



**Certified Healthcare  
Internal Audit Professional®  
(CHIAP®)**

**Candidate Handbook**

**Certification Program**

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## 1. About this Handbook

This handbook outlines information about the Certified Healthcare Internal Audit Professional® (CHIAP®) Certification Program and how to apply for it. The Association of Healthcare Internal Auditors (AHIA) suggests that all Applicants read this entire handbook before beginning the application process as it provides key information regarding how to obtain and maintain the CHIAP® credential.

This handbook allows a credential-seeking Applicant to:

- Learn about the CHIAP® eligibility requirements and application process.
- Find forms and other relevant resources.
- Understand the examination process.
- Understand what is required to maintain and renew your certification.
- Identify where to address questions regarding the CHIAP® credential.

Individuals moving through the certification program process are referred to as:

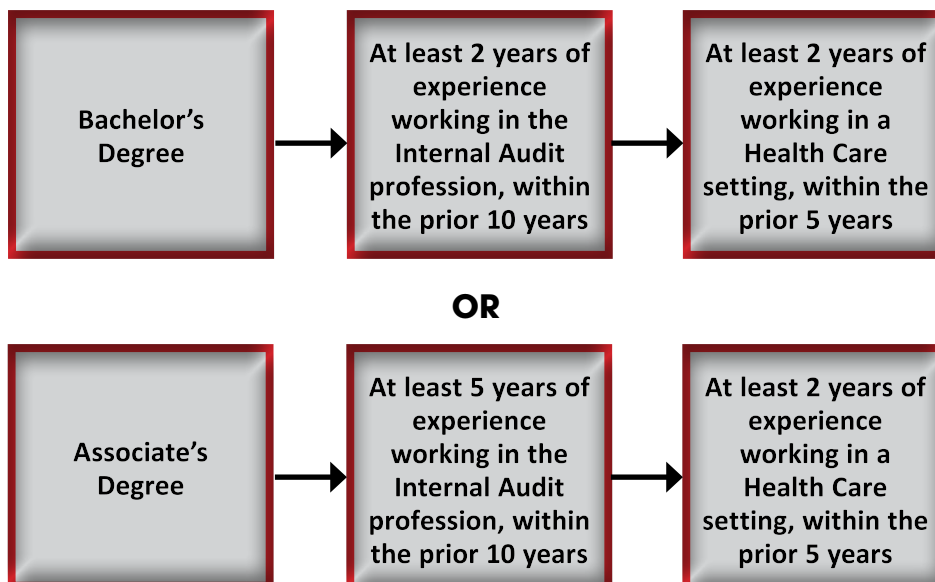
- **Applicant** - Person who is completing or has completed application form, but has not yet received feedback on the submission.
- **Candidate** - Person whose application has been approved, but has not yet passed the exam.
- **Certificant** - Person who has passed the exam and been awarded the CHIAP® credential.

## 2. Code of Ethics

In 2011, the AHIA Board of Directors considered the necessary elements of the healthcare internal auditing profession and formally endorsed The Institute of Internal Auditors (IIA) mandatory components of the International Professional Practice Framework (IPPF), which includes the official Definition of Internal Auditing, the *International Standards for the Professional Practice of Internal Auditing*, and the Code of Ethics. The IPPF is available at [theiia.org](http://theiia.org).

## 3. Eligibility Requirements to Apply to take the Certified Healthcare Internal Audit Professional® (CHIAP®) Examination

### Overview of Eligibility Requirements



### 3.1 Specific Details

- **Education**

Applicant should indicate the name of the accredited colleges or universities and the month/year they obtained any of the following degrees:

- Associate's
- Bachelor's

Applicants without a degree may submit an application but must demonstrate ten (10) years of combined healthcare internal audit experience.

A copy of the diploma conferring degree, official transcript, or letter from your college or university or Education Records Evaluation Services confirming your highest degree achieved **must** be uploaded at the time of application.

NOTE: If the legal name stated on degrees or transcripts has changed since earning the degree, a **Name Change Form** (refer to the **Appendix** section of the Candidate Handbook) must also be submitted with legal documentation of your name change (e.g., marriage license/certificate, divorce decree). All documents and forms uploaded in the online application must be in a PDF format.

- **Professional Work Experience**

Applicants must list work experience completed in order, starting with the current or most recent employer in order to demonstrate the following requirement.

Applicants will be required to upload **Employment Verification Forms** (refer to the **Appendix** section of the Candidate Handbook) at the time of application for each employer as needed to demonstrate the required years of work experience. Employment history will be verified. If audited by the AHIA Certification Committee, the Applicant/Candidate authorizes the Committee to contact current or recent employers.

Note: To fulfill the professional work experience requirement, the term internal audit profession includes experience in the areas of:

- Operational Internal Auditing.
- External consulting, if it includes working on audits/advisory services for a healthcare entity, with an internal audit/advisory focus. Pure external financial statement audit experience does not qualify as Healthcare Internal Auditing experience.
- Compliance - While compliance experience will be accepted, it is important for Candidates to have knowledge of the principles of healthcare internal auditing in order to be successful on the CHIAP® exam.

- **Attest to the AHIA Code of Ethics**

All Applicants will be required to attest that they will adhere to the AHIA Code of Ethics and agree to the [Statement of Understanding](#).

- **Pay the Application and Exam Fee**

Pay the Certification Application and Examination Fee at the time of application.

If an application is denied and the Applicant chooses to reapply, a new application must be submitted, including payment of the Application and Examination fee.

Membership with AHIA is not required to sit for the CHIAP® exam; however, members do receive discounts on the Application and Examination fee (refer to the **Fees** section of the Candidate Handbook).

## 4. Examination Application Process

### Definitions

- **Applicant** – Individual submitting an application to sit for the exam through the AHIA online Certification Management System (CMS)
- **Candidate** – Individual approved to sit for the exam
- **Eligibility Period** – Period within which a Candidate may schedule to sit for the exam
- **Review** – Evaluation of application by AHIA for completeness and sufficiency to meet stated requirements
- **Audit** – Source verification of application by AHIA

### Applications

Applications must be submitted online using AHIA's CMS. For details on how to access the system, establish a profile, and submit an application, refer to the **Appendix** section of the Candidate Handbook.

Eligibility requirements and underlying documentation to be provided with the application cover Personal Information, Demographics, Education, and Experience. Refer to the **Eligibility Requirements** section of the Candidate Handbook for details.

For the Application and Exam Fee, refer to the **Fees** section of the Candidate Handbook for details.

International Applicants will be handled:

- Application and all attachments must be in English.
- Education – Letter of verification from the Applicant's school regarding degrees and equivalency.
- Experience – Letter of verification from the Applicant's employer Human Resources office.
- Payment of Application and Examination Fee must be made with U.S. funds.

An application will be considered incomplete for any of the following reasons:

- Missing one or more elements of required information
- Not executed through the AHIA's CMS

The Applicant may submit a newly executed application for consideration, including payment of the Application and Exam Fee, if a previously submitted application was rejected because it was incomplete.

### Examination Application Review and Audit

- Each application will be reviewed within 10 business days of receipt to assess whether all elements of required information have been completed. An incomplete Application for Certification will be rejected, and the Applicant will be notified by email.  
The Candidate Application Review Subcommittee will further review and scrutinize the content of all information included in a complete Application for Certification to verify that the eligibility requirements have been met.
- For disclosures that an Applicant has been convicted of a felony:
  - Applicant will be given an opportunity to explain circumstances.
  - Documentation of the arrest/court proceeding will be required.
- All applications are subject to audit at any time from submission through the end of the Candidate's two (2) year Eligibility Period.
  - Audits will be performed for no less than 10% of all applications
  - Applications will be selected randomly.
  - Audits will include verifying employment through the employer, using Employment Verification Forms that the Applicant will provide.

## Legal Name Changes

### Before application submission:

- If the name on your educational records is no longer your current legal name, you must upload a **Name Change Form** and legal documentation of your name change (e.g., marriage license/certificate, divorce decree) during the application process. This form can be found on the AHIA website at [www.ahia.org/certification/resources/forms](http://www.ahia.org/certification/resources/forms) or refer to the **Appendix** section of the handbook.

### After application submission:

- If your name has been legally changed after your application has been submitted, you must email the **Name Change Form** and legal documentation of your name change to [info@ahia.org](mailto:info@ahia.org) and the AHIA staff will update your Candidate profile.

## Eligibility Period

- Candidates are eligible to sit for the exam and may schedule their initial certification exam and any retake exams within two (2) years of the date their application was approved. Candidates may take the exam **no more than three (3) times** during their Eligibility Period. Refer to **Register to take Exam, Scheduling an Examination Appointment, and Retaking the Exam** sections of the Candidate Handbook for details.
- Refunds will be issued on request. Refer to the **Refund Policy** section of the Candidate Handbook for details.

## 5. AHIA Certification Program Fees

### 5.1 Application and Examination Fee

The appropriate fee for the initial certification examination must be submitted by the Applicant with the completed online application in United States currency.

#### Application and Examination Fee:

AHIA member . . . . . \$495

Non-member . . . . . \$745

By joining AHIA as a new member prior to submitting the CHIAP® certification examination application, overall you can save \$30 on the non-member Application and Examination Fee (e.g., standard AHIA individual membership fee \$220 + Certification Application and Examination Fee \$495 = \$715 total cost).

Learn about the [AHIA Membership Benefits](#) and [Join AHIA](#) today.

### 5.2 Refund Policy

The Application and Examination Fee will be:

- *Refunded*, minus a \$100 processing fee, if the Applicant is determined by AHIA to be ineligible for the initial certification examination
- *Forfeited* and will not be refunded if the eligible Candidate who is approved to take the examination does not schedule an examination with the 2-year eligibility period or fails to report for an examination appointment.

If the Application and Examination Fee has been refunded or forfeited and the Candidate still wishes to take the certification examination, a new application and the appropriate fee must be submitted.

### 5.3 Other Fees

#### Re-testing Fee

In the event that a Candidate fails to pass the certification exam on the first attempt, they will be allowed to retake the exam two (2) additional times during their two (2) year examination eligibility period. For each retake of the exam the Candidate must pay a Re-testing Fee of \$150, prior to scheduling their exam retake appointment.

### **Administrative Fee**

An Administrative Fee of \$150 must be paid to reschedule an exam appointment during the Candidate's two (2) year eligibility period when:

- A scheduled exam appointment is missed by the Candidate because they did not show up for the appointment.
- There were extenuating circumstances claimed by the Candidate which AHIA deemed not in compliance with AHIA's Exam Policies and Procedures on extenuating circumstances.

There is no charge for cancelling and rescheduling an exam appointment one time, if done at least 30 days before the initially scheduled appointment date.

### **Certification Renewal Fee**

A Certification Renewal Fee of \$100 for AHIA members/\$150 for non-members is due on the Certificant's specified renewal date for submission of the required Continuing Professional Education (CPE). The same renewal fee applies to Certificants maintaining Inactive status.

A Certificant who fails to timely renew their certification has up to six (6) months after the specified renewal date to submit the required CPE and Certification Renewal Fee, including a Penalty Fee of 50% (i.e., \$150 AHIA members/\$225 non-members).

### **Certificate Fee**

A hard-copy certificate is provided to all Certificants free of charge at the time the CHIAP® is awarded. An additional hard-copy certificate can be requested for a fee of \$50.

## **5.4 Acceptable Payment Methods**

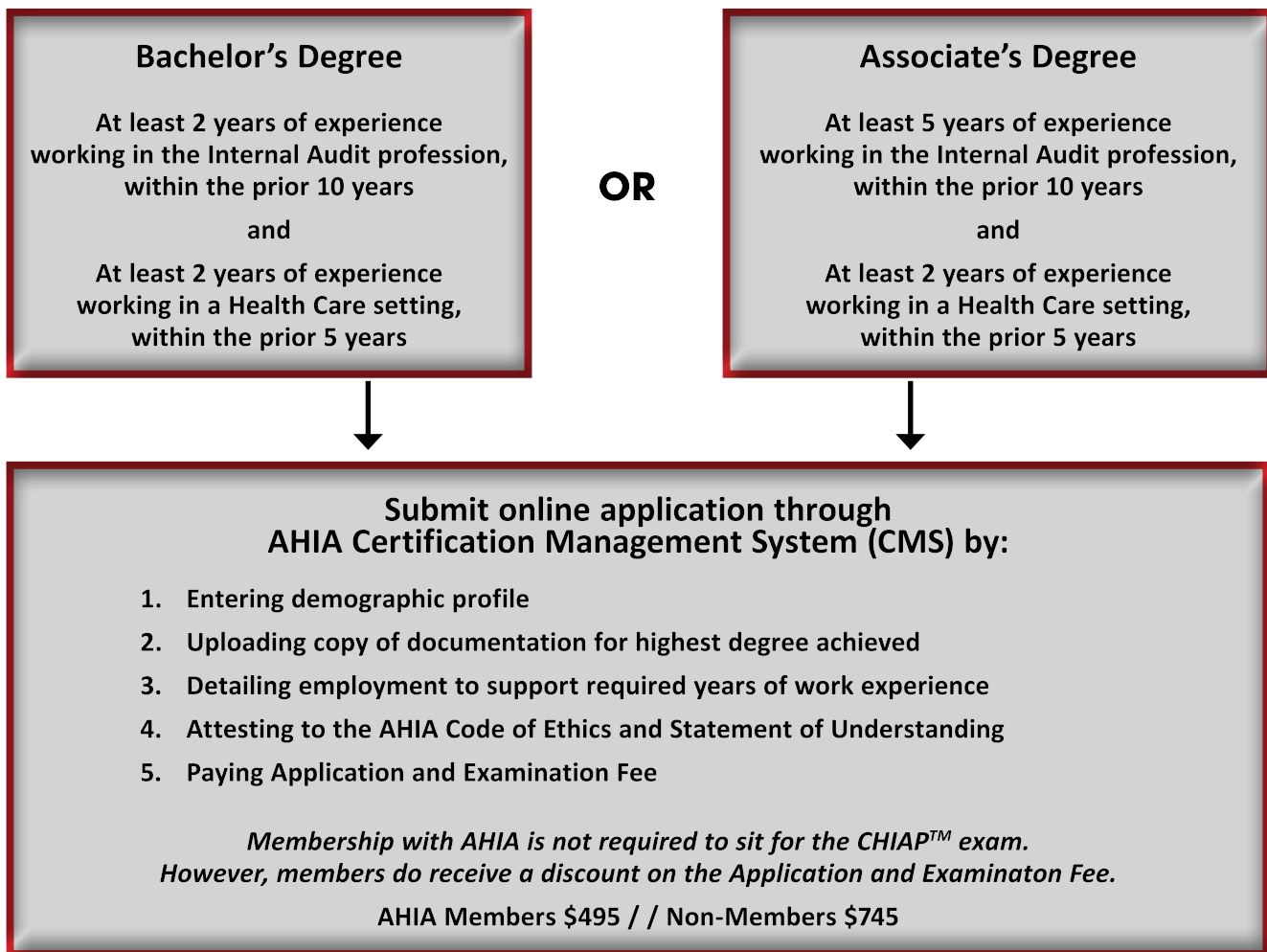
Applicants and Candidates may provide payment by credit card (Visa, MasterCard, American Express, or Discover) or check (payable to Association of Healthcare Internal Auditors). Access to the Certification Management System will not be granted until payment is received in full. Check payments will delay application submissions and review.

## 6. Online Application Certification Management System

After you have thoroughly reviewed this handbook, visit [www.ahia.org/certification/application-process](http://www.ahia.org/certification/application-process) to prepare for your online application submission in the Certification Management System (CMS). You will be required to upload forms in your online application, and they should be completed and signed before you begin. All documents and forms uploaded in the online application must be in PDF format. Carefully review the eligibility requirements, instructions, and forms available online and in the **Appendix** section of this handbook.

When you are ready to submit your application, click 'Apply Now!' at [www.ahia.org/certification/application-process](http://www.ahia.org/certification/application-process) and you will be directed to the online store to pay the appropriate certification fee. After checkout, you will be directed into the CMS to complete your candidate profile and submit your online application. Instructional documents with screen shots of the online application system are available at [www.ahia.org/certification/resources/forms](http://www.ahia.org/certification/resources/forms).

After your application has been reviewed, you will be notified via email with instructions to schedule your exam at a PSI testing center.





## **7. Exam Policies and Procedures**

### **7.1 About the Exam**

The AHIA Certified Healthcare Internal Audit Professional® (CHIAP®) certification examination is a computer based, closed-book (without the use of any online or hard copy reference documents or any assistance from another individual), proctored multiple-choice exam delivered by PSI Services (PSI) at various locations throughout the United States and internationally. The exam is comprised of 175 multiple choice questions aligned to the Exam Content Outline (refer to the **Exam Content** section of the Candidate Handbook for details), which must be completed within four (4) hours. Each exam item is presented to an examinee, with the response then being evaluated against a pre-defined scoring criterion.

To take the examination, advance arrangements must be made. A complete online application must be submitted, along with an Application and Examination Fee (refer to the **Fees** section of the Candidate Handbook for details) through AHIA's website. Certification exam scheduling and testing administration are provided to AHIA by PSI.

To retake the examination, the Candidate must apply for the retake exam through AHIA's website and submit a Re-testing Fee (refer to the **Retaking the Exam** section of the Candidate Handbook for details) before scheduling a new examination date with PSI.

### **7.2 Preparation for Exam**

In preparing for the certification exam Candidates should:

- Read through the entire AHIA CHIAP® Certification Program Candidate Handbook
- Visit AHIA's exam preparation page at [www.ahia.org/certification/resources/exam-preparation](http://www.ahia.org/certification/resources/exam-preparation), where you can review exam specifications and content outline
- Know when and where the test will be given, appear on time with any required materials (i.e., two (2) forms of valid identification) and be ready to be tested (refer to the **Sitting for Exam - On the Day of Your Examination** section in the Candidate Handbook for details).

### **7.3 Eligibility for Exam**

#### **Application**

Applicants become eligible to schedule and take the certification exam once their CHIAP® certification application has been approved by AHIA.

AHIA will notify you by email when your application has been successfully validated. The email will also provide you with exam scheduling information, a unique Candidate Identification Number, and a link to PSI's website where you must create an account and schedule your exam appointment.

You will have two (2) years from the date your candidate application is approved to successfully complete the exam.

#### **Examination Fee**

The fee for the registering and sitting for the exam is included in the Application and Examination Fee submitted with your online application (refer to the **Fees** section of the Candidate Handbook for details).

If you do not pass the exam and wish to apply for an exam retake during your two (2) year candidate eligibility period, you will be required to pay a Re-testing Fee of \$150.

## **7.4 Exam Scheduling, Rescheduling, and Cancellations**

### **Register to take the exam**

Once you are notified by email of your approval to sit for the exam, you should create an account with PSI through their website so you can schedule an exam appointment.

You will have two (2) years from the date your certification application is approved to schedule an exam appointment. AHIA cannot guarantee seating at the PSI testing centers. Therefore, AHIA recommends that you schedule your exam appointment as soon as possible. (See **Scheduling an Examination Appointment** below.)

You may take the exam up to three (3) times within the two (2) year candidate eligibility period. In the event you do not pass the exam on the first attempt, you are allowed to apply for a re-test for up to two (2) more times during the candidate eligibility period. The Candidate will be contacted directly by AHIA staff after an exam failure with instructions on how to pay the Re-testing Fee of \$150 and schedule their re-take exam, as well as with information on how many attempts you have left and when the eligibility period expires. Should you fail the exam three (3) times within the two (2) year eligibility period, you will be required to re-apply for eligibility to sit for the exam and submit the full Application and Examination Fee.

### **Scheduling an Examination Appointment**

After you have applied to sit for the certification exam and received notification of your eligibility by email, you may schedule an examination appointment. You may schedule your examination appointment anytime within the two (2) year eligibility period. Appointments must be scheduled at least 30 days before the date of the exam. AHIA cannot guarantee seating at the PSI testing centers. Therefore, AHIA recommends that you schedule your exam appointment as soon as possible. Testing center hours may vary by location and times available will reflect the four (4) hour exam. (e.g., a testing center may be open until 5pm; however, a four-hour exam would have to be scheduled no later than 1pm.)

Candidates who require a special testing accommodation must complete the AHIA **Special Accommodations Request Form** at the time of initial application or subsequent to being approved as a Candidate for the exam before scheduling their exam date (refer to the **Special Accommodations** section of the Candidate Handbook for details).

Candidates are offered exam availability based on their preferred region, country, or state, as appropriate by one of the following methods:

- **Telephone Registration**

To schedule an examination by phone, please call **800-211-2754**. Live operators are available 24 hours a day, 7 days a week.

- **Internet Scheduling**

For the fastest and most convenient test scheduling process, PSI recommends the Candidate access their website at [home.psiexams.com](http://home.psiexams.com) and select a desired testing date and location.

After scheduling your examination appointment online, you will receive an email confirmation from no-reply@psiexams.com, which will contain the test date, time, site address, and driving directions.

When you contact PSI to schedule an appointment, please be prepared to confirm a date and location for testing and to provide your name and Candidate Identification Number, which will be included in the candidate eligibility email you receive from AHIA. All individuals are scheduled on a first-come, first-served basis.

### **Cancellation of Exam Appointment**

- **Cancellation of Appointment by Candidate**

You may cancel a scheduled exam appointment at any time. If you need to cancel due to an emergency refer to the **Extenuating Circumstances** section below to view AHIA's policy.

There is no charge for cancelling and rescheduling an exam appointment if you do so at least 30 calendar days before your scheduled appointment date.

If you cancel an appointment less than 30 calendar days from your scheduled exam date and wish to reschedule for another exam date within your eligibility period, you will be charged a \$150 Administrative Fee (refer to the **Retaking the Exam** and **Other Fees** sections of the Candidate Handbook for details) before you will be permitted to book a new exam appointment.

- No Show

If you do not show up for your scheduled exam appointment, no Examination Fees will be refunded nor is the Examination Fee transferable to a new exam booking within your eligibility period. You will be entitled to schedule a new exam appointment within your eligibility period; however, you will be charged a \$150 Administrative Fee (refer to the **Other Fees** section of the Candidate Handbook for details).

- Extenuating Circumstances

AHIA understands that there are times when personal emergencies may cause a Candidate to reschedule or cancel an exam less than 30 calendar days of the scheduled appointment, or miss a scheduled exam appointment (resulting in a No-Show status). These cases are referred to as Extenuating Circumstances and would require the following documentation to be submitted to AHIA for evaluation and determination:

- Medical emergency: Candidate illness

- Doctor's note and/or emergency room admittance:

- Must be signed by a licensed doctor
- Must include the date of medical visit
- Must include contact information for the licensed doctor
- Does not need to give details of the illness or emergency, but the doctor should indicate that the Candidate should not test, or that the condition may impact the Candidate's ability to test

- Medical emergency: Illness in the immediate family (defined as spouse, child/dependent, parent, grandparent, or sibling):

- Doctor's note and/or emergency room admittance

- Must be signed by a licensed doctor
- Must include the date of medical visit
- Must include contact information for the licensed doctor
- Does not need to give details of the illness or emergency, but the doctor should state the relationship of the Candidate to the patient being treated

- Military deployment

- Military documentation must be provided

- Death in the immediate family (defined as spouse, child/dependent, parent, grandparent, or sibling):

- Must include the date of death and deceased name and relationship to the deceased

- Court Appearance – Court Subpoena of the Candidate or minor child or Jury Summons of the Candidate

- Must include the date
- Must specifically name of the Candidate or minor child, where necessary

- Traffic Accident

- Police report and/or receipt from the towing company

- Must include the date and name the Candidate
- Must include contact information

- Natural disaster (defined as flood, earthquake, hurricane, or other weather condition causing a state of emergency where the Candidate resides):

- Copy of news article or public notices indicating the date of the disaster and area impacted
- Candidate's residential address and map highlighting location within the impacted area

NOTE: Extenuating circumstances do not include work-related circumstances.

If extenuating circumstances force you to either miss your scheduled exam appointment (resulting in a No-Show status) or cancel an exam appointment less than 30 days of the scheduled date), contact AHIA within 72 hours of the cancellation or missed exam sitting by email at [info@ahia.org](mailto:info@ahia.org) with an explanation and supporting documents (e.g., medical documentation, deployment papers). The extenuating circumstances will be assessed and, if approved by AHIA, the Administrative Fee charged to reschedule an exam will be waived. If your extenuating circumstance claim is not approved or you do not contact AHIA within 72 hours, you will be required to pay the \$150 Administrative Fee to schedule a new exam appointment during your eligibility period (refer to the **Other Fees** section of the Candidate Handbook for details).

### **Rescheduling/Canceling Examination Appointment**

Candidates may reschedule/cancel an exam appointment one time by calling PSI at **800-211-2754**. There is no charge to reschedule an appointment if completed 30 calendar days prior to the scheduled appointment date. Any rescheduling completed less than 30 calendar days of the scheduled appointment will be charged a \$150 Administrative Fee.

### **Cancellation of Exam by AHIA**

- Inclement Weather/Power Failure/Other Emergency

In the event of inclement weather or unforeseen emergencies on the day of an examination, PSI will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. The examination will usually not be rescheduled if the test center personnel are able to open the test center.

You may visit [www.psonline.com/openings](http://www.psonline.com/openings) prior to the examination to determine if PSI has been advised that any test centers are closed. Every attempt is made to administer the examination as scheduled; however, should an examination be canceled at a test center, all scheduled Candidates will receive notification following the examination regarding rescheduling or reapplication procedures.

The examination is computer-based, thus if power to a test center is temporarily interrupted during administration of the exam, the examination will be restarted. The responses provided up to the point of interruption will be intact.

- Rescheduling an Exam Cancelled by AHIA

Refer to the **Scheduling an Examination Appointment** section above for details.

## **7.5 Exam Administration and Testing Centers**

### **Testing Agency**

The AHIA has contracted with PSI Services to assist in the development, administration, scoring, and analysis of the certification exam. PSI is a leader in the testing industry, offering certification, licensing, talent assessment, and academic solutions worldwide.

PSI has more than 70 years of experience providing worldwide testing solutions to corporations, federal and state government agencies, professional associations, certifying bodies, and leading academic institutions. PSI offers a comprehensive solutions approach from test development to delivery to results processing, including pre-hire employment selection, managerial assessments, licensing and certification tests, distance learning testing, license management services, and professional services.

### **Examination Administration**

The examination is offered by computer at approximately 250 PSI test centers located throughout the United States, as well as internationally. The examination is administered by appointment only Monday through Saturday. Appointment starting times may vary by location. Candidates are scheduled on a first-come, first-served basis.

The examination is not offered on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day (and the following Friday)
- Christmas Eve
- Christmas Day

### **Test Center Locations**

PSI test centers have been selected to provide accessibility to the most Candidates in all states and major metropolitan areas, as well as internationally. A current listing of PSI test centers, including addresses and driving directions, may be viewed at the [www.psiexams.com](http://www.psiexams.com) website. Specific address information will be provided when you schedule an examination appointment. Refer to the **Appendix** section of the Candidate Handbook for a current listing of PSI test centers.

### **What to Expect at a PSI Test Center**

Refer to the **Sitting for Exam - On the Day of Your Examination** section below for details of what to expect at the test center and what to bring as proof of identification.

### **Time Allotted to Sit for Exam**

Candidates are allowed four (4) hours to take the exam.

### **Special Accommodations for the Exam – Arrangements for Candidates with Disabilities**

Refer to the **Special Accommodations** section of the Candidate Handbook for details.

## **7.6 Sitting for Exam - On the Day of Your Examination**

PSI staff adhere to approved procedures to ensure the test center meets AHIA testing criteria. You may view the following link to get an overview of what to expect at a test center, <https://psi.wistia.com/medias/3321yp1ic8>.

Please review the following information prior to your exam date to ensure familiarity with the procedures.

### **Confidentiality**

By taking the AHIA CHIAP® examination, the Candidate understands and agrees that the exam, which includes all aspects of the exam, including, without limitation, the test, scenarios/questions, responses, examples, and other information presented or contained in the exam and exam materials belongs to AHIA and constitutes AHIA's confidential information (collectively referred to as "Confidential Information"). The Candidate agrees to maintain the confidentiality of AHIA's Confidential Information at all times and understands that any failure to maintain the confidentiality of AHIA's Confidential Information may result in disciplinary action against the Candidate by AHIA or other adverse consequences, including, without limitation, nullification of his/her exam, loss of his/her credentials, and/or litigation. Specifically, the Candidate understands that he/she may not, for example, discuss, publish, or share any exam scenarios/questions, his/her responses or thoughts on any questions, or the exam's format in any forum or media (e.g., via email, Facebook, LinkedIn).

### **Arriving for Examination Appointment**

On the day of your examination appointment, report to the test center no later than your scheduled time, but preferably 30 minutes before your scheduled appointment. Once you enter the building, look for the signs indicating PSI Test Center Check-In. A Candidate who arrives more than 15 minutes after the scheduled examination time will not be admitted and will forfeit the Application and Examination Fee. Refer to the **Cancellation of Exam Appointment** section of the Candidate Handbook for further details.

## Identification

Candidates **must** have proper identification to gain admission to the Test Center. Failure to provide appropriate identification at the time of the examination is considered a missed appointment. There will be no refund of Examination Fees.

To gain admission to the test center, you must present two forms of identification. The primary form must be a current, government issued identification and include your name, signature, and current photograph. No form of temporary identification will be accepted. You will also be required to sign a roster for verification of identity.

Examples of valid primary forms of identification are:

- Driver's license
- Government issued identification card, from the country in which the Candidate is testing
- Passport
- Military identification card

The secondary form of identification must display your name and signature for signature verification (e.g., credit card with signature, social security card with signature, employment ID card with signature).

Unacceptable forms of primary identification are:

- Employee identification card or work badge
- University or college identification card
- Insurance card
- Photo identification card without name
- Expired photo identification card

If your name on your exam registration is different than it appears on your identification, you must bring proof of your name change (e.g., marriage license, divorce decree, court order).

## Security

PSI administration and security standards are designed to ensure all Candidates are provided the same opportunity to demonstrate their abilities. The test center is continuously monitored by audio and video surveillance equipment for security purposes. The following security procedures apply during the examination:

- Examinations are proprietary. No cameras, notes, tape recorders, pagers or cellular/smart phones are allowed in the testing room. Possession of a cellular/smart phone or other electronic devices is strictly prohibited and will result in dismissal from the examination.
- No calculators are allowed, nor is one required for the examination.
- No guests, visitors, or family members are allowed in the testing room or reception area.

## Personal Belongings

Personal items (e.g., bags, books, notes), valuables, or weapons should not be brought to the test center or taken into the testing room. Large coats and jackets must be left outside the testing room.

You will be provided a soft locker to securely store your wallet, watch, purse, and/or keys with you in the testing room. The proctor will lock the soft locker prior to you entering the testing room, which will either be hung on the back of the Candidate's chair or the wall in the testing room. You will not have access to these items until after the examination is completed.

Once you have placed your personal belongings into the soft locker, you will be asked to pull out your pockets to ensure they are empty. If you bring personal items that will not fit in the soft locker, you will not be able to test. The site will not store or be responsible for your personal belongings.

If any personal items are observed or heard (e.g., cellular/smart phones, alarms) in the testing room after the examination is started, you will be dismissed and the Examination Fee will not be refunded.

### **Examination Restrictions**

- Pencils will be provided during check-in.
- You will be provided with one piece of scratch paper at a time to use during the examination, unless otherwise noted on the sign-in roster for a particular Candidate. You must return the scratch paper to the proctor at the completion of testing or your Score Report will not be issued.
- No documents or notes of any kind may be removed from the test center.
- No questions concerning the content of the examination may be asked during the examination.
- Eating, drinking, or smoking is not permitted in the test center.
- You may take a break whenever you wish, but you will not be allowed additional time to make up for time lost during breaks. NOTE: Refer to the **Special Accommodations** section of the Candidate Handbook for details.

### **Misconduct**

If you engage in any of the following conduct during the examination you may be dismissed, your scores will not be reported, and the Examination Fee will not be refunded:

- Create a disturbance, are abusive, or otherwise uncooperative;
- Display and/or use electronic communications devices such as pagers, cellular/smart phones;
- Talk or participate in conversation with other examination Candidates;
- Give or receive help or are suspected of doing so;
- Leave the test center during the administration;
- Attempt to record examination questions or make notes;
- Attempt to take the examination for someone else;
- Are observed with personal belongings, or
- Are observed with unauthorized notes, books or other aids.

### **Computer Login**

After your identification has been confirmed, you will be directed to a testing carrel. You will be prompted on-screen to enter your candidate identification number. Your photograph, taken before beginning the examination, will remain on-screen throughout your examination session. This photograph will also print on your Score Report.

### **Practice Examination**

Prior to attempting the timed examination, you will be given the opportunity to practice taking an examination on the computer. The time you use for this practice examination is not counted as part of your examination time. When you are comfortable with the computer testing process, you may quit the practice session and begin the timed examination.

### **Timed Examination**

Following the practice examination, you will begin the timed examination.

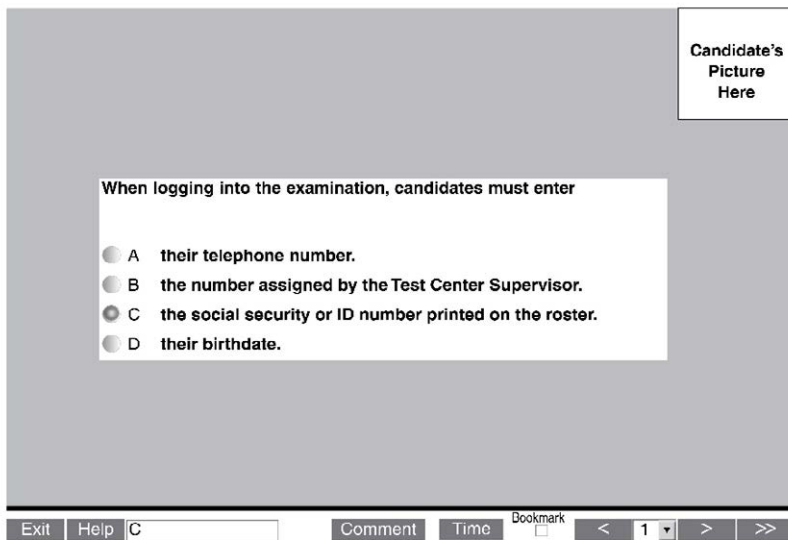
Before beginning, instructions for taking the examination are provided on-screen. The examination contains 175 questions. Four (4) hours are allotted to complete the examination.

The following is a sample of what the computer screen will look like when Candidates are attempting the examination.

The computer monitors the time you spend on the examination. The examination will terminate if you exceed the time limit. You may click on the "Time" button in the lower right portion of the screen to monitor your time. A digital clock indicates the time remaining for you to complete the examination. The time feature may also be turned off during the examination.

Only one examination question is presented at a time. The question number appears in the lower right portion of the screen. The entire examination question appears on-screen. Indicate your choice by either typing in the letter A, B, C, or D in the response box or clicking on the option using the mouse. To change your answer, enter a different option by typing A, B, C, or D or clicking on the option using the mouse. You may change your answer as many times as you wish during the examination time limit.

To move to the next question, click on the forward arrow (>) in the lower right portion of the screen. This action will move you forward through the examination question by question. If you wish to review any questions, click the backward arrow (<) or use the left arrow key to move backward through the examination.



A question may be left unanswered for return later in the examination session. Questions may also be bookmarked for later review by clicking in the blank square to the right of the Time button. Click on the double arrows (>>) to advance to the next unanswered or bookmarked question on the examination. To identify all unanswered and bookmarked questions, repeatedly click on the double arrows (>>).

When the examination is completed, the number of questions answered is reported. If not all questions have been answered and there is time remaining, return to the examination and answer those questions. Be sure to answer each question before ending the examination. There is no penalty for guessing.

## Candidate Comments

During the examination, you may make comments for any question by clicking on the Comment button to the left of the Time button. This opens a dialog box where comments may be entered. Comments will be reviewed, but individual responses will not be provided.

## Following the Examination

After finishing the examination, Candidates are asked to answer a short evaluation of their examination experience. Then, Candidates are instructed to report to the examination proctor to retrieve personal items stored in the soft locker.

Your Score Report will indicate "pass" or "fail" and will be reported in written form only by U.S. mail. Scores are not reported over the telephone, by electronic mail, or by facsimile. If you fail the exam, additional detail is provided on your raw scores by major content categories of the exam. A raw score is the number of question you answered correctly. Your pass/fail status is determined by your raw score.

Even though the examination consists of 175 questions, your score is based on 150 questions; 25 questions are designated pretest questions. Your answers for the pretest questions will not be included in the scored examination result. Pretest questions will be disbursed within the examination, and you will not be able to determine which of the questions are for pretesting and which will be included in your score. This is necessary to ensure that Candidates answer pretest questions in the same manner as they do scored questions. This allows the question to be validated as accurate and appropriate before it is included as a measure of candidate competency.

Scoring the results of the initial offering of an AHIA CHIAP® examination form may take up to six (6) weeks from the end of the exam cycle. (Refer to the **Examination Results, Scoring** section in the Candidate Handbook for details.)

For subsequent examination cycles, a preliminary Score Report will be provided to each Candidate prior to leaving the test center location, with the official Score Report being mailed within 15 business days to the Candidate's address within AHIA's CMS. Candidates should ensure their profile within AHIA's CMS reflects their current mailing address.



## 7.7 Examination Results

### Scoring

The initial certification exam passing score is determined using sound analysis and tried and true psychological measurement techniques. Healthcare internal audit subject matter experts from a broad base within the healthcare internal auditing practice, including members of AHIA, created the exam questions and, after extensive analysis of test data, set a passing score that ensures the exam's difficulty is within a healthy margin.

NOTE: If you are in the first group to take the initial examination offering of the AHIA CHIAP® exam, your scores may be delayed by up to six (6) weeks; thereafter, preliminary examination completion results will be available to the Candidate at the completion of the computer-based test.

All certification programs establish a level that must be met by each Candidate in order to earn a certification and the passing score defines that threshold. Some of the reasons that AHIA chose to maintain the passing score in confidence are outlined below:

- Some certification programs establish a "scaled score", which they share with Candidates. This involves statistically converting a Candidate's correctly answered questions on the exam to a scaled score. AHIA opted against using this methodology due to concerns of causing confusion to many people.
- Furthermore, in the certification community it is common practice to retire or remove certain questions from an exam after the exam has been exposed to a number of Candidates. As the AHIA CHIAP® certification program grows and more Candidates complete the exam, AHIA will create new forms of the exam, ensuring that the same level of difficulty is present in each subsequent exam form. However, each new exam version will ultimately have a slightly different passing score. AHIA's opted approach avoids this method of scoring in order to avoid potential confusion to test takers.
- Scores cancelled by AHIA or PSI – AHIA is responsible for the integrity of the scores it reports. On occasion, occurrences such as computer malfunction or misconduct by a Candidate may cause a score to be suspect. AHIA is committed to rectifying such discrepancies as expeditiously as possible. AHIA may void examination results if, upon investigation, violation of its regulations is discovered.

### Communicating Examination Results

Exams are conducted at proctored sites using computer-based testing and grading, which is the standard for evaluating rigorous certification exams. Exam results are reported as "pass" or "fail", not with a percentage or numerical grade.

**For the initial offering of a CHIAP® certification exam form, PSI will generate the examination completion results approximately six (6) weeks after the end of the exam cycle, which will be provided to AHIA. AHIA will mail each Candidate completing the examination a Score Report with official exam results.**

For all subsequent exams, after completion of the exam the Candidate will receive a Score Report with their preliminary examination results before departing the Testing Center location. AHIA will send each Candidate completing the examination a Score Report, by mail, confirming your official results no later than 15 business days after your exam date. Candidates should ensure their profile within AHIA's CMS reflects their current mailing address.

#### • Passing Score

Candidates who have successfully completed their examination will be awarded the Certification and provided a hard-copy Certificate (refer to the **CHIAP® Certificate** section of the Candidate Handbook for details). The Certification remains the property of AHIA, which may withdraw, cancel, revoke, change the scope of, or otherwise annul the Certification for cause.

#### • Failing an Exam

Candidates who did not successfully complete the examination will be notified at the time they receive their official Score Report instructions for retaking the exam.

AHIA's standard policy provides Applicants with the opportunity to take the certification exam up to three (3) times, if required, within the two (2) year candidate eligibility period. You will be charged a \$150 fee each time you re-take the exam (refer to the **Other Fees** section of the Candidate Handbook for details). All exams must be scheduled and completed within the two (2) year examination eligibility period.

- **Record Retention Requirements**

AHIA applies best business practices with regards to retention, security, and disposal of paper and electronic records received from Applicants, Candidates, and Certificants. These processes are reviewed annually and may be modified at any time for compliance with local, state, and federal laws affecting record retention.

Certification records are considered confidential information, including but not limited to transcripts, education records, continuing education documents, as defined by the Family Educational Rights and Privacy Act (FERPA) of 1974, and financial data and individual identifiable information/unique identifiers under Payment Card Industry (PCI) Data Security Standards and Federal Regulations.

Candidates are required to upload certification records into the AHIA Certification Management System (CMS), the repository for all certification and recertification applications, files, and pertinent and associated information. Information entered into the AHIA Certification Management System remains a permanent electronic record. In the event of a circumstance involving litigation, disposal of any documents pertaining to the litigation may be suspended.

All documents submitted for application or recertification consideration become the property of AHIA. At such time that these certification records are no longer required for the processing of an application or valued for its information, they will be destroyed per the AHIA Records Management and Retention Policy. Individuals should retain copies of their records for personal use. AHIA is under no obligation to return or issue copies of these documents for future use by a Certificant. Failure to submit the required documentation or fees or the submission of duplicate information surrounding eligibility requirements will delay the review and approval of an application.

- **Certification Exam Score Review and Appeals**

The AHIA is responsible for and committed to accurate tabulation and reporting of the examination scores. Under current AHIA examination development processes, exam items are written, reviewed, and validated by qualified healthcare internal audit professionals. The AHIA periodically conducts a review of all exams to identify questions that may be flawed or performing poorly and issues a new version of each item as needed. Even with these processes, an occasional flawed question may remain unidentified. The appeals process is designed not only to ensure fairness for all Candidates, but also as an additional mechanism to improve the quality of our exams.

If you have concerns about one or more specific questions on the exam or you receive a failing score in your results and wish to challenge it, you may submit a formal complaint/appeal to the AHIA. A complaint/appeal must be submitted to AHIA in writing through postal mail (refer to the **Complaint Process** and **Appeal Process** sections of the Candidate Handbook for details).

The AHIA will acknowledge receipt of a complaint/appeal in accordance with the AHIA Complaint and Appeal processes. During the complaint/appeal process, the AHIA will review your exam results along with your specific question challenges. If the AHIA finds the question(s) you have challenged to be faulty or flawed and it is determined that the results of your exam were affected by the question(s), a new score may be calculated.

## **Reporting Results**

Official results are communicated to the Candidate within 15 business days of the exam completion date to the address listed in the Candidate's profile in AHIA's CMS.

**NOTE: For an initial offering of a CHIAP® examination form, the official scoring of the exam will be completed within six (6) weeks of the end of the exam cycle.**

To ensure the confidentiality of scores, exam results will not be released by telephone or fax. Candidates should ensure their profile within AHIA's CMS reflects their current mailing address.

Once released, your results will also be available in your My CHIAP® Profile on the AHIA website.

Candidates who pass the AHIA exam earn certification without any further action.

## **7.8 CHIAP® Certificate**

Once a Candidate has successfully completed the examination, AHIA will mail a hard-copy AHIA CHIAP® certificate to the Certificant.

Additionally, a digital pdf file containing a printable certificate will be available in your My CHIAP® Profile, accessible online at [www.ahia.org/certification/my-chiap-profile](http://www.ahia.org/certification/my-chiap-profile). The digital certificate can be accessed by the Certificant during their two (2) year certification cycle.

A re-issue of the hard-copy AHIA CHIAP® certificate may be requested by a Certificant in good standing by email to [info@ahia.org](mailto:info@ahia.org); a \$50 Certificate Fee must be submitted to AHIA prior to re-issuance.

## **7.9 Use of Credential**

Use of CHIAP® and Certified Healthcare Internal Audit Professional® Credential

Once you have satisfied all AHIA CHIAP criteria and been awarded the credential, you are known as a Certificant. A Certificant in good standing is authorized to use the CHIAP® (block letters) or Certified Healthcare Internal Audit Professional® designation after their name on business cards, email and hard copy signatures, individual name on letterhead and stationery, resumes, LinkedIn profile and other social media sites, and employment or professional association directory listings and websites.

Your exam result will contain information on how to maintain and renew the CHIAP® credential and a copy of AHIA's Use of Credential Policy.

Correct use of the marks is outlined below:

- Always use capital letters when displaying the acronym, CHIAP
- Never use a period after each letter
- Use the ® symbol when referencing CHIAP or Certified Healthcare Internal Audit Professional for the first time in a document or publication; thereafter, the symbol is not required

Refer to the **Appendix, Example of Mark Usages** section of the Candidate Handbook for further details on the correct use of the marks.

No provisional or interim use of the certification marks is allowed. Retired, Suspended, or Expired status Certificants may not refer to themselves as a CHIAP or Certified Healthcare Internal Audit Professional.

In adherence with the AHIA's Code of Ethics, you will only use the CHIAP designations in the manner stated above and will not use the designations in company names, domain names, product names, or any other unauthorized manner.

Permission to use the CHIAP® mark may be terminated at any time by AHIA for any breach of AHIA policies, procedures, or terms.

AHIA retains all registered certification marks and other ownership rights concerning its marks. Therefore, AHIA reserves and may use, the full range of legal remedies and related sanctions available under applicable laws and corporate policies to protect the marks. Infringement of AHIA's marks will be challenged.

Questions concerning the proper use of the marks should be submitted in writing to AHIA at [info@ahia.org](mailto:info@ahia.org) and should include the phrase "Use of AHIA Certification Marks" in the subject line.

## **7.10 Retaking the Exam**

In the event that a Candidate fails to pass the certification exam on the first attempt, they will be allowed to retake the exam two (2) additional times during their two (2) year examination eligibility period. There is a waiting period of a minimum of 30 days between each examination attempt.

Candidates who fail to pass the certification exam will be contacted by AHIA within two (2) business days with instructions for submitting the required Re-testing Fee of \$150, and subsequently schedule an exam retake appointment with PSI.

For each repeated failure after the third (3<sup>rd</sup>) attempt, the Candidate will be required to wait one (1) year before attempting to take the exam again.

## **8. Special Accommodations**

### **Testing Accommodations for the Exam – Arrangements for Candidates with Disabilities**

- A Candidate may request that a testing center accommodate the Candidate's disability, handicap, or any other condition that may impair a Candidate's ability to take the exam and may request specific procedure changes, in writing, to AHIA **prior to scheduling an examination.**
- Candidates who require a special testing accommodation can notate the request in their online certification application and upload the **Special Accommodations Request Form** at that time. If a condition arises after the application has been submitted and/or approved, an Applicant/Candidate should complete the AHIA **Special Accommodations Request Form** and send it to AHIA at [info@ahia.org](mailto:info@ahia.org) before scheduling their exam date. (Refer to the **Appendix** section of the Candidate Handbook to access the Form.)
- Submitted documentation must follow ADA guidelines in that psychological or psychiatric evaluations must have been conducted within the last three (3) years. All medical/physical conditions require documentation of the treating physician's examination conducted within the previous three (3) months.
- Candidates will receive further information on scheduling an examination with accommodations once their request has been reviewed and approved.
- Examples of requests which can be accommodated are:
  - Drink (Applicant-provided)
  - Short break to stand and stretch
  - NOTE: All Candidates are allowed to get a drink or stand and stretch during the exam. However, if you have a condition that will require you to drink at your computer throughout the exam or prohibits you from sitting for an extended period of time, these requests would be considered special accommodations.
  - Enlarged Font
  - Extra Time (time and one-half or double time)
  - Job Access with Speech (JAWS)
  - Reader
  - Screen Magnifier
  - Scribe
  - Separate Room
  - Sign Language Interpreter (to facilitate communication with test center personnel only)
- AHIA's exam provider, PSI, will provide reasonable accommodations for Candidates with disabilities:
  - Wheelchair access is available at all established test centers. Candidates must advise PSI at the time of registration that wheelchair access is necessary.
  - Candidates with visual, sensory, or physical disabilities that would prevent them from taking the examination under standard conditions may request special accommodations and arrangements.
    - Verification of the disability and a statement of the specific type of assistance needed must be made in writing to AHIA at least 45 calendar days prior to your desired examination date by completing the **Special Accommodations Request Form**. All special accommodation requests must be accompanied by supporting medical or health-related documentation for review by AHIA.
    - Reasonable efforts will be made to accommodate the request. In instances where the local testing center cannot provide for the special accommodations, PSI will work with the Applicant to identify a suitable alternative. PSI will contact you regarding the decision for any accommodations requested.

- Once the requested accommodations have been reviewed by PSI for a scheduled exam appointment, PSI will be unable to add any additional special accommodations to the existing exam appointment.

Please contact AHIA at [info@ahia.org](mailto:info@ahia.org) if you need any additional assistance to apply for the certification exam or arrange your accommodations with PSI.

## 9. Certification Maintenance and Renewal

The Association of Healthcare Internal Auditors (AHIA) is an international organization dedicated to the advancement of the healthcare internal auditing profession, which includes auditing disciplines such as operational, compliance, clinical/medical, financial and information technology.

“In 2011, The AHIA Board formally endorsed The Institute of Internal Auditors’ (IIA) mandatory components of the International Professional Practice Framework (IPPF). They are the official Definition of Internal Auditing, the *International Standards for the Professional Practice of Internal Auditing*, and the Code of Ethics. The IPPF is available at [theiia.org](http://theiia.org).<sup>1</sup> Among other areas, these standards address continuing education. Specifically, Standard 1230 – Continuing Professional Development states internal auditors must enhance their knowledge, skills, and other competencies through continuing professional development.

### Overview of CPE Requirements

<b>Continuing Education Requirements</b>	<ul style="list-style-type: none"> <li>▪ CHIAP™ certificate holders must earn forty (40) hours of Continuing Professional Education (CPE) every two (2) years, including two (2) hours related to Ethics.</li> <li>▪ At least ten (10) hours of CPE must be earned each year.</li> <li>▪ Carryover of hours is not allowed.</li> <li>▪ Certificate holders classified as Retired status are not required to renew Certification.</li> </ul>
<b>Qualifying CPE Activities</b>	<ul style="list-style-type: none"> <li>▪ Training courses approved by the National Association of State Boards of Accountancy (NASBA) and any training provided by AHIA shall qualify as CPE.</li> <li>▪ One (1) hour of CPE is defined as fifty (50) minutes.</li> </ul>
<b>Renewal Requirements</b>	<ul style="list-style-type: none"> <li>▪ Must renew by December 31 every two years and report the CPE hours earned. <ul style="list-style-type: none"> <li>▪ No CPE is required in the year in which Certification is granted; thus, CPE would be reported and the Certification renewed by the third December 31st after obtaining Certificate.</li> </ul> </li> <li>▪ Renewal Fee: AHIA Members \$100 / / Non-Members \$150</li> <li>▪ Certificate holders are subject to audit to verify compliance with renewal requirements. Supporting documentation does not need to be submitted with your renewal unless your renewal is selected for audit.</li> <li>▪ Failure to renew your certification and report CPE requirements by the reporting deadline will result in you automatically being placed in “suspended” status and the loss of the privilege to use your certification until all renewal requirements are met. <ul style="list-style-type: none"> <li>▪ You may convert your certification to “active” status within one year by reporting your continuing education hours, paying the renewal fee, plus paying an additional 50% penalty fee.</li> <li>▪ If your certification status remains “suspended” for more than six (6) months, your certification will be classified as “expired” and you will have to reapply, including taking the certification examination.</li> </ul> </li> </ul>

### 9.1 CPE Requirements

#### Continuing Education Requirements

AHIA requires active certificate holders to earn forty (40) hours of Continuing Professional Education (CPE) every two (2) years, including two (2) hours related to Ethics. Each year shall include at least ten (10) hours of continuing education credit. Carryover of continuing education hours to future recertification periods is not allowed. Certificate holders classified as Retired status are not required to renew Certification.

<sup>1</sup> <https://www.ahia.org/about/professionalstandards/>

## Qualifying CPE Activities

Training courses approved by the National Association of State Boards of Accountancy (NASBA) and any training provided by AHIA shall qualify as CPE. One (1) hour of CPE is defined as fifty (50) minutes.

The most recent issue of The Statement on Standards for Continuing Professional Education (CPE) Programs, effective September 1, 2016 may be found at:

[https://www.nasbaregistry.org/\\_media/Documents/Others/Statement\\_on\\_Standards\\_for\\_CPE\\_Programs-2016.pdf](https://www.nasbaregistry.org/_media/Documents/Others/Statement_on_Standards_for_CPE_Programs-2016.pdf)

## 9.2 Renewal Cycle Timeline

### Renewal Requirements

The AHIA requires active certified individuals to renew their certification by December 31 every two (2) years, including reporting they have met the CHIAP® CPE requirements to continue using their AHIA certification. No CPE is required in the year in which Certification is granted. Thus, after initially being awarded the certification, the Certificant must report their CPE and apply to renew their certification by the third December 31.

Certificants are subject to audits verifying compliance with renewal requirements. Supporting documentation does not need to be submitted with your renewal unless your renewal is selected for audit.

### Failure to Renew by December 31

Failure to renew your certification and report CPE requirements by the reporting deadline will result in you automatically being placed in Suspended status. (Refer to the **Appendix** section of this handbook for a complete list of certification status definitions.) This will result in your loss of the privilege to use your certification until all renewal requirements are met. You may convert your certification to Active status within six (6) months by reporting your required continuing education hours and eight (8) additional CPE hours (penalty education hours), paying the renewal fee, plus paying an additional 50% penalty fee. If your certification status remains suspended for more than six (6) months, your certification will be classified as Expired and you will have to reapply for certification, including taking the certification examination.

### Electing Inactive Status at Renewal

At the time of renewal, if a certificate holder has temporarily left the healthcare internal audit profession or is unable to meet the recertification requirements due to unusual and/or extenuating circumstances beyond their control (e.g. unemployment, military assignment, medical condition), they may request a change to Inactive status and pay the Inactive Renewal Fee. (Refer to the **Appendix** section of this handbook for further details regarding electing Inactive Status.)

### Inactive Status Renewal

A CHIAP assigned to an Inactive status is exempt from CPE reporting requirements until such time as they wish to return to Active status. To maintain Inactive status, the Certificant must pay the Inactive Renewal Fee by the last month (December) of their current two-year Inactive status period. Failure to renew will result in a transfer to Suspended status (Refer to Section **14.7 Certification Status Definitions** of this handbook.)

CHIAP® Certification Renewal Conditions	Key Certification Renewal Cycle Dates
<b>Applicant is awarded certification...</b>	August 2019
Certificant's <b>CPE Renewal Cycle begins on...</b>	January 1, 2020
Certificant's <b>CPE Renewal Cycle ends on...</b>	December 31, 2021
<b>Reminder notice sent to all Certificants</b> to submit recertification continuing education credits and Recertification Fee through the CMS...	September 1, 2021
Certificant's <b>recertification renewal payment and reporting of CPE is due no later than...</b>	December 31, 2021
If renewal payment and reporting of CPE is not submitted by the end of the two-year certification renewal cycle, <b>Certificant is placed in Suspended status</b> effective...	January 1, 2022
If within six (6) months of being placed in Suspended status the Certificant has not reported the required CPE plus the CPE penalty of an additional eight (8) hours, and paid the Renewal Fee, the <b>Certificant's credential expires on...</b>	July 1, 2022

### 9.3 CPE Reporting and Recertification Application Process

#### Renewal Requirements

Certificants should submit continuing education credits earned in support of recertification of their CHIAP through the Certification Management System (CMS). CPE can be entered throughout the two-year reporting cycle. The system is set up to track the requirement of 40 total CPE, with no less than 10 per year; thus, it will automatically tally how many credits have been submitted and how many are still required. Certificants are not required to enter each CPE activity individually. Instead, you may make one entry for each year of your reporting cycle, with the total CPE hours earned in each year. (Refer to the **Appendix** section of this handbook for instructional documents with screen shots of the CPE reporting process, also available at [www.ahia.org/certification/resources/forms](http://www.ahia.org/certification/resources/forms).)

A Certificant who has been placed in Suspended status can enter continuing education credits earned plus the eight (8) hours of penalty CPE after the recertification cycle has ended (in the example above, the period of 1/1/2022 through 6/30/2022).

#### Failure to Meet Continuing Education Requirements by December 31

Failure to fully adhere to the AHIA CPE requirements for recertification will result in a CPE penalty of eight (8) additional hours of continuing education. Non-compliance would include not meeting one or more of the following requirements:

- Forty (40) hours of CPE over the two-year reporting cycle
- At least ten (10) hours in each reporting year
- Two (2) hours related to ethics during the two-year reporting cycle

The eight (8) CPE penalty hours must be completed and reported prior to the end of the six (6) month Suspended status period (in the example above this would be June 30, 2022), otherwise the Certificant’s credential expires. The credits earned toward the CPE penalty requirement may not be counted towards the CPE requirements for the subsequent recertification reporting period.

#### Recertification Application

The Certificant will attest that the information in their profile and the CPE activity submitted are accurate when remitting the Renewal Fee. (Instructional documents with screen shots of recertification payment and application process will be provided prior to September 1, 2022).

#### Audit

AHIA will audit a sample of recertification applications submitted for each renewal cycle. The CMS has functionality, which will randomly select the applications to be audited based on criteria defined by the AHIA Certification Committee. The Certificant will be notified via an automatic system email that their recertification application has been selected for audit. The email will include instructions regarding documentation to be provided by the Certificant. Failure to comply with an audit request or failure to pass the audit will result in the Certificant’s credential being revoked.

### 9.4 Certification Renewal Fee

Active certificate holder is a member in good standing with the AHIA . . . . .	\$100 fee to renew certification
Active certificate holder is a non-member of AHIA . . . . .	\$150 fee to renew certification
Inactive certificate holder is a member in good standing with the AHIA . . . . .	\$50 fee to renew certification
Inactive certificate holder is a non-member of AHIA . . . . .	\$75 fee to renew certification

Refer to the **Other Fees** section of the Candidate Handbook for details.

## 10. Exam Content

The CHIAP® Certification Exam consists of 175 multiple choice questions to be completed in a four (4) hour time limit. Each item in the examination was carefully developed in accordance with the Body of Knowledge (BOK) established for AHIA through a job analysis study of the healthcare internal audit industry. This study was implemented and analyzed with the assistance of our exam vendor, PSI, by the AHIA Job Analysis Advisory Committee (JAAC).

The BOK is guided by overarching internal audit principles, as well as principles for compliance and privacy. These principles are applied in the acute care, post-acute care, ambulatory care, and health plan settings. The exam items were distributed among the BOK topics, which cover four categories: Business Aspects of Care Setting, Revenue Cycle, Regulatory Environment, and Core Business Functions, shown in Exhibit 1.

After significant analysis and discussion, a detailed content outline was developed, encompassing 45 tasks and 80 topics. Exhibit 2 specifies the industry knowledge that is relevant to a healthcare internal auditor.

The exam questions will integrate the internal audit tasks that are summarized in Exhibit 3 with the healthcare BOK (Exhibit 1). For example, a question might ask about risk assessment when performing a radiology operational audit. Exhibit 3 shares the examination task specifications.

In addition to content development, the JAAC also considered the cognitive complexity of the content. Exam questions require the Candidates to demonstrate recall, application, or analysis level thinking with 50 questions involving recall, 80 covering application, and 20 applying analysis level thinking, plus 25 pre-test questions.

Refer to the **Exam Preparation** section of this handbook and review the sample examination questions online at [www.ahia.org/certification/resources/exam-preparation](http://www.ahia.org/certification/resources/exam-preparation).

Going forward the Certification Committee will continue to administer and oversee the Certification Program, ensuring a bank of questions for future certification exams is maintained. Additionally, on a bi-annual basis the Committee will re-assess the current exam pool and revise the exam content.

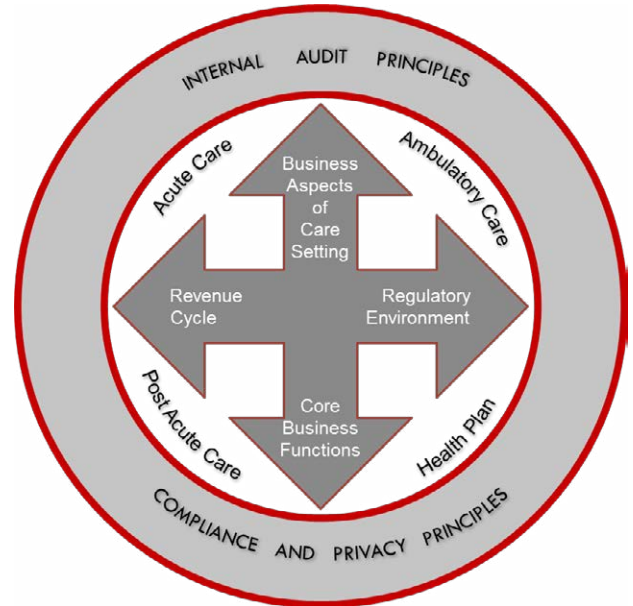


Exhibit 1 – Healthcare Internal Audit Body of Knowledge



Exhibit 2 – Industry Knowledge Specifications

<b>Association of Healthcare Internal Auditors (AHIA) Examination Specifications</b>	
<b>1. Business Aspects of Care Setting</b>	<b>30</b>
<b>A. Core Care Settings</b>	
<ol style="list-style-type: none"> <li>1. Physician Practices (professional fee services)</li> <li>2. Acute Care Hospitals (including emergency department, ancillary departments, and other clinical care activities)</li> <li>3. Post-Acute Care (rehab, behavioral, skilled nursing facilities, home care, assisted living, durable medical equipment, hospice, retail pharmacy)</li> </ol>	
<b>B. Other Care Settings</b>	
<ol style="list-style-type: none"> <li>1. Urgent Care Centers</li> <li>2. Ambulatory Surgery Centers</li> <li>3. Freestanding Imaging Centers</li> <li>4. Freestanding Emergency Departments</li> <li>5. Specialty Hospitals</li> <li>6. Medical Office Buildings</li> <li>7. Virtual Medicine</li> </ol>	
<b>2. Revenue Cycle</b>	<b>40</b>
<b>A. Health Insurance Provider Revenue Cycle Elements</b>	
<ol style="list-style-type: none"> <li>1. Enrollment and eligibility</li> <li>2. Benefits administration</li> <li>3. Reimbursement fee schedule</li> <li>4. Claims processing</li> <li>5. Claim appeals</li> </ol>	
<b>B. Health Care Provider Reimbursement</b>	
<ol style="list-style-type: none"> <li>1. Medicare</li> <li>2. Medicaid</li> <li>3. Advantage Programs</li> <li>4. Commercial Payors</li> <li>5. Self Pay</li> <li>6. Research Sponsors</li> </ol>	
<b>C. Health Care Provider Revenue Cycle Elements</b>	
<ol style="list-style-type: none"> <li>1. Scheduling</li> <li>2. Preregistration</li> <li>3. Registration / Patient Access</li> <li>4. Provision of Services and Documentation</li> <li>5. Charge Capturing</li> <li>6. Discharge</li> <li>7. Coding</li> <li>8. Billing</li> </ol>	
<b>D. Revenue Deductions</b>	
<ol style="list-style-type: none"> <li>1. Contractual adjustments</li> <li>2. Administrative adjustments</li> <li>3. Charity care</li> <li>4. Bad debt writeoffs</li> <li>5. Payment Posting</li> <li>6. Collections</li> <li>7. Management Monitoring / Key Performance Indicators</li> </ol>	
<b>3. Regulatory Environment</b>	<b>20</b>
<b>A. Regulatory Bodies</b>	
<ol style="list-style-type: none"> <li>1. CMS</li> <li>2. OIG</li> <li>3. OCR</li> <li>4. DEA</li> <li>5. FDA</li> <li>6. The Joint Commission</li> <li>7. State Regulators</li> </ol>	
<b>B. Regulations</b>	
<ol style="list-style-type: none"> <li>1. HIPAA</li> <li>2. Stark and Anti-Kickback</li> <li>3. False Claims Act</li> <li>4. CMS Conditions of Participation</li> <li>5. CMS Conditions of Payment</li> <li>6. Affordable Care Act</li> <li>7. Physician Payment Sunshine Act</li> <li>8. EMTALA</li> <li>9. IRS Regulation 501(r)</li> </ol>	
<b>4. Core Business Functions</b>	<b>60</b>
<b>A. Operational / Financial</b>	
<ol style="list-style-type: none"> <li>1. Payroll</li> <li>2. Procurement</li> <li>3. Materials Management</li> <li>4. Foundations</li> <li>5. Cash Management</li> <li>6. Human Resources</li> <li>7. Joint Ventures</li> <li>8. Finance / Accounting</li> <li>9. Contract/Vendor Management</li> <li>10. Business Continuity</li> <li>11. Research</li> </ol>	
<b>B. Information Technology</b>	
<ol style="list-style-type: none"> <li>1. Electronic Medical Record Systems</li> <li>2. Revenue Cycle Systems</li> <li>3. Information Governance</li> <li>4. Cybersecurity</li> <li>5. Biomedical Devices</li> <li>6. Clinical Systems</li> </ol>	
<b>C. Compliance</b>	
<ol style="list-style-type: none"> <li>1. Corporate Compliance / Legal</li> <li>2. Privacy</li> <li>3. Credentialing and Privileging</li> <li>4. Accreditation</li> <li>5. Conflict of Interest</li> </ol>	
<b>D. Administrative Functions</b>	
<ol style="list-style-type: none"> <li>1. Risk Management</li> <li>2. Enterprise Risk Management</li> <li>3. Quality</li> <li>4. Patient Safety</li> <li>5. Organizational Governance</li> <li>6. Strategic Planning</li> </ol>	
<b>Totals</b>	
<b>150</b>	

Exhibit 3 – Examination Task Specification

<b>1. Risk Assessment (35 items)</b>
<ul style="list-style-type: none"> <li>A. Identify organizational objectives for a process.</li> <li>B. Identify key components of a process and all stakeholders impacted.</li> <li>C. Identify risks inherent in the process (e.g., operational, fraud, reputational, legal, financial).</li> <li>D. Document the process as designed.</li> <li>E. Establish control expectations.</li> <li>F. Identify control gaps in a process.</li> <li>G. Use data analytics to identify potential risk areas.</li> </ul>
<b>2. Planning (40 items)</b>
<ul style="list-style-type: none"> <li>A. Research industry best practices, organizational policies, control frameworks, and regulations related to a project.</li> <li>B. Collaborate with key departments (e.g., compliance, legal, risk management) to identify risk and coordinate work.</li> <li>C. Define scope and objectives of audit project.</li> <li>D. Design an audit program to evaluate controls and operational processes.</li> <li>E. Design special examination or consulting procedures as requested by management.</li> <li>F. Identify data needs to conduct audit procedures.</li> <li>G. Notify audit client of upcoming project.</li> <li>H. Assess independence and objectivity of assigned project staff.</li> </ul>
<b>3. Fieldwork (40 items)</b>
<ul style="list-style-type: none"> <li>A. Conduct entrance meeting.</li> <li>B. Execute the designed audit program or special procedures.</li> <li>C. Modify the audit program as circumstances necessitate.</li> <li>D. Determine adequacy and sufficiency of relevant information technology controls.</li> <li>E. Analyze results of testing and data analysis.</li> <li>F. Identify issues that require evaluation by other departments (e.g., compliance, legal).</li> <li>G. Validate exceptions noted with the audit client.</li> <li>H. Perform root cause analysis for identified issues.</li> <li>I. Formulate recommendations to address identified issues.</li> <li>J. Conduct periodic status report meetings with the audit client.</li> <li>K. Verify all audit procedures were performed.</li> <li>L. Document procedures performed and conclusions reached.</li> <li>M. Review work papers for completeness, accuracy, and compliance with IIA Standards.</li> </ul>

Source: A Job Analysis Study of the Healthcare Internal Auditor 2017.

## 11. Exam Preparation

### What is the Virtual Learning Library?

AHIA has developed a Virtual Learning Library (a learning management system) to correspond with the Body of Knowledge categories. The Virtual Learning Library will allow CHIAP® certification Candidates to review AHIA content which can support their preparation for the exam and enhance their professional knowledge in the healthcare internal audit industry. The Virtual Learning Library houses a variety of educational content developed since 2016. The system will continue to be updated and populated with materials as they are developed in the future.

### What AHIA educational content is available in the Virtual Learning Library?

- Conference Proceedings
- Recorded Webinars and Tech Talks
- New Perspectives Articles
- White Papers

## Accessing the Virtual Learning Library

The Virtual Learning Library will be available for annual subscription purchase at the price of:

- AHIA Member . . . . . \$50
- Non-Member . . . . . \$100

Learn more about the AHIA Virtual Learning Library and purchase your subscription by visiting [www.ahia.org/education/virtual-learning-library](http://www.ahia.org/education/virtual-learning-library).

A “How To” guide to help you navigate the new AHIA Virtual Learning Library is available at [www.ahia.org/education/virtual-learning-library](http://www.ahia.org/education/virtual-learning-library).

Once you have logged onto the Virtual Learning Library, you will be able to:

- Browse courses in the Body of Knowledge Catalog.
- Create your learning plan by enrolling in and completing courses.
- Return to courses you enrolled in, but did not yet complete.
- Review your completed courses.

## 12. Complaint Process

The Association of Healthcare Internal Auditors (AHIA) has established the following process in an effort to provide fairness to any Certified Healthcare Internal Audit Professional® (CHIAP®) facing discipline for noncompliance to certification requirements, CPE sponsors, and others. The process provides the accused (Respondent), via a formal complaint, an opportunity to respond to the complaint before taking action. Below is a description of how the process works.

### **Who can submit a Complaint?**

Complaints may originate from the public, another CHIAP®, a current or former employer, and/or other sources. AHIA itself may also initiate a complaint. The AHIA Complaint and Appeals Committee will investigate all submitted complaint forms, regardless of their source.

### **How do I file a Complaint?**

If you believe a CHIAP® has violated certification requirements or if you have concerns about CPE sponsor administration or program content and any efforts to resolve the issue have been unsuccessful, you may file a complaint by completing the **Complaint Form** (“Complaint”). (Refer to the **Appendix** section of the Candidate Handbook to access the Form.)

Complaints:

- Must be in writing.
- Must detail the specific claim(s) against the individual and/or sponsor.
- Must include facts supporting the alleged violation.
- Must include supporting documentation and other evidence that corroborates and supports the allegation. (Examples include copies of correspondence, documents and/or pictures that substantiate the allegation)
- Should redact all sensitive and confidential information. (You may be contacted if this type of information is needed during the investigation)
- Should include the complainant’s signature. However, this is not required. (See Anonymous Complaints below.)

- Must be mailed to the following address:  
**AHIA Certification Program - Complaints**  
**111 West Jackson Blvd., Suite 1412**  
**Chicago, IL 60604 USA**

*NOTE: Do not email Complaint Forms.* The AHIA is not responsible for sensitive information transmitted electronically. The Complaint and Appeals Committee does not accept complaints filed verbally or by facsimile.

The accused (Respondent) will receive notification of the complaint via a letter from the AHIA Complaints and Appeals Committee to the Respondent's last known address. The letter will include a copy of the complaint, as well as the complainant's identity, if known.

### **Can I file a Complaint Anonymously?**

You may file your complaint anonymously, but you still need to submit the Complaint Form. If the AHIA Complaint and Appeals Committee is unable to contact you for insufficient information within the complaint, the complaint will not be investigated and will be considered closed without any action taken.

### **What types of Complaints do you receive?**

Complaints vary.

Complaints investigated by the AHIA Complaint and Appeals Committee include, but are not limited to:

- CHIAP® credential use by expired certifications and non-certified healthcare auditors.
- Misrepresentations.
- Failure to disclose a conflict of interest.
- Failure to maintain competency (includes CPE requirements).
- Felony conviction.
- Failure to provide professional care.
- Ethics violations.
- Examination questions and scoring concerns.
- CPE program administration.
- CPE program content.

Complaints not investigated by the AHIA Complaint and Appeals Committee include:

- Fee disputes.
- Minor errors or mistakes.

### **What happens to my complaint once received by AHIA?**

Upon receipt of a written complaint, the AHIA Complaint and Appeals Committee completes an initial review. The AHIA Complaint and Appeals Committee may:

- Request an Informal Fact Finding Conference Call (IFF) to determine if probable cause exists to initiate an investigation. (See Informal Fact Finding Conference Call section below for further details.)
- Assign a Presiding Officer and begin the investigation process due to evidence substantiating the complaint.
- Forward and/or file a complaint to the National Association of State Boards of Accountancy (NASBA) for CPE courses recognized by NASBA.

The Presiding Officer must complete the investigation within a reasonable amount of time. The type and difficulty of the complaint, cooperation of the Respondent, work load, and required assistance all factor into the length of the investigation and resolution time. The AHIA Complaint and Appeals Committee's goal is to close a complaint within 180 days from the receipt of a complaint. Upon completion of the investigation, the Presiding Officer will draft an Opening Letter (see Opening Letter section below) to the CHIAP® or CPE Sponsor involved (Respondent).

***What is an Informal Fact Finding Conference Call?***

An Informal Fact Finding Conference Call (IFF) provides an opportunity for the AHIA Complaint and Appeals Committee and the Respondent to speak directly to one another. The purpose of the IFF is for the AHIA Complaint and Appeals Committee to ask and the Respondent to answer questions related to the complaint. Prior to the convening of an IFF, the Respondent receives notice that contains the specific allegations, and any information that the AHIA Complaint and Appeals Committee will rely upon in making a decision. The Complainant (if known) receives notice of the IFF and may participate on the call. An IFF may result from the request of an AHIA Complaint and Appeals Committee member, or the Respondent. Complainants cannot request an IFF. If necessary, witnesses will be asked to participate. In addition, the Complainant may need to answer questions or to clarify a specific allegation. Dismissal of the matter will occur if there is not enough evidence to substantiate a violation of certification requirements. Investigations occur if the AHIA Complaint and Appeals Committee believes there is sufficient evidence to determine that a violation of certification requirements was committed or upon validation of CPE administration or program content concerns.

***What is an Opening Letter?***

The Opening Letter (sent by certified mail, e-mail, or both, to the Respondent's last known address) will:

- Inform the Respondent of the role of the Presiding Officer and describe the purpose of the investigation.
- Identify the complaint.
- Identify whether the Respondent is subject to adverse action.
- Ask for a detailed description of the Respondent's participation and involvement in the activities that are the subject of the investigation.
- State that the Respondent has an opportunity to defend themselves through a written response ("Answer").
- State that the Respondent has an opportunity to defend themselves through a hearing, upon Respondent's request ("Hearing").
- Provide a reasonable time to respond.

***What is the purpose of the Respondent's Answer?***

The purpose of the Respondent's Answer is to provide the Respondent with an opportunity to present factual data or proof concerning the facts and circumstances surrounding the alleged violation to the AHIA Complaint and Appeals Committee. Respondent will have thirty (30) calendar days to provide an Answer before any action against the Respondent occurs.

***How do I request a Hearing?***

The Respondent may request a Hearing by contacting the assigned Presiding Officer. The Presiding Officer will coordinate with the Respondent to schedule the Hearing. The Hearing will be by telephone and will be scheduled within a reasonable amount of time, which is determined solely by the AHIA Complaint and Appeals Committee. The Respondent may waive having a Hearing.

***What is the Hearing Procedure?***

The Presiding Officer shall conduct the Hearing via telephone.

1. The Presiding Officer will introduce the Respondent and AHIA Complaints and Appeals Committee members.
2. The Presiding Officer will give a brief explanation of the Hearing's purpose.
3. The Presiding Officer will explain how the Hearing will proceed.
4. The Presiding Officer will present the alleged violation.
5. The Presiding Officer will then allow the Respondent to speak in defense of the Answer.
6. Upon completion of the Respondent's testimony, the Presiding Officer may ask the Respondent questions.
7. The Presiding Officer will dismiss the Respondent from the Hearing once the Presiding Officer is satisfied with the oral testimony of the Respondent.
8. The Presiding Officer and the AHIA Complaint and Appeals Committee will deliberate to reach a decision.

### **What are the possible complaint outcomes?**

The Presiding Officer, and members of the AHIA Complaint and Appeals Committee, shall review the evidence and determine whether the Respondent violated certification requirements. The Presiding Officer must provide a written decision (“Determination”) to the Respondent within a reasonable amount of time informing them of one of the following outcomes:

- ◆ The AHIA Complaint and Appeals Committee closes the investigation if they determine the party is compliant with certification or CPE requirements. The Complainant and the Respondent will receive copies of a resolution letter.
- ◆ If the investigation indicates that non-compliance has occurred, the Respondent will be required to correct issues in accordance with a written Consent Order.
- ◆ Serious non-compliance matters will result in penalties.

Failure to respond to AHIA’s request to correct non-compliance matters or to provide evidence that appropriate action occurred will also result in penalties. Penalties for non-compliance may include:

- Reprimand.
- Probation.
- Additional or specific CPE.
- Monitoring.
- Certification suspension or revocation.
- Revocation of CPE Sponsor’s participation with AHIA, including immediate removal of CPE logos from all promotional material.

### **What do I do if I disagree with the outcome?**

Respondents that disagree with the complaint’s outcome are encouraged to follow the AHIA Appeals Process.

## **13. Appeal Process**

The Association of Healthcare Internal Auditors (AHIA) has established the following process in an effort to provide fairness to any Certified Healthcare Internal Audit Professional® (CHIAP®), CPE sponsors, and others that have received an adverse decision from the complaint process. The process provides a Complaint Respondent an opportunity to request a formal appeal of the adverse action. Below is a description of how the process works.

### **Who can submit an Appeal?**

Appeals may originate from anyone receiving an adverse decision originating from the complaint process. The AHIA Appeals Officer will investigate all submitted Appeal Forms, regardless of their source.

### **How do I file an Appeal?**

If you have received an adverse decision originating from the complaint process, you may file an appeal with the AHIA’s Appeal Officer by completing the **Appeal Form** (“Appeal”). (Refer to the **Appendix** section of the Candidate Handbook to access the Form.)

Appeals:

- Must be in writing
- Must be received within fourteen (14) calendar days after the determination
- Must specify the reasons for reconsideration
- Must be mailed to the following address:

**AHIA Certification Program - Appeals**  
**111 West Jackson Blvd., Suite 1412**  
**Chicago, IL 60604 USA**

*NOTE: Do not email Appeal Forms.* AHIA is not responsible for sensitive information transmitted electronically. The Appeal Officer does not accept Appeals filed verbally or by facsimile.

### **Can I file an Appeal anonymously?**

The AHIA does not accept anonymous appeals. While the AHIA may make reasonable accommodations to protect the identity of the person filing the appeal, the AHIA cannot guarantee anonymity in any case.

### **What types of Appeals do you receive?**

Appeals vary. Appeals investigated by the Appeals Officer include, but are not limited to:

- CHIAP® Application Denials
- CHIAP® Examination Score Reviews
- CPE Sponsorships
- AHIA Complaint and Appeals Committee Complaint Decisions

### **What happens to my Appeal once received by the Appeals Officer?**

Upon receipt of a written appeal, the Appeal Officer, or designee, will complete an initial review. The Appeal Officer will schedule a hearing date for a conference call ("Appeal Hearing"). The Appeal Officer shall conduct the Hearing via telephone. The Appeal must address procedural errors or factual errors that may have occurred during the process. The Appeal may not introduce new information. The agenda for the Hearing is:

1. The Appeal Officer will introduce the parties.
2. The Appeal Officer will give a brief explanation of the Appeal Hearing's purpose.
3. The Appeal Officer will explain how the Appeal Hearing will proceed.
4. The Respondent will present the testimony regarding the Appeal.
5. Upon completion of the Respondent's testimony, the Appeals Officer may ask the Respondent questions.
6. The Appeal Officer may allow the Presiding Officer assigned during the complaint process to respond to the Respondent's testimony.
7. The Appeal Officer will dismiss the Respondent and the Presiding Officer from the Hearing once the Appeal Officer is satisfied with their testimonies.

The Appeal Officer must complete the Appeal Hearing within a reasonable amount of time. The time varies depending on the nature of the appeal and cooperation of the involved parties. The AHIA Appeal Officer's intention is to close appeals within ninety (90) days.

### **What are the possible Appeal outcomes?**

The Appeal Officer shall review the evidence and make one of the following determinations:

- Upholds and closes the appeal, if they determine the original decision is the correct action. The person filing the appeal will receive a letter detailing the decision.
- The original decision is inaccurate, the original decision will be overturned. The person filing the appeal will receive a letter detailing the decision. The Appeal Officer will also share the reason(s) for the overturned decision to the AHIA Governance Committee and others involved in the original decision making process in an attempt to educate and prevent future appeals.

### **What happens once an Appeal is closed?**

You can appeal an adverse decision once. All Appellate Rulings are final. All investigations of a CHIAP® Certificiant remain permanently on record. Determinations and Appellate Rulings are not public records.

## 14. Appendix

### 14.1 Contact Information

For general questions contact [info@ahia.org](mailto:info@ahia.org)

For technical assistance with the application system or requirements contact [mhein@kellencompany.com](mailto:mhein@kellencompany.com).

### 14.2 Online Application System

All Instructions are available at [www.ahia.org/certification/resources/forms](http://www.ahia.org/certification/resources/forms).

- [Step-by-Step Application System Instructions](#)
- [Step-by-Step CPE Reporting Instructions](#)

### 14.3 Forms

All Certification related forms are available at [www.ahia.org/certification/resources/forms](http://www.ahia.org/certification/resources/forms). NOTE: All documentation and forms uploaded into the online application **must be in PDF format**. Word documents (.doc) will **not** be accepted.

- [Appeal Form](#)
- [Complaint Form](#)
- [Employment Verification Form](#)
- [Name Change Form](#)
- [Special Accommodations Request Form](#)
- [Status Change Request Form](#)

### 14.4 Frequently Asked Questions (FAQs)

Frequently Asked Questions are available at <https://ahia.org/AHIA/media/Certification-Documents/FAQ-9-10-19-Update.pdf>.

### 14.5 PSI Testing Center Information

A listing of PSI testing center locations is available at [www.ahia.org/AHIA/media/Certification-Documents/PSI-Testing-Sites.pdf](http://www.ahia.org/AHIA/media/Certification-Documents/PSI-Testing-Sites.pdf).

Reference the YouTube video sharing testing center environment and processes at <https://psi.wistia.com/medias/3321yp1ic8>.

### 14.6 Sample Examination Questions

Sample examination items are available at [www.ahia.org/certification/resources/exam-preparation](http://www.ahia.org/certification/resources/exam-preparation).

### 14.7 Certification Status Definitions

#### Active Status/In Good Standing

Once you earn the healthcare internal auditor credential and become a Certificant, your certification is considered to be in "active" status. When you earn and record the required 40 Continuing Professional Education (CPE) credits and renew your credential before the two-year certification cycle ends, you will remain a credential holder in good standing and considered to be in Active status.



### **Suspended Status**

If you do not satisfy the 40 CPE and complete the certification maintenance cycle process by submitting a Renewal of Certification Status application within the active certification cycle, your certification will be “suspended.” The suspension period lasts for six (6) months, unless you submit a Renewal of Certification Status application and demonstrate completion of the required 40 CPE before the suspension period ends.

If you are in a Suspended status, you **may not** refer to yourself as a healthcare internal auditor Certificant or use the credential designation until you earn the 40 CPE, complete the renewal process, submit the renewal fee, and receive notification of re-instatement from AHIA.

The dates of the Certificant’s next CPE cycle or certification cycle will not change after his or her certification is reinstated and changed from Suspended status back to Active status.

### **Inactive Status**

If you are temporarily leaving the health care internal audit profession or are unable to meet the recertification requirements due to unusual and/or extenuating circumstances beyond your control (e.g., unemployment, military assignment, medical condition), you may request that your certification status be changed to Inactive.

To be eligible for Inactive status, you must be a Certificant in good standing and submit the Status Change Request form no later than December 31st of the year the Certificant is due to recertify. Otherwise, after December 31st, the Certificant will be moved to Suspended status and must first successfully recertify by June 30th, before applying for Inactive status.

An individual on Inactive status is allowed to keep the designation, but may not display the physical CHIAP certificate issued by AHIA or use the title “Certified Healthcare Internal Audit Professional” or “CHIAP” in any manner, oral or written.

A CHIAP who has been approved for Inactive status is exempt from the CPE reporting requirements until such time that they wish to return to Active status.

A Certificant may remain in Inactive status indefinitely, as long as the Inactive Status Renewal Fee is paid by the last month (December) of their current two-year Inactive status period.

An Inactive Certificant in good standing may request a return to Active status at any time during their current two-year Inactive status period by submitting a Re-certification Application in the CMS.

### **Expired Status**

If you do not earn the required 40 CPE and do not complete the certification maintenance cycle process within the suspension period, you will lose your credential status and be assigned an “expired” status. You **may not** refer to yourself as a healthcare internal auditor credential holder or use the credential designation when in an Expired status. The Certificant’s certification number will be expired at the end of the month in which the suspension period ends and will no longer be valid. To regain the credential of healthcare internal auditor, the individual must apply to take and pass the exam.

### **Retired Status**

If you wish to relinquish your Active status, you are eligible to apply for “retired” status. To qualify, you must no longer earn your primary income as a healthcare internal audit practitioner.

To apply for Retired status, submit an email request to [info@ahia.org](mailto:info@ahia.org). AHIA will send you guidelines about the Retired status, applicable fees, and a form to complete. Once approved for Retired status, the Certificant’s certification number will be expired at the end of the current two-year period of certification, as indicated on the certificate and will no longer be valid.

If you return to the practice of healthcare internal auditing, you can apply for Active status again by contacting AHIA. In your application for re-instatement, you will be required to document you have completed 40 CPE within the most recent two (2) years.