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# CERTIFICATION CANDIDATE HANDBOOK



**NBHHC**<sup>®</sup>

National Board for Home Care  
and Hospice Certification

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## OVERVIEW OF THE NBHHC®

The National Board for Home Care and Hospice Certification (NBHHC®) was founded by the California Association for Health Services at Home (CAHSAH®), a trade association representing home care and hospice providers. The National Board for Home Care and Hospice Certification (NBHHC®) is responsible for overseeing all aspects of the certification programs. The composition of the Board includes managers, administrators, and executives from home care and hospice provider agencies. Board members represent a wide variety of geographic areas, auspices and educational backgrounds. The board is also responsible for the development and updating of the examinations in conjunction with a professional testing agency.

The mission of the National Board for Home Care and Hospice Certification (NBHHC®) is to establish, assess, and promote standards for home care and hospice professionals in a continued effort to being the preeminent source of advocacy, education and information fostering professional competency and ethical standards across the full diversity of the home care and hospice industry.



## CONTACT INFORMATION

All inquiries regarding the certification exams should be addressed to the National Board for Home Care and Hospice Certification (NBHHC®).

NBHHC Certification Application  
3780 Rosin Court, Suite 190  
Sacramento, CA 95834

Telephone: 916-641-5795  
Fax: 916-641-5881  
Email: [certification@nbhhc.org](mailto:certification@nbhhc.org)  
Website: [www.nbhhc.org](http://www.nbhhc.org)

All information regarding the examinations, testing policies and procedures and application form can be found in this Candidate Handbook. Your signature on the application certifies that you have read and understand all portions of this Candidate Handbook and will act in accordance with these policies and procedures.

# GENERAL INFORMATION ABOUT CERTIFICATIONS

The National Board for Home Care and Hospice Certification (NBHHC®) launched the certification examinations to establish, assess and promote gold standards for home care and hospice professionals. The core purpose of the certification process is to foster best practices to ensure optimal level of service excellence is delivered.

The certification examinations will assess the candidate's proficiency in management and leadership, specifically for the level and auspice indicated. The credentials denote that a certain level of knowledge, experience, and professional responsibility have been acquired to effectively manage a provider agency. Further, the NBHHC credentialing effort demonstrates the certified individual's commitment to the home care/hospice industry.

To become eligible to take one of the certification examinations, applicants must qualify based on education and work experience.

## CERTIFICATIONS OFFERED

The National Board for Home Care and Hospice Certification (NBHHC®) provides six specialty certification examinations for home care and hospice professionals at three levels: manager, administrator and executive.

	MANAGER	ADMINISTRATOR	EXECUTIVE
HOME CARE	Certified Home Care Manager (CHCM®)	Certified Home Care Administrator (CHCA®)	Certified Home Care Executive (ACHCE®)
HOSPICE	Certified Hospice Manager (CHM®)	Certified Hospice Administrator (CHA®)	Certified Hospice Executive (ACHE®)

## ABOUT CERTIFICATION LEVELS

### MANAGER

Managers include staff moving into leadership positions or managers of smaller agencies. Typically has at least one year of experience as a manager in a home care or hospice environment is required.

### ADMINISTRATOR

Administrators include senior staff holding or have held administrator positions in either a home care or hospice agency for at least one year or as manager for at least 5 years.

### EXECUTIVE

Executives include senior administrators that have a minimum of three years of experience in a medium to large size agency.

## ABOUT EXAMINATION CONTENT

The certification examinations were developed by subject matter experts in the home care and hospice fields. They were specifically designed to meet the needs of the home care and hospice industries. The examinations are skills-based focusing specifically on the candidate's ability to do the job at each level in each auspice (home care or hospice). Although there are many different education programs and resources that may assist candidates in preparing for the certification examination, the examination itself is not a content-based examination.

# ELIGIBILITY REQUIREMENTS AND APPLYING FOR THE EXAMINATIONS

## HOW TO BECOME CERTIFIED

Getting certified is a two-part process. Candidates must submit a formal application (included in this Handbook) to demonstrate eligibility to sit for one of the examinations. Once the applicant is deemed eligible, the candidate may sign up to take the examination. The candidate's application is valid for twelve months from the date of approval to register and take the selected examination. The candidate must successfully pass that examination covering the functions performed in the specified credential (see examination blueprint). There are two options for taking the examination; onsite testing (paper and pencil) or computer based testing (electronically at Pearson VUE testing centers). The application deadlines vary depending on whether it is an onsite testing (see page 8) or computer based testing (see page 11).

Applications are reviewed after each application submission deadline. Applications received after the published deadline will be processed for the next examination offering. For application deadlines, see below or visit the NBHHC<sup>®</sup> website at [www.nbhhc.org](http://www.nbhhc.org).

COMPUTER BASED TESTING				
TESTING SCHEDULE	WINTER	SPRING	SUMMER	FALL
Application Deadline	January 24	April 8	July 24	October 24
2019 Test Window*	February 1-28	April 15-May 11	August 1-31	November 1-30
ON-SITE TESTING				
TESTING SCHEDULE		MANAGER	ADMINISTRATOR	EXECUTIVE
Application Deadline		March 15	June 28	TBD
2019 Test Date		March 29	July 12	TBD

\*Candidates may schedule to take the examination any day within this period at a Pearson VUE local testing center (based on testing location availability).

## ELIGIBILITY REQUIREMENTS AND APPLYING FOR THE EXAMINATIONS

Candidates must qualify for the level and auspice they are applying for in order to participate in that particular examination. There are three different levels of certification in each auspice. Please make sure you meet the minimum requirements for each level in each auspice before you submit your application as the application fee is non-refundable.

*Please note that the experience must be in the auspice of which the candidate is applying for certification. In addition, candidate must have been employed in a manager or leadership position in the auspice of desired certification for a minimum of 12 out of the last 48 months. The candidate must demonstrate through the application process that s/he has the minimum number of years of experience required for his/her education level in order to qualify.*

	MANAGER ELIGIBILITY	ADMINISTRATOR ELIGIBILITY	EXECUTIVE ELIGIBILITY
BACHELORS/MASTERS DEGREE	At least 1 YEAR SUPERVISOR/ MANAGER experience with degree.	At least 5 YEARS SUPERVISOR/ MANAGER experience with degree OR At least 1 YEAR ADMINISTRATOR experience with degree.	At least 3 YEARS ADMINISTRATOR experience with degree.
ASSOCIATES DEGREE	At least 2 YEARS SUPERVISOR/ MANAGER experience with degree.	At least 7 YEARS SUPERVISOR/ MANAGER experience with degree OR At least 2 YEARS ADMINISTRATOR experience with degree.	At least 4 YEARS ADMINISTRATOR experience with degree.
HIGH SCHOOL DIPLOMA	At least 3 YEARS SUPERVISOR/ MANAGER experience with diploma or professional licensure in a health-related field.	At least 9 YEARS SUPERVISOR/ MANAGER experience with diploma OR At least 3 YEARS ADMINISTRATOR experience with diploma or professional licensure in a health-related field.	At least 5 YEARS ADMINISTRATOR experience with diploma or professional licensure in a health-related field.

## APPLICATION INSTRUCTIONS

All documentation submitted including the application form will become the property of NBHHC. Please make a copy of your completed application for your record. Under no circumstances will the documents be returned back to the applicant. To ensure confidentiality of your information and delivery of your application, it is recommended that a reliable source of delivery service with a tracking system is used when sending in applications. Submit completed applications to:

NBHHC Certification Application  
3780 Rosin Court, Suite 190  
Sacramento, CA 95834

Telephone: 916-641-5795  
Fax: 916-641-5881  
Email: [certification@nbhhc.org](mailto:certification@nbhhc.org)  
Website: [www.nbhhc.org](http://www.nbhhc.org)

## APPLICATION POLICIES AND PROCEDURES

Please adhere to the following guidelines when submitting your application for review:

- Submit the completed application form, fee payment and supporting documentation to NBHHC by the published application deadline date that corresponds with the examination you wish to take. It is the responsibility of the applicant to meet all scheduled deadlines.
- Applications must be filled in completely (and legibly), or they will not be processed or reviewed. Applicant will be notified of the status of their application via email to the address provided.
- Application fee must be received with application paperwork, or the application will not be processed.
- Supporting documents must accompany application. All transcripts, diplomas, or certificates of completion must be submitted with the application form.
- Applications received after the published deadline will be processed for the next examination offering.
- To confirm NBHHC's receipt of your application, please make sure to include a stamped/self-addressed postcard that may be returned as confirmation that the NBHHC office received the application OR an email address where you want notification of your application status to be sent. Please add NBHHC's email ([certification@nbhhc.org](mailto:certification@nbhhc.org)) to your safe email recipient list.
- If you do not receive a notice of your application status by the examination registration date, please contact the NBHHC office at [certification@nbhhc.org](mailto:certification@nbhhc.org) or (916) 641-5795.

### APPLICATION FEE

- The application fee entitles the applicant to a review of their application by NBHHC to determine eligibility.
- The certification application fee is non-refundable and non-transferable (NO EXCEPTIONS).
- Once your application is approved, your eligibility status is valid for one year from the date of approval.

### APPLICATION REVIEW

Applications received will be reviewed by NBHHC to determine an applicant's eligibility to take the certification examination. Applicants will be notified of their application status via email approximately two-four (2-4) weeks from submission. This correspondence will include examination registration instructions. Once a candidate has received notification of eligibility, he/she must then register and pay the examination fee by the deadline date in order to take the certification examination.

### DENIAL OF ELIGIBILITY

Applicants may receive a notice of denial for any of the following reasons:

- If applicant has insufficient experience based on their application.
- If application is incomplete, illegible or not signed.
- If there is misrepresentation, insufficient or no supporting documentation of education.

If an applicant is deemed ineligible to take the certification examination, NBHHC will send notification via email indicating the areas of the application where the candidate did not meet minimum qualifications per reviewer. Applicants who reapply must submit a new, updated and completed application and application fee.

### APPLICATION APPEALS PROCESS

An applicant who receives notice they are ineligible to take the certification examination due to insufficient experience may (within fourteen (14) calendar days of the notice) appeal the results in writing to the NBHHC. An appeal is a letter addressed to the Chair of the NBHHC c/o the Education Director at the NBHHC address. Appeals can also be accepted via email: [certification@nbhhc.org](mailto:certification@nbhhc.org) or fax (916) 641-5881. The appeals process allows the applicant an opportunity to provide an explanation of areas where the reviewer indicated insufficient experience. It is also an opportunity for the applicant to submit any missing

documentation that was previously omitted or to submit new items for consideration. The appeals process is not allowed for applicants who are ineligible because their application had missing pages or if information was misrepresented in the application.

### CANDIDATE CONFIDENTIALITY

In order to ensure confidentiality of the applicant’s information and candidate status, all communication regarding the applicant’s status is communicated directly to the individual via email to the address provided in the application. Application review results are not provided over the phone or to any third party.

## CERTIFICATION FEES

### EXAMINATION REGISTRATION FEE

The certification examination registration fee entitles candidates to take one certification examination, receive one score report and one copy of the certification certificate upon receiving a passing score.

### CERTIFICATION FEES AND REFUND POLICIES

Fees must be prepaid by credit card or check. If paying by credit card, form must be filled out completely including cardholder signature.

INITIAL CERTIFICATION FEES	FEE RATE
Application Submission Fee:	\$99
Examinations Registration Fee:	\$499
Examinations Cancellation Fee:	\$199
Examinations Hand Re-scoring Fee:	\$99
RENEWAL FEES	FEE RATE
Renewal Application Submission Fee:	\$99
Renewal Fee:	\$299
Renewal Late Fee: (Certifications expired under one (1) year upon receipt of renewal application by NBHHC are subject to a late fee.)	\$99

\* Certifications expired for more than one (1) year are not eligible for renewal.

\* All fees are subject to change at any time. Fees are non-refundable and non-transferable.

*Fee Payment Policy: All returned checks will be subject to a \$25.00 service charge per item. If the check does not clear, NBHHC will only accept a money order or credit card. All outstanding balances must be paid upon submission of application.*

- Payment of **Renewal Late Fee** is required if the renewal application is received by NBHHC post expiration date through one (1) year after certification expiration.
- After one (1) year from certification expiration, the certification is ineligible for renewal. To obtain a new certification the candidate must follow the initial certification process. (See page 5 of Candidate Handbook for eligibility requirements and applying for examination.)

## PREPARING FOR THE EXAMINATION

The examinations are skills-based focusing specifically on the candidate’s ability to do the job at each level (in each auspice). Although there may be education programs and resources available that may assist the candidate in preparing for the examination, the examination itself is not a content-based examination. Therefore, the candidate is encouraged to take the following steps to prepare for the examination.

### 1) Study the domains identified in the examination blueprints.

There is an examination blueprint for each certification program. Each of the examination blueprints identifies the major content areas relevant to the responsibilities of each professional credentialing level: manager, administrator, and executive. The blueprints are included in this handbook as supplemental material to be used as a tool. It will give candidates an idea of what subjects they should focus on when preparing to take the certification examination.

### 2) Network with other candidates and form study groups.

There are a number of ways to connect with other candidates. You can connect with them at events or connect with them through social media.

# SCHEDULING YOUR EXAMINATION

The certification examinations are administered in two ways: 1) On-site testing (offered in conjunction with CAHSAH's Certificate Programs) and 2) Computer-Based Testing (CBT). Each candidate goes through the application process for approval by NBHHC to be deemed eligible to take an examination. Once NBHHC approves a list of candidates eligible to take the exams, NBHHC will forward the list to the testing company to administer and deliver the examination either at NBHHC designated locations or Pearson VUE's testing center locations.

## ONSITE TESTING

### REGISTERING AND LATE REGISTRATION

Exams are only open to candidates who have been deemed eligible. Registering for the exam is a two-step process.

- 1) Candidates must turn in a completed application form with application fee to NBHHC. (For detailed information regarding this step - please see "Application Policies and Procedures" section).
- 2) Upon receiving notification of status, candidates should take the following next steps:
  - a. If candidate is deemed eligible, candidate will receive an approval confirmation letter via email. The approval confirmation letter will contain an examination registration form and an approval code. Please use this approval code to fill out your exam registration form and send to NBHHC along with the appropriate exam fee.
  - b. If candidate is deemed ineligible, candidate will need to resubmit another application form when they have met the necessary requirements.

Once NBHHC receives and processes the candidate's exam fee, candidate will be notified via email of their confirmation with exam date and location.

### LATE ARRIVAL FOR REGISTRATION

If a candidate arrives more than 15 minutes late, the candidate will be denied entrance to take the certification examination. There are no refunds for late arrivals and no-shows. All fees will be forfeited.

### CERTIFICATION AND CONFIDENTIALITY AGREEMENT

Each candidate will be asked to sign a confidentiality agreement form. All content, specifically questions, answers and diagrams of the certification exams are the proprietary and confidential property of NBHHC. They may not be copied, reproduced, modified, published, uploaded, posted, transmitted, shared, or distributed in anyway without the express written authorization of NBHHC. Candidates who sit for NBHHC certification exams must agree they have read and will abide by the terms and conditions of the NBHHC Certification and Confidentiality Agreement before beginning the certification exam. The agreement applies to all exams. Signing and adhering to this agreement is required to be officially certified and to maintain valid certification. Candidates must first accept the terms and conditions of the NBHHC Certification and Confidentiality Agreement during the registration process and again prior to testing. Failure to accept the terms of this Agreement will result in a terminated exam and forfeiture of the entire exam fee.

## EXAMINATION DAY

### CHECK-IN

The registration process for an exam begins at 8:00 am. Candidates are encouraged to arrive at least 30 minutes prior to the designated start time (9:00 am). A roster check-off process would follow. If the candidate does not have sufficient ID (primary/secondary/or other materials), the candidate will be turned away. Candidates are to provide two forms of valid ID, one primary with a photo and signature, one secondary with a signature.

### THE FOLLOWING IDS MEET THE PRIMARY ID REQUIREMENTS:

- Government-issued driver's license
- State/national identification card
- Passport\*
- Military ID\*
- Alien registration card (green card, permanent resident visa)
- U.S. Passport card
- U.S. Dept. of State Driver's License



\* *The primary ID must contain a photo & signature unless the signature is embedded in the identification. When this occurs candidate must present another form of signature identification from the primary or secondary list.*

#### THE FOLLOWING IDS MEET THE SECONDARY ID REQUIREMENTS:

- Any ID on the primary list
- Social Security card
- Credit/bank ATM card (signature required).

*Note: At the time of registration, candidates will be given an Admission/ID Form containing their name and ID number that corresponds to the ID number on line they signed on the registration form. Candidates will be instructed to fill out the Admission/ID form with the mailing address they want NBHHC to use when mailing their score reports. IMPORTANT: Make sure that your handwriting is legible and clear and also make sure that the correct mailing address is written on the form. Candidates will need to use the Admission Form containing their ID number for reference when filling out their answer sheets and will be instructed to return it with their exam materials.*

Once signed in to the exam room, candidates will get an exam score sheet and booklet.

Candidates should NOT open their exam booklets until instructed by the exam supervisor. Once candidate enters the testing room, candidate may not leave until the exam has started. Before the exam is administered, the exam proctor will review the rules to follow while the test is in progress.

#### NO OUTSIDE MATERIALS

Books, portfolios, pamphlets, notes or paper of any kind are strictly prohibited in the designated testing area. Cell phones, pagers, purse, and personal belongings should be placed in a designated area determined by the exam proctor and can be picked up once the candidate has finished the exam and leaves the room. NBHHC and exam proctors are not responsible for lost or stolen personal belongings. Candidates who bring personal belongings into the testing room do so at their own risk.

**Note: On-site examinations are paper-based and all candidates will be given a #2 pencil to use. You will not need any notepaper as you can write in your exam booklet.**

#### EXAMINATION

Candidates will be allowed **2 hours** to complete the examination. All certification exams contain 80-100 questions. There is no penalty for guessing on the examination. Candidates must make sure that all answers are marked on their answer sheet before turning in their materials. Candidates will be provided a comment form if they have questions regarding a particular question and will be given this form after they have finished the exam and turned in their answer sheet. There will not be any questions answered regarding interpretations of questions or defining of any words. If there are typographical errors, or the printing of words is not clear during the exam, the exam proctor may assist candidates with these issues only. Candidates are encouraged to answer all questions to the best of their abilities.

#### FILLING OUT ANSWER SHEET

Although candidates may circle answers or mark in their exam books, please be advised that all answers must be entered in your answer sheet before time is called. No extra time is provided to transfer answers from your exam book to your answer sheet after time has been called. Also, please be advised that any question with more than one answer selection will be scored incorrect.

#### SMOKING, REFRESHMENTS, BATHROOM

No smoking or refreshments will be permitted during the examination. Candidates may not place calls on their cell phone before they finish the exam. **Only one (1) candidate at a time will be allowed to use the restroom.** Candidates can go to the restroom by a sign-in/sign out sheet administered by the exam proctor. There are no scheduled bathroom breaks during the exam. The exam is designed to be taken without interruptions. For instance, when a candidate is dismissed to use the restroom or get a drink of water, they must place their answer sheet inside the examination booklet and leave them there until they come back. Candidates are asked to take care of any personal needs before entering the examination room.

#### CHEATING

Candidates must be aware that any cheating, including talking, giving, or receiving any help, or copying or retaining any test questions will result in their exam papers confiscated and a score of zero assigned to them.

## UNALLOWED BEHAVIOR

Candidates who conduct the following types of behavior will be dismissed from the test-taking venue and the scores will not be allowed. Examples of misconduct include, but are not limited to:

- Using electronic communication equipment (e.g., PDAs, cell phones)
- Giving or receiving help during the examination
- Committing fraud by attempting to take the exam for someone else
- Using notes or aids that are not allowed
- Attempting to copy or remove test materials
- Engaging in abusive, disturbing or uncooperative behavior.

## EXAM CANCELLATION POLICY

All cancellation requests must be made in writing. NBHHC reserves the right to deny refunds. Requests made in writing and submitted via mail, fax or email at least 30 calendar days prior to the day of the examination will be refunded the fee minus the cancellation fee (\$99 for members, \$199 for non-members). NBHHC cannot postpone registrations for the examination and/or transfer fees to future examinations. Candidates will not be able to change an examination location less than thirty (30) calendar days prior to a scheduled examination. *Cancellations made less than thirty (30) calendar days prior to the examination and no-shows on the day of the examination will result in forfeiture of the entire examination fee.*

Exceptions to the Cancellation Policy: NBHHC recognizes that serious issues may arise that could prevent a candidate from canceling their registration within the timeframe prescribed above. There are four acceptable reasons for canceling from the exam less than thirty (30) calendar days prior to the examination date:

- Serious illness – either you or an immediate family member (spouse, child, parent, etc.)
- Death in the immediate family
- Court appearance or jury duty
- Unexpected military duty call-up

A candidate who fails to appear for a scheduled examination due to one of the reasons listed above must submit the reason for failing to appear in writing to NBHHC within seven (7) calendar days following the scheduled examination date. The written request must be accompanied by meaningful documentation supporting the claim that the situation physically prevented the candidate from taking the examination on the scheduled date, at the scheduled examination location, through no fault on the part of the candidate.

Upon review of the written request and accompanying documentation, approved requests will be issued a refund less the applicable cancellation fee. NBHHC reserves the right to request further evidence to support the reason for failing to appear. If a reason is accepted, the candidate's examination fee will be refunded via the original method of payment less the applicable cancellation fee. The candidate must re-register and re-pay the full examination fee for a future examination that occurs within the candidate's remaining eligibility period.

## ACCOMMODATIONS FOR CANDIDATES WITH DISABILITIES AND OTHER SPECIAL CONSIDERATIONS

If you need an accommodation as defined by the Americans with Disabilities Act, please contact NBHHC prior to the program at [certification@nbhhc.org](mailto:certification@nbhhc.org).

## RESCHEDULING AN EXAM

Exam appointments can be rescheduled without penalty as long as it is done in writing 30 days before the exam date. If the request is received within 30 days of the exam date, all exam fees will be forfeited. Once the fees are forfeited, candidates must register for the exam and resubmit fees for a new exam appointment. Candidates who do not cancel their scheduled exam appointment risk forfeiting the applicable fees.

## DATES AND LOCATIONS

To get a schedule of our upcoming certification examinations dates, please see below or go to <http://www.nbhhc.org>

COMPUTER BASED TESTING				
TESTING SCHEDULE	WINTER	SPRING	SUMMER	FALL
Application Deadline	January 24	April 8	July 24	October 24
2019 Test Window*	February 1-28	April 15-May 11	August 1-31	November 1-30
ON-SITE TESTING				
TESTING SCHEDULE		MANAGER	ADMINISTRATOR	EXECUTIVE
Application Deadline		March 15	June 28	TBD
2019 Test Date		March 29	July 12	TBD

## COMPUTER BASED TESTING

Exams are only open to candidates who have been deemed eligible. Registering for the exam is a two-step process:

- 1) Candidates must turn in a completed application form with application fee to NBHHC. (For detailed information regarding this step - please see "Application Policies and Procedures" section).
- 2) Upon receiving notification of status, candidates should take the following next steps:
  - a. If candidate is deemed eligible, candidate will receive an approval confirmation letter via email. The approval confirmation letter will contain an examination registration form and an approval code. Please use this approval code to fill out your exam registration form and send to NBHHC along with the appropriate exam fee. After submission of exam registration form, candidate will receive an exam registration confirmation letter via email, which will provide instructions on how to register for the computer based testing. Candidate will have the option of choosing a conveniently centered testing location on a date and time within the testing window period (based on testing location availability).
  - b. If candidate is deemed ineligible, candidate will need to resubmit another application form when they have met the necessary requirements.

The National Board for Home Care and Hospice Certification contracts with Professional Testing to coordinate computer based testing through Pearson VUE, the global leader in technology-enable testing and assessment services to administer and deliver the examinations. When Pearson VUE receives an inquiry from NBHHC with its list of eligible candidates for examinations, Pearson VUE will register and schedule the Candidate to take the examination.

### REGISTERING AND LATE REGISTRATION

Registering with Pearson VUE is detailed in the following activities for all candidates to follow:

- Pearson VUE's website: [www.pearsonvue.com](http://www.pearsonvue.com) is available twenty-four (24) hours a day, seven (7) days a week, or toll-free - call in number which accesses Pearson VUE's customer service center. Telephone access to Pearson VUE's customer service center is available within the United States and Canada between the hours of 7:00 a.m. to 7:00 p.m. (Central Time), Monday through Friday.
- Pearson VUE provides information to test candidates regarding examination availability, examination dates and times, and Testing Center locations for NBHHC's certification examinations.
- Pearson VUE provides examination appointments on a first-come, first-serve basis. Pearson can only answer questions about the examination process and examination administration at its testing center locations. Under no circumstances shall Pearson VUE discuss the eligibility status of candidates. NBHHC is solely responsible for eligibility.
- Any questions regarding eligibility requirements of candidates is the sole responsibility of NBHHC and NBHHC only.
- An examination appointment confirmation letter will be sent to candidate via e-mail by Pearson VUE (Correspondence sent by Pearson VUE to candidate confirms the time, date, and location of test administration appointment). The confirmation includes directions to test center and contact information.

### LATE REGISTRATION/NO-SHOW

Candidates who change or cancel an appointment less than one (1) business day prior to the existing exam appointment or do not show up at the test center for their exam will forfeit 100% of the test administration fee.

### CHECK-IN

Pearson VUE will process candidates for testing by:

- Verifying each test candidate's identity from two (2) valid forms of identification. One form of identification will be a valid photo identification card and the other form will be an identification card displaying the candidate's signature.
- Pearson Professional Centers (PPC) will utilize digital photograph, electronic signature and palm vein capture for identity verification and security within the test center.

### EXAMINATION DAY

You will take your examination using Computer Based Testing (CBT) technology. Pearson VUE will administer the examination and candidates should follow the testing center procedures and process when taking the exams.

### EXAM CANCELLATION POLICY

Candidates who change or cancel an appointment less than one (1) business day prior to the existing exam appointment or do not show up at the test center for their exam will forfeit 100% of the test administration fee.

### RESCHEDULING AN EXAM

Candidates may cancel or reschedule with no penalty up to one (1) business day in advance of the existing appointment. Candidates who change or cancel an appointment less than one business day prior to the existing exam appointment or do not show up at the test center for their exam will forfeit 100% of the test administration fee.

### TEST CENTERS AND DATES

Pearson VUE will provide and maintain at least two hundred (200) PPC's (Pearson Professional Center, testing centers operated by or on behalf of Pearson VUE) throughout the United States. Pearson VUE testing dates are given to eligible candidates via e-mail.

# EXAMINATION SCORING AND SCORE REPORTS

## SCORE REPORTING

For the certification examination, there is one reported PASS or FAIL decision score.

Passing candidates receive a score report saying a brief message about achieving a PASSING SCORE; no numerical scale score is reported to passing candidates. If you receive a score report that says PASS, you have mastered the knowledge required at a level judged by NBHHC to represent the minimum to receive the specified credential.

Failing candidates receive a score report with one reported scale score between 200 and 790. Failing candidates receive a score report with YOUR SCORE reported as a number.

## FAILING THE EXAMINATION

If a candidate fails the examination, he/she may register to take it again within the one (1) year eligibility period. The full examination registration fee is due by the scheduled registration deadline for each subsequent registration for an examination.

## EXAMINATION RESULTS NOTIFICATION

The identity and information concerning all applicants and approved candidates is confidential. Information regarding examination results is communicated in writing via U.S. mail directly to the individual. Examination results are never provided over the phone.

The examinees will be notified of their PASS or FAIL status. Numeric scores are not released to passing candidates. Examination results and certificates (for passing individuals) are mailed within eight (8) weeks of the test date or close of testing window.

# RETAKE THE EXAM

Certification exams may only be taken once during a testing period. Retaking an exam requires submission of a new application and payment of examination fees. And with each new application submission, candidates will be required to meet the eligibility requirements in effect at the time of submission.

# RENEWAL PROCESS

The purpose of periodic renewal is to measure continued competence through identification of the individual's dedication to enhance their professional development through continued education. The professional development must demonstrate that the education obtained covers the scope identified in the original content outline of the certification exam.

In order to maintain your certification, you must be renew certification every **four years**. Renewal can be obtained by paying the renewal fee, **and** by the following:

- Renewing certification based on meeting all of the following requirements:
  - Certified professional must have been employed in a management or leadership position in a home care or hospice organization or related field for a minimum of 12 months of the last 48 months. Please note that the experience must be in the auspice of certification.
  - Certified professional must acquire at minimum 50 points total in the following two sections:
    - Section 1: Continuing Education (CE)
      - Provide evidence of a **minimum of 36 continuing education hours (36 points)** obtained within the last four years. One contact hour (50 minutes) = 1 CE/point. All 50 points can be obtained through CE hours but a minimum of 36 hours is required through CE. All CE obtained through courses must be relevant to the certification content. Other remaining points may be obtained through participation in other activities.
      - A portion of the required points may be acquired in the other activities section. **A maximum of 14 points can be acquired in the other activities section.**
    - Section 2: Other Support Activities
      - Membership in an industry trade association
      - Voluntary leadership position in an industry trade association
      - Author of published industry related articles
      - Teaching education courses relevant to the industry
      - Participation in certification examination activities.

*For more information regarding these specific sections of the renewal requirements, please see the application form.*

It is the responsibility of the candidate to turn in the completed application and renewal fee within the timeframe required. Candidates are responsible to track their renewal date. Application for renewal and all applicable fees should be sent in prior to the certification expiration date.

PLEASE NOTE: Do not submit proof of CEUs to NBHHC as you earn them. Your CEUs and supporting documentation should be submitted to NBHHC **together** prior to the certification expiration date.

Renewal applications and payments should be sent to:

NBHHC Certification Renewal  
3780 Rosin Court, Suite 190  
Sacramento, CA 95834

## HOW TO EARN POINTS TOWARDS RENEWAL

There are several ways you can obtain points towards your renewal. You can earn them by attending educational events from accredited providers or by participating in other supporting activities.

### EDUCATIONAL EVENTS (SEMINARS, CONFERENCES, WORKSHOPS, AUDIO SEMINARS, ETC.)

One way of earning points is to attend educational events covering topics identified under the examination blueprint. Qualifying CEUs are awarded for educational content only, not for social/networking events, meals or non-educational general sessions. To submit CEUs, simply include them in the Continuing Education Record portion of the Application for Certification Renewal AND you must include a copy of your Certificate of Completion with your Renewal Application.

PLEASE NOTE: Videos, audio CDs, online education and similar formats are considered to be events for purposes of CEU calculation and documentation requirements.

### OTHER SUPPORT ACTIVITIES

Another way of earning points is to participate in other support activities such as membership in an industry organization/association, voluntary leadership roles in a state trade association, authoring published industry related articles, teaching continuing education courses and certification examination activities. For more information regarding certification renewal activities, please refer to the Certification Renewal Application (see appendix).

## RENEWAL FEES

### CERTIFICATION FEES AND REFUND POLICIES

Fees must be prepaid by credit card or check. If paying by credit card, form must be filled out completely including cardholder signature.

RENEWAL FEES	FEE RATE
Renewal Application Submission Fee:	\$99
Renewal Fee:	\$299
Renewal Late Fee: (Certifications expired under one (1) year upon receipt of renewal application by NBHHC are subject to a late fee.)	\$99

\* Certifications expired for more than one (1) year are not eligible for renewal.

\* All fees are subject to change at any time. Fees are non-refundable and non-transferable.

*Fee Payment Policy: All returned checks will be subject to a \$25.00 service charge per item. If the check does not clear, NBHHC will only accept a money order or credit card. All outstanding balances must be paid upon submission of application.*

- Payment of **Renewal Late Fee** is required if the renewal application is received by NBHHC post expiration date through one (1) year after certification expiration.
- After one (1) year from certification expiration, the certification is ineligible for renewal. To obtain a new certification the candidate must follow the initial certification process. (See page 5 of Candidate Handbook for eligibility requirements and applying for examination.)

## ATTAINMENT OF CERTIFICATION

### DISPLAYING THE CERTIFICATION CREDENTIALS

Individuals who earn and maintain their certification in good standing are permitted to use the credentials after their name. In addition, NBHHC will provide an official certificate bearing the credential.

## REVOKING CERTIFICATION

Certification may be revoked if any of the following scenarios are met:

- The certified individual had supplied false information or supporting documentation
- The certified individual has engaged in inappropriate conduct during the exam administration or after.
- The certified individual fails to comply with NBHHC's Code of Ethics and/or Standards of Practice.
- The certified individual breaches the Certification and Confidentiality Agreement
- The certified individual is excluded from participating in Medicare

## NBHHC® WEBSITE

The NBHHC website is a valuable tool for everyone. It contains useful information, downloadable forms, and a wide-variety of resources for certified professionals and those seeking certification. Candidates are encouraged to utilize the website to find out more about the certification process. The official NBHHC website is located at:

[www.nbhhc.org](http://www.nbhhc.org)

## CONTACTING STAFF

NBHHC staff can be reached **Monday-Friday between 8:00am and 4:30pm Pacific Time** at (916) 641-5795 ext. 113. You may also send an email to [certification@nbhhc.org](mailto:certification@nbhhc.org). Send all written correspondence to:

NBHHC Certification Application  
3780 Rosin Court, Suite 190  
Sacramento, CA 95834

### MOVING?

The NBHHC makes every effort to keep the most updated mailing addresses of all its certified professionals. If you move or change your mailing address please contact the NBHHC as soon as possible to ensure you stay connected and receive the following important information:

- CEU Status Information
- Certification Program Announcements
- NBHHC Newsletter
- NBHHC Updates

Please call NBHHC at (916) 641-5795 or email [certification@nbhhc.org](mailto:certification@nbhhc.org) with address changes.

## APPENDIX A - CERTIFICATION EXAMINATION BLUEPRINTS

CERTIFIED HOME CARE MANAGER EXAMINATION BLUEPRINT

CERTIFIED HOME CARE ADMINISTRATOR EXAMINATION BLUEPRINT

CERTIFIED HOME CARE EXECUTIVE EXAMINATION BLUEPRINT

CERTIFIED HOSPICE MANAGER EXAMINATION BLUEPRINT

CERTIFIED HOSPICE ADMINISTRATOR EXAMINATION BLUEPRINT

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## APPENDIX B - NBHHC POLICIES

APPLICATION APPEALS PROCESS

CERTIFICATION APPEALS

CONFIDENTIALITY POLICY

CODE OF ETHICS

DISCIPLINARY POLICY

## APPENDIX C - APPLICATION

APPLICATION FOR NBHHC® CERTIFICATION EXAMINATIONS



# CERTIFICATION EXAMINATION BLUEPRINTS

## CERTIFIED HOME CARE MANAGER EXAMINATION BLUEPRINT

The blueprint identifies the major content areas relevant to the responsibilities of the home care manager. The percentages of questions on the exam from each of the major content areas are indicated below.

### 1) LEADERSHIP SKILLS (10%)

- a. Team Building  
(e.g., Understand teamwork concepts)
- b. Communication and Listening  
(e.g., knowledge of Staff development & training in response to evolving needs)
- c. Conflict Resolution  
(e.g., Understand employee satisfaction, conflict resolution & staff development)
- d. Staff Development and Training  
(e.g., conflict resolution techniques.)

### 2) CUSTOMER SERVICE (15%)

- a. Satisfactory Surveys  
(e.g., Relationship Development and maintenance)  
(e.g., clients, staff and community)
- b. Relationship Development and Maintenance  
(e.g., Satisfaction Surveys)

### 3) MANAGEMENT SKILLS (30%)

- a. Time Management  
(e.g., effective time management practices.)
- b. Coaching, Counseling and Discipline  
(e.g., knowledge of how to effectively manage employees)
- c. Organization Skills
- d. Interviewing  
(e.g., understand the questions you are permitted to ask during the interviewing process.)
- e. Employee Performance Evaluations  
(e.g., elements of employee performance and evaluations)
- f. Communication and Documentation (oral and written)  
(e.g., understand the best channel of communication in a given scenario: External; Referral, Community - Internal; Staff Relations)
- g. Schedule and Staffing  
(e.g., understanding efficient staff utilization & scheduling)

### 4) MARKETING AND SALES (5%)

- a. Understand Marketing Plan  
(e.g., identify key components of Marketing Plan)
- b. Market Definition(s) and Demographics  
(e.g., knowledge of market characteristics & demographics)
- c. Company Services and Capabilities  
(e.g., understanding company services & capabilities)
- d. Potential Client Leads  
(e.g., understanding sales techniques)
- e. Patient Choices  
(e.g., understanding guidelines for patient choice during discharge to home health)

### 5) REGULATORY PROCESSES FOR HOME CARE AGENCIES (10%)

- a. Scope of Practice
- b. OSHA  
(e.g., Understand relevance of OSHA in home health setting)
- c. HIPPA
- d. Mastery of COP's
- e. Anti- Kickback  
(e.g., understanding Anti-kickback provisions in Home Health)

### 6) FINANCIAL MANAGEMENT AND BUDGETING (10%)

- a. Overtime Management
- b. Factors that Affect Payroll
- c. Budget  
(e.g., understanding key components and management of budget & variances)
- d. Supply Costs
- e. Expenses  
(e.g., understanding how to manage & classify expenses)
- f. Reimbursement Scale  
(e.g., understanding PPS reimbursement for Home Health services)
- g. Payer Source & Contracts  
(e.g., knowledge of payer source and element of contract negotiation)

### 7) HUMAN RESOURCE BASIC PRACTICES AND LAW (15%)

- a. Staff Orientation  
(e.g., know the components of staff orientation.)
- b. Confidentiality  
(e.g., know the parameters of sensitive employee information.)
- c. Wages and Benefits  
(e.g., understand state and federal laws)
- d. Labor Law  
(e.g., Labor Law basics including FMLA, wage & hour law)

### 8) RISK MANAGEMENT (5%)

- a. Client  
(e.g., managing & responding to risks related to client care issues)
- b. Financial
- c. Safety  
(e.g., understanding workmen's compensation)
- d. Human Resources

# CERTIFICATION EXAMINATION BLUEPRINTS (cont.)

## CERTIFIED HOME CARE ADMINISTRATOR EXAMINATION BLUEPRINT

The blueprint identifies the major content areas relevant to the responsibilities of the home care administrator. The percentages of questions on the exam from each of the major content areas are indicated below.

### 1. BUSINESS OPERATIONS (25%)

- a. Leadership (e.g., understand operational, performance improvement, marketing, and financial improvement)
- b. Quality Outcomes (e.g., financial, clinical, satisfaction, importance of OASIS Accuracy, performance improvement)
- c. Marketing (e.g., understand competitive landscape and traditional components of marketing)
- d. Strategic Planning (e.g., understand a marketing analysis, strategic positioning analysis, and strategic plan)
- e. Vision and Mission Statement Development
- f. Human Resources (e.g., patient privacy, recruitment and retention)
- g. Administrative Requirements (e.g., Medicare CoP, HIPPA, license renewal, bylaw reviews, policies and procedures)

### 2. FINANCE (37%)

- a. Accounting Reports (e.g., accounting fundamentals profit loss, accounts receivables or payables)
- b. Risk Management (e.g., managing HR, clinical, and regulatory risks)
- c. External Partners (e.g., business operations, relations with vendors, banks or accountants)
- d. Cost Reports-Familiarity with Medicare Cost Report
- e. General Administrative Expenses (e.g., key drivers, rent or insurance)
- f. Variable Expenses (e.g., payroll or supplies)
- g. Budgeting (e.g., key indicators, understand revenue and expenses)
- h. Contract Negotiations and Management
- i. Wages, Salaries, and Benefits
- j. Days Sales Outstanding (DSO)
- k. Return on Investment (ROI)
- l. Prospective Payment System (PPS)

### 3. BUSINESS DEVELOPMENT (16%)

- a. Marketing Strategies (e.g., internet, marketing, sales cycle)
- b. Sales Training (understand patient protection and Affordable Care Act)
- c. Promotions and Branding
- d. Market Analysis
- e. Feasibility Studies

### 4. COMPLIANCE (22%)

- a. Relationships with Regulators
- b. Managing Surveys and Audits (e.g., state licensure and Medicare CoP)
- c. Quality Management Programs (e.g., OBQI)
- d. Compliance Reviews (e.g., surveys)
- e. Risk Management
- f. Corporate Compliance (e.g., Stark Law, HIPPA)
  - i. Clinical
  - ii. Financial
  - iii. Legal integrity

# CERTIFICATION EXAMINATION BLUEPRINTS (cont.)

## CERTIFIED HOME CARE EXECUTIVE EXAMINATION BLUEPRINT

The blueprint identifies the major content areas relevant to the responsibilities of the home care executive. The percentages of questions on the exam from each of the major content areas are indicated below.

### 1. ACCOUNTABILITY TO GOVERNING BODY (20%)

- a. Legal  
(e.g., business code of ethics, Bylaws, policies and procedures)
- b. Financial  
(e.g., key performance indicators, financial statements, dashboards, budgeting)
- c. Strategic position of a home care organization  
(e.g., merger & acquisition opportunities, market & industry trends)
- d. Corporate compliance  
(e.g., compliance programs, reporting processes)
- e. Quality measures  
(e.g., key quality factors; Home Health compare, etc.)
- f. Business Strategies  
(e.g., business plans, feasibility studies, impact of regulatory changes within an agency)

### 2. STRATEGIC POSITIONING FOR GROWTH AND DEVELOPMENT (20%)

- a. Future positioning  
(e.g., understand strategies to increase growth, components of organizational growth & development, know the necessary documents in reporting to government agencies)
- b. Diversification/New product development  
(e.g., strategic planning & product development with the use of collected data; market share data, payor source profitability, etc.)
- c. Merger and acquisitions  
(e.g., understand key elements of merger & acquisitions; due diligence, market analysis, valuation, etc.)
- d. Community relations/marketing  
(e.g., market analysis methodologies (OBQI data), feasibility studies, marketing strategies; relationship building, branding etc.)

### 3. FINANCIAL PROCESS & OVERSIGHT (13%)

- a. Budget approval and oversight  
(e.g., forecasting, return on investment(ROI), EBITDA, profit margin, contribution margin)
- b. Periodic financial reports review  
(e.g., external financial statement preparation, basic accounting principles, financial ratios)
- c. Risk assessment
- d. Contract oversight
- e. Audit  
(e.g., ADR process)
- f. Reimbursement  
(e.g., health physician billing)

### 4. RESOURCE MANAGEMENT (11%)

- a. Legal
- b. Financial  
(e.g., knowledge of the key HR operational drivers)
- c. Information technology  
(e.g., key components for assessing information systems)
- d. Human Resources  
(e.g., HR indicators; employee turnover, FLSA, pre-employment screening)

### 5. RISK MANAGEMENT (9%)

- a. Legal  
(e.g., HIPPA requirements, STARK & antiback laws.)
- b. Financial  
(e.g., feasibility analysis, knowledge of usual standards for insurance coverage)

### 6. INDUSTRY TRENDS (9%)

- a. Legislative & political awareness  
(e.g., national industry statistics, key industry associations & policy “regulatory bodies”)
- b. Advocacy  
(e.g., techniques to create awareness)

### 7. ORGANIZATIONAL CULTURE AND PHILOSOPHY (4%)

- a. Vision, mission, and goals  
(e.g., benefits, elements, purpose, precursors to organizational excellence)
- b. Employee Outcomes  
(e.g., knowledge of employee retention & satisfaction elements)

### 8. REGULATORY COMPLIANCE (14%)

- a. Compliance plan (e.g., requirements)
- b. COPs
- c. Relevant survey
- d. Payor audit process

# CERTIFICATION EXAMINATION BLUEPRINTS (cont.)

## CERTIFIED HOSPICE MANAGER EXAMINATION BLUEPRINT

The blueprint identifies the major content areas relevant to the responsibilities of the hospice manager. The percentages of questions on the exam from each of the major content areas are indicated below.

### 1. LEADERSHIP SKILLS (10%)

- a. Team Building  
(e.g., understand the outcome of effective team building)
- b. Communication and Listening  
(e.g., know the results of poor communication in the work place)
- c. Conflict Resolution  
(e.g., understand conflict resolution skills as they relate to patient complaints, etc.)
- d. Staff Development and Training  
(e.g., understand the value of employee satisfaction surveys.)
- e. Roles and Positions  
(e.g., staff and Interdisciplinary Responsibilities)

### 2. CUSTOMER SERVICE (5%)

- a. Satisfactory Surveys  
(e.g., understand the benefits of patient satisfactory surveys.)
- b. Relationship Development and Maintenance  
(e.g., understand basic agency discharge policies, and the importance of cultural sensitivities.)

### 3. MANAGEMENT SKILLS (20%)

- a. Time Management  
(e.g., understand the elements of a time management study.)
- b. Coaching  
(e.g., know the difference between coaching and directing)
- c. Organization Skills  
(e.g., understand basic management skills and organizational techniques.)
- d. Communication and Documentation (oral and written)  
(e.g., understand the best channel of communication in a given scenario: External; Referral, Community - Internal; Staff Relations)
- e. Schedule and Staffing  
(e.g., understand the process and value of adequate training of all employees and how to establish effective staffing ratios.)

### 4. MARKETING AND SALES (5%)

- a. Understand Marketing Plan and Manager's Role
- b. Company Services and Capabilities  
(e.g., know basic agency services and capabilities.)

### 5. REGULATORY PROCESSES FOR HOSPICES (20%)

- a. Licensing and Certification  
(e.g., criteria for accreditation and understand licensing and certification processes.)
- b. Survey Readiness  
(e.g., understand survey protocols and interpretive guidelines.)

### 5. REGULATORY PROCESSES FOR HOSPICES (20%) (CONT.)

- c. Federal Regulations  
(e.g., time frames for initial and comprehensive assessments, know where to find hospice regulations, requirements to qualify for continuous care, Stark Law.)
- d. Reimbursement and Billing Practices  
(e.g., election period for hospice patient benefits.)
- e. Compliance  
(e.g., OSHA or HIPPA, and the importance of both)
- f. Quality Assurance and Performance Improvement  
(e.g., understand the purpose of the QUAPI program.)

### 6. FINANCIAL MANAGEMENT AND BUDGETING (10%)

- a. Factors that Affect Payroll
- b. Budget Basics and Participation  
(e.g., costs, expenses, components of a flexible budget, difference between indirect and direct expenses, IRS mileage rules, components of budget basics)
- c. Contracts  
(e.g., understand the components necessary to negotiate a letter of agreement with an insurance company.)

### 7. HUMAN RESOURCE BASIC PRACTICES AND LAW (30%)

- a. Coaching and Discipline  
(e.g., performance issues involving subordinates, goals of performance coaching, basic agency termination policies and substance abuse policies.)
- b. Staff Orientation  
(e.g., know the components of staff orientation.)
- c. Confidentiality  
(e.g., know the parameters of sensitive employee information.)
- d. Wages and Benefits  
(e.g., understand state and federal laws pertaining to family leave, and the components of the Fair Labor Standards Act.)
- e. Labor Law  
(e.g., employee rights, protocols for potential employee harassment complaints, and procedures for employees hurt on the job.)
- f. Interviewing  
(e.g., understand the questions you are permitted to ask during the interviewing process.)
- g. Employee Performance Evaluations  
(e.g., elements of employee performance and evaluations)

# CERTIFICATION EXAMINATION BLUEPRINTS (cont.)

## CERTIFIED HOSPICE ADMINISTRATOR EXAMINATION BLUEPRINT

The blueprint identifies the major content areas relevant to the responsibilities of the hospice administrator. The percentages of questions on the exam from each of the major content areas are indicated below.

### 1. BUSINESS OPERATIONS (34%)

- a. Leadership- understand administrative and regulative requirements of hospice agency operations (e.g., contracting, staffing, education)
- b. Vision and Mission Statement Development
- c. Strategic Planning- covers importance of detailed strategic planning and marketing analysis in the operations of successful hospice agency
- d. Marketing- examines critical elements of marketing analysis (e.g., best practices, market survey, strategy, market share)
- e. Organizational Structure and Change- outline parameters of hospice services with in health care (e.g., contracting, regulation, authorizations, DEA, CoPs)
- f. Utilization and Risk Management- understanding quality assurance/process improvement (e.g., utilization review, quality care measurement, level of care)
- g. Quality Outcomes-understanding key metrics in hospice operations (e.g.,volunteer house, length of stay-median/average) and (e.g., benchmarking, financial, clinical, satisfaction)
- h. Human Resources- examines employee relations/retention and contracting (e.g., recruitment and retention, core services vs. contract services)
- i. Trends and changes in industry- covers impact of revised CoPs, F2F, signature review, and ACA

### 2. FINANCE (31%)

- a. Accounting Reports (e.g., income statements, balance sheet, depreciation, ROI, reimburse categories)
- b. Budgeting (e.g., reimbursement, billing, assumptions, operations)
- c. Reimbursement (e.g., levels of care, claims form disciplines/services)
- d. Cost Reports- details of cost reporting (e.g., timing, eligible changes, filing requirements, deadlines)
- e. Cap Monitoring- understanding hospice cap and how it is calculated
- f. General Administrative Expenses- understanding what physician services are included in per diem reimbursement
- g. Variable Expenses- understanding expense/cost accounting related to hospice operations (e.g., fix u. variable, direct patient expense included in hospice benefit, taxable and non-taxable employee income)
- h. Wages, Salaries and Benefits- understanding hospices employee compensation (e.g., state and federal laws regulations, benefit requirements)
- i. Contract Negotiations and Management- outlines medicine, other government programs and private pay hospice contracting and management (e.g., CoP guidelines for hospice contracts, patient election of hospice services)

### 3. BUSINESS DEVELOPMENT (11%)

- a. Marketing Strategies - explore ethical business development strategies in hospice
- b. Sales Training - covers parameters of hospice sales training (sales representative, anti-kickback restrictions, ethics)
- c. Market analysis - examines goals importance and essential components of market analysis

### 4. COMPLIANCE (24%)

- a. Regulation Diligence(e.g., licensure, compliance and patient representation)
- b. Survey Preparedness and Management (e.g., critical elements of the survey process and guidelines)
- c. Quality Management and Outcome Programs (e.g., components of QAPI standards and compliance plans)
- d. Risk Management(e.g., responsibilities and requirements of hospice agency risk management procedures), Contracts – general and specific
- e. Promotions (e.g., do's and don'ts of promotions and incentives for referrals)
- f. Corporate Compliance- critical components of hospice agency compliance (e.g., certification/re-certification of terminal illness, HIPPA, ABN) and Compliance Audits (e.g., RAC's, ZPIC, Etc.)
  - i. Clinical (e.g., core services)
  - ii. Financial
  - iii. Legal integrity
  - iv. Regulations
  - v. Nursing Homes
    1. Contracts
    2. Regulations
    3. Management of Hospice/Nursing Home roles

# CERTIFICATION EXAMINATION BLUEPRINTS (cont.)

## CERTIFIED HOSPICE EXECUTIVE EXAMINATION BLUEPRINT

The blueprint identifies the major content areas relevant to the responsibilities of the hospice executive. The percentages of questions on the exam from each of the major content areas are indicated below.

### 1. LEADERSHIP (16%)

- a. Organizational culture and philosophy  
(e.g., know the roles of a Hospice Executive)
- b. Vision, mission, and goals  
(e.g., benefits, elements, purpose, precursors to organizational excellence)
- c. Values  
(e.g., business ethics, code of ethics)

### 2. ACCOUNTABILITY TO BOARD (20%)

- a. Legal
- b. Financial
- c. Current position of hospice organization
- d. Corporate compliance  
(e.g., compliance programs, reporting processes)
- e. Strategic business development  
(e.g., understand how to report key performance information to the board)
- f. Review and revision of Bylaws, policies and procedures  
(e.g., know the approval process for the QAPI program)

### 3. STRATEGIC POSITIONING FOR GROWTH AND DEVELOPMENT (11%)

- a. Future positioning  
(e.g., understand strategies to increase growth, components of organizational growth & development, know the necessary documents in reporting to government agencies)
- b. Feasibility studies  
(e.g., components of a business plan & feasibility study)
- c. Merger and acquisitions  
(e.g., understand key elements of merger & acquisitions)
- d. Diversification  
(e.g., understand components of a diversification strategy)

### 4. CORPORATE AND ORGANIZATIONAL DESIGN (8%)

- a. Corporate design
- b. Organizational design
- c. Human resources  
(e.g., conflict of interest, employee satisfaction, new employee orientation, OSHA, FLSA requirements)
- d. Financial resources

### 5. FINANCIAL OVERSIGHT (10%)

- a. Budget approval and oversight  
(e.g., projections for positioning, cost reports, CAP issues, return on investment(ROI), profit margin, contribution margin, impacts of accurate budgeting)
- b. Periodic financial reports review  
(e.g., external financial statement preparation, basic accounting principles)
- c. Risk assessment
- d. Contract oversight
- e. Audit (e.g. ADR process)
- f. Reimbursement (e.g., hospice physician billing)

### 6. RESOURCE MANAGEMENT (10%)

- a. Legal
- b. Financial  
(e.g., identify what internal actions should be done to reduce costs in a service line)
- c. Administrative  
(e.g., cost vs productivity , industry standards for insurance coverage)
- d. Clinical
- e. Consultants
- f. Volunteers

### 7. ORGANIZATIONAL RISK AND BENEFIT ANALYSIS AND DECISION MAKING (14%)

- a. Financial (e.g., bankruptcy)
- b. Legal
- c. Legislative  
(e.g., understand impact of regulatory & legislative, and response techniques)
- d. Strategic

### 8. INDUSTRY TRENDS (5%)

- a. Forecasting and analysis (e.g., understand MedPac role)
- b. Legislative changes

### 9. REGULATORY PROCESS FOR HOSPICE (6%)

- a. Face to Face Requirements
- b. OIG
- c. Stark Law
- d. Hospice COPS (e.g., contract language)
- e. Volunteer Requirements
- f. Government Agency Oversight
- g. NPI
- h. HIPPA
- i. MACS (e.g., understand their role)
- j. Accreditation Requirements (e.g., PAC)

# NBHHC POLICIES

## APPLICATION APPEALS PROCESS

An applicant who receives notice they are ineligible to take the certification examination due to insufficient experience may (within fourteen (14) calendar days of the notice) appeal the results in writing to the NBHHC. An appeal is a letter addressed to the Chair of the NBHHC c/o the Education Director at the NBHHC address. Appeals can also be accepted via email: [certification@nbhhc.org](mailto:certification@nbhhc.org) or fax (916) 641-5881. The appeals process allows the applicant an opportunity to provide an explanation of areas where the reviewer indicated insufficient experience. It is also an opportunity for the applicant to submit any missing documentation that was previously omitted or to submit new items for consideration. The appeals process is not allowed for applicants who are ineligible because their application had missing pages or if information was misrepresented in the application.

## CERTIFICATION APPEALS

The National Board for Home Care & Hospice Certification (NBHHC®) will receive and hear appeals of adverse certification decisions from NBHHC certified individuals (“certificants”) and applicants for NBHHC certification (“applicants”).

### A. Appealable issue

An adverse certification decision of the NBHHC may be appealed on the grounds that the NBHHC did not properly apply specified certification eligibility criteria or the decision was based on a factual error that affected the outcome. Adverse certification decisions include: denial of eligibility for initial certification, denial of renewal, suspension of certification or revocation of certification.

### B. No appeal permitted

Individuals cannot appeal (1) the passing score or actions taken in setting a passing score; (2) actions taken against an individual’s certification status as a result of a lack of valid registered nurse license or other professional license, unless proof of current, unencumbered licensure is submitted with the appeal; (3) establishment of eligibility criteria; (4) the examination or other measurement tool or individual test items; and (5) test content validity.

## APPEAL PROCEDURE

### 1. Initiating the Appeal

An individual wishing to appeal an adverse decision (Appellant) of the NBHHC will submit a Notice of Appeal to the NBHHC Director of Education within fourteen (14) calendar days of receipt of the adverse decision. The Notice of Appeal will include:

- a. The grounds for appeal;
- b. The envelope from NBHHC showing the postmark date of the adverse decision or copy of email stating same;
- c. Any new or additional information to be considered; and
- d. Mailing address and email address where Appellant can receive communication regarding the appeal.
- e. **FAILURE TO FILE THE NOTICE OF APPEAL WITHIN THE FOURTEEN (14) CALENDAR DAY PERIOD WILL RESULT IN DISMISSAL OF THE APPEAL.**

### 2. Certification Pending Appeal

An individual who appeals from a decision to suspend certification, revoke certification or deny renewal will retain the certification held at the time the appeal was filed.

### 3. The Board will review and consider a properly filed appeal during its next most convenient regularly scheduled meeting.

### 4. Review of Appeal

The appeal will not include a hearing or any similar trial-type proceeding. Legal counsel is not expected to participate in the appeal process, unless requested in writing by the Appellant and approved by the Board in advance. The Board may consult legal counsel.

The Board will only review the appeal on the grounds for appeal identified by Appellant in the Notice of Appeal. At any time after receiving the Notice of Appeal and before deciding the appeal, the Board may, in its discretion, request that Appellant provide additional information or request information or an opinion from the appropriate Content Expert Board members regarding any aspect of the appeal.



# NBHHC POLICIES

## APPEAL PROCEDURE (CONT.)

Only that information submitted with the Notice of Appeal or in response to a request by the Board will be considered in deciding the appeal. Written appellate submissions and reply submissions may be made by authorized representatives of the Appellant. Reply submissions must be made according to whatever schedule is reasonably established by the Board.

The Board will conduct and complete the appeal within ninety (90) days after receipt of the Notice of Appeal. The Board, in its discretion, may extend the time for completing the appeal.

The Board will either affirm or overrule the decision from which Appellant appeals. The written decision of the Board, including a statement of the reasons for its decision, is reported to Appellant. The decision of the Board is final and binding upon Appellant, and all other persons.

## COMMUNICATION

Written communication to the NBHHC must be sent in a manner that confirms receipt (e.g. certified mail with return receipt requested or express mail with signature or delivery confirmation required), and addressed to:

Chair of NBHHC c/o Education Director  
3780 Rosin Court, Suite 190  
Sacramento, CA 95834  
certification@nbhhc.org

Written communication to Appellant may be sent by email, regular U.S. mail or in a manner that confirms receipt (e.g., e-mail, certified mail, express mail with signature required) at the address indicated on the Notice of Appeal.

## PRIVACY NOTICE & CONFIDENTIALITY POLICY

NBHHC is committed to the privacy and confidentiality of existing and prospective certificants. To conduct business, NBHHC collects and processes personal data according to applicable laws. The collected information, which includes fields such as name, company name, address, email address and phone number, is necessary for the purpose of registering you for the NBHHC Certification programs for which you are submitting your information (the 'application').

Your personal information will be stored by NBHHC and kept in accordance with this Privacy and confidentiality policy. NBHHC may send you marketing materials related to these programs as well as share your email with our partners. You can alter your e-mail notification preferences at [www.nbhhc.org](http://www.nbhhc.org). NBHHC is not responsible for the privacy practices of third parties.

### CONFIDENTIALITY OF PARTICIPANT INFORMATION

Participant names and contact information is confidential. Release of participant information will be permitted only with written consent of the participant.

### CONFIDENTIALITY OF EXAM APPLICATION STATUS

Information regarding the status of an exam application submitted to the National Board for Home Care and Hospice Certification (NBHHC®) will not be released to anyone without the exam candidate's written authorization.

### CONFIDENTIALITY OF EXAM SCORES

Examination results are reported by U.S. mail. NBHHC will not release test results to any institution or employer without your written consent.

### CONFIDENTIALITY OF EXAM CONTENT

By completing and submitting an application for examination, you agree not to release any details regarding the exam questions, including giving written or verbal information about the test questions to colleagues, faculty, etc. Violation of that agreement can result in loss of certification and liability for civil penalties and damages.

### NONDISCRIMINATION

The NBHHC Certification Programs do not discriminate on the basis of age, gender, race, color, religion, national origin, sex, disability, marital status, sexual orientation, or other status or condition that is protected by applicable law.



# NBHHC POLICIES

## CODE OF ETHICS

The National Board for Home Care and Hospice Certification (NBHHC®) is a voluntary, non-profit, professional association. The NBHHC® Certification Program certifies qualified practitioners in the field of home care and hospice, who have met the professional knowledge standards established by the NBHHC Certification Board.

Regardless of any other professional affiliation, this NBHHC® Code of Ethics applies to those individuals seeking NBHHC certification (candidates), and all individuals certified by the NBHHC. The NBHHC Code of Ethics establishes appropriate and enforceable professional conduct standards, and explains the minimal ethical behavior requirements for NBHHC certificants and candidates.

### I. RESPONSIBILITIES TO NBHHC, THE PROFESSION AND THE PUBLIC.

A. Certified Manager, Administrator, or Executive is compliant with all organizational rules, policies and legal requirements. Certificants and candidates must:

1. Comply with all applicable laws, regulations, policies and ethical standards governing professional practice of home care and hospice.
2. Comply with all accepted professional standards related to clinical and management practices, including national practice standards and policies.
3. Provide accurate, complete, and truthful representations concerning all certification and renewal information.
4. Maintain the security of NBHHC examination information and materials, including the prevention of unauthorized disclosures of test information.
5. Cooperate with NBHHC concerning ethics matters and the collection of information related to an ethics matter.
6. Report to the NBHHC Certification Program, in a timely manner, his or her own personal conduct that may violate any provision of the NBHHC Code of Ethics or the Certification Program Ethics Case Procedures.
7. Refrain from behavior or conduct that is clearly in violation of professional, ethical, or legal standards related to occupational services and/or activities.

### II. RESPONSIBILITIES TO CLIENTS, EMPLOYERS, EMPLOYEES, AND THE PUBLIC.

A. Certified managers, administrators, and executives responsibilities concerning the performance of professional services. Certificants and candidates must:

1. Deliver safe and competent services with objective and independent professional judgment in decision-making.
2. Recognize the limitations of their professional ability and provide services only when qualified. The certificant/candidate is responsible for determining the limits of his/her own professional abilities based on qualifications, education, knowledge, skills, practice experience, and other relevant considerations.
3. Make a reasonable effort to provide appropriate professional referrals when unable to provide competent professional assistance.
4. Maintain and respect the confidentiality of sensitive information obtained in the course of professional activities unless: the information is reasonably understood to pertain to unlawful activity; a court or governmental agency lawfully directs the release of the information; the client or the employer expressly authorizes the release of specific information; or, the failure to release such information would likely result in death or serious physical harm to employees and/or the public.
5. Properly use professional credentials, and provide truthful and accurate representations concerning education, experience, competency and the performance of services.
6. Provide truthful and accurate representations to the public in advertising, public statements, and other representations, and in the preparation of estimates concerning costs, services and expected results.
7. Recognize and respect the intellectual property rights of others and act in an accurate, complete, and truthful manner, including activities related to professional work and research.

# NBHHC POLICIES

## CODE OF ETHICS (CONT.)

B. Certified manager, administrator, and executive responsibilities concerning conflicts of interest and appearances of impropriety. Certificants and candidates must:

1. Disclose to clients or employers significant circumstances that could be construed as a potential or real conflict of interest or an appearance of impropriety.
2. Avoid conduct that could cause a conflict of interest with a client, employer, employee, or the public.
3. Assure that a conflict of interest does not compromise legitimate interests of a client, employer, employee, or the public and does not influence or interfere with professional judgments.
4. Refrain from offering or accepting significant payments, gifts or other forms of compensation or benefits in order to secure work or that are intended to influence professional judgment.

C. Certified manager, administrator, and executive responsibilities concerning public health and safety. Certificants and candidates must:

1. Follow appropriate health and safety procedures, in the course of performing professional activities, to protect clients, employers, employees, and the public from conditions where injury and/or other harm are reasonably foreseeable.
2. Inform appropriate government representatives or agencies when aware of an activity or circumstance that may cause an unsafe condition or violate legal requirements.

## DISCIPLINARY POLICY

The NBHHC certification is offered to participants who have a history of leadership and professional experience. The expectation of the NBHHC is that recipients of this certification exhibits professional and ethical behavior. If behavior does not meet the Code of Ethics developed by the NBHHC there will be the possibility of disciplinary action.

### GROUND FOR ACTION

- Conviction of any felony or misdemeanor or pleading guilty or no-contest to any felony or misdemeanor which results in loss of licensure.
- Complaints of conduct that may be harmful to the public or inappropriate to the discipline.
- False representations of certification and renewal information.
- False representation of credentials in advertising.
- Breach of Confidentiality policy.

### COMPLAINTS

Complaints may be transmitted in writing to:

Chair of NBHHC c/o Education Director  
3780 Rosin Ct., Ste. 190  
Sacramento, CA 95834

The complaint will be reviewed by NBHHC Board at their next scheduled meeting to investigate and determine whether there are grounds for action. Investigation will include the opportunity of the certificant to answer the complaint.

### ACTION

NBHHC may take any of the following actions against certificants, applicants and non-certificants whom the NBHHC has determined to have engaged in certification misconduct. The action taken must reasonably relate to the nature and severity of the violation.

- Written assurance
- Denial of eligibility for any or all NBHHC certifications
- Suspension of certification for a designated period determine by the NBHHC
- Permanent revocation of any and all NBHHC certifications.

## GLOSSARY OF TERMS

- **ACHCE:** Advanced Certified Home Care Executive.
- **ACHE:** Advanced Certified Hospice Executive.
- **Administrator:** Administrators include senior staff holding or have held Administrator positions in either a Home Care or Hospice agency for at least one year.
- **Application Fee:** Entitles the applicant to a review of their application by NBHHC® to determine eligibility.
- **CAHSAH®:** California Association for Health Services at Home.
- **CBT:** Computer-Based Testing.
- **Certification Examinations:** Examinations to determine certifications in the three different levels of each auspice and administered via On-site testing OR online Computer-Based Testing.
- **CEUs:** Continuing Education Units.
- **CHA:** Certified Hospice Administrator.
- **CHCA:** Certified Home Care Administrator.
- **CHCM:** Certified Home Care Manager.
- **CHM:** Certified Hospice Manager.
- **Competency:** Study and development of a particular professional knowledge base and skills associated with and applied in practice within that knowledge base.
- **Exam Cancellation Policy:** Candidates who change or cancel an exam appointment less than one (1) business day prior to the existing exam appointment or do not show up at the test center for their exam will forfeit 100% of the test administration fee.
- **Examination Blueprints:** Supplement materials that identify the major content areas relevant to the responsibilities of each of the home care and hospice professional credentialing levels: manager, administrator, and executive.
- **Examination Results Notification:** Information regarding examination results communicated in writing via e-mail or mailed directly to the individual.
- **Exam Registration Fee:** fee which entitles candidates to sit and take one certification examination, score report, and one copy of the certification certificate upon receiving a passing score.
- **Executive:** Executives include Senior Administrators that have a minimum of three years of experience in a medium to large size agency.
- **NBHHC®:** National Board for Home Care and Hospice Certification.
- **On-site Testing:** eligible candidates approved by NBHHC® to take an examination receives an acceptance letter with set of instructions for processing and gets notification via email of their confirmation to take the exam at one of NBHHC®'s designated exam locations.
- **Pearson VUE:** The global leader in technology-enabled testing and assessment services which administer and deliver the examinations.
- **PPC:** means Pearson Professional Center, a testing center operated by or on behalf of Pearson VUE.
- **PVTC:** means a Pearson VUE Authorized test center operated by an independent third-party, and not defined as an agent hereunder.
- **Recertification:** a process to maintain certification every four (4) years via filling out a new application and by paying a recertification fee plus associated requirements or by re-taking the certification examination and successfully passing.



# APPLICATION FOR NBHHC® CERTIFICATION EXAMINATIONS (cont.)

## MANAGEMENT EXPERIENCE

Please provide your home care/hospice management experience beginning with your current or most recent position. Describe your responsibility for each position. Attach a separate sheet if more space is needed.

1. Current/Recent Job Title: \_\_\_\_\_  
 Description of Responsibilities: \_\_\_\_\_  
 \_\_\_\_\_  
 Name of Organization: \_\_\_\_\_  
 Address: \_\_\_\_\_ City \_\_\_\_\_ State/Province \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_  
 Employment: From \_\_\_\_\_ To \_\_\_\_\_ For this position, the percentage of time spent in: Management  %  
 Number of people reporting to you? \_\_\_\_\_ Other \_\_\_\_\_ %  
 TOTAL 100%

2. Job Title: \_\_\_\_\_  
 Description of Responsibilities: \_\_\_\_\_  
 \_\_\_\_\_  
 Name of Organization: \_\_\_\_\_  
 Address: \_\_\_\_\_ City \_\_\_\_\_ State/Province \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_  
 Employment: From \_\_\_\_\_ To \_\_\_\_\_ For this position, the percentage of time spent in: Management  %  
 Number of people reporting to you? \_\_\_\_\_ Other \_\_\_\_\_ %  
 TOTAL 100%

3. Job Title: \_\_\_\_\_  
 Description of Responsibilities: \_\_\_\_\_  
 \_\_\_\_\_  
 Name of Organization: \_\_\_\_\_  
 Address: \_\_\_\_\_ City \_\_\_\_\_ State/Province \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_  
 Employment: From \_\_\_\_\_ To \_\_\_\_\_ For this position, the percentage of time spent in: Management  %  
 Number of people reporting to you? \_\_\_\_\_ Other \_\_\_\_\_ %  
 TOTAL 100%

To calculating actual years of management experience, multiply the percentage spent on management responsibilities from each job by the number of years. (i.e. 75% x 5 years = 3.75 years)

	Subtotal
1. _____% Management x _____ years = _____	
2. _____% Management x _____ years = _____	
3. _____% Management x _____ years = _____	
<b>TOTAL:</b>	_____

## EDUCATION INFORMATION

My highest formal education level is:  High School Diploma  Associate Degree  Bachelor's Degree  
 Master's Degree  Doctoral Degree  Nurse Diploma  
 Other \_\_\_\_\_

The discipline of my degree attained:  Nursing  Administration/Business  Other \_\_\_\_\_

School Name \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_ State/Province \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_

# APPLICATION FOR NBHHC® CERTIFICATION EXAMINATIONS (cont.)

## REFERENCES

Please provide three references within the healthcare industry who can attest for your professional experience and qualifications as set forth in this application. Include the name of your current employer as the first reference, if applicable, list someone who has already received one of the NBHHC® home care or hospice certifications.

Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_

Mailing Address \_\_\_\_\_ City \_\_\_\_\_

State/Province \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_ Email \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_

Mailing Address \_\_\_\_\_ City \_\_\_\_\_

State/Province \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_ Email \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_

Mailing Address \_\_\_\_\_ City \_\_\_\_\_

State/Province \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_ Email \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

I have read and understand the contents of the “Candidate Handbook” and will act in accordance with these policies and procedures.

I certify that all the information contained in this application is accurate and truthful. I understand that all the information I have provided herein may be verified and I authorize such verification. I understand that falsification or misrepresentation of facts provided herein will be grounds for disqualification and/or revocation of the awarded certification designation. If certified, I agree to abide by the rules and regulations set forth by NBHHC®. I also agree, if certified, to be listed in the online directory.

I affirm that no state or government authority has taken any disciplinary action in relation to my working in a homecare or hospice agency. I further affirm that I have no felony convictions.

Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

## APPLICATION FEE PAYMENT FORM (APPLICATION FEES WILL BE CHARGED UPON SUBMISSION OF APPLICATION.)

Application Fee:  \$99

Method of Payment:  Mastercard  Visa  American Express  Check # \_\_\_\_\_ (payable to CAHSAH)

*If paying by credit card (please print):*

Cardholder Name \_\_\_\_\_ Card # \_\_\_\_\_

Billing Address \_\_\_\_\_ Expiration Date \_\_\_\_\_ CVS # \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ Signature \_\_\_\_\_

NBHHC® USE ONLY

Scored by \_\_\_\_\_ Verified by \_\_\_\_\_

Date \_\_\_\_\_ Date \_\_\_\_\_

Qualified Not Qualified Qualified Not Qualified