month

Mailed Application Timelines

Application Is Received on or between	Earliest Available Testing Period Start Date
1st to 14th of any month	15th of next month
15th to end of any month	1st of month *after* next

Example Timelines for Online and Mailed Applications

Apply online on or between	Mailed Application Is Received on or between	Earliest Available 90-Day Testing Period Start Date
January 1–14	December 15–31	February 1
January 15–31	January 1–14	February 15

Note: Applicants who must submit specific documentation must allow extra time for application processing:

- *Candidates requesting a waiver due to having been found guilty of a felony, or pleaded guilty to a felony, or having a professional license, registration, or certification denied, revoked, suspended, or subjected to probationary conditions by a regulatory authority or certification board*
- *Disabled persons who require special provisions on exam day*
- *Nonrecent graduates who do not submit an official transcript with their application*

Notification of Application Status

Once your eligibility for the exam has been confirmed and you have completed your application, you will receive an email within five to 10 days of the date your application has been received depending on whether you applied online or mailed your application. Contact the AAMA Certification Department if you do not receive notification within these time frames.

Registered status. If your application is complete, your status will be noted as "Registered"; your assigned 90-day testing period will be listed; and the availability date of your exam Scheduling Permit will be included.

Incomplete status. If the required documentation or payment is missing, your status will be noted as "Incomplete." Reasons why an application is considered incomplete may include the following:

- Nonpayment of fees, insufficient fees, or a declined credit/debit card
- Missing CAAHEP or ABHES accreditation code
- Missing official transcript (nonrecent graduates)
- Missing felony waiver or special testing accommodations request form and documentation

Failure to respond as requested will delay your testing period start date and may nullify your application so that you will need to reapply, as well as pay the candidate fee again.

Exam Information and Policies (Continued)

Exam Scheduling Permit

Permits to schedule an exam appointment will be available to candidates who are fully registered, have no outstanding payments, and have submitted all required documentation. You must log in online and print out the Scheduling Permit or present your Scheduling Permit in electronic format.

On your exam day, you must bring to the test center your Scheduling Permit and an unexpired, government-issue form of identification (ID) that includes both your photograph and signature (e.g., a driver's license or passport).

Candidate Name/Address Specifications

Exam notices will be sent to the email address you provide on your application. You must include a valid email address. The exam Scheduling Permit will be accessible three days prior to the start of your 90-day testing period. The name on your Scheduling Permit will appear as written on your application. The name on your application, therefore, must exactly match the name on the ID you present at the test center. *(See "Test Center Identification Requirements.")*

You are responsible for providing updates to your email and mailing addresses. The AAMA is not responsible for correctly addressed items that, for any reason, are not delivered to you. Take these precautions to help ensure you receive important notifications:

- Use an email address that will be valid for the next year (school addresses often are closed after graduation).
- Add CMAExam@aama-ntl.org to your approved email list.
- Check your spam or junk email folder for emails from "CMA Exam."

Access to a valid email address, a computer, and a printer are necessary to register for the exam. You must log in online and print the Scheduling Permit and bring it to the test center. You cannot print your Scheduling Permit at the Prometric test center. You will not be allowed access to the test center without your Scheduling Permit.

Complete instructions on how to access the Scheduling Permit will be emailed to approved applicants three days prior to the beginning of their 90-day testing period.

Release of Information

Certification status is a matter of public record and may be released. The following information is not of public record and cannot be divulged without the written permission of the applicant:

- Exam enrollment status
- Certification date
- Certificate number
- Exam score
- Number of exam attempts
- Exam eligibility category
- Number of recertifications
- Number of activities listed in continuing education registry
- Personal information, such as contact information

Exceptions to Information Release

Refer to "Applicant Agreement" for limited exceptions to the release of information.

Special Accommodations

Disabled persons who require special provisions on exam day must submit a Special Testing Accommodations Request Form (available on the AAMA website) with the application, candidate fee, and written documentation of the following:

- A formal diagnosis by a skilled evaluator (e.g., a psychologist)
- The credentials and documentation of the expertise of the evaluator providing documentation referenced immediately above
- Specific findings in support of the diagnosis
- Current functional limitations
- Explanation of the specific requests for special accommodations

While the Certifying Board will make every effort to fulfill special accommodation requests, it reserves the right to deny or postpone requests which are not submitted as specified above or which, in the judgment of the Certifying Board, would jeopardize the security of the exam material or the integrity of scores derived from the exam.

Written notification will be provided to the candidate detailing the accommodations and any procedures that must be followed to ensure the test center can accommodate the stated needs on the test date.

Grounds for Denial of Eligibility

The following are grounds for denial of eligibility for the CMA (AAMA) credential, or for discipline of the CMA (AAMA):

- Obtaining or attempting to obtain certification or recertification of the CMA (AAMA) credential by fraud or deception
- Knowingly assisting another to obtain or attempt to obtain certification or recertification by fraud or deception
- Misstatement of material fact or failure to state a material fact in application for certification or recertification
- Falsifying information required for admission to the CMA (AAMA) Certification Exam, impersonating another examinee, or falsifying education or credentials
- Copying answers, permitting another to copy answers, or providing or receiving unauthorized advice about exam content during the CMA (AAMA) Certification Exam
- Unauthorized possession or distribution of exam materials, including copying and reproducing exam questions

Generally, individuals who have been found guilty of a felony, pleaded guilty to a felony, or had a professional license, registration, or certification denied, revoked, suspended, or subjected to probationary conditions by a regulatory authority or certification board are not eligible to take the CMA (AAMA) Certification Exam. However, the Certifying Board may grant a waiver based upon mitigating circumstances. If you wish to request that the Certifying Board permit you to take the test, you must submit a Request for Waiver Form (available on the AAMA website) and written evidence that demonstrates your felony conviction or plea should not prevent you from taking the CMA (AAMA) Certification Exam. See the Request for Waiver Form for important details.

Exam Format

The exam consists of 200 multiple-choice questions. Of these, 180 questions will be scored and 20 will be pretested. The pretest questions are included for evaluation and possible use as scored questions on future exams. These pretest questions are randomly placed throughout the exam and cannot be identified by the candidates. A candidate's score is based on the number of correct responses to scored questions only. The pretest questions are not counted toward a candidate's score. *(Refer to "Completing the Exam" for exam length.)*

Study Suggestions

Visit the AAMA website for study resources, including the following:

- ***Content Outline for the CMA (AAMA)® Certification Exam.*** The CMA (AAMA) Certification Exam is based on the current *Content Outline*, which is developed in relation to the latest AAMA *Occupational Analysis.* Examinees should be familiar with the subject matter and topics listed in the *Content Outline* that is effective during their testing period.
- **CMA (AAMA) Certification Practice Exam.** The 200 questions in this online practice exam will increase your familiarity with the types of questions that will be on the CMA (AAMA) Certification Exam. *Note: None of the questions in the practice exam will be on the actual exam.*
- **Anatomy and physiology and medical terminology questions.** These provide an opportunity to test your knowledge of these topic areas.

Failure to Test

If you fail to schedule, appear, test, or complete all required components of the exam during your 90-day period of eligibility, you will forfeit your candidate fee. If you choose to reapply at a later date, you must submit another application and the appropriate exam fee.

Transfer to New Testing Period

For a $65 fee, a candidate may transfer the testing eligibility period to include the next immediately available 90-day testing period. Requests must be submitted in writing to the AAMA Certification Department at least 30 days prior to the end of the original testing period. Only one transfer is allowed.

Request for an Appeal

Anyone may appeal an action or decision of the AAMA Certification Department and/or the Certifying Board by submitting a written request to the AAMA Director of Certification. This right to appeal includes exam scores. The Certifying Board will govern the appeal request, the review process, and the final response.

Public Access to Aggregate Exam Results

Individuals or entities may request from an institution the aggregate CMA (AAMA) Certification Exam performance results of its graduates and ask for the right to verify the institution's report of the results with the AAMA Certification Department. Verification that the institution has granted this right must be in writing and signed. Contact information for the signee must be included.

AAMA Membership

Membership in the American Association of Medical Assistants is not required for certification or recertification. If you fulfill the eligibility requirements and your membership dues are paid prior to or at the time of application for the exam, then you are eligible for the AAMA member rate.

To join, enroll online at www.aama-ntl.org or call the AAMA Membership Department at 800/228-2262 or 312/899-1500.

AAMA Contact Information

For answers to questions about the certification process, visit the AAMA website or contact the AAMA Certification Department:

Website: www.aama-ntl.org
Email: CMAExam@aama-ntl.org
Phone: 800/228-2262 or 312/899-1500

CMA (AAMA) VERIFICATION
Employers quickly check credentials of staff and potential employees online

Test Center Scheduling and Policies

Appointment Scheduling

Exam appointments are made through Prometric. If you have met all application requirements, you will receive an email with Scheduling Permit instructions no later than three days before your 90-day testing period begins. You then must do the following:

- Log in and print out the Scheduling Permit.
- Use the Scheduling Permit to make an exam appointment.
- Bring the Scheduling Permit with you to your appointment.

Your candidate identification number (CIN) will be listed on the Scheduling Permit. The CIN is a unique identifier that you will use only at the test center when you first log into the computer to begin your exam.

Immediately after you access your Scheduling Permit, verify all information for accuracy. You may schedule an appointment to take the exam at your convenience Monday through Saturday during the 90-day testing period recorded on your Scheduling Permit.

Contact the AAMA Certification Department immediately at 800/228-2262 if your Scheduling Permit is not accessible three days before the start date of your 90-day testing period or if the name on your Scheduling Permit differs from how your name appears on your ID card. *(See "Test Center Identification Requirements" for details.)* Allow five business days for the new Scheduling Permit to be available once any corrections are made. Name changes or corrections cannot be made less than one month prior to your scheduled test appointment.

Exam Date Scheduling

You must have your Scheduling Permit to schedule your exam appointment. You are solely responsible for making and keeping your scheduled appointment date. Make your appointment on the Prometric scheduling website at www.prometric.com/aama or by calling the phone number listed on your Scheduling Permit. When scheduling your appointment, remember the following:

- **Contact Prometric upon receipt of your Scheduling Permit.** Prometric schedules test appointments on a first-come, first-served basis. The sooner you schedule your appointment, the more likely you will receive your preferred time and location. Do not wait until the last moment to attempt to schedule an appointment. If an appointment is not available within the testing period, you will forfeit your candidate fee. Unscheduled candidates (walk-ins) will not be admitted to the test center.
- **Refer to your Scheduling Permit when you make your appointment.** When you contact Prometric to schedule your test appointment, you will be asked to provide the information located in the box at the top of the Scheduling Permit. Prometric will provide you with the test date, time, location, telephone number, and your appointment confirmation number.
- **Confirm your test center location.** Before your appointment, confirm your test center location via the Prometric website (www. prometric.com) or by contacting Prometric at the phone number listed on your Scheduling Permit. Call this number also if you need directions to your test center.

Test Center Identification Requirements

On your exam day, you must bring to the test center your Scheduling Permit and an unexpired, government-issue form of ID that includes both your photograph and signature (e.g., a driver's license or passport). If your ID contains your photograph and not your signature, you may use another form of unexpired identification that contains your signature (e.g., an employee ID card or credit card) to supplement your photo-bearing, government-issue ID.

The first and last names on your ID must exactly match the names on your Scheduling Permit. The only acceptable difference would be the presence of a middle name, middle initial, or suffix on one document and its absence on the other. If you do not have acceptable forms of ID, you will not be allowed to test.

Appointment Changes/Failure to Appear

You must schedule an appointment for your exam. Unscheduled candidates (walk-ins) will not be admitted to the test center.

If you fail to test during your 90-day period of eligibility, you will forfeit your candidate fee. Eligibility extensions are not granted.

If you choose to reapply at a later date, submission of another application and payment of the appropriate candidate fee will be required.

In order to reschedule your exam appointment to another date or location, you must contact Prometric by noon Eastern time at least two business days prior to your scheduled appointment. You may reschedule only for an appointment during your 90-day test period.

Prometric will charge you a $46 rescheduling fee (subject to change) if you fail to appear for your rescheduled appointment.

Test Centers and Conditions

Prometric provides computer-based test services for academic assessment, professional licensure, and certification. All Prometric test centers are set up similarly. This enhances security and ensures the same standards for comfort and uniformity for all examinees. Prometric test centers provide the resources necessary for secure administration of the exam, including video and audio monitoring and recording, and use of digital cameras to record the identity of examinees.

Test Center Cancellations/Rescheduling

In the event of bad weather, a natural disaster, or other emergency, the Certifying Board and Prometric will determine whether circumstances warrant cancellation and rescheduling of exams at a particular test center.

Exams will not be canceled and rescheduled if the test center administrator is able to open the test center. Every attempt will be made to administer all exams as scheduled. However, should an exam be canceled at a test center, all affected candidates will be contacted about rescheduling their exams.

Arrival and Admittance

Arrive at the Prometric test center at least 30 minutes before your scheduled test time on your exam date. If you arrive late, you may not be admitted. If you arrive more than 30 minutes after your scheduled test time, you will not be permitted to take the exam. In that event, you must pay a fee to Prometric to reschedule your exam. Your rescheduled exam date must fall within your assigned testing period. A complete application and candidate fee are required to reapply for the exam if you do not test within the 90-day testing period.

Upon arrival at the test center, you must present the required identification, sign a test center log, be photographed, and store your personal belongings in your assigned locker. Test center staff will collect your Scheduling Permit. You will be instructed to write your name and candidate identification number (CIN) on one of the laminated writing surfaces provided. Your Scheduling Permit will be retained at the test center administrator's station. You may request access to the Scheduling Permit during the exam if it becomes necessary for you to rewrite the CIN on the laminated writing surface. In addition to the laminated writing surfaces, you will be provided with dry-erase markers and an eraser. Test center staff will escort you to your assigned test station and instruct you on the use of the computer equipment. You must enter your CIN to start the exam.

Test Center Regulations

Test center staff monitor all test sessions for the exam. You must follow the instructions of test center staff. Failure to do so may result in a determination of irregular behavior.

If staff observe you violating rules or engaging in other forms of irregular behavior, they will not necessarily tell you of the observation at the time of the exam.

Test center staff members are not authorized to answer questions regarding exam content, test software, or scoring.

You may not bring any personal belongings into the test area, including but not limited to the following:

- Mechanical or electronic devices (e.g., cell phones, personal digital assistants [PDAs], calculators, watches, electronic paging devices, recording or filming devices, or radios)
- Outerwear (e.g., coats, jackets, headwear, or gloves)
- Book bags, backpacks, handbags, briefcases, or wallets
- Books, notes, written materials, or scratch paper
- Food, candy, gum, or beverages

You must store personal items in a designated locker outside the secure test area. Keep in mind that the storage facilities are small and that all stored mechanical or electronic devices must be turned off. Personal items and their contents may be subject to inspection. Any materials that reasonably appear to be reproductions of any AAMA exam materials will be confiscated. Making notes of any kind during an exam, except on the materials provided by the test center, is not permitted.

Rules of Conduct

When you submit an application for the CMA (AAMA) Certification Exam, you agree to abide by the following rules of conduct:

- You are the person named on the Scheduling Permit.
- You will not give, receive, or obtain any form of unauthorized assistance during the exam or your break.
- You will not have in your possession any formulas, study materials, notes, papers, or electronic devices.
- Before entering the test room, you will place any formulas, study materials, notes, or paper in your possession in a locker. All personal belongings must also be placed in a locker before you enter the test room.

- You will not leave your test station for a break unless the break screen is visible on your monitor.
- You will not use a telephone or other communication device at any point during the exam, including breaks, for any purpose related to test content.
- You will not remove materials in any form (written, printed, recorded, or any other type) from the test center.
- All exam materials remain the property of the Certifying Board, and you will maintain confidentiality of the materials. You will not reproduce or attempt to reproduce exam materials through memorization or any other means. Also, you will not provide information relating to exam content that may give or attempt to give unfair advantage to individuals who may be taking the exam. This includes verbally sharing or posting information regarding exam items and/or answers on the internet.

If you violate these rules of conduct, you may be directed to leave the test center before you complete the exam. Evidence of violation of any test administration rule, including these rules of conduct, may result in disciplinary sanctions. See *AAMA Code of Conduct and Disciplinary Standards and Procedures for CMAs (AAMA) and Exam Candidates* for details.

Tutorial

Before the exam begins, there will be an optional tutorial that shows how to navigate through the exam. The maximum time allowed for the tutorial is 15 minutes. The time used for the tutorial is not counted as part of the test time and will not affect your score.

Completing the Exam

Upon completion of the optional 15-minute tutorial, the exam will be administered in four 40-minute segments. You will have an optional 20 minutes (total) for breaks between segments. You can split those 20 minutes as you wish. Your test time will not be extended if you decline the tutorial or the optional break time. You will have 160 minutes to answer all the exam questions. The maximum time allowed for your exam appointment will be three hours and 15 minutes (195 minutes).

Once you begin, the exam cannot be canceled or rescheduled unless a technical problem requires rescheduling. If a computer problem occurs during the test, you should notify test center staff immediately. In the rare event of a technical problem, the test software is designed to allow the test to restart at the point it was interrupted. In most cases, the test can be restarted at the point of interruption with no loss of test time. In the rare event of a technical problem occurring that requires your exam to be rescheduled, you will be allowed to test at a later date at no additional cost.

Posttest Survey

After completing the exam, you have the opportunity to respond to a survey about the exam and test center conditions.

Post-exam Information and Policies

On-Site Pass/Fail Notification

An official pass/fail notification will be provided to you immediately upon your completion of the exam. A pass result for completing students and recent graduates is not verification of CMA (AAMA) certification. *(See "Official Score Notification.")*

Official Score Notification

Candidates who have fulfilled all application requirements will be mailed an *official* exam score report within three weeks after the exam date. The passing score reflects the minimum score that must be achieved to pass the exam. The Certifying Board established the minimum passing score based on universally accepted psychometric methodology and reserves the right to change the minimum passing score as appropriate.

The official exam score report will include your percentile rank in the General, Administrative, and Clinical content areas to help you interpret your exam performance and identify areas of strength and weakness.

Candidates who pass the exam and receive official notification of their scores will be awarded the CMA (AAMA) credential.

Withholding/Withdrawing Official Score Notification and CMA (AAMA) Certification

In order to receive your official score notification, you must fulfill all CMA (AAMA) Certification Exam application requirements. If you apply under Category 1, you will not receive an official score report or be awarded the CMA (AAMA) credential until your program director verifies that you took the CMA (AAMA) Certification Exam no earlier than 30 days prior to completing all formal program requirements, including the practicum. *(See "Candidate Eligibility Categories," "Required Documentation," and "Verification of Program Completion.")*

If documentation to verify eligibility to receive official scores is not submitted within four months after the date of your exam, you will not receive your certification/recertification status and your scores will not be released to you. You must then reapply for the exam and pay the exam fee.

The Certifying Board reserves the right to void, withhold, or withdraw exam results if, upon investigation, violation of Certifying Board regulations is discovered. Candidates and program directors are expected to fully cooperate with any investigation.

Verification of Exam Results

If you question your results and wish to have your exam rescored, you must notify AAMA Certification Department staff in writing within 30 days from the date that you receive your official score notification. A $75 fee (payable only by money order, credit or debit card, cashier's or certified check, or institution check) must be enclosed with your request. Neither the content nor the answers for specific test items are released or disclosed. Incorrect responses will not be reported when requesting a review. A rescoring only determines if the original result was correct or incorrect.

Certificate and Wallet Card

Candidates who pass the exam **before June 1, 2021,** and receive official notification of their scores will be mailed a certificate and wallet card denoting their CMA (AAMA) certification status within approximately six weeks after the exam date. The candidate's name will appear on the certificate and wallet card exactly as it appears on the exam application form. Contact the AAMA Certification Department if these items are not received after the six-week processing period to avoid paying the standard fees—$20 (certificate) and $5 (wallet card).

On and after June 1, 2021, candidates who pass the exam will receive a digital badge instead of a paper certificate. CMAs (AAMA) may print wallet cards via their BadgeCert account. Digital badging is cutting-edge technology that allows CMAs (AAMA) to securely—and quickly—share their credential across the web, on resumes, in email signatures, and via social media outlets to celebrate and validate their achievement.

CMA (AAMA) Recertification Requirements

To give evidence of continuing competency and knowledge and thus better protect patients, medical assistants who have been awarded the CMA (AAMA) credential are required to recertify every 60 months. All newly certified and recertifying CMAs (AAMA) will be current for 60 months from the end of the calendar month of initial certification or most recent recertification. Current status is required in order to use the credential.

CMAs (AAMA) can recertify via the exam or continuing education method. See the *CMA (AAMA) Recertification by Continuing Education Application* for details on the continuing education method. Obtain information about recertifying your CMA (AAMA) credential from the AAMA website or by calling 800/228-2262.

Employer Verification of CMA (AAMA) Status

Certification status is a matter of public record and may be released. Employers may verify the CMA (AAMA) certification status of current or potential medical assistant employees on the AAMA website. Due to the excellent reputation of the credential, greater numbers of employers prefer or even require that their medical assistants be CMA (AAMA) certified.

Step 1.   *Verify that you are eligible for the exam.*
Review eligibility categories to ensure that you are eligible for the exam. To find out if your program is CAAHEP or ABHES accredited, contact the AAMA Certification Department at 800/228-2262 or check the CAAHEP and ABHES Accredited Programs webpage on the AAMA website (www.aama-ntl.org).

Step 2.   *Review all exam policies and information.*
When you submit your application, you are acknowledging that you have reviewed and accept all provisions under "Applicant Agreement" and that you will abide by all the policies set forth in this document, so it is important to read them thoroughly.

Step 3.   *Gather your documentation.*
Gather the appropriate documentation for your eligibility category as outlined under "Required Documentation."

Step 4.   *Determine start date for 90-day testing period.*
Select the date that you wish your 90-day testing period to begin. This will determine when you should apply for the exam. *(See "Ninety-Day Testing Period" and "Application Timelines.")*

Step 5.   *Monitor your email.*
Use an email address that will be valid for the next year (school email addresses often are closed after graduation). Add CMAExam@aama-ntl.org to your approved email list. Check your spam or junk email folder for emails from "CMA Exam."

Step 6.   *Apply for the exam.*
Complete the paper application on the last page or apply online at www.aama-ntl.org. Submit the application and your candidate fee and include any documentation you gather in Step 2. Retain a copy of the completed application and documentation for your records. If you mail your application, send only the last page of this application. Those applying through the alternate eligibility pathway should apply online via the Certification Exam Eligibility Pilot Program webpage.

Step 7.   *Make name, email, and postal address corrections on a timely basis.*
(See "Candidate Name/Address Specifications" and "Test Center Identification Requirements.")

Step 8.   *Schedule your exam.*
Schedule your exam appointment as soon as possible after printing your Scheduling Permit. *(See "Appointment Scheduling" and "Exam Date Scheduling.")*

Step 9.   *Prepare for the exam.*
Refer to "Study Suggestions." Also, thoroughly review the "Test Center Scheduling and Policies," so that your test session goes smoothly.

Step 10.   *Complete the exam.*
After you have completed your exam, you will receive a pass/fail notification.

Step 11.   *Watch for your official score reports.*
You'll receive your official exam scores within three weeks of your exam date pending verification of program completion and/or fulfillment of all application requirements. *(See "Post-exam Information and Policies.")*

Step 12.   *Watch for your certificate.**
If you pass and are allowed to receive an official score report, your certificate and a wallet card will be mailed within approximately six weeks after your exam date. CMA (AAMA) certification is valid for a 60-month period. *(See "CMA (AAMA) Recertification Requirements.")*

If you certify **on or after June 1, 2021, you will receive a digital badge instead of a paper certificate. (See "Certificate and Wallet Card.")*

Exam Application

If applying for the Certification Exam Eligibility Pilot Program, apply online through the Certification Exam Eligibility Pilot Program webpage. Paper applications will not be accepted.

> **Candidate:** Your signature is required below to verify that you have read the *CMA (AAMA)® Certification Exam Application* and accepted all the terms of the "Applicant Agreement" before submitting this application. Contact the AAMA Certification Department before applying if you are not certain you fulfill the eligibility requirements.
>
> **Program director:** Refer to policies under "Candidate Eligibility Categories," "Verification of Program Completion," and "Withholding/Withdrawing Official Score Notification and CMA (AAMA) Certification."

Check any of the boxes that apply to you. You must attach any necessary documentation (forms available at www.aama-ntl.org).

☐ I have been found guilty of a felony, or pleaded guilty to a felony, and have attached a completed Request for Waiver Form with documentation.

☐ I have had a professional license, registration, or certification denied, revoked, suspended, or subjected to probationary conditions by a regulatory authority or certification board and have attached a completed Request for Waiver Form with documentation.

☐ I require special accommodations and have attached a completed Special Testing Accommodations Request Form with documentation.

☐ I am repeating the exam due to failing a previous exam.

Eligibility category. Select your category according to the "Candidate Eligibility Categories" and complete the information for each category:

☐ **Category 1.** Completing Student or Recent Graduate of a CAAHEP- or ABHES-Accredited Medical Assisting Program. *(Complete A, B, C, and D below.)*

☐ **Category 2.** Nonrecent Graduate of a CAAHEP- or ABHES-Accredited Medical Assisting Program. *(Complete A, B, and C below.)*

☐ **Category 3.** CMA (AAMA) Recertificant. *(Complete E below.)*

A. Program Completion Date Including Practicum *(Not Graduation Date)*: _____/_____/_____ (Month/Day/Year)

B. Institution Name: _____

  Institution Street Address, City, and State: _____

  _____

C. Accreditation Code *(Ask your program director for the code)*: _____

D. Program Director's Name and Telephone Number *(Print)*: _____

E. *Category 3 Applicants Only:*

  CMA (AAMA) Certificate Number: _____ Date Certified: _____/_____/_____ (Month/Day/Year)

Testing period start date. The date that I want my 90-day testing period to begin: _____/_____/_____ (Month/Day/Year)

Candidate Information

Last Four Digits of Social Security Number: _____

First Name: _____

Middle Name or Initial: _____

Last Name: _____

Your name must exactly match the name on the government-issue photo ID you bring to the test center. You will not be allowed to test if it does not match. Refer to "Test Center Identification Requirements."

Permanent Street Address: _____

City: _____

State: _____ ZIP: _____

Email *(Required)*: _____

Add CMAExam@aama-ntl.org to your approved email list.

Work Phone: _____

Cell Phone: _____

Home Phone: _____

Previous Last Name: _____

Signature: _____

Mail completed application, documentation, and payment to:

  AAMA Certification
  7999 Eagle Way
  Chicago, IL 60678-1079
  Use complete 9 digit ZIP code

Exam Fees

Check the appropriate box:

☐ Completing CAAHEP/ABHES Student/Recent Graduate $125

☐ AAMA Member $125

☐ AAMA Nonmember $250

A fee is required for each exam attempt.

Expired CMA (AAMA) Credential Reactivation Fee

☐ Reactivation fee *(in addition to exam fee above)* $50

Payment

Select which is enclosed:

☐ Money Order #: _____ *

☐ Cashier's/Certified Check #: _____ *

☐ Institution Check Number #: _____ *

*Make payable to the American Association of Medical Assistants or AAMA.

Charge my credit/debit card checked below:

☐ AmEx ☐ Visa ☐ MC ☐ Discover

Card #: _____

Expiration Date: _____

Cardholder Name *(Print Neatly)*: _____

Cardholder Signature: _____

Do not send personal checks. Applications that do not include proper payment may be returned and will delay your testing. A $25 administrative fee will be assessed for chargebacks, declined charge payments, or returned checks.

☐ I understand that all fees are nonrefundable and nontransferable.