



**Candidate Handbook**

Examination for Board Certified  
Patient Advocate (BCPA)  
Candidate Handbook



# Examination for Board Certified Patient Advocate (BCPA) Candidate Handbook

<b>2020</b> Testing Period (2)	<b>2021</b> Testing Period (1)	<b>2021</b> Testing Period (2)
Application Deadline: September 10, 2020	Application Deadline: February 19, 2021	Application Deadline: September 10, 2021
Testing Begins: September 26, 2020	Testing Begins: March 6, 2021	Testing Begins: September 25, 2021
Testing Ends: October 24, 2020	Testing Ends: April 3, 2021	Testing Ends: October 23, 2021

With Examination Administration by:



**PROFESSIONAL TESTING CORPORATION**® 1350 BROADWAY • SUITE 800 • NEW YORK, NY 10018

## ATTENTION BCPA CANDIDATES

This handbook contains necessary information about the Board Certified Patient Advocate Examination. It is required reading for those applying for and taking the Examination. All individuals applying for this examination must comply with the policies, procedures, and deadlines in this Handbook and attest to this by signing the Candidate Attestation found on the online application. Please retain this handbook for future reference. This handbook is subject to change. See [www.pacboard.org](http://www.pacboard.org) for handbook updates.

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## Contact Information

<p><b>Professional Testing Corporation (PTC*)</b></p> <p>(212) 356-0660  <a href="http://ptcny.com/test-sponsors/pacb/">http://ptcny.com/test-sponsors/pacb/</a></p> <p>To resolve most application and scheduling issues, please contact PTC first.</p>	<p>All questions regarding this examination should be directed to the PTC.</p> <ul style="list-style-type: none"> <li>• Online application process</li> <li>• General application policy and procedures</li> <li>• Testing policies and procedures</li> <li>• All scheduling questions or issues</li> <li>• Request for Special Accommodations</li> <li>• Request for Hand Score/Examination Feedback</li> <li>• Miscellaneous inquiries</li> </ul>
<p><b>Prometric*</b>  Computer Testing Centers</p> <p>(800) 741-0934  <a href="http://www.prometric.com/PACB">www.prometric.com/PACB</a></p>	<ul style="list-style-type: none"> <li>• Schedule test appointment</li> <li>• Reschedule test appointment (within a testing period)</li> <li>• Cancel test appointment</li> <li>• Directions to test site</li> <li>• Valid identification questions</li> <li>• Questions regarding storage of personal items during exam</li> </ul>
<p><b>Patient Advocate Certification Board (PACB)</b></p> <p><a href="https://pacboard.org/help@pacboard.org">https://pacboard.org/help@pacboard.org</a>  (929) 430-7222</p>	<ul style="list-style-type: none"> <li>• Certified Patient Advocate Ethical Standards</li> <li>• Competencies and Best Practices</li> <li>• Exam study materials</li> <li>• All questions related to the certification itself</li> </ul>

## Purpose of Certification

The Patient Advocate Certification Board (PACB) endorses the concept of voluntary certification by examination for all individuals in the field of patient advocacy. Certification is one part of a process called “credentialing.” It focuses specifically on the individual and is an indication of current competence in the specialized area of patient advocacy practice. Passing the examination for Board Certified Patient Advocate creates and promotes competence and professionalism in the field of patient advocacy, provides formal recognition on behalf of practicing patient advocates and enhances consumer safety, ensuring patients have a voice in their care. Patient Advocates work together with the patient, the family, and the healthcare team.

These objectives are achieved by:

1. Establishing and measuring the level of knowledge required to improve patient outcomes;
2. Providing a basic standard of knowledge requisite for certification, thereby assisting employers, state agencies, the public, and members of the health professions in the retention and inclusion of a patient advocate as an extension of the patient;
3. Recognizing formally those individuals who meet all the eligibility requirements of the Patient Advocate Certification Board (PACB) and pass the examination for Board Certified Patient Advocate; and
4. Encouraging continued personal and professional growth in the practice of patient advocacy.

## Eligibility Requirements

Education Requirement	For the first four (4) testing cycles (approximately two (2) years), there have been no education requirements for eligibility to sit for the examination. The data from the first four exams has been analyzed to identify any correlation(s) between education and passing the exam. While the data suggests that individuals with at least an Associate Degree are more likely to have success in passing the exam, no education requirement will be required for the next 2 exam cycles (March/April 2020 and September/October 2020) to allow for collection of a larger data set. During the exam application process, PACB will continue to collect education and experience data from applicants through a comprehensive survey process. Out of respect for sound decision making, the PACBoard reserves the right to implement education requirements in the future should the data support it.
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Experience Requirement	For the first four (4) testing cycles (approximately two (2) years), proof of prior experience in patient advocacy has not been required to sit for the examination. The data from the first four exams has been analyzed to identify any correlation(s) between experience and passing the exam. No experience requirement will be required for the next 2 exam cycles (March/April 2020 and September/October 2020) to allow for collection of a larger data set. During the exam application process, PACB will continue to collect education and experience data from applicants through a comprehensive survey process. Out of respect for sound decision making, the PACBoard reserves the right to implement experience requirements in the future should the data support it.
Additional, Relevant and/or Complementary License or Certification Requirement	For the first four (4) testing cycles (approximately two (2) years), there has been no existing certification or license requirements for eligibility to sit for the examination. The data from the first four exams has been analyzed to identify any correlation(s) between licensing in complementary fields and passing the exam. No licensing or certification will be required for the next 2 exam cycles (March/April 2020 and September/October 2020) to allow for collection of a larger data set. During the exam application process, PACB will continue to collect education and experience data from applicants through a comprehensive survey process. Out of respect for sound decision making, the PACBoard reserves the right to implement licensing or certification requirements in the future should the data support it.
Citizenship Requirement	No citizenship or “country of origin” requirements exist to sit for the examination. However, the current exam is based on United States (U.S.) patient advocacy best practices and standards that have emerged over time.
Criminal Background Check Requirement	No criminal background check will be required to sit for or following the examination. The PACB emphatically recommends all current and aspiring patient advocates voluntarily undergo a background check and release results to the public. This engenders trust among potential patient/family clients.
Proof of Ability to Conduct the Essential Tasks of the Profession	Successful completion of the examination assesses a candidate’s ability to conduct the essential tasks of the patient advocacy profession. Examination questions are based on the documents published at <a href="https://pacboard.org">https://pacboard.org</a> . These include: <ol style="list-style-type: none"> <li>1. Ethical Standards;</li> <li>2. Competencies and Best Practices; and</li> <li>3. Key Terms</li> </ol>

The PACB reserves the right to amend the above described eligibility requirements at any time. The Board will review tracked results at the completion of the first six (6) testing cycles, and may modify any or all of these requirements, based upon the data collected and/or evidence of a change in the scope of patient advocacy practice and/or new mandates from the healthcare industry.



## Certification and Use of “BCPA”

Eligible candidates who pass the examination for Board Certified Patient Advocate will receive a certificate verifying satisfaction of all specified requirements and the successful completion of the exam from the PACB. This certificate, and only this, enables a practicing patient advocate to use the designation, “BCPA,” following the patient advocate’s name, in all methods of representation. Use of the BCPA certification under any other circumstances is specifically prohibited and subjects the user to legal action.

## Exam Application Procedure Outline

Read and follow the directions found on the Application and in this Handbook. All Applications must be completed online at Professional Testing Corporation’s website, <http://ptcnyc.com/test-sponsors/pacb/>. Click on the blue “Apply Online” bar at the bottom of the page. The online Application, and specified examination fees must be received on or before the published application deadline listed in this Handbook.

Candidates must complete the examination Application in full, using their name exactly as it appears on a current approved government-issued photo ID. Approved government-issued photo identification includes a state-issued driver’s license, a state-issued non-driver’s license photo identification, U.S. military ID, or Passport. The completed Application, plus all required documentation and fees, must be submitted to and will be processed online by PTC. (If you prefer to mail a check, please see Fees, Payments and Transfers on page 13 of this Handbook for instructions.)

Once your application and fees have been submitted and processed, you should receive a receipt of payment from PTC via email. If you have not received this email within 15-days following online Application submission, you should contact PTC at 212-356-0660 to confirm the status of the Application. Failure to comply with all of the procedures will result in being prohibited from sitting for the exam, and your registration fees will be forfeited.

## Scheduling Your Exam

The Board Certified Patient Advocate Exam is administered during an established one-month testing period on a daily basis, Monday through Saturday, excluding holidays, at computer-based testing facilities managed by Prometric, or via their remote proctoring system, ProProctor™.

## Scheduling Examination Appointments

Within eleven weeks prior to the first day of the testing period, Professional Testing Corporation (PTC) will email registered candidates a **Scheduling Authorization**. **Watch for this email which will come from [notices@ptcnyc.com](mailto:notices@ptcnyc.com).**

Please ensure you enter your correct email address on the application and add the 'ptcny.com' domain to your email safe list. If you do not receive a Scheduling Authorization at least six weeks before the beginning of the testing period, contact the Professional Testing Corporation at (212) 356-0660 or online at [www.ptcny.com/contact](http://www.ptcny.com/contact).

The Scheduling Authorization will indicate how to schedule your examination appointment with Prometric as well as the dates during which testing is available. Appointment times are determined on a first-come, first-serve basis, so schedule your appointment as soon as you receive your Scheduling Authorization in order to maximize your chance of testing at your preferred location and on your preferred date/time. Candidates who wait until the last minute run the risk of missing out on their preferred date, time, and/or testing center. Candidates unable to schedule an appointment will forfeit their fees.

After you make your test appointment, Prometric will send you a confirmation email with the date, time, and location of your exam. Please check this confirmation carefully for the correct date, time, and location. Contact Prometric at (800) 741-0934 if you do not receive this email confirmation or if there is a mistake with your appointment.

**Note:** International candidates may also schedule, reschedule, or cancel an appointment online at [prometric.com](http://prometric.com).

**IMPORTANT!** You MUST present your current driver's license, passport or U.S. military ID at the test center. Expired, temporary, or paper driver's licenses will NOT be accepted. The name on your Scheduling Authorization MUST exactly match the name on your photo ID. ***Fees will not be refunded for exams missed because of invalid ID.***



## Rescheduling Examination Appointments within a Testing Period

Candidates are able to reschedule their examination appointments within the same testing period as long as the request is submitted within the timeframe described below. The rescheduling rules apply to both test center and remote proctored exams. Reschedule within the permitted time frame by calling or going to the Prometric website: [www.prometric.com/PACB](http://www.prometric.com/PACB).

Time Frame	Reschedule Permitted?	Stipulations
Requests submitted 30 days or more before the original appointment	Yes	None
Requests submitted 29 to 5 days before the original appointment	Yes	Candidate must pay Prometric a rescheduling fee of \$50.
Requests submitted less than 5 days before the original appointment	No	Candidates who do not arrive to test for their appointment will be considered a no-show and all their examinations fees will be forfeited. Candidates will need to reapply and pay fees for a future testing period.

## Transferring to a New Testing Period

Candidates unable to take the examination during their scheduled testing period may request a **ONE-TIME** transfer to a future testing period. **There is a transfer fee of \$250.** After you have transferred once by paying the \$250 fee, you will need to pay the full examination fee of \$395 in order to transfer a second time; so, ***please plan carefully.***

**Please note** requests to transfer to a new testing period must be received within 30 days of your originally scheduled testing period.

Candidates wishing to transfer to a new testing period need to follow the steps below.

1. Go to <http://secure.ptcny.com/apply>.
2. Click "Start New Application."

3. Choose PACB in the first drop-down menu; then choose the new examination period in the second drop down menu and fill out the rest of the information on the page.
4. Fill out the application making sure you answer yes to the question asking if you are transferring; you will need your current PTC ID Number.
5. When you have finished the application, click “Submit Request for Transferring Verification” in the Examination and Certification Information section of the application.
6. PTC Support will send you an email letting you know your transfer application was approved and that you can log back in to your application and pay the one-time transfer fee.

Call 212-356-0660 if you have any questions regarding the transfer process.

If candidates are unable to attend the examination on the date for which they registered and elect not to transfer to another testing period, the application will be closed, and all fees will be forfeited. There will be no refund of fees.

The transfer fee is based on costs and is not punitive in nature. The transfer fee must be paid at the time the request is approved. The candidate is also responsible for contacting Prometric and canceling the original examination appointment, if one was made.

**Exams may only be transferred to a new testing period once; please plan carefully.**

Please note: Transferring your Examination only refers to instances when a candidate is unable to take their exam during a testing period for which they have already applied. Candidates who did not pass their examination and are retaking the examination need to pay the full Examination Fee.

## **Failing to Report for an Examination**

If you fail to report for an examination, you will forfeit all fees paid to take the examination. A completed application form and examination fee are required to reapply for the examination.

## **Locations / Testing Centers**

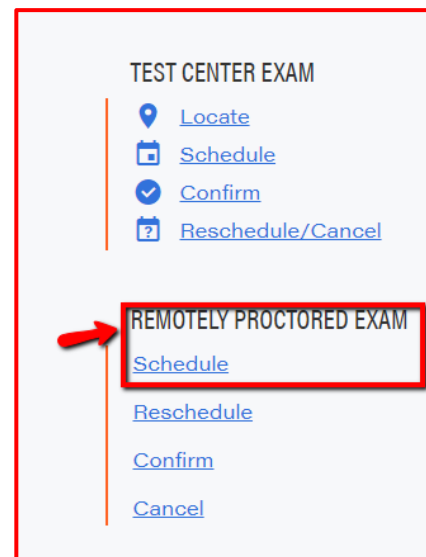
There are several hundred Prometric computer-based Testing Centers in the United States and Canada. Testing Centers are open Monday through Saturday, excluding holidays. Hours and days of availability vary at each Testing Center. To identify the closest Testing Center, visit [www.prometric.com/pacb](http://www.prometric.com/pacb) or call Prometric at (800) 741-0934.

## Remote Proctoring – (Now Available)

For increased measures of security and flexibility, the BCPA examination is now available to be administered in two ways: at a physical Prometric test center or via live remote proctoring in your home or another quiet distraction free location. For the live remote proctoring option, you must provide a computer with a camera, microphone, and an internet connection to allow real-time communication with a remote proctor.

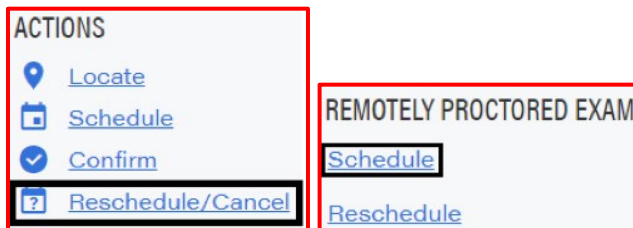
The remote proctoring option requires candidates to download ProProctor™ software from Prometric to establish remote access to the candidate's computer. This application includes Prometric's test engine software, as well as a lockdown browser to ensure secure test delivery.

1. First, run a system readiness check to confirm that your computer and network will allow testing through ProProctor,™ from this link: <https://rpcandidate.prometric.com/Home/SystemCheck>
2. If the system check is successful, next schedule your exam by visiting <https://www.prometric.com/PACB> and select the appropriate icon under Remotely Proctored Exam menu.
3. You will also need to Download Prometric's ProProctor™ application. The download link is available on the '[Home System Check](#)' page at the link above. This will enable you to take the exam online while a Prometric proctor is monitoring the examination process remotely. It is recommended that you download and install this software a day before you are scheduled to take the exam.
4. Refer to the [ProProctor™ User Guide](#) for detailed instructions.
5. Mac users – see the Appendix at the end of the [ProProctor™ User Guide](#) for specific set-up instructions for installing the software.



## Changing Exam Type

If you wish to change your existing test appointment from a physical test center to live remote proctoring or vice versa, you will need to go to [www.prometric.com/pacb](http://www.prometric.com/pacb) and select the appropriate icon to make this change. Please note candidates within 5 days of their scheduled appointment will not be permitted to reschedule. If you are within 29-5 days of your test appointment, there is a \$50 charge to change to/from remote proctoring to a physical test center and vice versa.



## Special Needs

PACB and PTC support the intent of and comply with the Americans with Disabilities Act (ADA). PTC will take steps reasonably necessary to make certification accessible to persons with disabilities covered under the ADA. According to the ADA, an individual with a disability is a person who has a physical or mental impairment that substantially limits a major life activity (such as seeing, hearing, learning, reading, concentrating, walking) or a major bodily function (such as neurological, endocrine, or digestive system). The information you provide and any documentation regarding your disability and special test accommodations will be held in strict confidence.

All approved testing accommodations must maintain the psychometric nature and security of the examination. Accommodations that fundamentally alter the nature or security of the exam will not be granted.

Special testing arrangements may be made upon receipt of the Application, examination fee, and a completed and signed Request for Special Needs Accommodations Form, available from the PTC Candidate Corner at <https://ptcnyc.com/candidate-corner/> or by calling PTC at (212) 356-0660.

This Form must be uploaded with the online application no later than 8 weeks prior to the start of your chosen testing period. Candidates who do not submit their Special Accommodations Form with their application may not be able to test during their chosen testing period and therefore be subject to rescheduling or transfer fees.

**Only those requests made and received on the official Request for Special Needs Accommodations Form will be reviewed. Letters from doctors and other healthcare professionals must be accompanied by the official Form and will not be accepted without the Form. All requests must be made at the time of application. Accommodations cannot be added to an existing exam appointment.**

## Fees, Payments, and Transfers

Fee Type	Amount	Details
Examination Fee	US \$395	<ul style="list-style-type: none"> <li>• Non-refundable.</li> <li>• Non-transferable.</li> <li>• Includes testing center fees.</li> </ul>
Transfer Fee (see page 9)	US \$250	<ul style="list-style-type: none"> <li>• <b>Applies to candidates who need to move to a new testing period.</b></li> <li>• Must submit new application &amp; fee to PTC.</li> </ul>
Rescheduling Fee (29-5 days prior to scheduled appointment; see page 8)	US \$50.00	<ul style="list-style-type: none"> <li>• <b>Applies to candidates who need to move their appointment within their current testing period.</b></li> <li>• <b>Includes changing from physical test center to live remote proctoring (or vice-versa).</b></li> <li>• Payable directly to Prometric.</li> <li>• Reschedule with Prometric online or over the phone.</li> </ul>
Rescheduling within 0-5 days of scheduled appointment		<ul style="list-style-type: none"> <li>• <b>Not allowed. All fees forfeited</b></li> <li>• <b>Applies to both physical test center and remote proctoring appointments.</b></li> </ul>

### Important:

- Fees are non-transferrable from one testing period to another.
- Fees are non-transferrable from one candidate to another.
- A change in testing period/cycle will result in forfeiture of any already paid fees.

## Making Payment

Payments may be made by: Visa, MasterCard, and American Express. Complete and authorize the credit card payment section of the online application as directed. Check or money order payable to Professional Testing Corporation. Follow the instructions on the Application, Pay by Check Tab, and mail payment and form to Professional Testing Corporation.

To make payment by check or money order, the online Application must be completed first, followed by submission of the mailed payment to:

PACB Examination  
Professional Testing Corporation 1350 Broadway, Suite 800  
New York, NY 10018

**DO NOT SEND CASH.** If paying by check, print out the Payment by Check application receipt and include that document with your check.

## Preparing for The Examination at a Prometric Test Center

- Check your government issued photo ID (driver's license, passport or U.S. Military ID) when you make your examination appointment. Is it expired? Does the name on your ID match the name on your Scheduling Authorization email? Proctors at the Prometric testing center will refuse admission to candidates with expired IDs, IDs with names that do not match their records, and temporary paper IDs. Candidates will be marked as no-shows and will forfeit their exam fees.
- Check your PTC Scheduling Authorization email and Appointment Confirmation email from Prometric to make sure everything is accurate (i.e. your name, exam name, appointment date, time and location).
- Make yourself familiar with the location of your chosen testing site and any requirements they may have for parking and check the weather and traffic conditions before you leave for the testing center. Make sure you give yourself plenty of time to arrive, as late arrival may prevent you from testing.
- In the event of inclement weather, check the Prometric website for site closures: <https://www.prometric.com/closures>.
- Prometric's website provides information on what you can expect on your test day, including a walkthrough of check in and security procedures: [www.prometric.com](http://www.prometric.com).
- This Handbook provides the Content Outline for the Examination (see page 15; Exam Content). Use these to help you start studying for the examination.
- Review "What to Expect at the Test Center" and "Rules for the Examination" on the next page.

## Preparing for The Examination via Remote Proctoring

- The selected testing location must be indoors (walled), well lit, with a closed door and free from background noise and disruptions.
- The entrance to the room must be in full view of the camera.
- Your workstation and surrounding area (including the walls) must be free of materials that may provide an unfair advantage including, posters, electronic devices, etc.
- Once the exam begins, you are not permitted to talk, stand, or move from your seat. Also, no one else and no pets are permitted in the room with you while you are testing.

- During the check-in process after you have submitted all required identification, the proctor may ask to see your environment, including the walls, floor space, and the desktop.
- Additional monitors and computers must be unplugged and must be turned off.
- If you are using a laptop, it must be undocked.
- You must agree to this scan or you will not be permitted to proceed further or to take the exam.

See the [ProProctor™ User Guide](#) for more detail on the testing experience.

## What to Expect at The Testing Center?

PTC has partnered with Prometric Testing Centers to deliver examinations to candidates. Here is what you can expect when you arrive at your Prometric Testing Center.

- Candidate Check-In
  - Candidates will be asked to present their IDs.
  - Candidates will be asked to empty and turn out their pockets.
  - Candidates will be “wanded” or asked to walk through a metal detector.
  - Inspection of eyeglasses, jewelry, and other accessories will be conducted. Jewelry other than wedding and engagement rings is prohibited.
  - Religious headwear may be worn into the testing room; however, it may be subject to inspection by a testing center administrator before entry into the testing room is permitted.
  - Prometric provides lockers for candidates to store their purses, mobile phones, jackets, food, drinks and medical supplies.
- During the Exam
  - No breaks are scheduled during the exam. Candidates who must leave the testing room to take a break will not be given extra time on the exam.
  - Accessing mobile phones or study materials during the examination is prohibited.
  - Smoking is prohibited at the testing center.
  - All examinations are monitored and may be recorded in both audio and video format.

Please keep in mind: other exams will be administered at the same time as your examination. Therefore, examinees may hear ambient noises such as typing, coughing, or people entering and exiting the testing room that cannot be avoided. Prometric is unable to provide a completely noise-free environment. However, headphones may be requested to minimize impact.

Please see [Prometric's website](#) for more information about what to expect on testing day.



## What to Expect during Remote Proctored Testing?

Like test center-based testing, online proctored testing requires that you be monitored by a proctor while you take your exam via your microphone and webcam. Before starting the exam, the candidate must present a valid, unexpired government-issued ID with both signature and photo. Both ID signature and image must match the candidate's name and appearance. Acceptable forms of identification include a driver's license, military identification card, and passport. Your image as well as pictures of your surroundings will be captured. Once you begin the exam, you will not be permitted to leave the room or move out of the proctor's view.

## IMPORTANT INFORMATION ABOUT INTERNET CONNECTIVITY

If your internet connection is unstable, you may encounter a loss of connectivity after you have started taking the exam. To minimize the chance of this occurring (on your end), be sure to log out of all devices that connect to your internet so the computer you are using is the only device requiring internet service. This includes mobile devices, televisions, and those devices of other individuals in your household. The testing platform works best when used on a wired versus a wireless network (if possible, connect directly to your router).

If you experience a power or internet disruption during your remote proctored exam session, the exam will pause after the connection is lost. At that point you should try to reconnect to the exam by first exiting out of the window; a blank screen with an X will appear. Next, close the window; reopen the browser; and reconnect to the test driver. If successful, the exam and the timer will resume where you left off. You have up to 30 minutes before Prometric's exam disruption time allowance runs out. In the event you are unable to reconnect in time, your exam will be terminated, and you will need to reschedule.

Contact the Prometric helpdesk via chat once your internet is back up or leave the testing room to use your smart phone. To contact the help desk using a cell phone without internet follow the instructions below.

Technical Support Link for help before or during your exam:

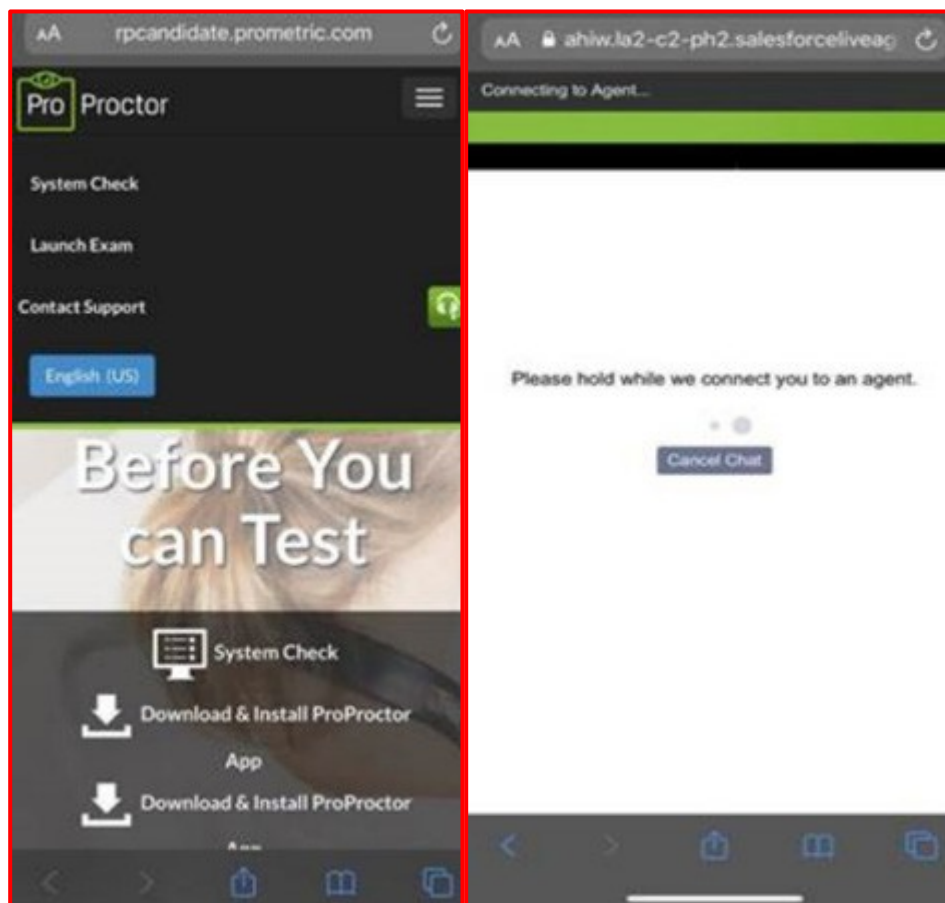
<https://ehelp.prometric.com/proproctor>



The image shows a mobile app interface for Prometric's chat support. At the top, the browser address bar shows "ehelp.prometric.com". Below that is a black header with the Prometric logo and the text "WELCOME TO PROMETRIC HELP". The main content area is titled "GTCS CHAT SUPPORT" and contains a form with the following fields: "Your first name", "Your last name", "Email address", and "Description of the problem". There are two buttons at the bottom of the form: "Click to chat" and "Go back". At the very bottom of the screen, there is a footer with the text "Trusted Provider of Market Leading Test Development and Delivery Solutions" and "© 2019 Prometric".

If you need to use a cell phone to contact support:

Go to the remote proctoring URL <https://rpcandidate.prometric.com/> click on “Contact Support,” enter required information and click to chat to be connected with an agent.



## Rules for The Examination – Test Center and Remote Proctoring

Please read the information below carefully. You are responsible for adhering to the examination rules while at the testing center.

- ⇒ You must present your current driver's license, passport, or US Military ID at the testing center. Candidates without valid ID will NOT be permitted to test. Temporary or paper copies of your ID will not be accepted.
- ⇒ No Electronic devices that can be used to record, transmit, receive, or play back audio, photographic, text, or video content, including but not limited to, cell phones, laptop computers, tablets, Bluetooth devices; wearable technology (such as smart watches), MP3 players (such as iPods), pagers, cameras, and voice recorders are permitted to be used and cannot be taken in the examination room. Prometric provides lockers for your personal items.

- ⇒ No papers, books, or reference materials may be taken into or removed from the testing room.
- ⇒ No questions concerning content of the examination may be asked during the examination session. The candidate should read carefully the directions that are provided on screen at the beginning of the examination session.
- ⇒ Candidates are prohibited from leaving the testing room while their examination is in session, with the sole exception of going to the restroom (test center only). Remote proctored candidates may not leave the room for the duration of the exam.
- ⇒ Bulky clothing, such as sweatshirts (hoodies), jackets, coats, and hats (except hats worn for religious reasons), and most types of jewelry may not be worn while taking the examination. Proctors will ask you to remove such items and place them in your locker. Please see [Prometric's statement on Test Center Security](#) for more information.
- ⇒ All watches and "Fitbit" type devices cannot be worn during the examination.
- ⇒ No food/beverages are permitted inside the testing room. Leave these items in your assigned locker, or outside the remote testing room.

Contact PTC at (212) 356-0660 or [www.ptcny.com/contact](http://www.ptcny.com/contact) with any questions about the Examination Rules.

**VIOLATION OF ANY OF THE RULES LISTED ABOVE MAY LEAD TO FORFEITURE OF FEES, DISMISSAL FROM THE TESTING ROOM, AND CANCELLATION OF YOUR TEST SCORES.**

## Candidate Responsibilities – Test Center

- Contacting Prometric to schedule the examination appointment;
- Familiarity with the Testing Center location prior to the scheduled test date; and
- Arrival at the Testing Center at the appointed time, with a current, state issued driver's license or non-driver's photo identification, current passport or current U.S. military ID. Temporary paper copies of driver's licenses will not be accepted.
- Anticipate weather, traffic, parking, and any security requirements specific to the Testing Center.
- Late arrival may prevent testing. Failure to arrive at the Testing Center for the exam or cancellation without the required notice will result in forfeiture of any paid fees.

## Candidate Responsibilities – Remote Proctoring

- Contacting Prometric to schedule the examination appointment.
- Familiarity with the ProProctor™ system and successful completion of the **System Readiness Test**.
- Login for security check at the appointed time, with a current, state issued driver's license or non-driver's photo identification, current passport or current U.S. military ID. Temporary paper copies of driver's licenses will not be accepted.
- Anticipate technical issues by following best practices for remote exam delivery.
- Late log-in or failure to connect/sign-in at the scheduled exam time may prevent testing.
- Failure to connect/sign-in at the scheduled exam time without the required notice will result in forfeiture of any paid fees.

## Best Practices for Remote Exam Delivery

Taking the BCPA exam online is similar to taking the exam at a computer testing center. The only difference is the online check-in process and that you are being proctored by a remote proctor via your microphone and webcam. As a way to prepare for your online exam, we suggest you visit <https://www.prometric.com/ProProctor> to review a short video overview of the testing experience.

To test remotely you will need the following:

- ⇒ A PC or Mac laptop or desk top computer\*
- ⇒ Laptop computers must be undocked
- ⇒ Dual-monitor configurations are prohibited – Second monitor must be disconnected
- ⇒ An internal or external webcam (if external it must be connected to the computer)
- ⇒ A microphone
- ⇒ A laptop or desk top computer power source
- ⇒ A minimum screen resolution of 1024 x 768
- ⇒ A Windows 7 or higher, or MacOS 10.13 or higher operating system
- ⇒ The current version of Google Chrome web browser
- ⇒ Reliable and stable internet connectivity with a speed of 0.5 mbps or greater
- ⇒ We strongly recommend a readiness test prior to your exam, please visit <https://rpcandidate.prometric.com/> and See page 1 of the [ProProctor™ User Guide](#) for more detail.

\*Mac users have special configurations. See the [ProProctor™ User Guide](#) for details.

Note: Corporate firewalls, including VPN, and other security features, may prevent successful test delivery; therefore, we do not recommend taking your exam at your work office or on a work computer. If you elect to test from your office, or use a work computer, be sure to involve your IT team (in advance) to address any potential issues before test day. Prior to launching the exam, turn off web browser pop-up blockers to ensure a successful launch and the smooth administration of the exam.

## Examination Content

The examination for Board Certified Patient Advocate credential is a computer-based examination composed of 150 multiple-choice questions administered in one session, with no predefined breaks. Candidates have 3 hours to complete the exam. The exam consists of 125 scored items and 25 pre-test/unscored items with four-option multiple choice responses. The pre-test items are randomly distributed throughout the test and do not count towards the score. The content measured by the examination is based on three key documents, each of which has been approved for usage by the PACB following rigorous public comment solicitation and Subject Matter Expert review. Each of these documents is available at <https://pacboard.org>.

1. Ethical Standards
2. Competencies and Best Practices; and
3. Key Terms

The current examination is based on United States (U.S.) patient advocacy best practices and standards that have emerged over time. Residents outside of the United States are encouraged to take the examination acknowledging the exam is based on the US healthcare system including payor sources and regulatory agencies.

The exam is constructed to be consistent with minimal competency requirements for a Board Certified Patient Advocate according to criteria referenced testing concepts. A committee of subject matter experts is charged with reviewing and updating the pool of questions (known as the 'item bank'). The examination measures knowledge across seven topic areas that reflect the critical aspects of patient/health advocacy. Topic areas are weighted in terms of their importance for effective performance on the job. The weights convey the percentage of the exam that is allocated to each area. Larger percentages mean more items on the exam related to that topic area.

The examination for Board Certified Patient Advocate credential is weighted as follows, based on task, importance and frequency:

I.	Scope of Practice and Transparency	12%
II.	Empowerment, Autonomy, Rights, and Equity	18%
III.	Communication and Interpersonal Relationships	19%
IV.	Healthcare Access, Finance, and Management	14%
V.	Medical Knowledge and the Healthcare System	10%
VI.	Professionalism, Professional Development, and Practice	5%
VII.	Ethical, Legal, and Practice Standards	22%
	TOTAL	100%

Further description and more information about each of these domains of practice can be found on the PACBoard website at: <https://pacboard.org>.

## Testing Conditions or Exam Feedback

Any candidate who feels that the examination effort was negatively impacted by the test center conditions should notify the proctor immediately. The situation should also be reported to PTC at [www.ptcny.com/contact](http://www.ptcny.com/contact) within 3 business days of the test appointment. Any comments about the test itself should be reported to PTC at [www.ptcny.com/contact](http://www.ptcny.com/contact) within 3 business days of the test appointment.

## Examination Score

To earn the BCPA credential, a candidate must pass the certification examination. PACB's exam team constantly reviews the exam, adding new questions and removing outdated ones to address changes in the profession. As such, several versions of the exam may exist at any given time. In addition, we review the overall performance of the exam after each cycle and even track the results of each individual test question. Statistically, we know that some versions of the exam may be slightly easier or more difficult than other versions. A panel of subject matter experts (SME) uses two industry-wide accepted and recommended approaches to ensure proper standardization and establish a recommended passing score: the modified-Angoff method and the Hofstee Range Estimation. In this approach all SMEs review each item individually to determine the probability that a minimally qualified patient advocate would answer each question correctly. Collective results from each SME are then compiled to compute the average predicted probability for each item and generate a recommended passing score to PACB. These scores represent the minimum level of knowledge that a patient advocate must demonstrate to pass the exam. To ensure fairness, we use a system called scaled scoring.

A scaled score is a representation of the total number of correct questions answered (aka the raw score) that has been mathematically converted into a standardized scale. Scaled scoring is considered best practice in the certification industry and is used to account for any potential differences in difficulty across various forms of the exam.

Test developers follow strict guidelines when developing multiple exam forms to ensure each version is similar in difficulty. However, variability in individual questions rarely results in forms of the exam that are exactly equal. As a result, percent correct scores do not always represent a fair comparison. For example, a candidate scoring 70% on a difficult form of the exam may have more knowledge than another candidate scoring 80% on an easier version. Similarly, raw scores result in the same discrepancy between two forms of the exam. For those reasons, a scaled score is used to provide a standard range and allows for direct comparisons of results.

For example, if the scaled passing score for the BCPA exam is 100 on a scale of 70-125 in the table below, you can see Form A is more difficult because it requires fewer correct answers (a raw score of only 95) to achieve a passing score of 100, while on Form B, a raw score of 97 correct items is required to achieve a passing score of 100.

**SAMPLE DATA ONLY\***

Raw Score	Scaled Score	
	Form A	Form B
100	105	105
99	104	103
98	103	101
97	102	100
96	101	99
95	100	98

*\*Sample data provided to illustrate the concept of Scaled Scoring.  
It is not provided to interpret actual BCPA exam results.*

## Results Reporting

Computerized scoring will be utilized to determine examination results. Candidates will be notified of passing or failing status by email usually within 4-weeks following the close of the testing period. Both section and total examination scores will be reported. Successful candidates will receive a paper certificate from the PACB within 4-weeks from the date of results reporting.

Candidates may request a follow-up examination hand scoring once emailed results have been received. A hand score may be performed to verify the accuracy of the computerized examination scoring as well as to confirm any question marked as incorrect was, in fact, incorrect. PTC requires a non-refundable fee of \$25 to hand score an examination, irrespective of the hand scoring results. All requests for a hand score of the examination should be submitted directly to PTC on the Request for Hand Scoring Form, accompanied by the required fee for a hand score. The Request for Hand Scoring Form can be found here: <https://ptcnyc.com/candidate-corner/>

In order to protect the security and integrity of the certification examination, neither PACB nor the Professional Testing Corporation will release examination items, candidate responses, or keys to any candidate, agency, academic / learning institution or medical practice.

## Reexamination

The examination for the Board Certified Patient Advocate credential may be taken **up to three times within a three year period**. If a candidate fails a third time, he or she must submit an appeal to the PACB for consideration to re-test. Each test attempt requires completion of an application and payment of the required fee.



## Confidentiality

Individual test scores will ONLY be released to the candidate sitting for the examination. No exceptions will be made for examination result receipt. All questions concerning test results should be documented and forwarded by email to PTC at [ptcny@ptcny.com](mailto:ptcny@ptcny.com).

## Period of Certification and Recertification

The BCPA credential is recognized for a period of three (3) years. Due to the constantly changing nature of the medical and patient advocacy fields, all BCPA recipients are required to renew their certification every three years in order to continue legal use of the BCPA designation.

Two options for renewal exist:

- Retest and pass the current BCPA exam; or
- Provide documented proof the candidate has met the continuing education requirements (CEUs) of 30 contact hours, 6-hours of which must be satisfied in the Ethics domain.
- CEUs are available through several organizations and are approved by the PACB for recertification purposes. Find more information about CEUs on the website at [www.PACBoard.org](http://www.PACBoard.org)

## Certification Revocation

Certification may be revoked for any of the following reasons:

- Falsification of application;
- Falsification of any material(s) submitted to PACB;
- Misrepresentation of BCPA credentialing; and / or
- Any additional relevant reason(s) identified, and explained, by the Patient Advocate Certification Board including violation of the ethical principles and other patient advocacy practices included in the practice as outlined in this handbook.

This Handbook will be updated on occasion, usually after each exam period as its information may change before the next exam period. The most recent version will be found at the PACB website:

[www.PACBoard.org](http://www.PACBoard.org). Should you have questions not answered here, please refer to the Contact information on page 4 to determine where to get your answers.