

# NATIONAL HEALTHCAREER ASSOCIATION (NHA)

## CERTIFICATION EXAMINATIONS OFFERED

The following National Healthcareer Association (NHA) examinations are offered at PSI Test Center locations and as Live Remote Online Proctored Exams:

(ExCPT) Exam for the Certification of Pharmacy Technicians  
Certified Billing and Coding Specialist (CBCS)  
Certified Clinical Medical Assistant (CCMA)  
Certified EKG Technician (CET)  
Certified Electronic Health Records Specialist (CEHRS)  
Certified Medical Administrative Assistant (CMAA)  
Certified Patient Care Technician/Assistant (CPCT/A)  
Certified Phlebotomy Technician (CPT)

### ELIGIBILITY

You must pre-register with NHA to take certification exam.

NHA - National Headquarters  
11161 Overbrook Drive  
Leawood, KS 66211  
Toll Free: (800) 499-9092 \*\* FAX: (913) 661-6291  
<http://www.nhanow.com/>

### CBCS EXAM REFERENCE MATERIAL RULES

The NHA Testing Rules of Conduct have been modified for **Certified Billing & Coding Specialist (CBCS)** candidates.

All **CBCS** candidates should make note of the testing requirements for their scheduled exam day.

- **Between June 1 and September 23, 2024:** Candidates are required to bring the 2024 version of the coding manuals listed below.
  - HCPCS Level II-2024
  - Current Procedural Terminology®- 2024
  - ICD-10-CM- 2024
  - Note: If the candidate does not have the 2024 edition, they may use the immediately preceding edition. Older editions will not be accepted, and the candidate will not be admitted to the exam. Candidates should make every attempt to use the most current edition recommended; outdated manuals may adversely affect the candidate's performance on the exam
- **On or after September 24, 2024:** Candidates will no longer need or be permitted to bring any coding manuals.

Please refer to NHA's [Candidate Handbook](#) for further information on the use of coding manuals.

Manuals **may contain** handwritten notes in the margin of the pages, highlighting and/or tabs. No loose or inserted pages are allowed and must be removed prior to entering the exam room.

All coding manuals will be inspected by the Proctor prior to the start of the exam. Candidates should be prepared to open their manuals and show the content to the Proctor when requested.

**IMPORTANT: Candidates must reschedule their exam and will forfeit their exam fee if they fail to follow any of the above requirements.**

**ALL OTHER NHA EXAMS ARE CLOSED BOOK.**

## EXAMINATION SCHEDULING PROCEDURES

Once you have been approved, you are responsible for scheduling an appointment to take the examination. If you need exam accommodations, please submit your request to NHA.

### TELEPHONE REGISTRATION

To schedule an examination by phone, please call 833-537-1330. The times of operation for live operators are as follows:

Time Zone	Monday - Friday	Saturday - Sunday
Eastern Time	7:30am - 10:00pm	9:00am - 5:30pm
Central Time	6:30am - 9:00pm	8:00am - 4:30pm
Mountain Time	5:30am - 8:00pm	7:00am - 3:30pm
Pacific Time	4:30am - 7:00pm	6:00am - 2:30pm

### INTERNET SCHEDULING

For the fastest and most convenient test scheduling process, PSI recommends that candidates schedule for their exams using the Internet. Candidates may schedule online by accessing NHA's scheduling website at <https://certportal.nhanow.com>. Internet scheduling is available 24 hours-a-day. In order to schedule by Internet, complete the steps below:

- From the main Dashboard, candidates will be able to Create Account or Log In to their account to select a desired testing date and location.
- After scheduling your examination appointment online you will receive an email confirmation from no-reply@psixams.com. This will contain the test date, time, site address and directions.

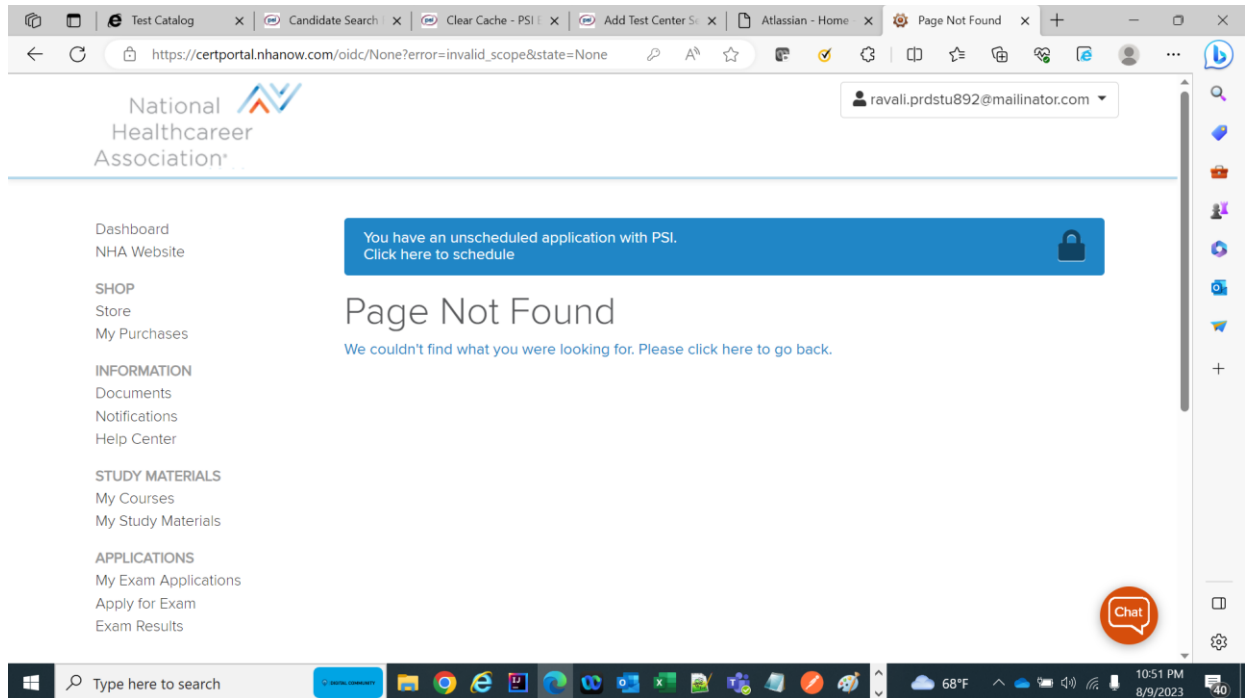
### GROUP SCHEDULING

Group Scheduling Dept. processes groups containing 5 or more candidates requesting the same date/time/location. If your request meets this criterion, please contact [groupscheduling@psionline.com](mailto:groupscheduling@psionline.com). Please include the client and specific exam you are needing to schedule so they can provide next steps. For Spring requests (Feb thru May) - Due to high test volume for Group Scheduling requests during this time, test date reservation inquiries can be sent in a minimum of 6-8 weeks ahead of time to be reserved for your group.

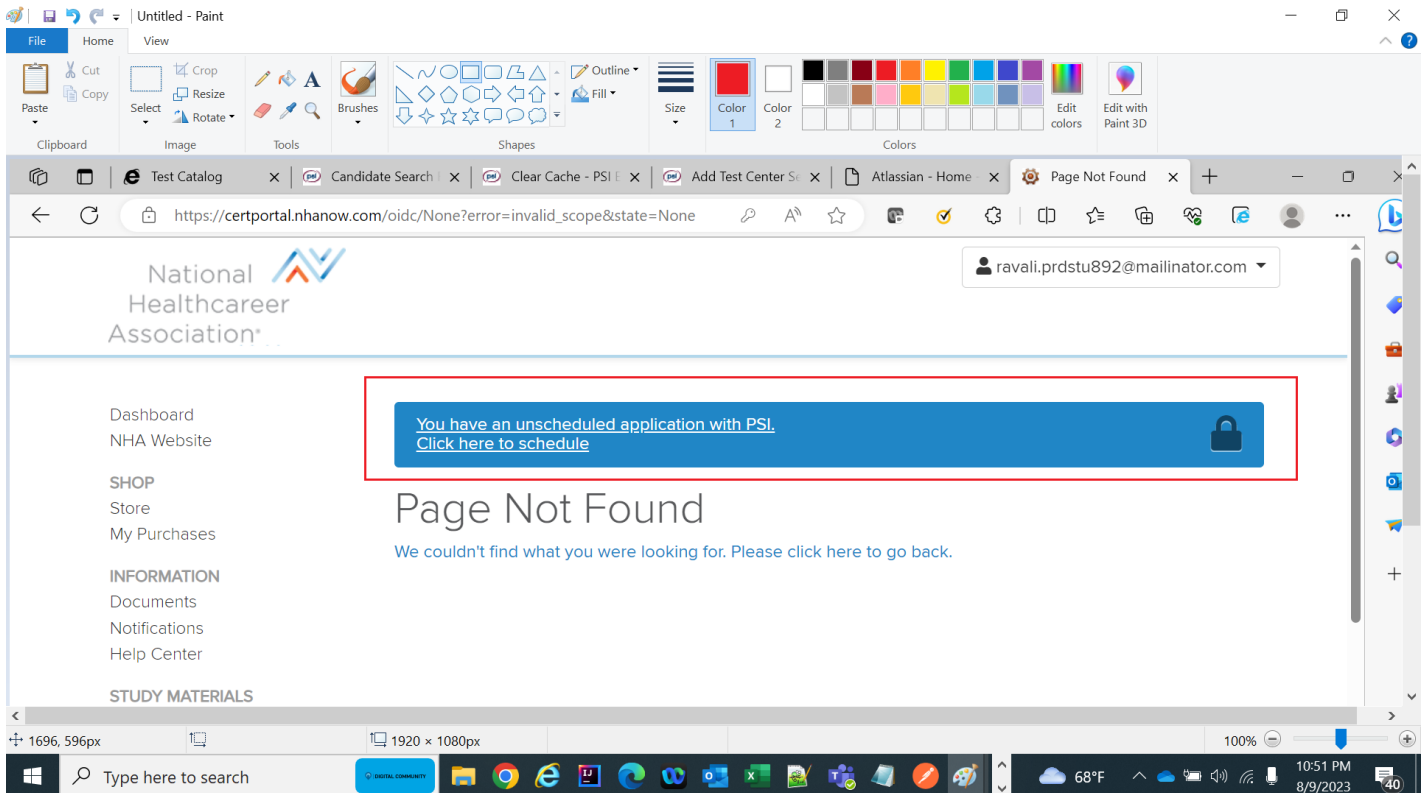
ADA - The Group Scheduling Dept does not handle ADA approval or scheduling so these candidates and/or requests should not be included as part of your group scheduling request. Please reach out to our ADA dept directly for assistance: 1-800-367-1565 ext 6750 or email [eaalerts@psionline.com](mailto:eaalerts@psionline.com).

If you have less than 5 candidates, you must proceed with scheduling online or through our call center 800-367-1565 or visit [www.psixams.com](http://www.psixams.com) for specific instructions.

# On Login into NHA portal



## 1. Click on schedule application with PSI



## 2. Application in progress - Click on schedule with PSI

National Healthcareer Association

Dashboard  
NHA Website

SHOP  
Store  
My Purchases

INFORMATION  
Documents  
Notifications  
Help Center

STUDY MATERIALS  
My Courses  
My Study Materials

APPLICATIONS  
My Exam Applications  
Apply for Exam  
Exam Results

### Applications in Progress

Certified Clinical Medical Assistant (CCMA)

Created: 08/09/2023  
Status: Confirmed (waiting for results)

[Schedule with PSI](#)

[Click here for instructions on how to apply for...](#)

### Choose an exam

Current Institution: NHA Demo [Update Institution](#)

[Certified Billing and Coding Specialist \(CBCS\)](#)

[Certified Electronic Health Record Specialist \(CEHRS\)](#)

Chat

68°F 10:53 PM 8/9/2023

## 3. User is navigated to Test taker portal

# National Healthcareer Association (NHA)

SCHEDULE MANAGE Contact Us Help

Tests Program Info

Overview FAQs Test Instructions

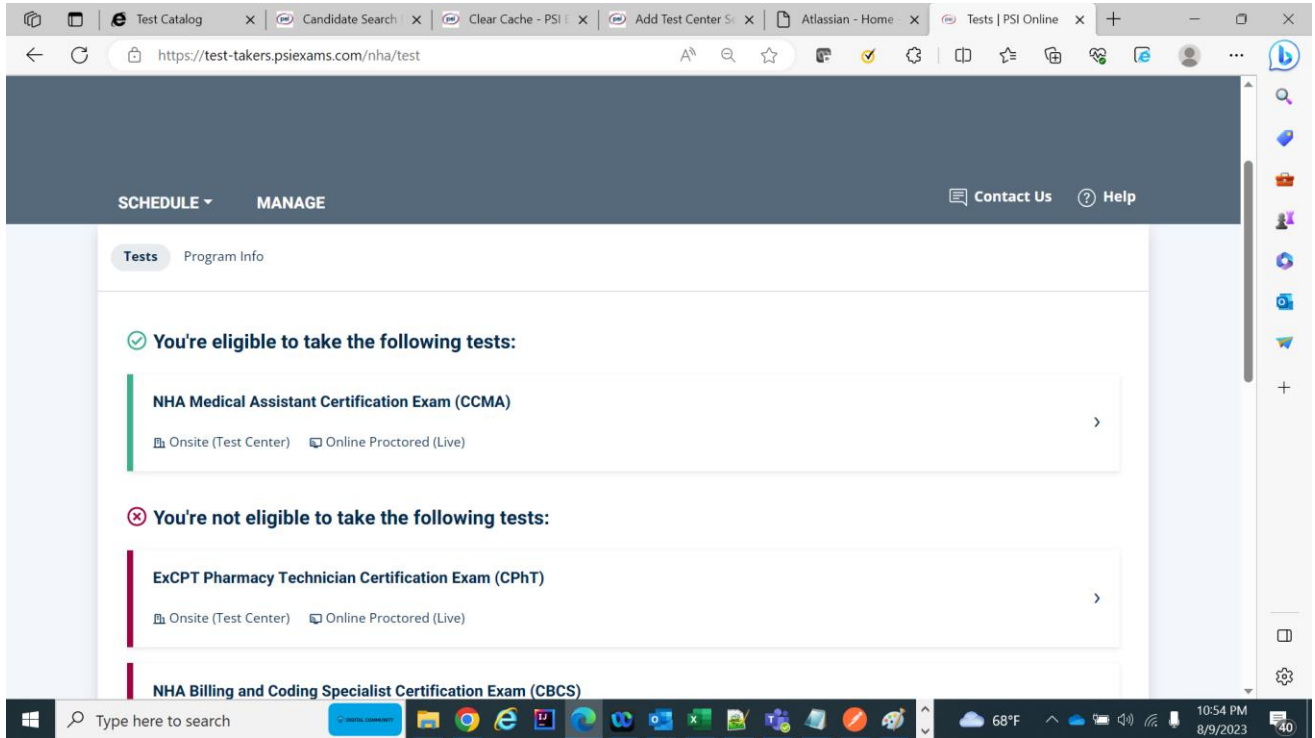
[VIEW AVAILABLE TESTS](#) [VIEW MY TESTS](#)

Health Care exams offered for National Healthcareer Association (NHA)

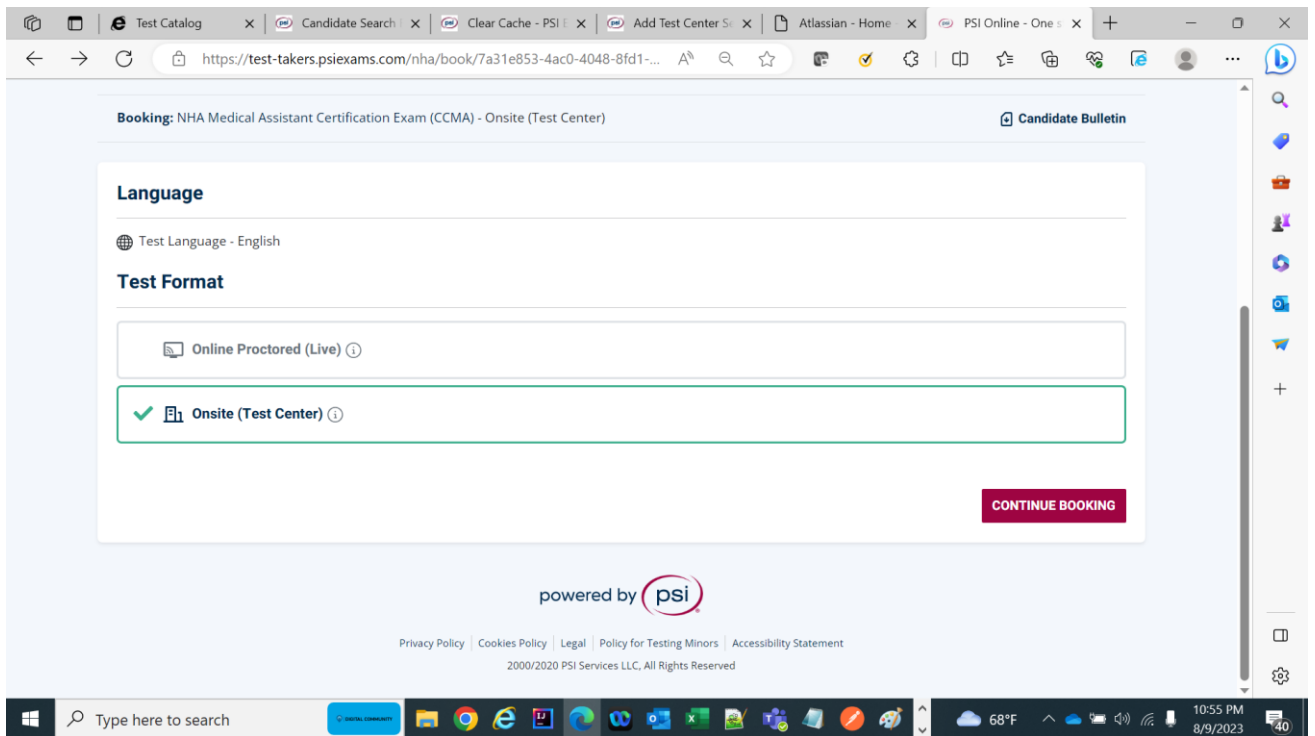
Candidates Taking a Remotely Proctored Exam: You may launch the exam up to 30 minutes prior to your scheduled appointment time, but your exam may not be released to you until your scheduled time.

68°F 10:54 PM 8/9/2023

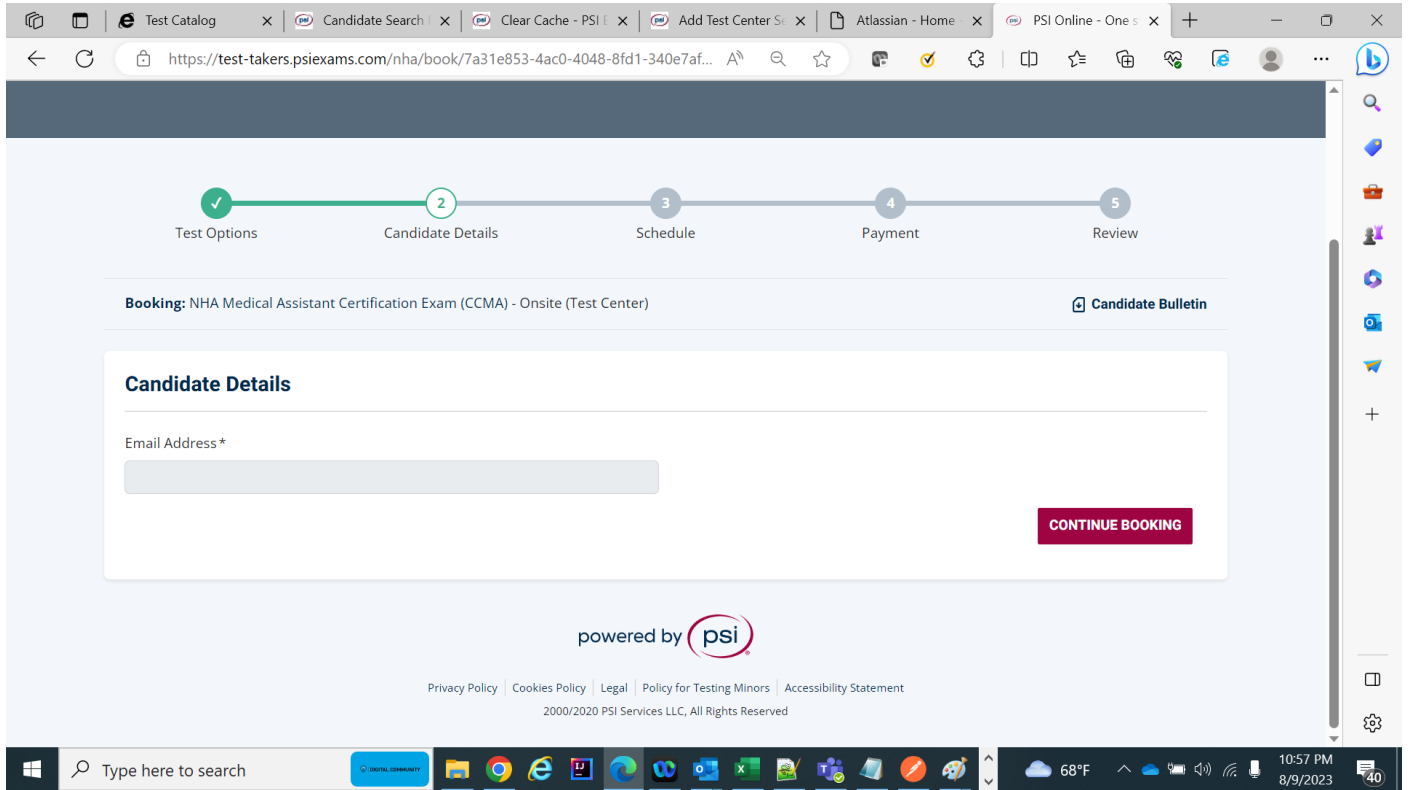
4. Click on schedule drop down ->new booking



5. Click on test -> Click on continue booking



6. Select the Modality -> click on continue booking



Email ID should be populated

You are now scheduled and will receive an email confirmation.

## **CANCELING AN EXAMINATION APPOINTMENT**

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 24 hours before the scheduled examination date.*

**Note: A voice mail message is not an acceptable form of cancellation. Please use the telephone system and speak to a Customer Service Representative.**

## **MISSED APPOINTMENT OR LATE CANCELLATION**

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment 24 hours before the scheduled examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

## **TESTING SITES**

There are global examination centers. You will be provided with the locations upon scheduling for your examination.

# **REPORTING TO THE TEST CENTER**

## **REQUIRED IDENTIFICATION AT THE EXAMINATION SITE**

Candidates must provide one (1) form of valid (non-expired) government issued photo identification bearing your signature. The first and last name on your ID must match the name under which you registered for your exam. Examples of acceptable ID include: state driver's license, state identification card, federal employment authorization card, or government issued passport. Failure to present appropriate identification will result in cancellation of your appointment and forfeiture of your exam fee.

ACCEPTABLE IDENTIFICATION - Choose One (Must be current/Cannot be a Temporary ID)

- ↘ State driver's license with photograph
- ↘ State ID card with photograph  
\*Arizona's State IDs do not include expiration dates but are accepted.
- ↘ Federal employment authorization card
- ↘ Government-issued passport
- ↘ NYC ID (city issued)
- ↘ Green card

\*A military ID will NOT be accepted for a remote online proctored exam.

Failure to provide the required identification at the time of the examination without notifying PSI is considered a missed appointment and you will not be able to take the examination at that time.

## **SECURITY PROCEDURES**

*The following security procedures will apply during the examination:*

**Candidates will receive 2 pieces of scratch paper and a pencil at the test site. Calculators are not permitted. The onscreen calculator is available for ExCPT exam only. Approved Coding Manuals are permitted for the CBCS Exam only.**

- While at an examination site, you are considered to be a professional and shall be treated as such. In turn, you must conduct yourself in a professional manner at all times. While at the site, you shall not use words or take actions that are vulgar, obscene, libelous, or that would denigrate the staff or other candidates.
- NO conversing or any other form of communication among candidates is permitted once you enter the examination area.
- Cell phones, pagers, and children are not allowed in the examination center. **NO personal items are to enter the testing center.**

- Hats, baseball caps, or visors (with the exception of religious apparel), coats, shawls, hooded clothing, heavy jackets or overcoats are not permitted in the examination room.
- No smoking, eating, or drinking will be allowed at the examination site.
- You may not exit the building during the examination.
- Copying or communicating examination content is a violation of security policy. Either one may result in the disqualification of examination results and may lead to legal action.
- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues or instructors.

## TAKING THE EXAMINATION BY TEST CENTER COMPUTER

The examination will be administered via computer. You will be using a mouse and computer keyboard.

### IDENTIFICATION SCREEN

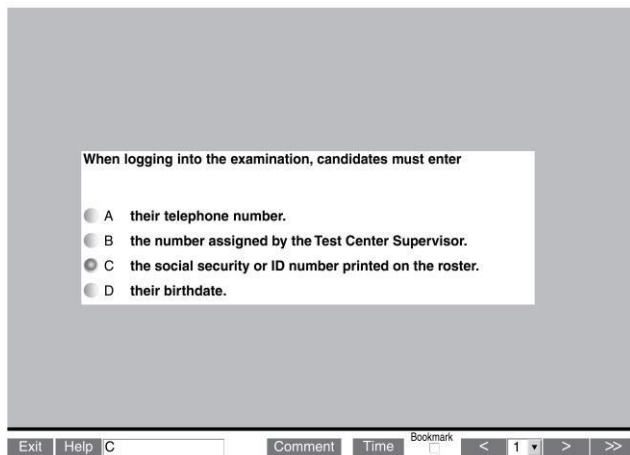
You will be directed to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

### TUTORIAL

Before you start your examination, an introductory tutorial is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice answering questions and reviewing your answers.

### TEST QUESTION SCREEN

The bottom menu bar on the screen provides mouse-click access to the features available while taking the examination.



One question appears on the screen at a time. You may click on the “Time” box to monitor your time. A digital clock indicates the time remaining for you to complete the examination. **IMPORTANT:** After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

## TAKING THE REMOTE ONLINE PROCTORED EXAMINATION

Proctors for online testing will communicate with candidates on-screen during the test and pause the exam whenever unauthorized persons or activity appear on video monitors or in audio recordings. The proctor will pause the exam whenever a candidate leaves the testing station, or an interruption occurs. The proctor may end the test if an interruption is not corrected appropriately.

**Candidates cannot test in a public place.**

Candidates must provide one (1) form of valid (non-expired) government issued photo identification bearing your signature. The first and last name on your ID must match the name under which you registered for your exam. Examples of acceptable ID include: state driver's license, state identification card, federal employment authorization card, or government issued passport. **A military ID will not be accepted for a remote online proctored exam.**

Failure to present appropriate identification will result in cancellation of your appointment and forfeiture of your exam fee.

ACCEPTABLE IDENTIFICATION - Choose One (Must be current/Cannot be a Temporary ID)

- ↘ State driver's license with photograph
- ↘ State ID card with photograph  
\*Arizona's State IDs do not include expiration dates but are accepted.
- ↘ Federal employment authorization card
- ↘ Government-issued passport
- ↘ NYC ID (city issued)
- ↘ Green card

\*A military ID will NOT be accepted for a remote online proctored exam.

Candidates are allowed to use two pieces of scratch paper during the remote online proctored exam. You must show both sides of the paper to the proctor then tear up or shred the scratch paper following the exam. Candidates are not permitted to take breaks during the remote online proctored exam.

The NHA Pharmacy Technician exam (ExCPT) allows candidates to use the built-in onscreen calculator which can be accessed by clicking on the calculator button at the bottom of the exam screen. This is the only calculator permitted for use during the ExCPT exam.

Approved Coding Manuals as described on page 1 are permitted for the CBCS Exam only.

## LAUNCHING THE EXAMINATION

BE SURE TO CHECK THE COMPATIBILITY OF YOUR COMPUTER to include Audio/Video Check, Webcam Check and System Check. You must use Google Chrome Browser and make sure your cookies are enabled.

Please note that if your computer performs any system update (i.e. software, server, firewall, webcam, etc.) from the time you schedule your exam to when you attempt to launch your exam, you may experience issues with your compatibility. It is best to conduct another compatibility check on the machine that you will be taking your exam at least 24 hours prior to your scheduled exam. You may also check your compatibility before or after registering for your exam by [clicking here](#).

**NOTE: Cookies must be enabled in order to successfully launch the examination. Please make sure that you enable the cookies prior to your examination.**

[\[PSI Bridge FAQ\] System Requirements - PSI Support \(psionline.com\)](#)

You can launch the examination up to 30 minutes before the scheduled start time.

Online Exam

ExCPT Pharmacy Technician Certification Exam (CPHT) - Scheduled for Test Eligibility End Date: Sep 17, 2020

EXAM DATE: <b>Sep 30, 2019</b>	START TIME: <b>11:00 AM</b> TIME ZONE: <b>America/Chicago</b>	EXAM DURATION: <b>130 minutes</b>	Before taking a remote online proctored exam, check system compatibility - click <a href="#">HERE</a>	<input type="button" value="Launch Exam"/> <input type="button" value="View Details"/>
-----------------------------------	--	--------------------------------------	---	---

If you have any questions regarding your compatibility check, or if you experience issues launching your exam, you may

contact our remote proctoring technical support at (844) 267-1017. You may also initiate a chat after you close the Secure Browser Software by [clicking here](#).

## EXAMINATION RESULTS

At the completion of the examination, you will receive an onscreen message and an email notification that will include further instructions regarding receiving scores from NHA.

### **RETAKE RULES**

Candidates who fail an examination will have two chances to retake it and must wait at least 30 calendar days between attempts. Candidates who are unsuccessful after these two additional attempts will be required to wait one (1) year before testing again. For each repeated failure after the 3rd attempt, candidates will be required to wait an additional year to sit for the exam. Candidates are required to register and pay the application fee for each exam attempt.