



AMERICAN COLLEGE OF HEALTH CARE ADMINISTRATORS

TESTS AVAILABLE:

- General LTC-1 *
- Certified ALA-1
- Certified NHA-1
- Certified NHA-2

**Certification consists of passing both the General Exam and one of the specialty exams.*

ELIGIBILITY:

You must be pre-register with ACHCA to take a certification exam. Online registration is not available.

American College of Health Care Administrators
 Phone: 1 (888) 88-ACHCA
 Internet: <http://www.achca.org>

Once you have been approved, you are responsible for scheduling an appointment to take the examination.

TELEPHONE REGISTRATION

To schedule an examination by phone, please call 800-733-9267. 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 |

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 and letter of authorization when you arrive for the examination.

SECURITY PROCEDURES

The following security procedures will apply during the examination:

- 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.** Candidates are encouraged to leave all personal belongings except their keys in their car.
- No smoking, eating, or drinking will be allowed at the examination site.
- 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.

TESTING SITES

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