



ACMPE Certification and Fellowship Policy Manual

UPDATED 2018

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Welcome

Introduction to ACMPE

Established in 1956, The American College of Medical Practice Executives (ACMPE) is the credentialing authority of MGMA. ACMPE oversees and administers the Association's certification and Fellowship requirements and the Body of Knowledge for Medical Practice Management.

You've made a great career decision!

Earning board certification and Fellowship through ACMPE is one of the best decisions that a medical practice professional can make and is a positive and personally rewarding experience that pays off in premier professional designations.

Certification is an opportunity for members to advance along a personal career path, gain unparalleled professional knowledge and participate in high-level networking.

Support is guaranteed

The pursuit of certification isn't a solo journey. You can count on guidance and resources from MGMA, the oldest and largest member organization representing medical group practices.

Resources include education programs, professional development assessments, workshops, the Body of Knowledge for Medical Practice Management (BOK) and more. Find a full listing at mgma.com/body-of-knowledge.

The *ACMPE Certification and Fellowship Policy Manual* is your personal guide to professional advancement.

Overview

Introduction to the process

As you progress along the certification path, you will boost your job performance and gain national recognition as a certified medical practice executive. Here's to a very successful journey!

Step 1: Get started

Become an MGMA member.

Step 2: Earn Certified Medical Practice Executive (CMPE) status

By passing two examinations and earning continuing education hours, you confirm your commitment to professional development by earning the nationally recognized professional designation of CMPE. Each month the ACMPE Certification Commission and MGMA Board review those who have completed the requirements to approval. Once approved, the individual will be notified and may use the CMPE credential.

Step 3: Earn Fellowship in the ACMPE (FACMPE) status

Achieving Fellow in the American College of Medical Practice Executives (FACMPE) designation, the highest distinction in medical practice management, demonstrates you have the skills and abilities to contribute to the advancement of medical practice leadership and the healthcare industry.

Step 4: Retain your certification status in ACMPE

Upon earning either your CMPE credential and/or Fellowship status, you must remain an active MGMA member and complete 50 hours of continuing education every three years on a set schedule to retain your credential. The current cycle began January 1, 2016, and will end December 31, 2018.

Please review [the 2019 enhancements](#) on page 25. The changes to board certification and Fellowship were determined by a joint task force of ACMPE certification commission representatives and MGMA board members.

The changes reflect the program enhancements set by the task force after thorough market review. These enhancements are to be implemented in our continuing mission to make ACMPE credentials the premier designations for current and future practice leaders and ensure your earned designations continue to demonstrate value in our ever-changing industry.

Earning the CMPE designation

Nominee status

Your Nominee date is the month, day and year on which your application is verified, including the eligibility requirements of two years of healthcare management experience and six months in a supervisory role. You will receive official notice of your acceptance as a Nominee after your application is received and eligibility verified.

As a Nominee, you will engage in a program of continuous professional development and establish your plan to pursue board certification. Assess your readiness by reviewing the content covered on the exams in the [BOK](#), and access resources and free quizzes by clicking on the domain links.

You also have a network of certified colleagues who have also chosen to excel in the profession. You can find others who have accepted this same challenge in the [MGMA Member Community](#) by subscribing to the “ACMPE Board Certification Network” discussion group or you may connect with your state’s Forum Representative at a more local level.

Maintain your Nominee status

A current MGMA membership is necessary to maintain your status as a Nominee and candidate in the ACMPE board certification program.

Exams

Accepted Nominees are eligible to take the multiple-choice and scenario-based exams. The percentage of emphasis by domain is:

- Financial Management 24%
- Human Resource Management 17%
- Organizational Governance 7%
- Patient-Centered Care 8%
- Operations Management 29%
- Risk and Compliance Management 15%

Multiple-choice examination

The purpose of the multiple-choice exam is to assess knowledge and understanding of the broad scope of medical practice management principles and practices. The questions on the multiple choice exam represent the six management domains identified in the [BOK](#).

With the assistance of a psychometric testing consultant, all exam questions are statistically analyzed to ensure the reliability of the examinations and the quality of each test item.

The multiple-choice exam consists of 175 multiple-choice questions. You have three hours and 15 minutes to complete the multiple-choice exam.

Multiple choice exam score

Calculating the number of correct responses in the examination produces your examination score. Credit is given for correct responses. No points are awarded for incorrect responses, omitted responses or multiple responses to a single question. Consequently, you should attempt to answer all the questions to the best of your ability.

A score of 500 or higher is required to pass the exam. The multiple-choice examination uses scaled scoring, similar to the college entrance SAT test. The multiple-choice exam uses a scale from 200 to 800.

Scaled scores provide a consistent scale of measurement, so that the same level of knowledge is represented from one test administration to the next. MGMA utilizes multiple exam forms, and some forms may be more difficult than others. A scaled score ensures comparability in reporting across test forms.

Scenario-based examination

The purpose of the scenario-based examination is to assess your ability to understand and apply the skills outlined in the [BOK](#) to improve organizational performance. The scenario-based exam assesses your in-depth knowledge of medical practice management principles and issues, problem-solving and decision-making skills.

This exam reflects the knowledge and skills required to address day-to-day situations and occurrences. Though some questions are based on theory, they require practical application. The questions apply to a variety of group-practice environments, whether small or large, single- or multispecialty, academic-based or freestanding facilities.

The scenario-based examination consists of 18 to 25 scenarios based on critical incidents that require you to assess a situation and prescribe a course of action. Each scenario is followed by three to five questions pertaining to the situation described as multiple-choice, multi-selection, drag-and-drop, or short answer, allowing for multiple problem-solving approaches, and are drawn from the BOK's six knowledge domains.

You have 120 minutes to complete the 90-item scenario-based exam.

Scenario-based score

Calculating the number of correct responses in the examination produces your examination score. Credit is given for correct responses. No points are awarded for incorrect responses, omitted responses or multiple responses to a single question. However, partial credit is awarded to multi-select question types and misspellings, and certain synonyms are counted in full for short answer item types. Consequently, you should attempt to answer all the questions to the best of your ability.

A score of 500 or higher is required to pass the exam. The examination uses scaled scoring, similar to the college entrance test. The exam uses a scale from 200 to 800.

Scaled scores provide a consistent scale of measurement, so that the same level of knowledge is represented from one test administration to the next. MGMA utilizes multiple exam forms, and some forms may be more difficult than others. A scaled score ensures comparability in reporting across test forms.

Exam administration

We offer the multiple-choice and scenario-based computerized exams [four times a year](#) at approximately 500 facilities across the United States. Castle Worldwide is our partner in delivering the certification exams.

Exam registration deadlines

The registration deadline for the exams is approximately one month before the scheduled exam window. Choose one of the following to register for exams:

- [Register online](#)
- Contact the Service Center toll-free at 877.275.6462, ext. 1888.

Notice to schedule

Within two business days of the close of the registration cycle, you will receive a “notice to schedule” email. **You will receive one notice to schedule per exam.** This will include your personal user name and password, allowing you to make your exam appointment at a designated testing facility.

With your user name and password in hand, follow the link provided in the email to locate a specific exam site and schedule a date and time to take the exams. Please note that you must book **one appointment per exam. If you have registered for both exams, you must book two appointments.** Exam site hours vary by location. Please note that exam appointments are made on a first-come, first-served basis, so scheduling early will help ensure the best choice of appointment time and location. Castle Worldwide, our testing vendor, will provide you, via email, directions to your selected exam site, procedures and other information.

Exam cancellations

All cancellations *prior* to scheduling an exam appointment are subject to a **\$25 fee per exam.**

Cancellations occurring *after* scheduling an exam appointment, or rescheduling an exam appointment, are subject to a **\$50 fee per exam** by ACMPE’s exam vendor, Castle Worldwide.

Exam registration fees are only valid for current exam dates and are not transferrable. If you wish to reschedule your exam for a different period, you must first cancel your current registration and register during the exam period of your choice.

If you need to reschedule within the current exam date block, you may do so by calling Castle Worldwide at 919.572.6880. **Please note that the \$50 fee per exam rescheduling still applies.**

To cancel your exam, please contact MGMA toll-free at 877.275.6462, ext. 1888. If you are canceling

four or more days prior to your exam date, you will receive a \$140 refund per exam. No-shows for the testing appointment and cancellations occurring less than four days in advance will not receive a refund.

If you have questions please contact MGMA toll-free at 877.275.6462, ext. 1888.

Exam day procedures

Business casual attire is appropriate for all examination sessions. You must present photo identification, such as a driver's license or passport, to the proctor when checking in at the examination site. You should also bring your exam appointment confirmation email. Upon registering, please note your registration name must match the name on your identification.

Americans with Disabilities Act accommodations

Call the MGMA Service Center at 877.275.6462, ext. 1888, if you have a special need and require accommodation to participate in the examinations. All such requests must be made no later than 30 days prior to the exam window.

ACMPE confidentiality policy

Exam questions, exam responses and identification of examinees constitute proprietary information and are the confidential and sole exclusive property of MGMA. You are expressly prohibited from disclosing or discussing any exam questions, responses or examinee identification. You are prohibited from making copies or attempting to make copies of exam materials.

You may use the access to the ACMPE exams solely for taking the exams; you may not reproduce, distribute, display or otherwise attempt to access or obtain any information made available to you in connection with the ACMPE exams.

Except as necessary for you to take the exams, MGMA hereby expressly reserves all rights in and to the exam questions and all other information and materials provided or made available to you in connection with the exams. Violation of any of these terms and conditions will require that MGMA take all appropriate actions to remedy or prevent such disclosure or misuse.

Exam results

Exam results indicate whether you passed the exam. Only a passing result is recorded on your ACMPE transcript.

- Results for each exam are accessible through a secure, online portal approximately four to six weeks after the close of the exam period. You will receive additional instructions on accessing the portal once the results are available.

- If you do not pass an examination, you will receive related feedback with your results letter. Exam results are independent of another; you must only retake the exam(s) that you did not pass. You may retake either of the exams until you pass.

Notification of achievement of CMPE status

The ACMPE Certification Commission and the MGMA Board of Directors vote monthly to confer and award the CMPE designation to individuals who have completed the requirements. Once you have completed the board certification requirements of continuing education and examinations, your name will be presented for the vote. After the vote is final, staff will send notification first by email, followed by official notification of your advancement by mail and will recognize your achievement by:

- Sending you a news release regarding your accomplishment for you to distribute to publications of your choice
- Recognizing your accomplishment at that year's Annual Conference
- Awarding you a certificate with your CMPE designation
- Giving you an "ACMPE Board Certified" lapel pin
- Listing your achievement on your official ACMPE transcript, which you can attach to your résumé to show evidence of ACMPE affiliation and achievement
- Providing badge ribbons to indicate your CMPE status when you attend national MGMA events

Protocol for using the CMPE designation

We strongly encourage Certified Members to use the CMPE credential after their names in every professional context, including correspondence, reports, articles, presentations, résumés, business cards, press releases, etc. Use "CMPE" and not "C.M.P.E."

To further clarify the meaning of CMPE in a context such as a résumé, ACMPE encourages Certified Members to add:

"A person who has earned the Certified Medical Practice Executive (CMPE) designation has achieved board certification in medical practice management. The American College of Medical Practice Executives (ACMPE) certifies an individual's competence and advancement to Certified Medical Practice Executive status when the individual has passed the ACMPE multiple-choice and scenario-based examinations and earned 50 continuing education credit hours."

Maintaining the CMPE designation

To maintain your status as a CMPE, you must:

- Meet the continuing education maintenance requirement every three years
- Maintain membership in MGMA by paying annual membership dues

Certified Members who do not comply with the maintenance of certification and membership requirements will lose their CMPE designation and will no longer be entitled to use the CMPE designation. To renew your designation after a lapse, you must reapply and begin the process anew.

Support through the certification process

Personal guidance and formal support are available from ACMPE colleagues through the ACMPE Forum Representative program, as well as from staff. Contact the Service Center for information on your ACMPE State Forum representative regarding this type of support or whenever you have a question or need clarification: toll-free, 877.275.6462, ext. 1888, or via email, acmpe@mgma.com.

Earning the FACMPE designation

Fellowship: The next step

Certified Members who have affirmed a commitment to ongoing personal and professional development can then advance to the next level: Fellowship. Fellow status is the highest level of distinction that you can earn in medical practice management leadership. This section describes this designation and its requirements.

Note: While you may work toward board certification and Fellowship concurrently, FACMPE designation is not added until you've earned board certification.

Fellowship prerequisites

Submit the ACMPE Fellowship program application and fee

Submit an application fee and your completed application form.

The purpose of the Fellowship requirement

The Fellowship requirement is for individuals who have already demonstrated expert knowledge of the principles of medical practice management and who also aim to:

- Demonstrate thought leadership and strategic planning skills
- Demonstrate ability to maintain/grow the financial viability and sustainability of an organization
- Give back to the healthcare community
- Demonstrate leadership and team-building skills to achieve desired business outcomes;
- Create and implement a culture/vision/mission for a healthcare organization
- Commit to continuing education and professional development (lifelong learning)

By achieving Fellowship, you make a significant contribution to the profession and to MGMA. You will also have demonstrated you are:

- A thought leader capable of identifying key improvement areas for the sustainability and success of an organization
- An innovative thinker able to manage change in the complex healthcare environment
- A proven problem-solver qualified to tackle the greatest challenges in a healthcare organization

The review processes

The ACMPE Professional Papers Committee reviews all submissions. The committee consists of a chair and grading teams of three Fellows each. Anonymous submissions are distributed for review to a grading team, without identifying the author or practice names to guarantee impartial judgment.

The grading team provides thoughtful review and constructive comments to help you improve your work at every step of the process. The team will review your manuscript alongside your outline and most recent feedback letter to judge whether you've followed the outline and required changes.

The committee chair ensures a uniform and constructive approach to the development and acceptance of each submission. The number of resubmissions allowed for any given paper is at the committee chair's discretion.

If possible, the same team reviews all your submissions. However, if a business plan is reviewed for a resubmission based on feedback, it will be delivered to a new grading team to review changes. If you choose to take more than one year to pursue your Fellowship, we cannot guarantee that this will be the case.

Requests for resubmission

If the Professional Papers Committee does not approve a submission, you will be notified of the scope of improvements needed. This response takes approximately three to six weeks from submission. Unavoidable delays in evaluation by the committee may add more time to the process.

Use the constructive comments from committee members to improve the quality of your work. Though it is possible to achieve final approval on a first draft, candidates must often submit more than one draft before approval. The grading team may also suggest referral to a mentor to assist the author.

Key points to remember for Fellowship submissions

Anonymity: The process is anonymous. Your name and other identifying factors must not appear on your submissions. Your authorship of the materials is only visible by staff via the online portal.

Originality: The work must be your original creation. Any submission created in relation to some other activity must be disclosed to the Professional Papers Committee chair in advance to determine its suitability. Excerpts from references published or unpublished must be appropriately noted.

Editorial assistance: It is highly recommended that you seek editorial assistance in reviewing your submission for grammar, punctuation, spelling, sentence structure, organization and format. However, the experiences and conclusions stated in your paper must be your own. Writing or research done by anyone other than you is unacceptable.

Fellowship mentors

Mentors are Fellows who serve on the Professional Papers Committee and help authors conceptualize and organize a clear and comprehensive approach to the development of a submission, or help work through problems identified by the grading team. If you would like to be paired with a mentor to assist you, please contact fellowship@mgma.com with your request.

Copyright and publication of approved submissions

After a submission is approved, MGMA retains the copyright. The decision to publish a paper in an MGMA publication such as *MGMA Connection* magazine resides with MGMA. If you wish to have your paper published elsewhere, you must first seek permission in writing from MGMA. Please email fellowship@mgma.com with your request.

All accepted manuscripts are added to the MGMA Knowledge Center permanent collection. When your submission is approved, you will receive notification from staff and be asked to send a final electronic copy of your manuscript or business plan with any minor changes requested by the committee for archiving on the MGMA website.

Fellowship submission deadline

Submissions are accepted for review from January through October. However, to be recognized as a new Fellow at the ACMPE Convocation, held in conjunction with the MGMA Annual Conference, you must submit your completed manuscript or business plan for review and final approval to the ACMPE Professional Papers Committee no later than the deadline established each year, assuming that you have met all other requirements to advance to Fellow status. If you miss the deadline for inclusion at the convocation at the MGMA Annual Conference, you may take part in the ceremony at the next Annual Conference after your manuscript is approved.

You have two years from your most recent feedback letter to submit your revised submission if your most recent submission is older than two years. The Professional Papers Committee Chair can review the submission for relevance, or you may update the submission and submit it to a grading team; however, after 2019 business plan submission will be the only submission type, unless you begin your paper submission in 2017 or 2018. You may be asked to update the outline, manuscript, or business plan with new literature searches or choose another topic if it is deemed no longer relevant.

The submission process for a business plan

The submission process consists of two steps:

1. Completion of business plan proposal and approval from MGMA to proceed
2. Business plan submission and approval

Business plan proposal review

Once your application is approved and your fee paid, you must submit, via email, your business plan proposal using the designated form. Your proposal will be reviewed within a week of receipt.

Selecting a business plan topic

Identify a relevant opportunity, topic, or challenge in medical practice leadership which requires a dynamic solution. Topics must be timely, require critical thinking skills and be tied to the BOK.

Focus on new topics, fresh approaches to old issues or solutions to new problems.

Business plan submission

After receiving notification that your proposal has been reviewed, you may complete and submit your business plan. Once you've submitted your business to fellowship@mgma.com, it will be distributed to a grading team for review. Responses to a business plan submissions take four to six weeks. Submissions must have at least 80 out of 100 in average from a grading team to become a Fellow. If plan is scored between 70 and 79, it will be referred back to author for clarification via a feedback letter from the team leader. The edits will then be submitted to only the team lead for review. If the submission scores less than 70, the author will be referred to a mentor and once resubmitted, will be re-evaluated by a different grading team.

Business plan format guidelines

- Follow the [Business Plan Template](#) and ensure components are fulfilled. If omitting a component, please specify why.
- Format the document to 8 ½ by 11 inches.
- Number each page.
- Include a title page and the manuscript in one document. On the title page, state the title and the submission date, and note that the paper is being submitted in partial fulfillment of the requirements for ACMPE Fellowship.
- **Do not** include your name or the name of your group in the text of the paper or on the title page.
- Present supplementary materials (such as tables, graphs and maps) in the document.
- Give supporting opinions and data with references as appropriate. Use endnotes to cite original sources and offer comments or supplementary information.

The submission process for professional papers

The submission process consists of two steps:

1. Topic and outline submission and approval
2. Manuscript submission and approval

Topic and outline submission

Once we have approved your application and received your fee, you must submit, via the online portal, an outline to the ACMPE Professional Papers Committee for approval. Your proposed topic and outline will be distributed to a grading team within a week of receipt. Typically, you will receive notification of the outcome of the review process within three to five weeks. The standard for acceptance of an outline submission is the approval of two of the three grading team members.

Selecting a professional paper topic

Topics must relate to healthcare organization and delivery and be relevant to the field of medical practice management. Make this an opportunity to learn about something that is useful to you and others in the field. Focus on new topics, fresh approaches to old issues or solutions to new problems.

The following sources might help you choose a topic:

- Reviews of current literature
- The BOK (mgma.com/body-of-knowledge)
- Files from your medical group
- Discussions with colleagues or a mentor
- Your own experience in medical practice management
- Current management projects for which you are responsible

Sample professional paper topics include:

- “Professional Courtesy Discount: The Medical Community’s Pandora’s Box”
- “Development and Implementation of a Medical Practice Compliance Program”
- “Continence Promotion Centers: A New Profit Venture”
- “Alternative Medicine: The Impact on the Medical Practice of the 21st Century”

Developing your outline

Once you have selected a topic, develop your outline. Follow standard outline procedures with headings for major sections of the paper and subtopics within each section. The outline should have sufficient detail to indicate the direction, content and scope of your paper.

Your paper outline must include:

- An introduction, including a statement of objectives that addresses the purpose and focus of the paper and the key points to be explored in support of the objectives, or a hypothesis to be tested and key points to be developed in support of the hypothesis
- A body, including how key points will be developed, evidence of a logical transition from one key point to the next and a sufficiently substantiated set of objectives/hypothesis
- Your conclusion(s), which may include an optional summary of areas for further study
- Clearly stated research methodology – for example, literature search, survey and/or interviews
- A draft bibliography of preliminary research sources

- A copy of any surveys you plan to use in your research with your outline submission

Paper outline format guidelines

- Format the document to 8½ by 11 inches.
- Leave 1½-inch margins on the left and 1-inch margins on the right.
- Number each page.
- Write the outline in third-person narrative.
- Include a title page and the outline in one Word document. On the title page, state the title and the submission date, and note that the paper outline is being submitted in partial fulfillment of the requirements for ACMPE Fellowship
- **Do not** include your name or the name of your group in the text of the outline or on the title page.
- Identify on the title page whether your professional paper is exploratory, historical or focus.

Manuscript submission

After receiving notification that your topic and outline are approved, you may complete and submit your manuscript, taking into consideration the grading team's comments. Once you've uploaded your manuscript to the online portal, it will be distributed to a grading team for review. Responses to manuscript submissions take four to six weeks. The standard for acceptance of a manuscript submission is a composite score of B or better, or the approval of two out of three grading team members.

Paper manuscript format guidelines

- Format the document to 8 ½ by 11 inches.
- Leave 1½-inch margins on the left and 1-inch margins on the right.
- Double-space the manuscript type.
- Number each page.
- Write the manuscript in third-person narrative.
- Include a title page and the manuscript in one document. On the title page, state the title and the submission date, and note that the paper is being submitted in partial fulfillment of the requirements for ACMPE Fellowship.
- **Do not** include your name or the name of your group in the text of the paper or on the title page.
- Identify on the title page whether your professional paper is exploratory, historical, or focus.
- State clearly your research methodology – for example, literature search, survey and/or interviews.
- Present supplementary materials (such as tables, graphs and maps) in the document.
- Conclusions should be supported by research, data, and/or facts with references as appropriate. Refrain from injecting personal opinions that are not supported by research, data, and/or facts. Use endnotes to cite original sources and offer comments or supplementary information.
- Present a bibliography documenting references used in researching the paper topic, on separate pages at the end of the paper.

Professional paper characteristics

Professional papers require in-depth research and evaluation of a management topic related to healthcare organization and delivery. The paper must show evidence of strong literature review or other objective data gathering and demonstrate how readers can apply the results of the investigation to the field of medical practice management. To meet those requirements, you will want to:

- State the scope and general characteristics of the investigation and/or research
- Reflect in-depth research of the hypothesis or objectives presented, including an extensive review of the professional literature and/or use of impartial investigative research techniques (such as surveys and interviews)
- Include points of view and observations in an unbiased way
- Detail how the results of the investigation and/or research can be applied to the field of medical practice management
- Provide a summary with a description of the problem, research methodology, findings and conclusions substantiated by research and evidence
- Present the subject matter in an organized fashion using proper grammar, sentence structure, spelling and punctuation

As with any professional research paper, yours must include a comprehensive bibliography and endnotes.

Types of professional papers

There are three options for the professional paper:

- **Exploratory** – Presents a thorough discussion of a management innovation or approach.
- **Historical** – Provides a historical presentation of the development and evolution of a healthcare management issue.
- **Focus** – Contains elements of a traditional case study and incorporates a literature review to highlight prevailing industry trends and evolving practices.

Exploratory

The exploratory paper presents a question or hypothesis on a healthcare management issue, presents research that may include primary and secondary research, and presents the results in a summary and analysis.

The introduction establishes a clear question statement or hypothesis, along with a research plan or methodology that leads to an answer or conclusion.

The background section provides the context, relationship to healthcare management, setting, stakeholders and impacts. It additionally provides the reason why the topic needs exploration and a clearly defined methodology for conducting the research or exploration. A literature review of books and journals and available secondary sources is appropriate, and the addition of surveys, interviews or other opportunities for primary research may also be relevant.

The body of the paper details the problem or concern that was explored and proposes solutions. The topic may represent various study options, including:

- A case study or situation the author experienced
- A problem or concern that occurred elsewhere
- A topic of concern for the sector or overall industry

This paper provides the steps involved to evaluate solutions to the problem and describes the alternatives that were considered and the external information (such as surveys) that were used to help that decision-making. Research may include various analyses, including financial, satisfaction ratings, or interviews with those internal or external to the problem who may have been consulted on the matter. The paper may describe in depth a case that has occurred in the past, regardless of whether the author participated. The paper may involve innovations or use of tools that are exploratory.

Research conducted or planned leads to the discussion section, which summarizes and evaluates the material presented and its impacts.

The paper includes a bibliography of books and peer-reviewed journals to the extent that they are available on the topic. Research may include primary research, web-based research, surveys, interviews, or other unpublished sources due to the currency of the topic. The author uses endnotes and citations to identify research, and appendices may be appropriate to the content.

Historical

This paper provides a historical presentation of the development and evolution of a healthcare management issue over time.

The introduction establishes a topic or thesis that is narrow to the extent that it may be thoroughly researched.

The background section provides the context, relationship to healthcare management, setting, stakeholders and impacts. It identifies why the topic is an important part of historical development in the healthcare management field.

The body of the paper presents information on the involved stakeholders, chronology, key events and effects. Research may include quantitative information such as data, charts, graphs, forms, tools and other applications, some of which may be most appropriate in an appendix. It may also include citations, quotes, reactions and insights that occurred over time. Historical information is anticipated to be traced over a period of years or even decades, though it need not extend to the present.

Research and evidence presented leads to the discussion section that summarizes and evaluates the material presented and its impacts.

The paper includes a comprehensive bibliography of books, peer-reviewed journals and other relevant literary sources. The author uses endnotes and citations to identify research, and appendices may be appropriate to the content.

Focus

The focus paper presents a healthcare management problem, issue or situation that may be concluded or unresolved.

The introduction clearly establishes the issue that will be investigated or focused upon, along with a research plan or methodology that will lead to analysis and summary.

The background section provides the context to the issue, relationship to healthcare management, setting, stakeholders and effects. It also identifies the timeframe of the situation, whether it has concluded, is ongoing or is a future situation that the author anticipates. A literature review of books and journals and available secondary sources is appropriate, and the addition of surveys, interviews or other opportunities for primary research may also be relevant.

The body of the paper details the problem or concern and may represent various focus options, which specifically may be past, present or future, including:

- A case study or situation in which the author is personally involved
- A situation occurring elsewhere
- A topic of concern for a sector or the overall industry

The body of the paper describes and identifies solutions or lack thereof, opportunities and roadblocks. If presented as a case study with an outcome, the paper should address the pros and cons involved with all steps, including:

1. Doing nothing
2. All alternatives that were addressed or should have been addressed
3. What happened, along with an analysis and review of the process

If presented as a situation that may require resolution in the future, the paper should follow similar steps as to the potential consequences, including

1. Doing nothing
2. Options and alternatives that may be included in a business plan or other future planning
3. What is anticipated to happen

Research and evidence presented leads to the discussion section, which summarizes and evaluates the material presented and its impacts.

The paper includes a bibliography of books and peer-reviewed journals to the extent that they are available on the topic. Research may include primary research, web-based research or other unpublished sources due to the currency of the topic. Endnotes and citations are used to identify research, and appendices may be appropriate to the content.

Research methodology

Any proven research method is acceptable. Here are two examples:

Qualitative research: The variables measured are qualitative in nature, e.g., thoughts, feelings, attitudes, beliefs, opinions. For example, the measurement of customer satisfaction is considered qualitative research. Data collection can include focus groups, in-depth interviews, etc.

Quantitative research: The variables measured are quantitative in nature, i.e., numerical data that are objectively, rather than subjectively, measured. For example, analyzing the amount of time patients spend with a physician is considered quantitative research. Data collection can include observations, surveys, etc.

Notification and recognition for achieving the FACMPE designation

The ACMPE Certification Commission and the MGMA Board of Directors vote monthly to confer and award the FACMPE designation. Once you have completed the Fellowship requirements, your name will be submitted for the vote. After the vote is final, ACMPE will send official notification of your advancement by mail and email and will recognize your achievement by:

- Sending you a news release regarding your accomplishment to distribute to publications of your choice
- Announcing your advancement in MGMA publications and posting your name on mgma.com
- Awarding you a certificate and plaque with your FACMPE designation
- Providing badge ribbons to indicate your Fellow status when you attend national MGMA events
- Listing your achievement on your official ACMPE transcript, which you can attach to your résumé to show evidence of ACMPE affiliation and achievement.
- Giving you a Fellow lapel pin
- Recognizing you at the Fellows Convocation at the ACMPE Recognition Reception at the MGMA Annual Conference
- Inviting you to the Fellows Dinner at the MGMA Annual Conference

Protocol for using the FACMPE designation

We strongly encourage Fellows to use the FACMPE designation after their names in every professional context, including correspondence, reports, articles, presentations, résumés, business cards, press releases, etc. Use “FACMPE” and not “F.A.C.M.P.E.”

To further clarify the meaning of FACMPE in a context such as a résumé, ACMPE encourages Fellows to add:

“A Fellow in the American College of Medical Practice Executives (FACMPE) has achieved board certification in medical practice management and the highest standards of performance in the field. The American College of Medical Practice Executives (ACMPE) recognizes an individual’s competence and advancement to Fellow when the individual has passed ACMPE’s multiple-choice and scenario-based examinations, written an acceptable professional submission and earned 50 continuing education credit hours.”

Maintaining the FACMPE designation

To maintain your FACMPE designation you must:

- Meet the [continuing education maintenance requirement](#) every three years
- Maintain membership in MGMA by paying annual membership dues

Note: Fellows who do not comply with the maintenance of certification and membership requirements will lose Fellow status and no longer be entitled to use the FACMPE designation. Those who wish to renew may have to reapply and begin the process anew.

Continuing education requirement

Continuing education encourages you to keep learning, improving and seeking best practices, as well as demonstrating personal and professional development and staying up to date with changes in the medical practice management field.

MGMA recognizes that numerous activities contribute to your professional growth and management effectiveness. Continuing education hours are granted for programs that include relevant content aimed at improving your management competence and medical practice management knowledge. Qualifying activities must also be interactive in nature and take place in a formal learning environment. You may receive credit for continuing education taken within one month prior to your Nominee acceptance date.

Be sure to review your transcript regularly to see how many credit hours you need to fulfill or maintain your certification.

ACMPE reserves the right to audit continuing education submissions at any time. Please retain documentation of your attendance for one additional year, following the end the previous three-year cycle. Please note the changes of continuing education requirements beginning January 1, 2019.

Types of continuing education requirements

There are two elements to the continuing education requirement: advancement and maintenance.

Advancement: You must reach a cumulative total of 50 credit hours for advancement to Certified Member (assuming that you've completed all other requirements). Hours accepted for advancement are accumulated starting 30 days prior to your application acceptance.

Maintenance: To maintain your status as a Certified Member or Fellow, you must earn and submit 50 credit hours every three years. The three-year cycles are scheduled as follows:

- Jan. 1, 2016, through Dec. 31, 2018
- Jan. 1, 2019, through Dec. 31, 2021
- Jan. 1, 2022, through Dec. 31, 2024

Note: For members who advance during the three-year cycle, the number of hours needed to maintain CMPE or FACMPE designation is prorated as indicated below

Advancement to CMPE date	Number of hours required by Dec. 31, 2018
• Jan. 1, 2016 to June 30, 2016	50
• July 1, 2016 to Dec. 31, 2016	40
• Jan. 1, 2017 to June 30, 2017	30
• July 1, 2017 to Dec. 31, 2017	20
• Jan. 1, 2018 to Dec. 31, 2018	0

Note: *If you do not meet the continuing education maintenance requirement and you do not request a one-time extension, your ACMPE status will be removed and you will no longer be entitled to use the CMPE or FACMPE designations. You will be allowed three years to retake the exams; upon successful completion, your CMPE and/or FACMPE designation will be restored.*

Activities that are eligible for credit hours

ACMPE accepts credit hours for programs that have relevant content directed toward improving your competence and knowledge development in medical practice management. Refer to the BOK for relevant topics.

ACMPE recognizes that numerous professional activities require significant time and commitment, and that those activities contribute to your growth and management effectiveness. However, to have an assignment system that is open but subject to identifiable boundaries, ACMPE accepts credit hours only for the following types of continuing education programs and activities:

- Education programs sponsored by MGMA and any of its constituent bodies, including MGMA state and local affiliates. One ACMPE credit is earned for every 60 minutes of educational content, rounded down to the nearest 0.25 (hour-for-hour credit)
- Education programs sponsored by other recognized professional associations and organizations (hour-for-hour credit)
- College and university coursework (variable credit hours)

- Number of credit hours = (60-minute hour X weeks per semester)
 - Ex: If class meets once a week for one hour for a total of 8 weeks: $1 \times 8 = 8$ hours
 - Use the last day of the semester for the entry date
- Books, articles and online course content published under your name, with partial credit granted for chapter authorship and co-authorship
 - Books
 - Up to 50 hours may be claimed for published works
 - 25 for co-authorship of a book
 - and 10-20 for single chapter(s)
 - 25 hours may be claimed for a published manual
 - Articles and reviews of literature = 10 hours, five hours for multiple authors
 - Second edition of book, previously received credit for original edition of book (credit granted in case-by-case basis, please contact the certification team at acmpe@mgma.com)
- Editorship of published books may be claimed for up to 50 hours credit.
- Formal oral presentations that are at least 30 minutes long (The first time you give a presentation, you will receive two credit hours for each presentation hour. For each additional time you give the same presentation, you will receive hour-for-hour credit. Whenever you give a presentation in collaboration with another speaker or as a panel participant, you will receive credit for the exact time of your portion of the presentation, hour for hour credit, with a minimum of 30 minutes in length.
- Assessments taken in conjunction with published materials, including professional journals, books or stand-alone assessment products (Credit will be granted only for the time required to complete the assessment. Time spent reading associated material is not eligible for credit. Types of assessments eligible for credit include multiple choice questions, short answer, essay and other standard assessment formats with at least five questions.)
- Poster presentations at conferences and meetings, allotted for only the number of clock hours that the authors are scheduled to staff their poster, according to the conference brochure (Credit hours will not be accrued for times during which the author is not present with the poster. The first time you give a poster session, you will receive two hours of credit for each presentation hour.)
- Distance-learning activities (e.g., audio conferences, self-study, Internet courses) in which a separation of place and/or time between the instructor and learner exists. To qualify for ACMPE credit, distance-learning activities must meet the following criteria:
 - The program must offer an opportunity for interaction and feedback for the learner (for instance, learning exercises, self-assessment, discussion guides, access to an instructor for questions).
 - It is not necessary to submit documentation at this time. Please review *2019 requirements*. Staff monitors entries through random audits, so it is important that you retain copies of your continuing education documentation during the three-year period.

- ⊖ Documentation must be provided regarding the amount of continuing education credit to be awarded for the program based on the estimated time to complete the program. One credit hour for every 60 minutes of educational time, rounded down to 0.25.
- The activity must be conducted within the context of a structured learning experience (variable credit hours).

Credit hours are not assigned to program activities such as opening and closing remarks, business meetings, board/committee meetings or attendance at in-house meetings such as orientation sessions at an institution for its employees.

Interactivity qualifications

- Live (Face-to-Face)
 - Based on length of time of activity (excluding non-educational portions)
 - 15-minute increments or 0.5 credit increments (round down)
 - Minimum number of credits is 0.5
 - Group reflection, opportunities to practice behavior
 - Polling questions, questions and answer opportunity with facilitator and/ or peers, and/or end of live educational activity or post assessment (test) to see if they feel their knowledge or understanding has changed or improved.
 - Can be in person or remotely, examples include:
 - Teleconference
 - Live internet webinars
 - Journal clubs
 - Simulation workshops
- Enduring (on-demand)
 - Based on length of time of activity/time it takes to satisfy its objective and/or purpose.
 - 15-minute increments or 0.25 credit increments (round down)
 - Minimum number of credits is 0.5
 - Provide an assessment or post assessment of the learner that measures achievement of the educational purpose and/or objective(s) of the activity with at least five questions per credit hour and/or opportunity allows for engagement with peers to ask and answer questions and/or polling question opportunities.

Submitting outside credit hours

After you attend an educational program, enter the credit hours that you have earned. There is no paperwork to submit at this time. ACMPE will monitor entries through random audits, so it is important that you retain copies of your continuing education documentation during the three-year period.

Qualification for continuing education credit

If the program content relates to the BOK, it may qualify for continuing education credit. ACMPE gives hour-per-hour credit, subtracting time spent for lunches and breaks. Qualifying activities must also be interactive in nature. You may receive credit for continuing education taken within one month prior to your Nominee acceptance date.

Extension

You may seek an extension if the continuing education maintenance requirement deadline is approaching and you know that you will be short of the 50 credit-hour minimum required to maintain your CMPE and/or FACMPE status in ACMPE. This is a **one-time, one-year extension** to make up the credit hours that you lack and meet the continuing education maintenance requirement. It is recommended that you apply for the extension only after all applicable continuing education credits have been entered on your transcript. For more information, contact ACMPE at acmpe@mgma.com.

- After you have filed for a one-year extension, you will receive confirmation if the request has been granted. However, you should not wait for this confirmation to begin accruing more credit hours.
- To maintain your status in ACMPE, you must submit a sufficient number of credits in the year of your extension to make up for the shortage.

ACMPE transcript

Your transcript will capture all your activities that fulfill the continuing education requirement. It will list information submitted and approved for credit hours. Your transcript will note when you achieve the CMPE and/or FACMPE designation. It also will help you keep track of your progress in meeting the continuing education requirement.

It is highly recommended that you regularly enter credits for educational activities into your transcript and track your progress toward completing this requirement.

Keeping track of your continuing education status

Periodically you will receive emailed reports regarding your current progress toward meeting the continuing education requirement. You can also access your ACMPE transcript online at any time. It is your responsibility to keep track of your progress in meeting the ACMPE continuing education advancement and maintenance requirements. Certified Members and Fellows will receive notice if they are in jeopardy of not meeting the maintenance requirement.

Appeals

MGMA recognizes that an applicant or member may wish to appeal a decision that has affected his or her admission, advancement or continuing membership. To request information about the appeals process, contact the Service Center toll-free at 877.275.6462, ext. 1888.

ACMPE reinstatement policy

The ACMPE reinstatement policy applies to individuals whose MGMA membership was canceled for nonpayment of dues. Individuals have up to three years to reinstate their membership without losing their certification history (exam and continuing education credit) and/or designation (CMPE or FACMPE).

To be considered for reinstatement of your credentials, the following criteria apply:

- The reinstatement policy applies to individuals whose MGMA membership was canceled for nonpayment of dues.
- The membership lapse cannot exceed three years.
- Individuals must pay current membership dues.
- A \$200 reinstatement fee will be assessed only if membership has lapsed for more than 12 months.
- Reinstated Certified Members and Fellows are required to become current with the continuing education maintenance requirement by the next continuing education requirement deadline.

2019 Program Enhancements

The role of certification and Fellowship has always been to distinguish skilled leaders who can solve healthcare's most pressing business challenges. These changes are intended to create stronger recognition and demand for ACMPE designations in the industry. The following program enhancements for ACMPE board certification and Fellowship take effect January 1, 2019.

2019 board certification enhancements

Note: You will have THREE years from your application date to become certified.

Step 1: Apply

- Have two years of *healthcare experience*
- Hold a bachelor's degree or earn 120 hours of college credit
- Be a current MGMA member
- Pay an application fee

Step 2: Become board certified

- Register and pass the multiple-choice exam
- Register and pass the scenario-based exam
- Earn 50 continuing education (CE) credit hours
 - 30 hours from MGMA resources
(12 hours required from MGMA national/state face-to-face events)
 - 20 additional hours from qualified sources

OR

Step 1: Apply

- Be a current MGMA member
- Pay an application fee

Step 2: Become board eligible

- Register and pass the multiple-choice exam

Step 3: Become board certified

- Hold a bachelor's degree or earn 120 hours of college credit
- Obtain two years of *healthcare experience*
- Register and pass the scenario-based exam
- Earn 50 continuing education (CE) credit hours
 - 30 hours from MGMA resources
(12 hours required from MGMA national/state face-to-face events)
 - 20 additional hours from qualified sources

Maintaining the CMPE designation

- Earn 50 continuing education (CE) credit hours
 - 30-hours from MGMA resources
(12-hours required from MGMA national/state face-to-face events)
 - 20 additional hours from qualified sources
- Remain an MGMA member

Highlights:

ACMPE board eligible classification: The ACMPE board eligible classification allows candidates to enter the board certification program through pathway two even though they may not yet meet the requirements of the bachelor's degree or the two years of healthcare experience. To achieve board eligibility, candidates must show understanding and knowledge of the principles of medical practice administration by passing the multiple-choice exam. Board certification will be achieved when candidates pass the scenario-based exam, complete the required continuing education credit hours and attain their bachelor's degree and two years of healthcare experience.

Continuing education requirements: To ensure the highest quality of education for our candidates and board-certified members, we will require that the 50 hours of continuing education now include 30 hours from MGMA state or national learning, including at least 12 face-to-face hours. The remaining 20 hours may come from either MGMA or qualified outside sources and will require proof of attendance or completion of post assessment. This will also apply to the 50 hours of continuing education required every three years to remain certified.

Certification deadline: Candidates who enter the board certification program in 2019 must complete their exams and 50 hours of continuing education within three years of their application date.

2019 Fellowship enhancements:

Note: You will have TWO years from your application date to achieve Fellowship.

Step 1: Apply

- Earn the Certified Medical Practice Executive (CMPE) designation.
- Be a current MGMA member.
- Pay and submit your Fellowship program application
- Hold a bachelor's degree with at least seven years of healthcare experience, including two years in a leadership role.

OR

- Hold a Master's degree with at least five years of healthcare experience, including two years in a leadership role.

Step 2: Prepare a Business Plan

- Review business plan submission requirements on page 12.
- Complete six volunteer hours
 - Three hours of community service
 - Three hours of healthcare related opportunities

Maintaining the FACMPE designation

- Earn 50 continuing education (CE) credit hours
 - 30-hours from MGMA resources
(12-hours required from MGMA national/state face-to-face events)
 - 20 additional hours from qualified sources
- Remain an MGMA member
- Complete six volunteer hours every three years

Highlights:

Education and experience eligibility: Starting in January 2019, Fellowship candidates must either have a bachelor's degree AND seven years of healthcare experience, OR a master's degree AND five years of healthcare experience. At least two years of this experience must be in a leadership role.

Business plan proposals: Fellows are thought leaders within healthcare organizations and should be able to demonstrate the ability to execute on dynamic solutions to business problems. In that spirit, the professional paper submission will be phased out and replaced with the submission of innovative business plan proposals that concretely demonstrate practical skills to current and potential employers.

Continuing education requirements: The required 50 hours of continuing education must include 30 hours from MGMA state and national learning, including at least 12 face-to-face hours. The remaining 20 hours may come from either MGMA or qualified outside sources. This will also apply to the 50 hours of continuing education required every three years to remain certified.

Volunteer hours: To showcase a commitment to their industry, Fellows will be required to complete six volunteer hours beginning in January 2019. These hours must include three hours from healthcare-related opportunities and three hours from community service.

Fellowship deadline: Candidates who enter the Fellowship program in 2019 will have two years from their application date to complete their Fellowship requirements.