Frequently Asked Questions
CSA Credentialing

GENERAL

Why is the Medical Group requiring CSAs to become credentialed?
The dramatic health care changes that have taken place in recent years, and the challenges we will face in the future, reinforce the need for our medical assistants (MAs) to deliver high-quality care, fill expanding roles, master technological tools, and collaborate and coordinate care across teams of health professionals. In addition, CMS had indicated that in stage 2 meaningful use MAs must be credentialed if they enter orders into the electronic medical record. Investing in our MAs is important for our patients and our business.

What is considered credentialed?
To be considered credentialed, a CSA must be certified or registered (Medical Assistant).

How do I become credentialed?
Medical Assistants become credentialed by passing either the national certification or registry examination.

Is there a date by which I must be credentialed?
Yes, all SHMG CSAs must be credentialed by March 31, 2014.
- It is very important that you register to take the national exam as soon as possible. There is a 90 day waiting period to re-take the exam if necessary.

What happens if I do not pass the test?
We are confident that employees who participate in the pre-test and review classes, offered through Davenport University, will be fully prepared to pass the registry or certification exam. If an employee does not pass the exam, they may re-take the exam following a 90 day waiting period.

What happens if I do not become credentialed by March 31, 2014?
We anticipate that all of our CSAs will be successful in credentialing. Employees who are not credentialed by March 31, 2014 may need to seek an alternative position until credentialing is achieved.

SUPPORT IN THE CREDENTIALING PROCESS

What will Davenport University do to help me achieve credentialing?
1. Davenport will provide you with a proctored pre-test (known as the HESI test) which is highly predictive of success with the CMA and RMA exams. You will know your score immediately and you will receive a report which will tell you the areas you need to brush up on before taking the national exam.
2. Davenport will provide four- 4 hour refresher classes. Each cohort will attend class twice a week for 2 weeks. Following completion of the refresher classes you will have the opportunity to take a second HESI test to build confidence in test taking and to pinpoint any final areas for review.
3. Davenport will assist you with one on one counseling for test taking strategies, and assistance in applying to take the national exam.
What is the cost of becoming credentialed?
- Spectrum Health Medical Group will support you on your journey to become credentialed. SHMG will pay for all services offered through Davenport University.
- You will need to pay for your registry or certification exam when you register to take the exam. The cost is approximately $100 depending on which exam you take. However, the SHMG will reimburse you for this expense. You do not need to wait until you take and pass the exam. Work with your manager to learn how to submit a request for reimbursement.
- If you need to take the national exam a second time, you will be responsible for any costs associated with that second exam.

How do I get started?
Visit the Davenport University site at www.davenport.edu/SpectrumCMA to register for your pre-test. These are first come, first serve opportunities. Register early to get the date and time that works best for you.

What happens after I take the pre-test?
- You will learn your HESI test score right away.
- At the time of your pre-test test, you will receive all of your study materials and you will immediately register for Option A and/or Option B as outlined on the Davenport information sheet.
- It is very important that you come to the Pre-Test with your top three choices for the review classes. Classes are limited and will fill up quickly.

When and where will the review courses be offered?
Davenport will offer classes on three of their campuses: the Grand Rapids downtown campus, the campus in Caledonia, and the Holland Campus. Davenport will send you the schedule for review courses after you register for your HESI exam.

I feel confident that I can take the national exam now. Will SHMG pay for my exam?
Yes, the SHMG will reimburse you for taking the exam. Talk with your manager about how to be reimbursed.

I have access to a review program that is not through Davenport University. Will the SHMG pay for my course?
No. The SHMG has negotiated an exclusive arrangement with Davenport University to provide all pre-testing, study materials, classroom instruction, and support for our employees.

I need to pay money to renew or reinstate my credential. Will SHMG pay these costs?
No, reinstating and maintaining your credential is your responsibility.

Going forward, will SHMG pay for my costs associated with re-certification?
No, like our other health care professionals, costs for membership, recertification, and continuing education are the responsibility of the employee. Talk with your manager about continuing education opportunities within Spectrum Health.

Will I be paid for the time I spend in the review classes?
No, you will need to take classes on your own time. SHMG will pay your tuition for the classes as well as provide reimbursement for taking and passing the exam.
Will I receive a pay increase when I become credentialed?
No, the SHMG pay program for CSAs is already market competitive for credentialed Mas

UNIQUE CIRCUMSTANCES

My registration or certification has expired. Can I renew it now?
Contact your organization immediately to determine if you are able to be reinstated. If not, you will need to retake the national exam. Remember to forward credentialing information to Vicki.jensen@spectrumhealth.org

I believe I am already credentialed. How can I be certain?
- The Human Resources staff verified the credentials of those CSAs who provided registry or certification information through the recent survey.
- An email message was sent to all of those who ARE VERIFIED as credentialed.
- If you did not receive an email from Vicki Jensen confirming your credentials, you either need to email your certification information to Vicki.jensen@spectrumhealth.org, or you need to take the national exam.

I cannot find my credential information. What should I do?

You are required to provide Human Resources with proof that you are credentialed. Contact the organization where you took the exam to see if they can help you. If you are not able to provide documentation that can be source verified, you will need to re-take the national exam.

My position is very unique. I do not think I need to be credentialed. How can I be sure?
Talk with your manager about your circumstances. Resources are available to evaluate unique positions and job duties.

I have not attended a formal training program. Will I be able to take the exam?
There are 5 “routes” that an applicant can become eligible to take the Registered Medical Assistant exam. Visit the AMT web-site at www.americanmedtech.org/Certification/MedicalAssistant/Qualifications to determine if you are eligible to take the exam. The experts at Davenport University are willing to discuss your personal situation and determine the appropriate course of action.

How do I register to take the exam?
Information is provided at the end of this document. The Davenport University faculty will assist you with this at your first appointment.
REGISTERING TO TAKE YOUR CERTIFICATION EXAM
Due to timelines associated with the approval process, you are encouraged to register for the national exam as soon as possible. Davenport faculty will provide guidance on how to register for the exam during your preparation sessions. To become eligible, you must apply for your examination through the necessary organization (based on the exam you will be taking) to receive approval to schedule your exam appointment at an approved testing center.

Certified Medical Assistant (CMA) Exam:
American Association of Medical Assistants (AAMA)
Phone: 800-228-2262
Email: certification@aama-ntl.org

Testing Centers:
Prometrics Testing-Sylvan Learning Center
3910 Burton Street SE, Suite #101
Grand Rapids, MI 49546
Website: [http://www.prometric.com](http://www.prometric.com)
Phone: 616-957-0368

Prometrics Test Center
2500 Kerry Street, Suite #100
Lansing, MI 48912
Website: [http://www.prometric.com](http://www.prometric.com)
Phone: 517-372-7413

Registered Medical Assistant (RMA) Exam:
American Medical Technologists
Web: [http://www.americanmedtech.org/Certification/MedicalAssistant/ApplyforCertification.aspx](http://www.americanmedtech.org/Certification/MedicalAssistant/ApplyforCertification.aspx)
Phone: 800-275-1268
Email: mail@americanmedtech.org

Testing Centers:
Pearson Professional Centers
161 Ottawa Ave NW
Waters Building, Suite 307
Grand Rapids, MI 49503
Website: [http://www.pearsonvue.com](http://www.pearsonvue.com)
Phone: 616-774-9443

Pearson Professional Centers
390 Pine Tree Road, Suite 101
Lansing, MI 48911
Website: [http://www.pearsonvue.com](http://www.pearsonvue.com)
Phone: 517-394-4565