



# Recertification Handbook

*Maintaining National Standards of Continued Competence*

November 2018

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



## **NCCAOM<sup>®</sup> Mission**

*To assure the safety and well-being of the public and to advance the professional practice of acupuncture and Oriental medicine by establishing and promoting national, evidence-based standards of competence and credentialing.*

## **NCCAOM<sup>®</sup> Vision**

*Acupuncture and Oriental medicine provided by NCCAOM credentialed practitioners will be integral to healthcare and accessible to all members of the public.*



The NCCAOM programs in Oriental Medicine, Acupuncture, and Chinese Herbology are accredited by the National Commission for Certifying Agencies (NCCA) and carry the NCCA seal.

### **Non-Discrimination Policy**

The NCCAOM does not discriminate on the basis of race, color, age, gender, sexual orientation, political or religious beliefs, handicap, marital status, national origin, or ancestry.



*NCCAOM® Recertification Handbook*  
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**✿ Requires a separate NCCAOM application**

Please note: If you do not remember your login credentials or have problems logging into your online account, please contact NCCAOM at (888) 382-1140 or email [info@thenccaom.org](mailto:info@thenccaom.org). Creation of a new duplicate account will cause delays in locating your certification record and application processing.



## About NCCAOM®

Founded in 1982 as a non-profit certification organization, the National Certification Commission for Acupuncture and Oriental Medicine (NCCAOM®) is widely accepted as the most influential leader in the field of certification for acupuncture and Oriental medicine. There are currently over 17,000 active NCCAOM Diplomates (NCCAOM certificate holders) practicing with a current NCCAOM certification. The NCCAOM is responsible for the development and administration of the Acupuncture, Chinese Herbology, and Oriental Medicine Certification Programs. The NCCAOM evaluates and attests to the competency of its National Board-Certified Acupuncturists™ through rigorous eligibility standards and demonstration and assessment of the core knowledge, skills and abilities expected for an entry level practitioner of acupuncture and Oriental medicine.

The Acupuncture, Chinese Herbology and Oriental Medicine NCCAOM certification programs are accredited by the National Commission for Certifying Agencies (NCCA) and carry the NCCA seal.



In order for the NCCAOM certification programs in Acupuncture, Chinese Herbology, and Oriental Medicine to remain accredited by the NCCA, the NCCAOM must adhere to strict national accreditation standards for administration of the certification programs and examination development. All Diplomate level certification examinations must meet content validity standards set forth by NCCA. NCCA's standards exceed the requirements set forth by the American Psychological Association and the United States Employment Opportunity Commission. As a requirement of accreditation for the NCCAOM certification programs, the NCCAOM must submit annual reports to NCCA and the certification programs must undergo a full NCCA reaccreditation every five years; which was last completed in 2017. Additional information is available at the Institute for Credentialing Excellence's (formerly the National Organization for Competency Assurance (NOCA) website at [www.credentialingexcellence.org](http://www.credentialingexcellence.org).

All practitioners certified by the NCCAOM are committed to responsible and ethical practice, to the growth of the profession within the broad spectrum of American healthcare, and to their own professional growth. All Diplomates, applicants and candidates for certification are bound by the [NCCAOM® Code of Ethics](#) and the [NCCAOM® Grounds for Professional Discipline](#).



## Benefits of NCCAOM® Certification

Proudly designate yourself as an **NCCAOM National Board-Certified Acupuncturist™**.

Dipl. O.M. (NCCAOM)®

Dipl. Ac. (NCCAOM)®

Dipl. C.H. (NCCAOM)®

Dipl. ABT (NCCAOM)®

Display the NCCAOM Service Mark to distinguish board certification on your website or printed materials.



Oriental Medicine



Acupuncture



Chinese Herbology



Asian Bodywork Therapy

- ✓ Have consumers and professionals find you in the *NCCAOM® Find a Practitioner Directory*.
- ✓ Be promoted as a *NCCAOM National Board-Certified Acupuncturist™* to the media and public through the national public educational campaign.
- ✓ Have Insurance companies and employers verify your certification status through the *NCCAOM® Registry*.
- ✓ Be eligible to apply for a job at the Veteran's Health Administration that requires NCCAOM Board Certification as an essential part of ensuring safe and high-quality acupuncture treatment.
- ✓ Be promoted by the *NCCAOM® Advocacy Team* advancing NCCAOM certification at federal and state levels.
- ✓ Create a **FREE** website from ChiOnline and access discounted wall-mounted frames for displaying your *NCCAOM® Certificate*.
- ✓ Join NCCAOM as a Volunteer & serve on a committee, panel or taskforce with your peers.
- ✓ Receive issues of the NCCAOM newsletter *The Diplomat: E-news You Can Use* and the *NCCAOM® Advocacy Update*.
- ✓ Be eligible for reduced fees for services offered by NCCAOM and its strategic partners.



## Code of Ethics

*As a Diplomat of the NCCAOM,  
I hereby pledge my commitment to the following principles:*

Respect the rights, privacy and dignity of my patients and maintain confidentiality and professional boundaries at all times.

Treat within my lawful scope of my practice and training and only if I am able to safely, competently and effectively do so.

Allow my patients to fully participate in decisions related to their healthcare by documenting and keeping them informed of my treatments and outcomes.

Accept and treat those seeking my services in a fair and nondiscriminatory manner.

Render the highest quality of care and make timely referrals to other health care professionals as may be appropriate.

Continue to advance my knowledge through education, training and collaboration with my colleagues to maintain excellence and high ethical standards in our profession.

Support my medicine's access to all people and its growth in the broad spectrum of U.S. healthcare.

Assist in the professional development and advancement of my colleagues.

Participate in activities that contribute to the betterment of my community.



*Effective January 1, 2016*



## NCCAOM Grounds for Professional Discipline

Protection of the public is the highest priority of the NCCAOM. To fulfill this mission, the NCCAOM reserves the right to take and publish disciplinary actions taken against Respondents, (as defined by Section 1 of the *Procedures for Upholding Professional Conduct*), in accordance with its *Procedures for Upholding Professional Conduct* for violations of the following:

1. Failing to cooperate with a disciplinary investigation.
2. Providing false or deceptive information on an application for NCCAOM certification, recertification, PDA providership or disciplinary investigation.
3. Violating NCCAOM policies, regulations or procedures, including but not limited to complying with continuing education requirements.
4. Misrepresenting professional credentials or titles.
5. Advertising false or misleading information.
6. Exceeding the scope of practice as defined by state or federal statute or regulation.
7. Obtaining or attempting to obtain compensation or reimbursement through fraud.
8. Failing to notify the NCCAOM within thirty (30) calendar days of any of the following:
  - a. Notice of a disciplinary investigation in any jurisdiction pertaining to a healthcare practice.
  - b. Any order issued by any jurisdiction pertaining to a healthcare practice.
  - c. Violent felony charges.
  - d. Violent or non-violent felony convictions.
  - e. Misdemeanor criminal convictions related to a healthcare practice.
9. Being convicted of a felony. (Note: Pursuant to Section 3, #10 of the *Procedures for Upholding Professional Conduct*, serious violent felonies may deem a candidate permanently ineligible for NCCAOM certification, recertification or PDA providership).
10. Being convicted of a misdemeanor related to a healthcare practice.
11. Being the subject of disciplinary or administrative action taken by a licensing board or health-related regulatory agency or school.
12. Failing to maintain proper records as required by state or federal statute or regulation.



13. Performing services without informed consent as required by state or federal statute or regulation.
14. Failing to maintain patient/practitioner confidentiality.
15. Failing to maintain professional boundaries in relationships with patients, or in any way exploiting the practitioner/patient trust.
16. Engaging in sexual contact with a current patient if the contact commences after the practitioner/patient relationship is established.
17. Engaging in sexual contact with a former patient unless a period of six (6) months has elapsed since the date that the professional relationship ended.
18. Gross negligence or a pattern of negligence in your practice or under your supervision.
19. Being unable to safely and effectively engage in practice due to substance abuse, physical or psychological impairment. \*

**\*(Summary of PEDC Substance Abuse Policy Statement:** A Respondent whose capacity to safely and effectively treat patients has been diminished as a result of drug or alcohol abuse which has not resulted in harm to a patient, may temporarily and voluntarily surrender NCCAOM certification by forwarding his/her certificate to NCCAOM and temporarily withdrawing from practicing in order to complete an agreed upon treatment plan as decided by the PEDC. Upon the PEDC's receipt of a certificate of disposition from the pre-approved treatment facility, Respondent shall be returned their NCCAOM certificate and resume practice. A surrender of certification under this provision shall be confidential and shall not be considered an admission of abuse, disability or a violation of the Ground for Professional Discipline # 21. However, this surrender shall not confer immunity upon Respondent with respect to any other Grounds for Professional Discipline and is unilaterally revocable by PEDC in the event the agreed treatment was not completed or harm to a patient has occurred.)

20. Violating federal or state statute or regulation relating to safe, ethical, and/or competent practice.



## NCCAOM Recertification Philosophy

The Mission of the NCCAOM is to *assure the safety and well-being of the public and to advance the professional practice of acupuncture and Oriental medicine by establishing and promoting national evidence-based standards of competence and credentialing*. Achieving NCCAOM certification demonstrates the mastery of specific core competencies and confirms the knowledge, skills, and abilities (KSAs) that provide for safety and trust of the public within a professional practice. Therefore, the focus of NCCAOM recertification is to maintain the core competencies and advance the professional growth and development of the Diplomate to assure the credentialed practitioner is integral to healthcare and accessible to all members of the public.

The goal of NCCAOM's recertification program is to foster life-long learning while emphasizing safe and ethical performances in critical job functions. Recertification is also designed to encourage ongoing professional development which assists Diplomates to stay current with evolving technology, healthcare trends, and advances in the acupuncture and Oriental medicine (AOM) profession. Diplomates are expected to engage in activities that foster a holistic approach to patient care that is grounded in the foundation of acupuncture and Oriental medicine practice.

To that end, the Professional Development Activity or "PDA" program was created as NCCAOM's department of continuing education and provides an avenue for NCCAOM Diplomates to earn "PDA Points" (continuing education units [CEUs]) for participating in recognized programs that apply toward NCCAOM recertification requirements. In turn, the NCCAOMPDA Department partners with individuals and organizations to provide these quality education programs.

## Tracking the Growth of the AOM Profession through Surveying NCCAOM Diplomates

The NCCAOM recognizes that the AOM profession is a unique and vital health profession and is committed, on behalf of its Diplomates, to collect demographic and practice-setting information. To achieve this goal, Diplomates are asked to complete the *NCCAOM® Diplomate Demographic Survey* that is distributed at the completion of the recertification process. The aggregate data collected from this survey is used for several important initiatives. These data is needed to communicate demographic and clinical practice characteristics to government agencies and other professional organizations for purposes of advancing the AOM profession.



## General Recertification Information

### Recertification Policies

- Maintaining core competencies is continuing to develop the knowledge, skills, and abilities (KSAs) of the AOM profession and the NCCAOM Certification. This process is called 'Recertification' which requires sixty (60) hours of professional development in a four-year recertification cycle.
- Professional development occurs through involvement in continuing education coursework and approved professional activities.
- An Active Diplomate's NCCAOM 'expiration date' is exactly four years from their prior certification date. Sixty (60) PDA points must be earned during the four-year period immediately preceding the certification expiration date.
- Diplomates are provided with an online portal to their own platform on the NCCAOM website at <https://www.nccaom.org/>. The platform provides the Diplomate with access to their certification information and the ability to update their demographic and contact information which is important for the *NCCAOM® Job Analysis Survey* and the *NCCAOM® Find A Practitioner Directory*. The online platform also provides the Diplomate with a system to track PDA points earned in their four-year recertification cycle.

Please note: If you do not remember your login credentials or have problems logging into your Online Portal, please contact NCCAOM at (888) 382-1140 or email [info@thenccaom.org](mailto:info@thenccaom.org). Creation of a new duplicate account will cause delays in locating your certification record and application processing.

- Diplomates should submit their recertification application at least 4 to 6 weeks prior to the expiration of their NCCAOM certification. Applications may be submitted up to one (1) year early, however 1) the expiration date of the certification is not altered, and 2) the PDA pts/ CEUs earned during the early application time frame may not be applied to the next, four-year recertification application.

Diplomates are ultimately responsible for maintaining their core competencies and the timely submission of the *NCCAOM® Application for Recertification*.

- As a courtesy, the NCCAOM distributes recertification reminders to Diplomates by e-mail at 6 months, 2 months, and 1 month prior to their certification expiration date.



- Diplomates who do not renew their NCCAOM Certification by the expiration date are automatically moved to 'Lapsed' status and forfeit all NCCAOM benefits.
- The Diplomate is notified by e-mail when their application is received at NCCAOM and again when their recertification is approved.
- The wall-mount NCCAOM certificate and ID card are mailed to the Diplomate and should be received within 4 to 6 weeks after the recertification notice. This time may vary greatly for international deliveries.
- Frames for the wall-mount NCCAOM Certificate are available at a discount through Framing Success at <https://www.framingsuccess.com/go/category/GPFLA9ASC/19384>
- Name Change: NCCAOM requires written notification of a name change. Please complete the *NCCAOM® Name Change Request Form* which can be found at <https://www.nccaom.org/resources/applicant-resources/applicant-forms-documents/>. Legal documentation (e.g., marriage license, divorce decree, etc.) and a copy of a government issued photo identification (driver's license) verifying the new name is required in addition to the form.
- A duplicate NCCAOM wall-mount certificate and/or NCCAOM ID card is available for purchase. Please complete the *NCCAOM® Duplicate Certificate and/or ID Card Order Form* which can be found <https://www.nccaom.org/resources/diplomate-resources/diplomate-forms/>.
- Oriental Medicine Diplomates who originally had Certification(s) in acupuncture and/or Chinese herbology have the option to recertify in the initial program for \$100 each. Each program has its own wall-mount certificate, ID card and posting on *NCCAOM Find A Practitioner*.

## Recertification Requirements – PDA Points

- Recertification is achieved by participating in continuing education coursework attained in a live classroom or e-learning environment where a certificate or transcript is provided the Diplomate. International events must meet specific requirements and all documentation must be in English. The Professional Development Activities (PDA) is a program developed to provide Diplomates with quality continuing education courses by approved PDA providers and instructors. Check out the approved courses on the PDA Search Engine.
- Continuing education units (CEUs) are called PDA points. One (1) PDA point is equal to one (1) hour of active, instructor-led learning or participation in a professional activity.
- Mandatory recertification requirements include a CPR certificate and 30 PDA points/hours of coursework in core competency subject areas (SA-ET-AOM, pg. 13). The remaining 30 hours can continue to be earned in the Core



Competencies section; OR the Diplomate has the option to submit PDA points in the Professional Enhancement Section under coursework in adjunctive therapies (PE-CW) or participation in professional activities (PE-AT, pg. 16).

- All PDA/CEU credits must be reported no later than 6 weeks from the recertification application submission date. Pre-approval of coursework is not available at this time. Recertification staff will contact the Diplomate if additional information is required.
- Submitting the 'same course' twice in one four-year recertification cycle is not allowed. 'Same course' is defined as having an identical course title, number of PDA points/hours of participation, and the same instructor.
- PDA or continuing education courses must be completed exactly within the four-year recertification cycle; from the prior certification date to the future expiration date. Coursework or professional activities may not be rolled over to the next recertification cycle.
- Courses that are audited cannot be applied for recertification credit.
- Recertification fees are non-refundable. Diplomates are encouraged to submit all of the required 60 PDA points/hours with their application.
- A recertification application that is lacking the required 60 PDA points/hours of documentation, or portions thereof, will be cancelled.
- Recertification staff will contact the Diplomate if the recertification documentation has errors in the recertification category or PDA point designation. A maximum of three (3) months will be allowed for the Diplomate to resolve the error.

**Reminder!** Each Diplomate has an NCCAOM online platform that allows them to manage their information on the NCCAOM website. Diplomates are now able to access their NCCAOM service mark and professional designation, update their demographic and contact information, track PDA points, apply for recertification online and much more! Check out the NCCAOM website and access your online account at [www.nccaom.org](http://www.nccaom.org).



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## 2018 NCCAOM® Recertification At A Glance

Sixty (60) PDAs points or CEUs are required in a four-year NCCAOM recertification cycle. A CPR certificate is required and is considered a 'stand-alone' requirement with no PDA points awarded.

**Mandatory: Core Competency** PDA points are awarded for active learning that is earned in a classroom or e-learning environment in specific areas. One PDA point is equal to one hour of instructor-led learning. Visit the PDA Search Engine to find courses approved by the NCCAOM.

Diplomates are required to complete coursework in the following areas. All 60 points may be earned in the Core Competency section.

26 Points/Hours in one or a combination of the categories	AOM-OM	Oriental Medicine Foundation & Theory
	AOM-AC	Acupuncture
	AOM-CH	Chinese Herbology
	AOM-ABT	Asian Bodywork Therapy
	AOM-BIO	Biomedicine/Western Medicine
2 Points/Hours	SA	Safety
2 Points/Hours	ET	Ethics

**Optional: Professional Enhancement** consists of coursework and activities that can be mixed to complete the 60 PDAs required for NCCAOM recertification. Remaining PDAs from the Core Competency section may be applied to the PE-CW category.

**PE-CW** Coursework: Live or online courses in complementary and integrative therapies.

**PE-AT** Approved Professional Activities are listed below

### AOM Volunteer Service Opportunities

Serve on a Professional Board	10 PDA points maximum (5 per year)
Advocate Legislation	10 PDA points maximum
Donate Acupuncture and OM Services	10 PDA points maximum
NCCAOM Exam Item Writing	10 PDA points maximum
ACAOM Site Visitor	10 PDA points maximum

### AOM Teaching, Research and Publication Opportunities

Teaching or Lecturing	20 PDA points maximum
Clinical Supervision	10 PDA points maximum
Research in Acupuncture & Oriental Medicine	20 PDA points maximum
Publications	Varies

### AOM Knowledge and Skills Opportunities

Peer Reviewed Posters or Exhibits	10 PDA points maximum
Passage of NCCAOM Certification Exam	20 PDA points maximum
Clinical Experience	10 PDA points maximum
Tai Chi/Qigong Exercise	4 PDA points maximum
Self-Directed Learning	4 PDA points maximum



## NCCAOM Recertification Coursework

Suggested course topics for each of the Core Competency subject areas are listed below. Diplomates are encouraged to enroll in a PDA approved course that can be found in the *NCCAOM® PDA Search Engine*. Diplomates are also advised to confirm, in advance, if the course content is within their state scope of practice and if the state regulatory board will accept the PDA points.

### *What courses should I take?*

#### Mandatory Core Competency Subject Areas

**AOM** AOM is the theory and foundation of Oriental medicine including diagnosis, treatment, patient management and education, medical qigong, and nutrition.

**BIO:** Biomedicine is the established and evolving clinically relevant western medicine and its application to AOM patient care.

1. Clinical Application of Biomedical Sciences
2. Patient History and Physical Examination
3. Clinical Assessment Process
4. Clinical Decision-Making and Standard of Care
5. Office Safety and Professional Responsibilities
6. Pharmaceuticals and supplements
7. Interpretation of clinical reports
8. Evidence-based practice to improve AOM medical treatments

**Patient Communication:** Effective information exchange using active listening skills and verbal/non-verbal communication.

1. Professional communication with patients, families, caregivers, and other healthcare professionals
2. Patient counseling & lifestyle intervention
3. Compassionate care for patients
4. Practice in an integrative care setting
5. Patient referral

**Legal and Regulatory Compliance:** Legal aspects of treatments in practice.

1. Federal
  - A. Regulatory compliance (HIPAA, CDC, OSHA, etc.)
  - B. Professional liability
  - C. Documentation and reporting requirements
2. State
  - A. Rules & Regulations
  - B. Scope of Practice
  - C. Documentation and reporting requirements



**SA:** **Safety** is the quality or condition of being safe; freedom from danger, injury, or damage; security. A mechanism on equipment/buildings designed to prevent accidents. *Webster's New World College Dictionary*, <http://websters.yourdictionary.com/>.

**Herbal Safety:** Knowledge and skills in the safe handling and use of Chinese herbs.

1. Regulatory agencies and requirements
2. Documentation and reporting
3. Equipment and calibration
4. Compounding
5. Cautions and contraindications (condition-dependent, incompatibility)
6. Labeling & dispensing (lot numbers, expiration dates and procedures)
7. Management & storage
8. Toxicity
9. Herb-drug interactions & potential adverse effects

**Professional Safety:**

1. Federal and state requirements (OSHA, CDC, JACHO, State Board of Health)
2. Pathogens
  - A. Definition-infectious agent (micro-organism) that causes disease in host
  - B. Types (viral, bacterial, prion, fungus, parasites, protozoan)
  - C. Routes or pathways of transmission (air, blood, soil)
3. Communicable and infectious diseases (Hepatitis, HIV, MRSA, Ebola, etc.)
4. Infection Control
  - A. Universal precautions
  - B. Personal protective equipment (PPE)
  - C. Sterilization techniques
  - D. Medical waste management (Bio-hazardous)
5. Clean needle protocols – see CNT Manual
6. Patient Safety
  - A. Equipment and techniques (lamps, tools [gua sha, cups], instruments)
  - B. First aid stations
  - C. Documentation and reporting
7. Facility Safety
  - A. ADA accommodations
  - B. Emergencies
    1. Plans and procedures
    2. Patient assistance
    3. Staff training
  - C. Staff competence and training

**ET:** **Ethics** is a branch of philosophy regarding concepts of right and wrong conduct, often addressing disputes of moral diversity. A decision-making process that determines a moral course of action a person is obligated to do in a specific situation. *Webster's New World College Dictionary*, <http://websters.yourdictionary.com/>.

The acupuncture and Oriental medicine profession has the *NCCAOM® Code of Ethics* which is required content for PDA approved courses.



**Patient Ethics:**

1. Respect rights and dignity
2. Non-discrimination
3. Patient's right to treatment
4. Informed consent
5. Confidentiality – HIPAA and patient information
6. Boundaries and relationships
7. Documentation and records
8. State scope of practice
9. Patient referrals
10. Sexual contact

**Professional Ethics:**

1. Standards of the profession
2. Hierarchical relationships
3. Accurate and truthful information
4. Change in professional status
5. Patient relationship power differential
6. National and state regulatory policies
7. Respect of practitioners of AOM and other medical professions
8. Ethical business practices
  - A. Insurance billing and coding
  - B. Taxes

**Public Ethics:**

1. Comply with state laws
2. Truthful information and advertising
3. Credentials and designations
4. Efficacy in treatment outcomes
5. State regulatory reporting



## Professional Enhancement

### Optional Professional Enhancements (PE)

**PE-CW: Coursework** accepted in this category relate to adjunctive therapies, treatments, modalities and other areas that enhance the Diplomate's practice but do not originate in Oriental or Western medicine (e.g., chakras, energy medicine, injection therapy, etc.). One PDA point is equal to one hour of active learning. The required documentation includes a certificate of completion from the sponsor of the educational event or a school transcript.

**PE-AT:** Activities have been approved for recertification by the NCCAOM because they demonstrate the professional growth and development of the Diplomate. Each activity is described below and lists the required documentation. A maximum number of points/hours of participation is provided for each activity.

### PE Activities – Description and Required Documentation

#### AOM Volunteer Services

- **Service on a Professional Board:** A maximum of ten (10) PDA points may be submitted for serving on a state, regional or national board or committee related to the AOM profession. One (1) PDA point is equal to one (1) hour of professional board service. A maximum of five (5) points may be earned per service year. The required documentation includes a letter, printed on letterhead from the organization's chief elected officer verifying dates of service, membership role, and hours of participation.
- **Advocate Legislation:** A maximum of ten (10) PDA points may be submitted for advocating legislation related to the AOM profession. One (1) PDA point is equal to one (1) hour of advocating legislation. The required documentation includes a letter, printed on letterhead from the state association or the state regulatory board chair verifying legislative dates, activities experienced, and hours of participation.
- **Donate Acupuncture and Oriental Medicine (AOM) Services:** This professional enhancement category supports the humanitarian aims of the AOM profession. Diplomates may earn one (1) PDA point for every two (2) hours of donated time with a maximum of ten (10) PDA points in a four-year recertification cycle. The service must be provided on a pro bono basis through an organization offering humanitarian missions to:
  1. domestic and/or international victims in an emergency situation or disaster area,
  2. low income and/or underserved areas and/or populations,
  3. special needs populations, or
  4. United States military personnel.



Diplomates will adapt the delivery of AOM treatments while obtaining new clinical, emotional and/or psychological skills. Included are services with new patients in unfamiliar cultures and/or languages located in new, non-traditional settings. The required documentation includes a letter, printed on letterhead, signed by the organization's chair or director. The letter must include 1) the location and description of the setting where the services were performed, 2) dates and hours of services, 3) the population and culture served, and 4) a written statement of the new knowledge or skill(s) acquired.

- NCCAOM Exam Item Writing: Diplomates who participate as item writers (i.e., serve in the *NCCAOM® Item Writer Academy*) may earn a maximum of ten (10) PDA points in a four-year recertification cycle. Collectively, for every four (4) items submitted, one (1) PDA point is awarded. Qualifications for receiving PDA points include the following.

1. Attendance at an *NCCAOM® Item Writing Workshop* within the last four years. Documentation includes an *NCCAOM Certificate of Participation*.
2. Join the *NCCAOM® Item Writer Academy*.
3. Submit a minimum of four taxonomy level two (2) and/or level three (3) questions.
  - Questions (i.e., items) must be submitted on a *NCCAOM® Item Construction Form*.
  - Each submission must include content area, taxonomy level, item stem, key distracters, and reference(s).
  - Item content for each of the four questions submitted must be useable as determined by the appropriate Exam Development Committee (EDC) members.
  - Items should be submitted to the NCCAOM EDC by email at [examcontent@thenccaom.org](mailto:examcontent@thenccaom.org).

Documentation includes an *NCCAOM® Certificate of Participation* for the workshop and a letter, on NCCAOM letterhead, for the items approved by the EDC. Four (4) approved items equal one (1) PDA Point.

- Accreditation Commission for Acupuncture and Oriental Medicine (ACAOM) Site Visitor: A maximum of ten (10) PDA points may be submitted for participating in an ACAOM site visit as a team member. The required documentation includes a letter, on letterhead, from ACAOM listing the name of the school and the dates of the survey.



### AOM Teaching, Research and Publication Opportunities:

- **Lecture:** A maximum of twenty (20) PDA points may be submitted for teaching and/or lecturing in an Oriental medicine subject. One (1) PDA point is equal to one (1) hour of teaching/lecturing. The required documentation includes a letter, on letterhead, from the providing organization outlining the course/presentation title, the instructor/speaker name, and the number of hours taught/lectured. A school transcript is accepted if the required information is listed.
- **Clinical Supervision:** A maximum of ten (10) PDA points may be submitted for supervising a clinical experience in an Oriental medicine educational program. Diplomate activities include directing students in observations, case discussions, and/or supervised practices. The experience must be conducted in a licensed clinical setting and be part of a formal education or preceptor program. The preceptor must have five (5) years of practical/clinical experience in a healthcare field. One (1) PDA point is equal to one (1) hour of supervision. The required documentation includes a letter, on letterhead, from the school or preceptor indicating the dates, supervision activities, and hours of participation.
- **Research in Acupuncture and Oriental Medicine:** A maximum of twenty (20) PDA points may be submitted for documented research in acupuncture or Oriental medicine. The researcher should be listed as the principal investigator or co-investigator. The researcher duties include, but are not limited to, design, execution, analysis and evaluation of research outcomes. Research should be associated with an educational or health-related institution and must not be self-funded. The required documentation includes a letter, on letterhead, from the institution and an abstract listing the name of the Diplomate as a contributor.
- **Publications:** Includes writing and editing books, professional journals, and articles in Oriental medicine. Please see the individual categories listed below for enhancement descriptions and documentation.
  1. **Author a Book:** A maximum of thirty (30) PDA points may be submitted for authoring a book in the field of Oriental medicine that is at least 300 pages in length. The required documentation includes a copy of the book cover and introduction pages showing the publication date and ISBN number.
  2. **Author a Chapter in a Book:** A maximum of twenty (20) PDA points may be submitted for authoring a chapter(s) in the field of Oriental Medicine. Ten (10) PDA points may be submitted for one (1) chapter with a maximum of two (2) chapters per recertification cycle. The required documentation includes a copy of the book cover and introduction pages showing the publication date and ISBN number.



3. Edit a Book or Professional Journal: A maximum of twenty (20) PDA points may be submitted for editing a professional book or journal. Ten (10) PDA points may be submitted for each book or professional journal with a maximum of two (2) books/journals per recertification cycle. The required documentation includes a letter, on letterhead, from the author of the book or the editor-in-chief of the journal. The letter should describe the Diplomate's participation in the editing process including the title of the book/journal, publication date and ISBN number.
4. Publication of a Peer-Reviewed Journal Article: A maximum of twenty (20) PDA points may be submitted for authoring an article in a professional, peer-reviewed journal in the field of Oriental medicine. Ten (10) PDA points may be submitted for each article with a maximum of two (2) articles per recertification cycle. The required documentation includes a copy of the article, the cover of the journal, and the table of contents that show the article title, review date, and author's name.
5. Author an Article: A maximum of ten (10) PDA points may be submitted for writing an AOM article that is published. Five (5) PDA points may be submitted for each article with a maximum of two articles per recertification cycle. The required documentation includes a copy of the article and the cover of the newspaper or magazine that shows the publication date and the article listing in the table of contents.

#### Additional AOM Knowledge and Skills Opportunities:

- **Peer Reviewed Posters and/or Exhibits**: A maximum of ten (10) PDA points may be submitted for professional, peer-reviewed posters and/or exhibits in one of the five branches of Oriental medicine that demonstrates research and has been reviewed by a peer organization. The required documentation includes an abstract and photograph identifying the poster session, the program brochure, and a letter from the event organizer documenting the date and location of the event.
- **NCCAOM Certification Examination to Meet State Requirements**: A maximum of twenty (20) PDA points may be submitted for successfully passing an NCCAOM certification examination required by a state regulatory board to obtain a license to practice. Taking an NCCAOM examination for a certification requirement is not eligible for recertification. The required documentation includes a copy of the official letter notifying the Diplomate of their test score including the exam date (must be within the four-year recertification cycle).



- **Clinical Experience:** A maximum of ten (10) PDA points may be submitted for completing a supervised clinical experience that is part of a formal educational program and conducted in a licensed clinical setting. The experience must be in acupuncture, Chinese herbology, Oriental medicine or Asian bodywork therapy. The experience should include observation, case discussions, and/or supervised practice. The preceptor must have five (5) years of practical/clinical experience in a healthcare field. One (1) PDA point is equal to one (1) hour of clinical experience. The required documentation includes a letter, on letterhead from the institution or preceptor with dates, clinical activities, and hours of participation.
- **Second Language Instruction:** A maximum of ten (10) PDA points may be submitted for the study of a second language, relevant to a practitioner's practice. One (1) PDA point is equal to one (1) hour of formal instruction. The required documentation includes a letter, on letterhead, or a school transcript from the providing organization outlining the course title, instructor's name, class dates, and number of hours.
- **Self-Directed Learning:** A maximum of four (4) PDA points may be earned for completing a written report on an article from a research journal or book review reflecting how the material impacts the Diplomate's knowledge and practice. One point is awarded per clinical research article or book review. The required documentation includes a written narrative of the book/article submitted on the *NCCAOM® Self-Directed Learning Template* (<http://www.nccaom.org/diplomates/diplomate-resources/diplomate-forms/>).
- **Tai Chi / Qigong Exercise:** A maximum of four (4) PDA points may be submitted for participation in an Oriental medicine exercise class. One (1) PDA point is equal to one (1) hour of class-time. The required documentation includes a letter, on letterhead or a course certificate from the providing organization covering the course/event title, instructor's name, date(s), and hours of participation.



## Non-PDA Approved Coursework Accepted by NCCAOM

Coursework that is not approved through the PDA program will be accepted in the following areas:

1. Coursework in a core competency subject that is approved by a State acupuncture regulatory board.
2. Coursework in a biomedicine (BIO), safety (SA) or ethics (ET) subject that is approved by a healthcare professional organization.
3. Coursework completed by a Diplomate enrolled in an Acupuncture or Oriental Medicine post-graduate program (e.g., DAOM) accredited or in candidacy status by ACAOM.
4. Coursework completed by a Diplomate enrolled in a Chinese Herbology Certificate program recognized by ACAOM.
5. International coursework must be approved by a third party organization or meet NCCAOM's Route 2 eligibility requirements (*NCCAOM® Certification Handbook*). Certificates of completion will be accepted in the English language only.



## How to Recertify - Active Diplomates

A Diplomate who is at Active or Lapsed status may recertify online up to one year in advance of their certification expiration date. Diplomates wishing to go to inactive status, convert to OM, retire, or reinstate to Active status are required to submit a separate online application.

### Online Applications

#### Step 1. Login



Select the **“Certifications”** Portal



Enter your username and password





## Step 2. Recertification Application and Reporting Continuing Education



Account Overview

Profile [Update](#)

Recertification

Specialty	Accrual Period	CE Required	CE Remaining	Completion	Recert Available	Status	Action
OM	05/01/2015 - 05/31/2019	60	58	3%	05/01/2015	Recert Available	<a href="#">Recertify</a> <a href="#">Increase Points</a> <a href="#">Details</a>

## Step 3: Complete Application

Answer Legal and Health questions – be prepared to enter more details and upload supporting documentation for all questions answered “Yes”.

Review demographic and contact information.

Click “Next” when completed.

## Step 4. Acknowledgement

Carefully read the Acknowledgement and be prepared to select ‘Agree’ on the electronic application. Enter your First and Last name as appears on your profile for electronic signature.

## Step 5. Recertification Fee & Payment

Follow the steps to pay online. Recertification fees are non-refundable and must be paid in U.S. currency via a Visa, MasterCard, or American Express credit cards. Checks are not accepted.

## Step 6. Required Documentation – Active and Lapsed Status

Documentation for 60 PDA points/hours of professional education and/or activities may be uploaded to the Diplomate’s educational record at any time during the four-year recertification cycle. The minimum Core Competencies and total number of PDA points/hours must be documented no later than 6 weeks from the recertification application submission date.

NCCAOM staff will contact the Diplomate if there are errors in the recertification category or PDA point designation. A maximum of three (3) months will be allowed for the Diplomate to resolve the error.



## Overlapping Certification(s) for Oriental Medicine Diplomates (Optional)

Diplomates of Oriental Medicine who initially certified in Acupuncture and/or Chinese Herbology have the option to recertify in the certification(s) in which they were originally approved. Each program comes at a reduced rate of \$100/each with its own NCCAOM wall-mount certificate, identification card, and listing in both the *NCCAOM® Find a Practitioner* directory and the *NCCAOM® Registry*.

Note: This option is for Diplomates who initially certified in Acupuncture and/or Chinese Herbology and converted to Oriental Medicine. It is not an option for Diplomates who originally certified in Oriental Medicine.

## Conversion to an NCCAOM Oriental Medicine Certification

### ✳ Requires a separate online NCCAOM application

A Diplomate in Acupuncture and/or Chinese Herbology may apply for a new NCCAOM Certification in Oriental Medicine. Each conversion type is outlined below and in the *NCCAOM® Certification Handbook*. A conversion to Oriental Medicine requires a separate application. Both the Handbook and the application are available on the NCCAOM website at <https://www.nccaom.org/resources/diplomate-resources/diplomate-forms/>.

## Steps to Convert to Oriental Medicine

- Step 1 Be at active or inactive status with NCCAOM. Lapsed statuses are not eligible. Converting to the OM option is available to a Diplomate up to one year before their certification expiration date. If the Diplomate is due for NCCAOM renewal at the time of conversion, they are required to first complete the recertification process then submit the conversion application.
- Step 2 Meet the eligibility requirements in education and biomedicine listed below. Diplomates certified prior to 2004 had additional requirements in bodywork, diet, exercise, and/or patient education.
- Step 3 Submit the *NCCAOM® Application for Conversion to Oriental Medicine* and the required documentation.
- Step 4 Pay the conversion fee of \$100.



Diplomate of Acupuncture Converting to Oriental Medicine

1. Complete one of the following educational requirements in Chinese Herbology. Request a graduate transcript be sent directly from your school to the NCCAOM.

Route 1: Formal Education in Chinese Herbology that is part of a U.S. degree program recognized by ACAOM,

OR

Route 2: Formal Education in an international Chinese Herbology degree program,

OR

Route 3: Apprenticeship program including 1,000 contact hours that meet NCCAOM requirements,

OR

Herbal certificate program recognized by ACAOM and earned at a U.S. academic institution.

2. Successfully pass the NCCAOM Chinese Herbology examination.
3. Successfully pass the NCCAOM Biomedicine examination.
4. Diplomates certified prior to 2004: Complete 21 hours in at least two (2) of the categories below. PDAs, CEUs, college credit are acceptable.
  - A. Bodywork: Body mechanics, ergonomics, acupressure, shiatsu, tui na.
  - B. Diet: Basic Oriental medicine dietary principles, basic nutritional principles.
  - C. Exercise: Basic stretching, movement, and exercise principles and techniques; basic breathing and relaxation principles and techniques; QiGong, Tai Chi.
  - D. Patient Education: Bodywork, diet, and exercise topics above. Include self-treatment techniques, lifestyle implications and consideration, meditation, integration of Oriental medical theory and modern lifestyles, and the healing process.



Diplomate of Chinese Herbology Converting to Oriental Medicine

1. Complete one of the following educational requirements in Acupuncture. Request a graduate transcript be sent directly from your school to the NCCAOM.

Route 1: Formal Education in Acupuncture that is part of a U.S. degree program recognized by ACAOM,

OR

Route 2: Formal Education in an international Acupuncture degree program,

OR

Route 3: Apprenticeship program including 1,000 contact hours that meet NCCAOM requirements.

2. Successfully pass the NCCAOM Acupuncture examination.
3. Successfully pass the NCCAOM Biomedicine examination.
4. Diplomates certified prior to 2004: Complete 21 hours in at least two (2) of the categories below. PDAs, CEUs, college credit are acceptable.
  - A. Bodywork: Body mechanics, ergonomics, acupressure, shiatsu, tui na.
  - B. Diet: Basic Oriental medicine dietary principles, basic nutritional principles.
  - C. Exercise: Basic stretching, movement, and exercise principles and techniques; basic breathing and relaxation principles and techniques; QiGong, Tai Chi.
  - D. Patient Education: Bodywork, diet, and exercise topics above. Include self-treatment techniques, lifestyle implications and consideration, meditation, integration of Oriental medical theory and modern lifestyles, and the healing process.

Diplomates of Acupuncture AND Chinese Herbology Converting to Oriental Medicine

1. Meet the Biomedicine requirements (if applicable).  
 Successfully pass the NCCAOM Biomedicine examination, if not previously passed.



2. Diplomates certified prior to 2004: Complete 21 hours in at least two (2) of the categories below. PDAs, CEUs, college credit are acceptable.
- A. Bodywork: Body mechanics, ergonomics, acupressure, shiatsu, tui na.
  - B. Diet: Basic Oriental medicine dietary principles, basic nutritional principles.
  - C. Exercise: Basic stretching, movement, and exercise principles and techniques; basic breathing and relaxation principles and techniques; QiGong, Tai Chi.
  - D. Patient Education: Bodywork, diet, and exercise topics including self-treatment techniques, lifestyle implications and consideration, meditation, integration of Oriental medical theory and modern lifestyles, and the healing process.

**NOTE:** The new NCCAOM Oriental Medicine Certification's expiration date will be set to match the prior expiration date that is the furthest out from certification. The prior Acupuncture and Chinese Herbology Certifications will become dormant.

## Retired Diplomate Status

### **\* Requires a separate online NCCAOM application**

The NCCAOM is indebted to its long-standing Diplomates who have devoted many years to the practice of acupuncture and Oriental medicine and also contributed immensely to the NCCAOM and to the profession. The retired Diplomate designation allows veteran Diplomates to stay involved with the AOM profession and continue their affiliation with NCCAOM. Retirement status is available for all NCCAOM Certifications. The online application is available as a "Retire" option in the Recertification section of the Diplomate's online account.

### 1. Benefits of Retired Diplomate Designation:

- A. Describe themselves as having been NCCAOM National Board-Certified Acupuncturist™ according to the credential(s) previously earned, and to use one or more of the following designation(s):

*Diplomate of Oriental Medicine, Retired (NCCAOM) or Dipl. O.M., Retired (NCCAOM)®*  
*Diplomate of Acupuncture, Retired (NCCAOM) or Dipl. Ac., Retired (NCCAOM)®*  
*Diplomate of Chinese Herbology, Retired (NCCAOM) or Dipl. C.H., Retired (NCCAOM)®*  
*Diplomate of Asian Bodywork Therapy, Retired (NCCAOM) or Dipl. ABT, Retired (NCCAOM)®*

- B. Be listed in the *NCCAOM® Registry* as "Retired", which is accessible on the NCCAOM website;



- C. Receive a complimentary subscription to *The Diplomat E-News You Can Use*;
- D. Be considered to participate in national board examination development activities;
- E. Be considered to serve on NCCAOM committees and taskforces;
- F. Be considered by the NCCAOM Governance Committee for appointment to the NCCAOM Board of Commissioners as a Professional Member;
- G. Hold an NCCAOM Certificate and ID card reflecting the Retired designation.

## 2. Retirement Terms

- A. Applicant is at Active or Inactive status and is:
  1. retired from the AOM profession and is no longer practicing.
  2. permanently disabled.
  3. free and clear of any and all disciplinary actions in the states where they have practiced.
  4. 62 years of age.



## Recertification for Non-Active Statuses

### Inactive Status

An NCCAOM Diplomate, who is experiencing a life changing circumstance and is not practicing as an AOM professional, may qualify for inactive status by meeting the qualifications below. Inactive individuals may return to active status at any time during the inactive period, provided all current recertification requirements are documented.

#### 1. Inactive Status Qualifications:

- A. Reasons accepted for Inactive status include situations affecting life circumstances (i.e., personal, family, medical, etc.).
- B. Diplomates may not be practicing as an AOM professional during the Inactive period.
- C. Complete the online *NCCAOM® Application for Inactive Status*.

#### 2. Inactive Status Terms:

- A. During Inactive status, the Diplomate loses all benefits and services of NCCAOM Certification including the use of the term Diplomate, the NCCAOM designations, posting of the NCCAOM service marks, etc. The Diplomate Newsletter continues to be delivered to Inactive statuses.
- B. Inactive status is valid for a period of two (2) years.
- C. If the Inactive Diplomate does not return to Active status after the two (2) year Inactive period, they are moved to Lapsed status and will owe an additional 45 PDA points (100 total) and a \$150 fee (\$440 total). If the Diplomate does not return to Active status within one (1) year following Inactive status, their NCCAOM certification is terminated.
- D. Inactive statuses may not apply for a second, consecutive period of Inactive status.

#### 3. How to Return to Active Status

- A. Complete an online *NCCAOM® Application for Recertification* available on the Diplomate' online account.
- B. Upload the documentation for the four-year recertification cycle (60 PDA points and CPR certification) and required PDA points for each year lapsed.
- C. Pay the Recertification fee.



## Lapsed

A Diplomate who does not renew their certification by their expiration date forfeits all benefits and services provided by NCCAOM certification. The certification is moved to 'Lapsed' status and the Diplomate is required to submit additional PDA points and increased fees.

### 1. Lapsed Status Terms:

- A. Lapsed statuses must return to Active status within three (3) years of their last active certification expiration date or their NCCAOM Certification is terminated.
- B. If terminated, the *NCCAOM® Reinstatement Exam* is required to return to active status.
- C. The PDA points and late fees are determined on a yearly basis; they are not prorated by month.
  1. Fifteen (15) PDA points/hours are required per lapsed year. Lapsed PDA points have to be in the mandatory Core Competencies section.
  2. Late fees are calculated into the amount due to recertify.

Year Lapsed	Recertification PDA Pts	Lapsed PDA Pts	Recertification Fee	Lapsed Fee	Total PDA Points & Fee Required to Recertify
1	60	15	\$290	\$50	75 pts + \$340
2	60	30	\$290	\$100	90 pts + \$390
3	60	45	\$290	\$150	105 pts + \$440

### 2. How to Return to Active Status

- A. Submit the online *Application for NCCAOM Recertification* and pay the fee.
- B. Upload the PDA coursework and activity documentation into the Diplomate's educational record.

## Terminated Diplomates Wishing to Reinstate to Active Status

✳ **Requires a separate online NCCAOM application**

A former Diplomate whose NCCAOM certification has terminated may apply for 'Reinstatement' to Active status. The Reinstatement program has been designed for practitioners to return to an NCCAOM certification who would otherwise not qualify. A separate application is required and is available as "*Reinstate*" option in the Recertification section of the Diplomate's online account.

### 1. Reinstatement Requirements:



- A. The applicant must be free and clear of any and all disciplinary actions in the state(s) where they are practicing or have practiced. Applicants with disciplinary actions may be considered and will follow the NCCAOM’s current professional ethics and discipline policies and procedures for review.
- B. Complete a CPR certificate within four (4) years of the application date.
- C. Complete a 2 hour/PDA course in safety (SA) within four (4) years of the application date.
- D. Complete a 2 hour/PDA course in ethics (ET) within four (4) years of the application date.
- E. Be competent in clean needle technique (CNT) and have current knowledge in blood borne pathogens (Acupuncture and Oriental Medicine certifications only).
  - 1. Document an NCCAOM approved in person practical CNT course, required at the time of initial certification, which was completed within six years of the reinstatement application date. Retaking an NCCAOM approved in person practical CNT course at the time of *Application for Reinstatement to Active Diplomat Status* will also satisfy the Safety PDA requirement.
- OR
- 2. If the NCCAOM approved in person practical CNT course certificate is expired and the applicant has held a continuous license to practice acupuncture within the last three years; the applicant may document the completion of an NCCAOM approved course in blood borne pathogens which meets OSHA standards taken within four years of the application date.
- F. Complete a background check by NCCAOM’s background screening site Private Eyes at <https://secure.privateeyesbackgroundchecks.com/>. The fee of \$30.00 is paid directly to the vendor.
- G. Successfully pass the *NCCAOM® Reinstatement Examination* for the designated reinstatement certification(s) below. All exams are offered through Pearson Professional Test Centers and candidates are subject to NCCAOM’s current testing administration policies.

NCCAOM Certification(s)	NCCAOM Reinstatement Exam	Exam Fee (Paid to Pearson Test Center)
Acupuncture Certification	<i>NCCAOM® Acupuncture Reinstatement Examination</i>	\$450
Chinese Herbology Certification	<i>NCCAOM® Chinese Herbology Reinstatement Examination</i>	\$450
Oriental Medicine Certification	<i>NCCAOM® Oriental Medicine Reinstatement Examination</i>	\$550
Acupuncture <u>and</u> Chinese Herbology Certifications	<i>NCCAOM® Acupuncture and Chinese Herbology Reinstatement Examination</i>	\$550



## PROFESSIONAL DEVELOPMENT ACTIVITY



### PDA Program Overview

The mission of the NCCAOM is *to assure the safety and well-being of the public and to advance the professional practice of acupuncture and Oriental medicine by establishing and promoting national evidence-based standards of competence and credentialing*. Achieving NCCAOM certification demonstrates the mastery of specific core competencies including knowledge, skills, and abilities required within an AOM professional practice; therefore, the focus of NCCAOM recertification is to maintain the core competencies and advance the professional growth and development of the Diplomate. To that end, the Professional Development Activity or "PDA" program was created as NCCAOM's department of continuing education. All NCCAOM approved programs satisfy recertification requirements for NCCAOM Diplomates. The PDA program was created to provide an avenue for NCCAOM Diplomates to earn "PDA Points" (CEUs) for participating in recognized programs that apply toward NCCAOM recertification requirements. In turn, the NCCAOM PDA Department partners with individuals and organizations to provide these quality education programs. Visit the PDA Search Engine to access the NCCAOM approved courses.

NCCAOM's PDA program began in 1999 and has grown to over 1,400 PDA providers and 3,000 approved courses that award PDA Points to Diplomates. In 2007 and 2011, significant advances were made in the PDA Department and with this dedication came further program enhancements in 2013.

Organizations and individuals interested in offering PDA points must first apply to become a PDA provider. Once accepted, the provider is eligible to submit a PDA course application, required documents, and the review payment to the PDA Department. The review includes evaluation of the course content, instructor qualifications, and supporting documents. When the course is approved, a PDA course number is assigned, and the provider is allowed to issue PDA points to the attendees via an *NCCAOM® PDA Certificate*. The Diplomate may submit the official *NCCAOM Certificate* for recertification and to their state acupuncture board for re-licensing requirements.

Visit the *PDA Search Engine* at

[https://pdaportal.nccaom.org/dzapps/dbzap\\_bin/apps/assess/webmembers/secure/manage?webid=nccaomprov&pToolCode=PROVIDER\\_SEARCH&pAdd=Yes](https://pdaportal.nccaom.org/dzapps/dbzap_bin/apps/assess/webmembers/secure/manage?webid=nccaomprov&pToolCode=PROVIDER_SEARCH&pAdd=Yes)



## NCCAOM Recertification Fee Schedule

Active Diplomate Recertification	\$290
Lapsed Status – First Year	\$340
Lapsed Status – Second Year	\$390
Lapsed Status – Third Year	\$440
Recertification Assistance	\$200
Expedited Recertification Review	\$100
✿ Retired Diplomate Certification	\$50
✿ Conversion to Oriental Medicine (OM) Certification	\$100
✿ Inactive Status	\$100
✿ Reinstatement to Active Diplomate Certification	\$100
Overlapping Oriental Medicine Conversion (Ac and/or CH only)	\$100 each
Copy of Records (special request)	\$25
Duplicate NCCAOM Certificate and/or ID Card <i>NCCAOM® Duplicate Certificate – ID Card Order Form</i>	\$50 each
Certification/Exam Results to a State Board Applicants and Active Diplomates	\$45
Inactive Diplomates	\$75
Lapsed Diplomates	\$100
Terminated Diplomates and others	\$150
Optional Diplomate Marketing Resources	
NCCAOM Certification Booklets	Varies depending on quantity ordered
Consumer Guide Brochure	
Providing National Standards Brochure	

✿ Requires a separate online NCCAOM application



## NCCAOM Requests and Appeals

NCCAOM provides for a fair and equitable process to review and resolve a certification or recertification request or complaint. A candidate or a Diplomate may submit a request or file a complaint to NCCAOM if they believe there has been an error in a certification or recertification decision; or if they have comments about specific aspects of the process.

### How to Submit a Request or Complaint

1. If a candidate or Diplomate believes there has been an error in a certification/recertification decision or has comments about specific aspects of a process, they may complete the *NCCAOM® Request Form* and email it to [applications@thencanaom.org](mailto:applications@thencanaom.org).
2. An acceptable reason for a request includes a situation that affects life circumstances (e.g., personal, family, medical, financial, etc.). The candidate/Diplomate should be specific when outlining the request or complaint and submit documentation within 30 days of the event.
3. Grievous complaints that jeopardize the safety of a patient or the public are forwarded to the Professional Ethics & Discipline Department for their review and potential investigation.
4. NCCAOM staff will research the request or complaint and, if necessary, seek counsel from senior management for a resolution that meets compliance with the policies of NCCAOM.
5. NCCAOM staff will communicate the decision, in writing to the candidate/Diplomate within 30 days of the receipt of the request.

### How to Appeal an NCCAOM Decision

1. If a candidate or Diplomate is not satisfied with a decision made by the NCCAOM staff, they may appeal it, in writing, by mailing a letter to the NCCAOM offices or emailing the letter to [applications@thencanaom.org](mailto:applications@thencanaom.org).
2. The NCCAOM must receive the appeal letter within 30 days of the candidate's receipt of NCCAOM's initial decision. A rational justification is required for filing an appeal.
3. The candidate/Diplomate's appeal will be reviewed by their peers who sit on the NCCAOM Eligibility/Recertification Committee at the next scheduled meeting. The candidate/Diplomate will be notified of the Committee's decision in writing, within 30 days of the meeting.
4. The candidate/Diplomate can appeal the NCCAOM Eligibility/Recertification Committee's decision and submit a final appeal to the NCCAOM Board of Commissioners. The appeal will be reviewed at the next regularly scheduled Board meeting. The candidate/Diplomate will be notified of the Board's review, in writing and within 30 days of the meeting date.