

# 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 candidates taking the CBCS exam on or after June 1<sup>st</sup> of each year, are required to bring the following Coding Manuals to their exam:

- CPT Professional Edition
- HCPCS Level II
- ICD-10-CM

No other manuals will be accepted. Candidates must bring the hard copy of the coding manuals; no digital versions will be allowed in the testing room. Candidates who fail to bring the three coding manuals will not be permitted to take the exam.

Coding manuals are updated annually. Candidates must bring the correct edition of the manuals to the exam, in accordance with the following rules:

- 1) All exams taken before June 1st of each year should use the previous year's coding manuals.
- 2) All exams taken on or after June 1st of each year should use the current year's coding manuals.
- 3) As an example, if the candidate takes the exam before June 1, 2022, he or she should use the 2021 edition. However, if the candidate takes the exam on or after June 1, 2022, he or she should use the 2022 edition. This requirement will apply to future exams in subsequent years.
- 4) If the candidate does not have the edition of the manual described in #3, he or she 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 Candidates should make every attempt to use the most current edition recommended in #3; outdated manuals may adversely affect the candidate's performance on the exam.

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

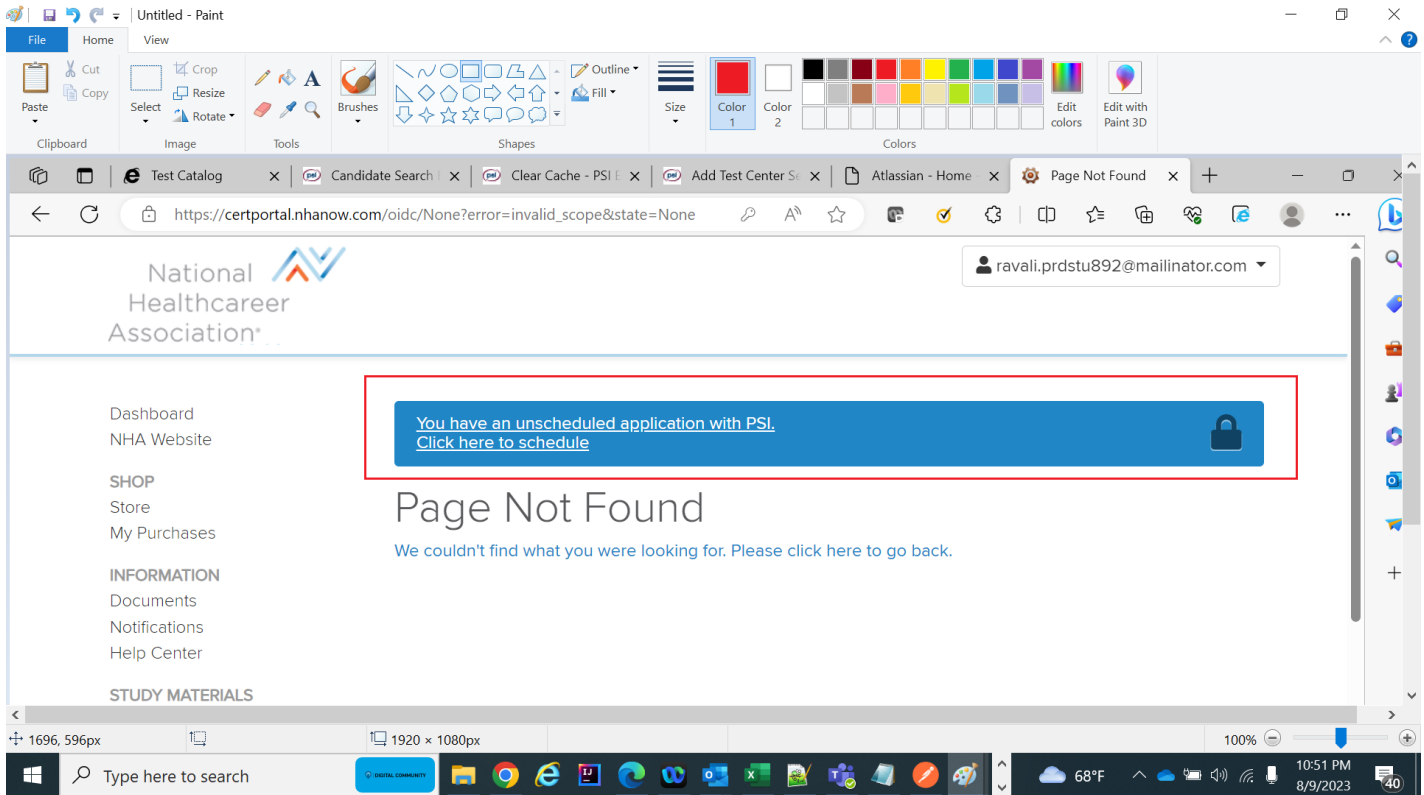
For the fastest and most convenient test scheduling process, PSI recommends that candidates schedule for their exams using the Internet. Candidates may schedule online by accessing NHA's scheduling website at <https://certportal.nhanow.com>. Internet scheduling is available 24 hours-a-day. In order to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

- Once eligibilities are received by PSI, candidates will receive a registration email with instructions to go to <https://certportal.nhanow.com> for online scheduling.
- 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@psiexams.com. This will contain the test date, time, site address and directions.

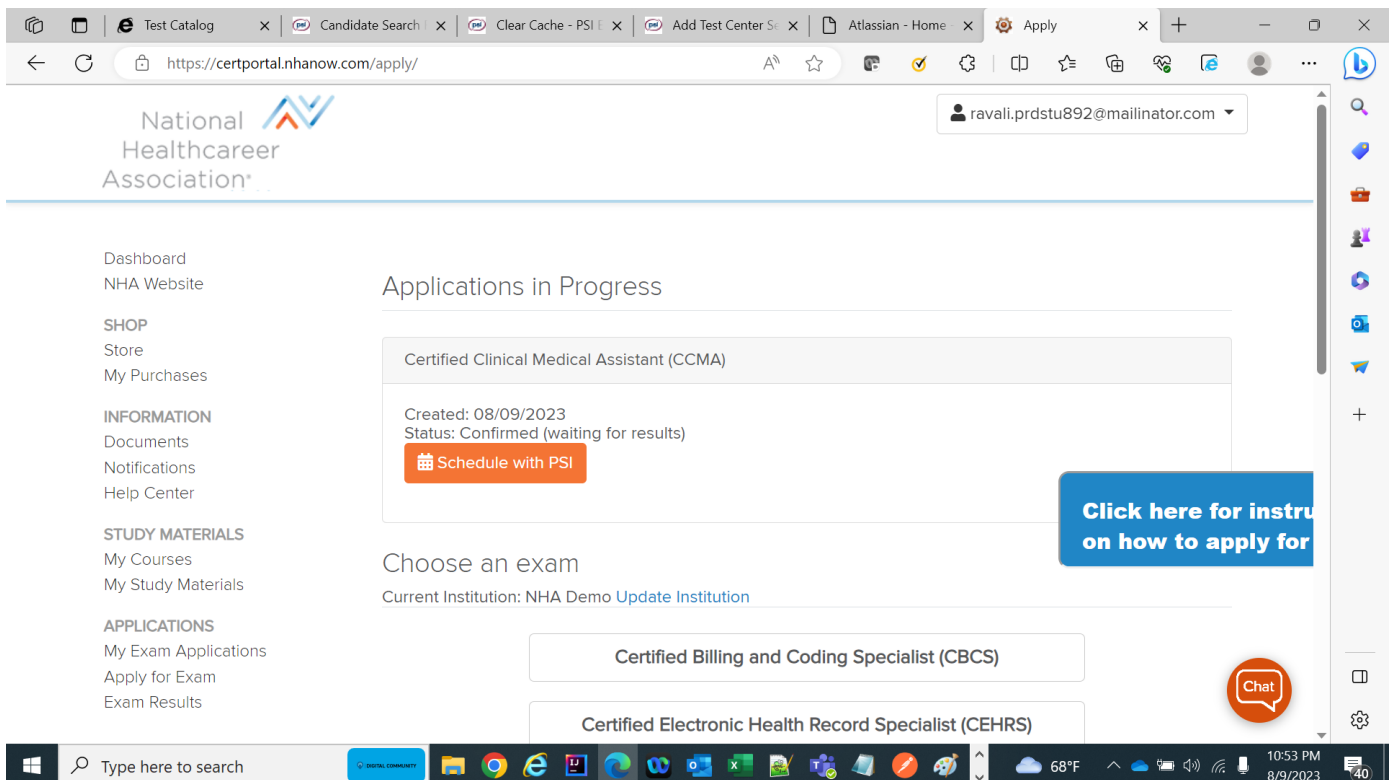
## On Login into NHA portal

The screenshot shows a web browser window with multiple tabs open. The active tab is the NHA portal login page. The URL bar shows a 404 error: [https://certportal.nhanow.com/oidc/None?error=invalid\\_scope&state=None](https://certportal.nhanow.com/oidc/None?error=invalid_scope&state=None). The page header includes the NHA logo and a user profile dropdown for 'ravali.prdstu892@mailinator.com'. A blue banner at the top states: 'You have an unscheduled application with PSI. Click here to schedule'. The main content area displays 'Page Not Found' with the message: 'We couldn't find what you were looking for. Please click here to go back.' The left sidebar contains navigation links: Dashboard, NHA Website, SHOP (Store, My Purchases), INFORMATION (Documents, Notifications, Help Center), STUDY MATERIALS (My Courses, My Study Materials), and APPLICATIONS (My Exam Applications, Apply for Exam, Exam Results). A 'Chat' button is visible in the bottom right corner. The Windows taskbar at the bottom shows the search bar, taskbar icons, and system tray with a temperature of 68°F and the date/time 10:51 PM 8/9/2023.

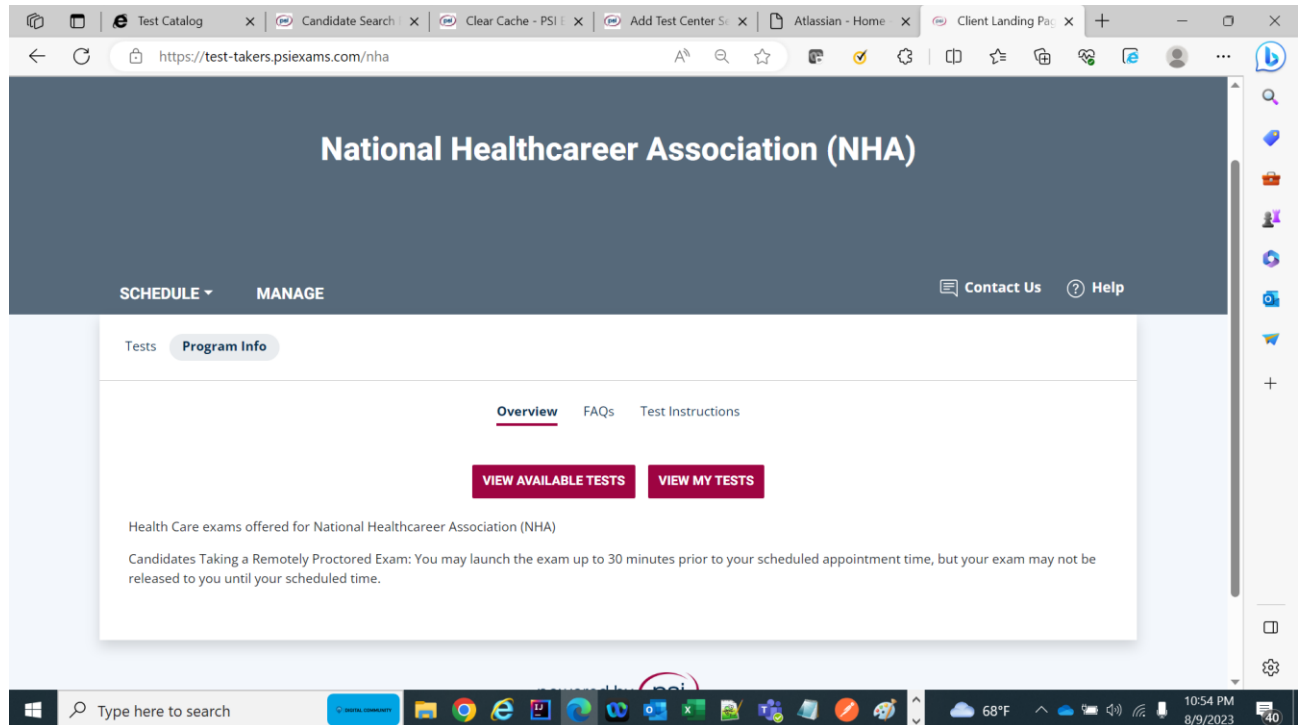
## 1. Click on schedule application with PSI



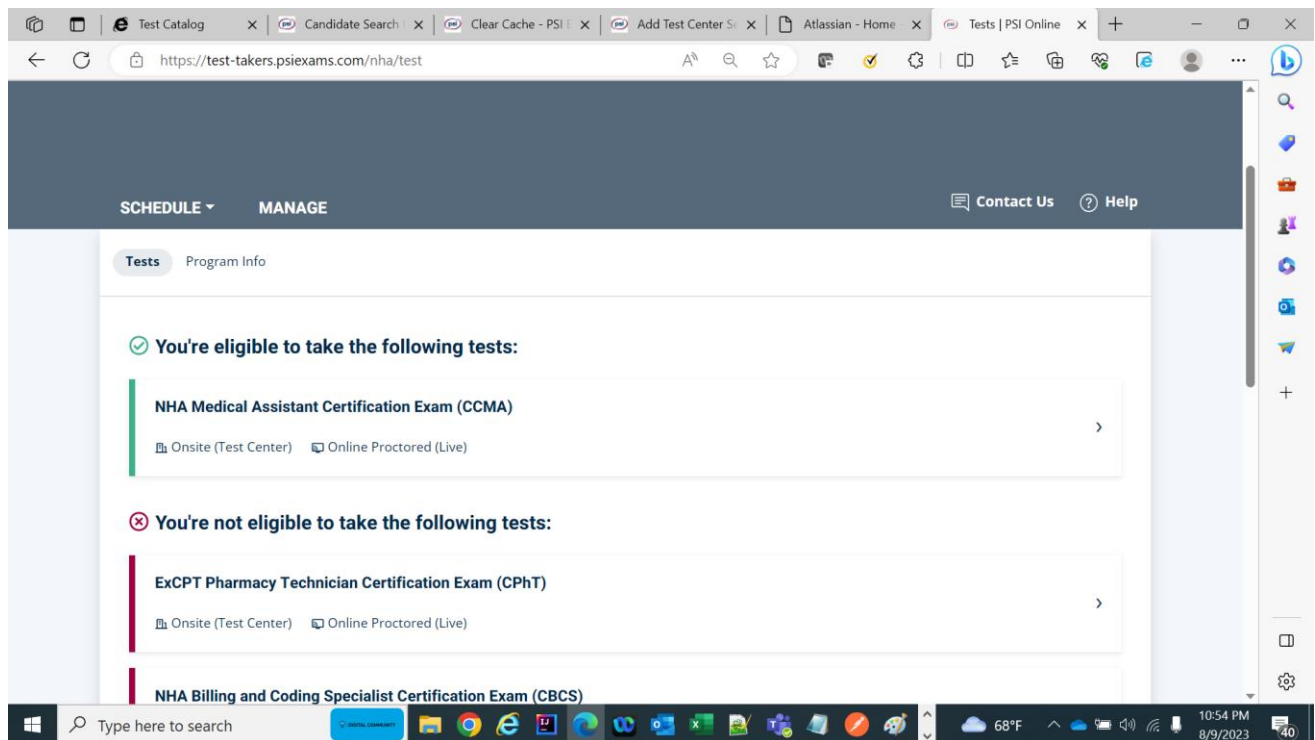
## 2. Application in progress - Click on schedule with PSI



3. User is navigated to Test taker portal



4. Click on schedule drop down ->new booking



5. Click on test -> Click on continue booking

Booking: NHA Medical Assistant Certification Exam (CCMA) - Onsite (Test Center) [Candidate Bulletin](#)

**Language**

Test Language - English

**Test Format**

Online Proctored (Live) ⓘ

✓ Onsite (Test Center) ⓘ

**CONTINUE BOOKING**

powered by **psi**

[Privacy Policy](#) | [Cookies Policy](#) | [Legal](#) | [Policy for Testing Minors](#) | [Accessibility Statement](#)

2000/2020 PSI Services LLC, All Rights Reserved

6. Select the Modality -> click on continue booking

Test Options Candidate Details Schedule Payment Review

Booking: NHA Medical Assistant Certification Exam (CCMA) - Onsite (Test Center) [Candidate Bulletin](#)

**Candidate Details**

Email Address \*

**CONTINUE BOOKING**

powered by **psi**

[Privacy Policy](#) | [Cookies Policy](#) | [Legal](#) | [Policy for Testing Minors](#) | [Accessibility Statement](#)

2000/2020 PSI Services LLC, All Rights Reserved

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
- Federal employment authorization card
- Government-issued passport
- NYC ID (city issued)

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

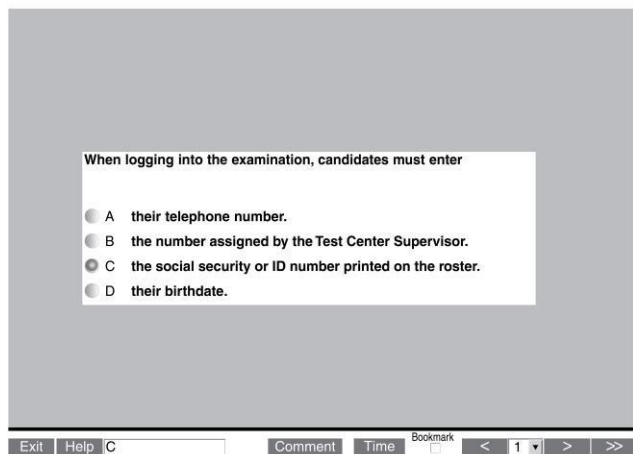
You will be directed to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

### 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 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)

- State driver's license with photograph
- State ID card with photograph
- Federal employment authorization card
- Government-issued passport
- NYC ID (city issued)

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.**

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

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.