

# Credentialing Guidelines and Requirements

A Candidate Guidebook

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### Billing and Reimbursement Certificate Program

#### Scope

PTCB Billing and Reimbursement certificate holders have demonstrated their advanced understanding of third-party payers and reimbursement systems utilized within the pharmacy. Individuals who earn the certificate will demonstrate that they not only have the necessary foundational knowledge but are capable of playing a leadership role in this crucial administrative function for a pharmacy, which helps patients access medication.

#### Eligibility Requirements

A candidate must hold an active PTCB CPhT Certification and fulfill one of the following eligibility pathways:

**Pathway 1:** Completion of a PTCB-Recognized Billing and Reimbursement Education/Training Program and at least 6 months experience as a pharmacy technician.

**Pathway 2:** At least 12 months of pharmacy technician experience; at least 50% of which must be devoted to pharmacy billing and reimbursement activities.

#### Exam

Passing the Billing and Reimbursement Exam is required to earn the PTCB Billing and Reimbursement Certificate. The Billing and Reimbursement Exam is a computer-based exam administered at Pearson VUE test centers nationwide. The Billing and Reimbursement Exam is a two-hour, multiple-choice exam that contains 70 questions. One hour and 50 minutes are allotted for answering the exam questions and 10 minutes are allotted for a tutorial and post-exam survey.

#### Exam Content Outline

The Billing and Reimbursement Exam covers several knowledge areas organized into four domains, as shown in the following table.

<b>Programs and Eligibility (20%)</b>
Programs and eligibility terminology
Third-party reimbursement types (e.g., PBM, medication assistance programs, self-pay)
Healthcare reimbursement systems in different settings (e.g., home health, long-term care, home infusion, health systems, community pharmacy, and ambulatory clinics)
Eligibility requirements for private and/or federally-funded insurance programs (e.g., Medicare, TRICARE, Medicaid)
Eligibility for patient assistance through available programs (e.g., a 340B eligible program)
<b>Claims Processing and Adjudication (48%)</b>
Pharmacy/medical claim processing terminology
Information needed to submit pharmacy/medical claims
General pharmacy claim submission process (e.g., data entry, verification, adjudication)

Third-party claim rejection trouble-shooting and resolution
Methods for determining drug cost and sale prices (e.g., AWP, dispensing fees, gross and net profit, acquisition cost)
Coordination of benefits or plan limitations to determine each party's responsibility
Reimbursement policies for all plans being billed, regardless of contracted payers, HMOs, PPO, CMS, or commercial plans
Identification of formulary coverage or alternatives
340B terminology
<b>Prior Authorization (20%)</b>
Prior authorization terminology
Information needed to submit medical/pharmacy prior authorization (e.g., patient and prescriber information, drug, dose)
General process of prior authorization (e.g., from formulary alternatives to contacting the provider, then through payer to patient)
Third-party prior authorization rejection trouble-shooting and resolution
<b>Audits and Compliance (12%)</b>
Audit and compliance terminology
Contract documentation for claims billed to specific insurance plans (e.g., ICD-10 codes, provider feedback and authorizations to change medications)
Federal laws/regulations regarding audits (e.g., mandated audits by CMS for all government-funded programs)
Accrediting bodies and surveys (e.g., URAC, TJC, CMS, DNV)

### Exam Passing Score

As the Billing and Reimbursement Exam is part of a new program, scoring will be delayed. Over the next 3-4 months, PTCB will conduct item and exam analysis and apply the same rigorous process for the Billing and Reimbursement Exam after enough candidates have tested to determine the passing score. PTCB is committed to maintaining the prestige of PTCB credentials and making sure they meet the highest standards in the field.

### Coming Soon: Advanced Certified Pharmacy Technician Credential

Earning your Billing and Reimbursement Certificate takes you one step closer to becoming a PTCB Advanced Certified Pharmacy Technician (CPhT-Adv). Active PTCB CPhTs who have completed at least four of the certificate programs (one must include TPV or Medication History), or three certificate programs and the Compounded Sterile Preparation Technician (CSPT) Certification, and 3 years of work experience will be eligible to earn a CPhT-Adv in late 2020.