

Maintenance of Certification Program

To ensure that our certified professionals maintain currency in their knowledge and skills, the Patient Access Collaborative established a Certification of Maintenance Program. This program requires certified professionals to complete Continuing Education Units (CEUs) regularly, ensuring they remain competent and knowledgeable in their respective fields. The maintenance process allows certified professionals to demonstrate that they have sustained, reinforced, and expanded their knowledge and skills in patient access. This ongoing maintenance helps ensure that certified professionals retain currency in the field, fostering trust among patients, employers, and other stakeholders. It is the responsibility of each certified professional to be aware of their renewal deadlines, as well as the associated fees, procedures, and policies. These policies pertain to:

- Certified in Ambulatory Capacity Management® (CACM®)
- Certified in Ambulatory Access Center Management® (CAACM®)

Requirements

1. CEU Requirement: Certified professionals must complete a minimum of three (3) CEUs every three (3) years to maintain their certification. Each CEU represents 10 contact hours of participation in an approved continuing education activity, for a total of 30 hours of professional development. Ten of these hours must be contact hours from PAC-approved educational activities. To renew, activities approved for continuing education (for example, educational webinar) automatically post to the certified professional's account. For non-PAC activities, the certified professional must complete and transmit a [PAC Continuing Education Unit Submission form](#).

Requirements include:

- CEUs must come from contact hours earned in eligible activities as described below.
- CEU programs are limited to one-time use.
- CEUs must be earned and submitted within the three (3)-year renewal period.
- Excess CEUs do not carry over to the next renewal period.
- CEUs are counted based on the date of completion.
- CEUs earned prior to certification will not be accepted.
- The initial certification course does not count towards the maintenance program.

2. Reporting Period: The CEU reporting period is based on the date of initial certification or the most recent recertification date. Certified professionals are responsible for tracking and submitting their CEUs by the end of each three (3)-year cycle.

3. Eligible/Non-Eligible Activities

Eligible Activities

PAC-Approved Educational Activities are eligible for certification. PAC-approved educational activities may include PAC symposia, virtual conferences, webinars, cohort meetings, and training sessions. The CEUs granted for these activities will be denoted on the event registration or event information. Ten of the 30 hours required every three years must come from a PAC-approved educational activity. The CEUs will be automatically posted to the certified professional's account in our membership database. No form is required.

In addition to PAC-Approved Educational Activities, the following six categories qualify for continuing education units. The certified professional must apply for the contact hours to be considered via the [PAC Continuing Education Unit Submission form](#). Please note the maximum number of contact hours per activity. The submissions will be reviewed by the Patient Access Collaborative; if approved, the CEUs will be posted to the certified professional's account in our membership database.

- A. **Instruction:** Teaching or presenting courses that are related to the certification field; however, those that are outside the scope of routine job activities at your place of work. The maximum number of contact hours per presentation is five (5).
- B. **Authorship:** Authoring articles, papers, or presentations related to the certification. The maximum number of contact hours per authorship is five (5).
- C. **Post-Secondary Education:** Enrolling as a student in an academic, degree-granting course(s) offered at a University or College in a subject area related to the certification subject, with a maximum threshold. Each course credit hour = 10 contact hours. The maximum number that can be earned in this manner is 10 contact hours per three (3)-year certification period, which is the equivalent of one (1) CEU.
- D. **Work Project:** Creating and developing a work project that is outside of routine work duties and related to the certification subject. The maximum number of contact hours per work project is five (5).
- E. **Conference:** Attending and participating in a conference related to the certification subject. The maximum number of contact hours for each non-PAC conference or educational event is ten (10).
- F. **Podcast:** The podcast produced by the Patient Access Collaborative may also count for contact hours. A maximum of 0.5 contact hours per episode may be claimed. On the form, please affirm the episode title and a key takeaway.

The Patient Access Collaborative reserves the right to change these categories and/or CEUs. At its discretion, the Patient Access Collaborative may grant organizations the ability to offer certification-eligible activities.

Non-Eligible Activities

- Routine job activities
- Company meetings or general orientation programs
- Activities unrelated to the certification field

4. Membership

The Patient Access Collaborative offers memberships for academic health systems, children’s hospitals, and cancer centers. The organizational membership extends to an unlimited number of employees in the health system, who are maintained in the membership database as active members during their employment. During the period of employment with a PAC-member health system, there are no additional financial requirements for membership for our certified professionals. If a certified professional is not or no longer employed by a PAC-member health system, an annual fee of \$99* is required to maintain the certification status, beginning a year after the certification is achieved. If a certified professional leaves the employment of a PAC-member health system *within* the year, the fee is required at the anniversary of the successful completion of the course for the coming year. After the first year (or partial year), the certified professional must pay the fee every year, even in the years in which there is no requirement to report CEUs.

Examples:

Kris Karnick is employed by PAC-member University Health System during the period of their certification, including successful completion of the course on April 1, 2025. They continue to be employed by University Health System, and will not have responsibility for maintenance fees as it is considered included in the organizational membership. Note that they will be responsible for earning their CEUs.

Joe Suzek is employed by PAC-member University Health System during the period of his certification, including successful completion of the course on July 1, 2026. On October 1, 2026, he is no longer employed by University Health System. Starting on July 1, 2027, Joe will be required to pay an annual non-member maintenance fee.

Beth Wong is employed by a health system that is not a PAC-member health system. She enrolled in the course at the non-member rate. On January 1, 2027, she successfully completed the course. On January 1, 2028, Beth will be required to pay an annual non-member maintenance fee.

**Subject to change*

CEU Documentation and Submission

1. Documentation: For PAC-Approved Educational Activities, there is no documentation required. To claim CEUs for activities *outside* of the Patient Access Collaborative, all CEUs must be supported by documentation, which includes proof of attendance, completion certificates, or a record of the activity, such as the agenda and/or syllabi. The date must also be documented. See section titled: “Requirements” above for more information.

2. Submission: Certified professionals must submit their CEUs before the end of their 3-year certification period. Failure to submit CEUs by the deadline may result in a suspension of certification. There is a \$50 administrative fee to extend the certification beyond the three years to address missing CEUs, which must be rectified within a 90-day period following the completion of the three years.

Recertification Process

Upon completing the required CEUs, certified professionals will be notified of their recertification approval. Recertification ensures their credentials remain valid for another three (3) years.

Certified professionals who fail to meet CEU requirements within the designated time frame must undergo a recertification examination and complete the 30 contact hours required for maintenance as outlined in the “Requirements” section.

Resources for Continuing Education

Learning Platforms: We maintain a learning platform where certified professionals who are members can access webinars and cohort meetings related to their certification at their convenience. Non-members may access virtual conferences and podcast recordings and apply for contact hours.

Member Education: Patient Access Collaborative members can gain CEUs from members-only educational events including webinars, cohort meetings, and symposia.

Support and Guidance: Our team is available to assist with any questions regarding CEU eligibility, documentation, and submission procedures. Regular updates and resources are also sent to certified professionals to guide them through their recertification process.

Nondiscrimination Policy

The Patient Access Collaborative is committed to ensuring equal access to certification for all individuals, regardless of religion, age, gender, race, disability, nationality, creed, socioeconomic status, or any other legally protected characteristic.

Intellectual Property and Copyright Notice

All rights, including copyright, to the certification course and related materials, are held by the Patient Access Collaborative. Any unauthorized reproduction of course content, in whole or in part, is strictly prohibited. This includes, but is not limited to, sharing or selling any portion of the course. Violation of these terms may result in the revocation of certification.

Questions?

Please email us at admin@patientaccesscollaborative.net or call/text 404.272.2274. Thanks!