



Certificant Handbook

Information for HCISM Certification
Holders and Applicants

The Healthcare Certification Institute
(A Subsidiary of DRN Education)

www.healthcare-certification.com

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Healthcare Certification Institute

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Introduction

This handbook contains information about the Healthcare Certification InstituteSM (HCI).

It also contains helpful and important information for HCI certification holders and applicants.

Information is subject to change.

For the most up-to-date information, refer to our website: www.healthcare-certification.com

About HCISM

About HCI

The Healthcare Certification Institute is a wholly-owned subsidiary of DRN Educational Services, a provider of educational products and services throughout the world.

DRN Education is based in Houston, Texas, and focuses on healthcare education.

Our Mission

The mission of DRN Education and of the Healthcare Certification Institute is to support the educational and professional advancement of healthcare professionals.

Accreditation

All HCI certifications presented and discussed in this handbook are accredited by the Accreditation Commission for Independent Certification Agencies.



Non-Discrimination Policy

The Healthcare Certification Institute and DRN Education are committed to encouraging and sustaining a learning environment that is free from discrimination and harassment.

The Healthcare Certification Institute and DRN Education prohibit discrimination on the basis of race, color, religion, national origin, disability, veteran status, sexual orientation, gender identity, gender expression, sex, genetic information, or age.

The Healthcare Certification Institute and DRN Education do not tolerate harassment of any kind.

Records Confidentiality

The Healthcare Certification Institute and DRN Education receive no funding from the US Department of Education and, therefore, are not subject to the provisions of the Family Educational Rights and Privacy Act (FERPA).

However, your educational privacy and confidentiality are very important to us. Accordingly, we voluntarily pledge to take every reasonable effort to hold your educational records and information in the strictest of confidence as provided and allowed under the law.

Intellectual Property

ALL Healthcare Certification Institute resources are the exclusive intellectual property of the Healthcare Certification Institute, DRN Education, and/or of our partners. Purchasing an educational resource (including, but not limited to: certifications, classes, courses, lectures, books, subscriptions, videos, reports, services, etc) is NOT a license to copy, record, share, and/or distribute. Resources purchased by you are for your individual use during the term of purchase.

Anyone who does and/or attempts to copy, record, share, distribute, and/or the like is in violation of US Copyright Law and other US and international intellectual property rights statutes.

Violating the copyrights and/or other intellectual property rights or attempting to circumvent resource-access-control for any Healthcare Certification Institute and/or DRN Education resource subjects the violator to immediate suspension of resources (including cancellation of certification(s)) without refund (in whole or in part) and to other remedies as provided by law.

Please understand that we do not want to make it difficult to access educational resources; however, the development and distribution of educational materials and resources represents a significant investment

on the parts of the developers. Acquiring an educational resource — any educational resource — without paying for it is theft. Theft of educational resources hurts both the educators who worked hard to develop them and honest students who will end up paying more for the resource to compensate for theft.

Certifications and Certification Policies

Certifications Offered

As of the date of publication of this handbook, the Healthcare Certification InstituteSM (HCI) offers the following certifications:

Medical Assistant	MA/C (HCI)
Medical Biller and Coder	MBC/C (HCI)
Phlebotomy Technician	PT/C (HCI)

Eligibility for Certification

Current eligibility specifications for each Healthcare Certification Institute certification are published online at www.healthcare-certification.com.

Certification Fees

Current application fees for each Healthcare Certification Institute certification are published online at www.healthcare-certification.com.

Certification Duration / Length

Healthcare Certification Institute certifications (and recertifications) are valid for a period of two (2) years from the date of issue.

Certifications must be renewed every two (2) years to remain valid and for the individual to remain certified.

State Licensing

Healthcare Certification Institute certifications are distinct and separate from any state (or other) licensing and/or registration requirement.

Certification does NOT give an individual a *de facto* license or authorization to practice in any jurisdiction. Such authority rests exclusively with professional regulation and licensing authorities where an individual works (or intends to work).

Individuals (certificants, applicants, and potential applicants) are solely responsible for knowing, understanding, and abiding by any and all requirements (if any) which govern their practice.

Practicing Medicine Without a License

Practicing medicine without a license is explicitly against the policies of the Healthcare Certification Institute.

Anyone found guilty (or who pleads guilty or *nolo contendere* to a criminal complaint) of Practicing Medicine Without a License (or similar infraction) in any jurisdiction within the United States of America or its territories will be ineligible for any HCI certification and will lose their existing HCI certification(s) (if any) and will never be eligible to certify with HCI again in the future.

Examinations and Examination Policies

Applying for Certification / Examination

Unless enrolled by a school or employer, applicants must create and submit their own application for certification. Third parties (such as parents, spouses, friends, sponsors, etc) should not make applications for certification on behalf of others.

Applicants should provide personal contact information (including email address) during their application process instead of employment-based or school-based contact information.

[If you are no longer affiliated with your current school or employer in the future, you will still need to be able to receive communications from HCI.]

Making False Statements

Making false statements on an application and/or submitting fraudulent documentation in support of eligibility is grounds for rejection of an application for certification and/or revocation of any and all certifications issued by the Healthcare Certification Institute (without refund).

Photo Identification Required

Applicants/Examinees are required to provide a genuine, unexpired, government-issued photo ID to the proctor prior to being able to begin their examination.

The photo and name on the ID must match the individual presenting it AND the individual's name as shown on the application.

Failure to provide adequate ID will result in denial to test and may result in cancellation of the application for certification.

Examination Specifications

Current specifications (e.g. length, number of questions, subject areas tested, and passing score) for each Healthcare Certification Institute certification examination are published online at www.healthcare-certification.com.

Cheating / Examination Integrity

Any disruption or cheating in any manner or fashion during a certification examination will result in the immediate termination of the individual's examination and revocation of the individual's eligibility for certification.

Examinees are prohibited from copying, recording, and/or otherwise compromising the integrity of the examination.

In either case, such an examinee/applicant will receive a failing grade on the examination, will forfeit their entire application/examination fee, and will be ineligible to certify with the Healthcare Certification Institute again in the future.

Rescheduling an Examination

As provided herein, an applicant may reschedule or postpone an examination provided that the request is submitted to HCI at least 72 hours prior to the scheduled examination date and time.

An applicant may reschedule their examination up to two (2) times for up to six (6) months from the date of application. After six months and/or after two reschedules, the application fee is forfeited; however, the applicant is able to reapply for certification and pay a new application fee.

HCI does not charge a fee for rescheduling an examination.

HCI-authorized, non-HCI testing centers are permitted to charge a rescheduling fee if the rescheduling request is received less than seven (7) days prior to the scheduled examination date and time. In such a

case, rescheduling will be at that center's discretion; or, the applicant may elect to take the examination at an HCI-administered testing location.

Cancelling an Examination / Application for Certification

If you are found to be ineligible to take the certification exam and/or if you wish to cancel your application, you can request a complete refund LESS a \$25 administrative fee. You must request cancellation at least three (3) days prior to your scheduled examination date.

Failing Score

Applicants are not eligible for a refund (in whole or in part) if you fail to pass the examination.

In such case, the applicant may reapply for certification, pay a new application fee, and sit for the examination again. There is no limit on the number of attempts.

Examination Locations

HCI-Administered Locations and Online Testing

HCI-Administered Physical Locations

The Healthcare Certification Institute administers certification examinations at physical locations managed by DRN Education. As of the date of publication of this handbook, HCI-managed seated examinations are available in Houston, Texas, and in Singapore.

Online Administration

The Healthcare Certification Institute administers certification examinations online. Applicants who wish to take HCI certification examinations online will be provided with special instructions and must

use the special procedures (which may include special software) outlined in order to preserve the integrity of the examination and the examination process.

Custom Locations

In special cases, the Healthcare Certification Institute administers certification examinations at custom locations. These locations might be at schools, places of employment, libraries, and/or applicant's homes throughout the United States. Only HCI-employed proctors may administer examinations at custom locations. Requests for examination administration at custom locations are evaluated on a one-off basis, and HCI may deny a request at its sole discretion. Custom administrations are charged a special administration surcharge which is determined and assessed on a one-off basis, based upon the extra cost(s) of travel and administration.

HCI-Authorized Locations

HCI authorizes certain partners to administer and proctor examinations at their locations.

Only seated/in-person administration is authorized at these locations.

Proctors

Only individuals authorized by the Healthcare Certification Institute may administer and proctor HCI certification examinations.

Language of Administration

All Healthcare Certification Institute certification examinations are administered in English, using grammatical conventions and spellings generally associated with American English.

Translation of examinations into other languages is not available.

Accommodation Requests

Accommodations may be available to applicants with documented disabilities pursuant to the Americans with Disabilities Act. In such cases, the Healthcare Certification Institute is pleased to provide reasonable testing accommodations to those applicants whose documented disabilities and/or other qualifying medical conditions hinder and/or interfere with their ability to take the examination under typical conditions.

To request and be considered for an accommodation, please contact us at info@healthcare-certification.com.

Documentation Requirements

You will be required to provide a letter, dated within the last two (2) years, by a licensed and practicing physician or other healthcare profession (other than yourself or someone related to you) who is qualified to diagnose the applicable disability and to render an expert opinion on the need for an accommodation.

The letter must include:

1. The specific disability/diagnosis.
2. A brief explanation of how this disability/diagnosis/condition limits/hinders/interferes-with your ability to take the examination under typical conditions.
3. The date first diagnosed and the anticipated duration of condition/limitation (if the condition is not permanent).
4. The specific accommodation(s) requested.

Acceptance or Denial

The Healthcare Certification Institute will base a determination upon whether or not a request for accommodation can be accepted upon the ability to preserve the integrity, objectivity, and equality of scoring/evaluation of the examination and whether or not a request places an undue burden upon HCI and/or a testing location.

Extraordinary Costs

Any extraordinary costs associated with an approved accommodation are the responsibility of the applicants and must be paid-in-full prior to examination administration.

Examination Rules of Conduct

All examinees must adhere to the following rules, or their examination will be disqualified:

- All examinations must be completed within a single, continuous session. Examinees may not stop or pause their examination and return to continue and/or review their examinations at a later date and/or time.
- Candidates must take their examinations without any assistance from any individual, notes, and/or assistive technology (exclusive of approved ADA accommodations).
- No reference books and/or materials will be permitted during any HCI examination administration. (This includes during scheduled breaks, if any.)
- No telephones, PDAs, smart phones, electronic tablets, personal computers, electronic readers, cameras, smart glasses, calculators, translators, music players, radios, pagers, watches, and/or any other electronic devices will be permitted during any HCI examination administration (exclusive of approved ADA accommodations).
- No examinee-provided scrap paper will be permitted during any HCI examination administration.

Proctors will have a limited quantity of blank paper and pens/pencils which examinees may use as “scratch paper” during examinations. These **MUST** be returned to the proctor at the end of the examination. Failure to return all “scratch paper” will disqualify the examination.

Proctors **MAY** have a limited quantity of calculators which examinees may request and use during certain examinations. These must be returned to the proctor at the end of the examination.

- Proctors will not answer any questions pertaining to examination content.

- Eating and drinking is not permitted during any HCI examination administration (exclusive of approved ADA accommodations).
- Leaving the examination room at any time other than at a scheduled break, if any, is not permitted.
- If testing is occurring online...
 - The use of anything other than the approved and instructed testing interface is prohibited.
 - Opening any other “window” and/or application and/or resource other than the testing interface is prohibited.
 - The use of any recording and/or screen capture technology (computer-based or otherwise) is prohibited.
- Removal of examination content from the examination room is prohibited.
- Examinees must report any and all suspected cheating and/or attempts to steal examination content by others to the proctor as soon as reasonably possible.

Any failure to adhere to the Examination Rules of Conduct will invalidate an applicant’s/examinee’s eligibility for certification (without a refund of fees paid (in whole or in part)). Depending upon the nature of the infraction, HCI (at its sole discretion) may determine that an applicant/examinee is ineligible to certify with the Healthcare Certification Institute again in the future.

Examination Preparation Materials

The Healthcare Certification Institute, in order to maintain testing independence, does not provide examination preparation materials.

DRN Education provides training courses and educational materials on many of the areas for which HCISM offers certifications; however, DRN Education courses and materials are not structured to HCI certification examinations.

Special Notes for Instructors Seeking Certification

Instructors are welcome to seek certification by the Healthcare Certification Institute. This includes instructors at schools and other institutions partnered with HCI and/or which are authorized to administer HCI™ certification examinations. However, the following special rules apply:

- Teaching profession-specific classes for a field may be substituted for working within the field for the purposes of satisfying eligibility requirements for certification and/or recertification. All other certification-specific eligibility requirements must be satisfied.
- The instructor may not sit for an examination at an institution where they teach and/or are affiliated in any way.
- The instructor may not sit for an examination for which they have served as a proctor within the past twelve (12) months.
- The instructor may not proctor an examination which they have taken within the past twelve (12) months.
- The instructor may not utilize knowledge gained by taking an examination within their classroom and/or to tutor and/or give any unfair advantage to their students and/or others considering or planning to apply for HCI certification.

Score Reporting and Certification

Examination Results

Examinees will be notified via email (to the email address associated with their account) whether they passed or failed their examination.

Provisional (non-binding) results are also available in an examinee's online account.

Results are NOT available via telephone.

Results are NOT disclosed to third parties.

If certification applications are sponsored by your school or employer, they will be notified that your score has been released, but they will not be notified of the result. It is your responsibility to share your score report with them, if they require you to do so.

Examination results are generally available within 96 hours of examination administration.

Certification Issuance

Individuals who are eligible for certification by the Healthcare Certification InstituteSM and who pass their HCI certification examination are issued certification effective the date of their passing examination.

Electronic certificates are generally emailed to the applicant within 96 hours of a passing examination if the applicant is otherwise eligible for certification. [*Note that electronic certificates are not considered by HCI to be official certificates.*]

Paper certificates are generally mailed (via US Postal Service) to the mailing address associated with the applicant's account within ten (10) business days of a passing examination if the applicant is otherwise eligible for certification.

Pre-graduation applicants who have been allowed to sit for certification examinations prior to graduation (and have, thus, not yet satisfied their Training eligibility requirement) will be notified of their examination result but (provided they pass the examination) will not be certified until they have graduated and have provided documentation of such to HCI. Such applicants must satisfy the Training eligibility requirement and supply documentation of the same within six (6) months of applying for certification. When this requirement is satisfied (in addition to having previously passed the certification examination), certification will be issued with an effective date of graduating from their training program.

Certification Use in Titles

Certificants are free to – and are encouraged to – use the HCI-authorized designation for their certification as a post-nominal in their professional title.

Example:

Jane Doe, MA/C (HCI)
Medical Assistant
Port Charles Health Clinic

HCI-based certifications and designations may not be used as a company, product, service, and/or brand name and may not be used to endorse any company, product, service, or brand.

They may be used on professional signage, websites, business cards, resumes/CV's, signatures, presentations, etc, associated with you (as a certificant) in your profession capacity.

Currently authorized HCI certification designations:

Medical Assistant	MA/C (HCI)
Medical Biller and Coder	MBC/C (HCI)
Phlebotomy Technician	PT/C (HCI)

Recertification / Maintaining Certification

Maintaining Certification

Certifications issued by the Healthcare Certification Institute™ are not perpetual. Certifications (including recertifications) must be renewed every two (2) years.

The recertification process ensures that certificants are maintaining their knowledge and expertise and are doing so in the constantly evolving environment of healthcare.

Eligibility for Recertification

Current eligibility specifications for each Healthcare Certification Institute recertification are published online at www.healthcare-certification.com.

See below for more information about continuing professional education.

Recertification Fees

Current application fees for each Healthcare Certification Institute recertification are published online at www.healthcare-certification.com.

Certification Duration / Length

Healthcare Certification Institute certifications (and recertifications) are valid for a period of two (2) years from the date of issue.

Certifications (and recertifications) must be renewed every two (2) years to remain valid and for the individual to remain certified.

Continuing Professional Education

Within each two-year recertification cycle, certificants are required to complete (and have verifiable documentation to support) 24 units of continuing professional education (or the equivalent).

Units of continuing professional education (or the equivalent) are calculated as follows:

Category	Units Equivalency	Notes
Professional Education	1 CEU, CME, etc = 1 unit 1 Contact Hour = 1 unit	Must be by an accredited and/or nationally-recognized provider of continuing professional education. CPR/BLS courses are explicitly excluded as they are required to satisfy a separate requirement.
Formal Education	1 Semester Hour = 6 units 1 Quarter Hour = 4 units	Must be taken at an accredited university or college.
Authorship of a Scholarly Work	8 units	Must be in a peer-reviewed journal and/or at a meeting of a regionally- or nationally-recognized professional organization.
Re-Examination	24 units	Passing score on applicable HCI certification examination.

To satisfy the continuing professional education requirement, the above must be directly associated with your field of certification.

Applicants for recertification will be required to provide documentation for all claimed continuing professional education (or the equivalent) reported in support of an application for recertification.

The Healthcare Certification Institute retains sole discretion in determining whether or not claimed continuing professional education (or the equivalent) satisfies the continuing professional education requirement for recertification eligibility.

How to Recertify

Approximately 90 days before your certification expiration date, you will receive an email from the Healthcare Certification Institute with instructions to start the recertification process.

If you do not or cannot receive an email, contact info@healthcare-certification.com for assistance.

Note: Recertifications are issued with an issuance date that coincides with the current certification end date — even if renewed early. You are not penalized and you will not lose certification time if you renew before your current certification end date.

Appeals, Exceptions, and Special Consideration

All requests for appeals, exceptions, and special consideration should be sent to info@healthcare-certification.com.

All reasonable requests will be reviewed.
Allow eight (8) weeks for a response.

The Director of Operations for the Healthcare Certification Institute, in their sole discretion, is the final arbiter of such requests.

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