



American Heart Association®



Certified Professional by the American Heart Association - Telehealth

American Heart Association Healthcare Certification

Candidate Handbook

Healthcare Certification provided by
American Heart Association®



This handbook contains necessary information about the examination for Certified Professional by the American Heart Association - Telehealth. Please retain it for future reference. Candidates are responsible for reading these instructions carefully.

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ACKNOWLEDGMENTS

The Certified Professional by the American Heart Association – Telehealth

EXAMINATION POLICIES

Eligibility Requirements

1. Complete 5.25 CE (continuing education) credits in telehealth within the past 12 months
2. Candidate must be a telehealth professional including licensed medical professional, allied health professional, administrative personnel, research personnel or student.
3. Complete and file the online application for the CPAHA-Telehealth certification exam.
4. Pay the required fee(s).

Language

The CPAHA-Telehealth examination is offered in English only.

Examination Administration

The CPAHA-Telehealth certification examination will be offered via Live Remote Proctored (LRP) Test Administration by Meazure Learning. Candidates must schedule their testing appointment at least 24 hours in advance of the requested testing appointment. Examination for the CPAHA-Telehealth certification will be done remotely through live proctored exam monitoring. Meazure Learning is the professional testing agency contracted by the American Heart Association to assist in the development, administration, proctoring, scoring, score reporting, and analysis of the CPAHA-Telehealth certification examination.

Statement of Nondiscrimination

AHA and Meazure Learning doreca01 Tc 0.003 Tw 11.04 0 0 11.e 1 T2E 0.001 Twm[(A)30.004 Tc 0.sc 0 Tw

- Once the candidate has scheduled an LRP testing appointment, the candidate will receive email confirmation notices from both

MAINTENANCE OF CERTIFICATION

Option 1: Continuing Education Credit

15 hours of continuing education must be earned and submitted to the AHA. The cost associated with this option is \$175 for re-certification.

Option 2: Re-Examination

If the candidate elects not to renew certification through option 1, the alternative is retaking the examination. The cost association with this option is the full certification cost of \$585 for renewal.

Continuing Education

To maintain certification status through continuing education, one must meet the eligibility requirements and provide proof that they have earned a total of 15 credit hours of continuing education between

REVOCATION OF CERTIFICATION

Admittance to the examination will be denied or the certification will be revoked for any of the following reasons:

- Falsification of an application or documentation provided with the application
- Failure to pay the required fee
- Misrepresentation of certification status

AHA provides the appeal opportunity for challenging denial of

FREQUENTLY ASKED QUESTIONS

Am I eligible to sit for the CPAHA-Telehealth exam?

All licensed health care professionals and students are invited to sit for the exam.

How much does it cost to take the exam?

The fee to sit the AHA Certified Telehealth Professional exam is \$585.

What is the expiration date of the CPAHA-Telehealth credential?

The credential is valid for 3 full years

- g. Describe the impact of telehealth on quality of care and the patient experience.
- h. Describe appropriate patient examinations via telehealth and the necessary clinical support for a differential diagnosis.
- i. Identify relevant data collection procedures to ensure appropriate information is obtained on the presenting patient.

3. Licensing, Credentialing, and Privileging (13%)



- a. Describe licensure processes and renewals specific to telemedicine, explain the role of states in licensing, and the role of the state medical board.
- b. Examine licensing compacts, including the Interstate Medical Licensure Compact (IMLC), Nurse Licensure Compact (NLC) and Advance Practice Registered Nurse (APRN) Compact.
- c. Outline a basic credentialing and documentation process for telehealth providers.
- d. Discuss telehealth privileging process, scope of practice, and explain traditional and proxy approaches to privileging.
- e. Describe the peer-review and re-appointment processes, and barriers as they relate to privileging.

4. Reimbursement (10%)



- a. Identify basic telehealth payment sources, coverage, and situations where emergency waivers would be used.
- b. Recognize commonly Medicare and Medicaid requirements and coverage and differentiate Qualified Health Professional vs Clinical Member.
- c. Understand common reimbursement restrictions.
- d. Discuss the influence of major private payers on payment policies for telehealth and associated barriers related to reimbursement.
- e. Explain reimbursement parity, associated policies, and overuse implications.
- f. Discuss billing and coding for telehealth providers.

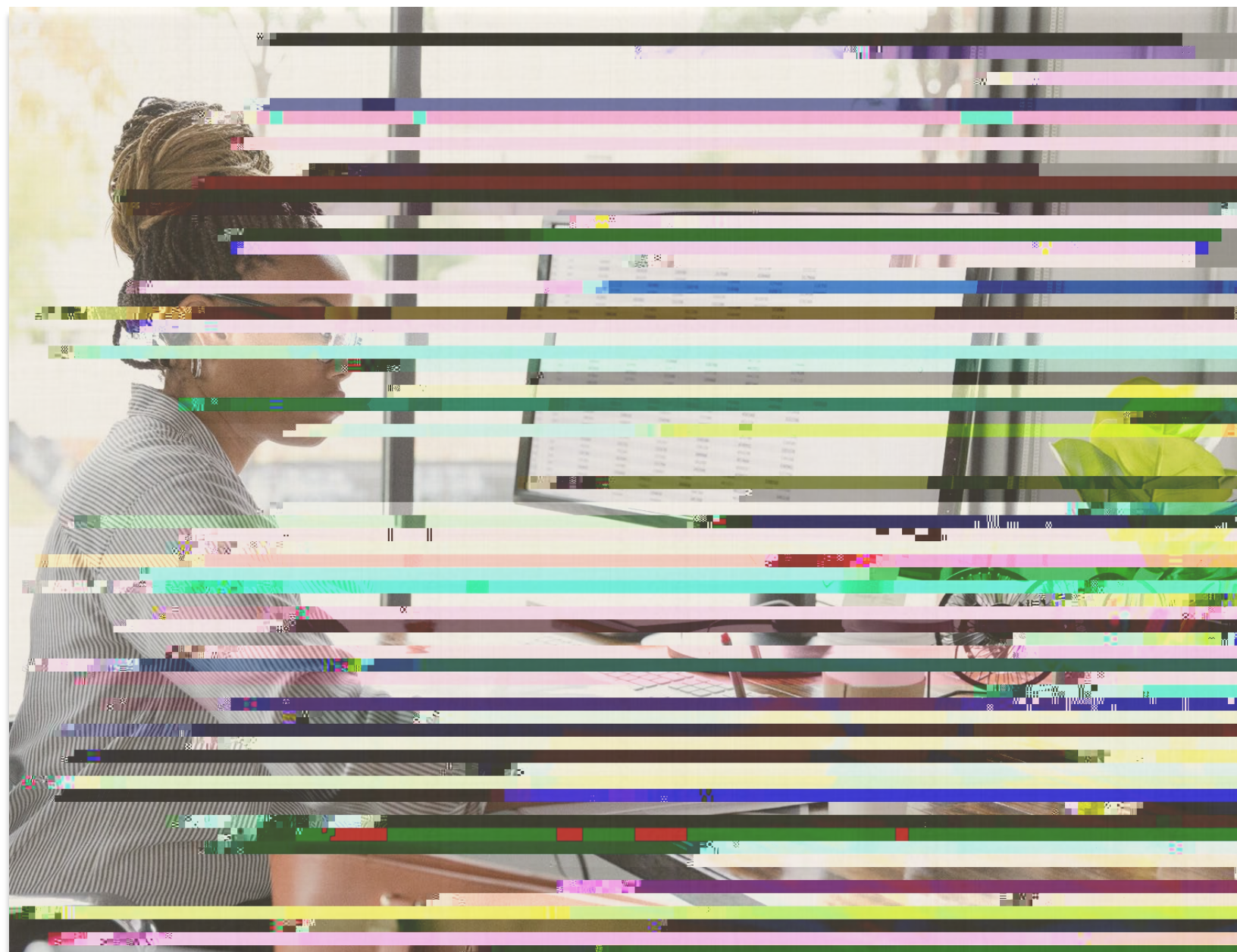
5. Technology (15%)

- a. Identify the basic components of a technology set up, a basic telehealth workflow, and necessary ongoing resources and support.
- b. Explain technology downtime, upgrades, change management processes, and functionality testing related to telehealth.
- c. Discuss the role of support agreements with a technology vendor for telehealth.
- d. Discuss legal and regulatory constraints in relation to data privacy and security.

8. Diversity, Equity, and Inclusion (8%)



- a. Examine the effects of personal bias in clinical decision making and delivery of telehealth and identify ways that telehealth can assist in improving health equity efforts.
- b. Discuss telehealth and interprofessional collaboration.
- c. Examine strategies to mitigate explicit and implicit biases that may negatively affect clinical decision making in telehealth.
- d. Understand the impact of telehealth on social determinants of health efforts, as a resource effort, and utilization of screening and service tools.



Sample Questions

1. What is NOT part of a typical telehealth visit workflow?

b1.