CHIAP® Exam Resources and Strategies

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Certified Healthcare Internal Audit Professional® Exam Resources and Strategies

- Describe the development of the Body of Knowledge and the exam

- Provide you with resources to use for your study for the exam

- Explain test taking strategies, using sample questions <u>not included</u> in the exam

- Learn what worked for successful exam takers

Candidate Handbook and FAQ

- Links to CHIAP® Candidate Handbook and FAQ on AHIA's website
  - https://ahia.org/AHIA/media/Certification-Documents/AHIA-CHIAP-Candidate-Handbook_12-31-19.pdf
  - https://ahia.org/AHIA/media/Certification-Documents/FAQ-9-10-19-Update.pdf

- Send questions to info@ahia.org.

- You may ask questions on the Connected Community....Seymour Squirrel will answer!

How the Exam was Developed

- Job Analysis Advisory Committee formed in 2016
  - Identified the necessary job tasks and body of knowledge
  - Developed a member survey to validate the job tasks and body of knowledge
  - Reviewed and interpreted the survey results

- PSI Services engaged to facilitate the development of the examination process, including psychometric[1] oversight

- *2017 Healthcare Internal Auditor Job Analysis Report*, the basis for the development of the CHIAP® Certification Exam focusing on a Healthcare Internal Audit Body of Knowledge (BoK)

- BoK encompasses 80 topics and 45 tasks and can be found in the Candidate Handbook and on AHIA's Website
  - https://ahia.org/AHIA/media/Certification-Documents/AHIA-Body-of-Knowledge.pdf

[1] Branch of psychology that deals with psychological measurement and assessment

1. Business Aspects of Care Setting	30
A. Core Care Settings	
1. Physician Practices (professional fee services)	
2. Acute Care Hospitals (including emergency department, ancillary departments, and other clinical care activities)	
3. Post-Acute Care (rehab, behavioral, skilled nursing facilities, home care, assisted living, durable medical equipment, hospice, retail pharmacy)	
B. Other Care Settings	
1. Urgent Care Centers	
2. Ambulatory Surgery Centers	
3. Freestanding Imaging Centers	
4. Freestanding Emergency Departments	
5. Specialty Hospitals	
6. Medical Office Buildings	
7. Virtual Medicine	

2. Revenue Cycle	40
A. Health Insurance Provider Revenue Cycle Elements	
1. Enrollment and Eligibility	
2. Benefits administration	
3. Reimbursement fee schedule	
4. Claims processing	
5. Claim appeals	

B. Health Care Provider Reimbursement
1. Medicare
2. Medicaid
3. Advantage Programs
4. Commercial Payors
5. Self Pay
6. Research Sponsors

C. Health Care Provider Revenue Cycle Elements
1. Scheduling
2. Preregistration
3. Registration/ Patient Access
4. Provision of Services and Documentation
5. Charge Capturing
6. Discharge
7. Coding
8. Billing

D. Revenue Deductions
1. Contractual adjustments
2. Administrative adjustments
3. Charity care
4. Bad debt writeoffs
5. Payment Posting
6. Collections
7. Management Monitoring/ Key Performance Indicators

3. Regulatory Environment	20
A. Regulatory Bodies	
1. CMS	
2. OIG	
3. OCR	
4. DEA	
5. FDA	
6. The Joint Commission	
7. State Regulators	
B. Regulations	
1. HIPAA	
2. Stark and Anti-Kickback	
3. False Claims Act	
4. CMS Conditions of Participation	
5. CMS Conditions of Payment	
6. Affordable Care Act	
7. Physician Payment Sunshine Act	
8. EMTALA	
9. IRS Regulation 501®	

4. Core Business Functions	60
A. Operational/Financial	
1. Payroll	
2. Procurement	
3. Materials Management	
4. Foundations	
5. Cash Management	
6. Human Resources	
7. Joint Ventures	
8. Finance/Accounting	
9. Contract/Vendor Management	
10. Business Continuity	
11. Research	

B. Information Technology
1. Electronic Medical Record Systems
2. Revenue Cycle Systems
3. Information Governance
4. Cybersecurity
5. Biomedical Devices
6. Clinical Systems

C. Compliance
1. Corporate Compliance/Legal
2. Privacy
3. Credentialing and Privileging
4. Accreditation
5. Conflict of Interest

D. Administrative Functions
1. Risk Management
2. Enterprise Risk Management
3. Quality
4. Patient Safety
5. Organizational Governance
6. Strategic Planning

How the Exam was Developed

- AHIA Board created a governance structure:
  - *Certification Committee*, responsible for the creation, administration, maintenance, and oversight of the certification program, including establishment of eligibility criteria, application process, processes to sit for the exam and renew a certification, determination of exam "cut score", and periodic reassessment of examination content and question pool
  - *Item Writer Subcommittee* (comprised of over 20 AHIA volunteers with subject matter expertise), responsible for developing and maintaining a pool of examination questions
  - *Candidate Application Review Subcommittee*, responsible for reviewing and approving/denying applications to sit for the CHIAP exam based on defined requirements

- PSI Services, an independent contractor, was engaged to facilitate the exam development, on-going maintenance of exam content and question pool, and execution of the examination process and candidate scoring

Test Development

- Item Writer Subcommittee
  - Trained on question writing
  - Item writers submitted over 300 questions for review
  - Review process facilitated by PSI, which resulted in a pool of 273 approved questions being developed

- Two examinations created each including
  - 175 questions, with 60 questions involving recall, 95 covering application, and 20 applying analysis-level thinking
  - Including in the 175 questions are 25 pre-tested questions, which are used for evaluation of the validity of the exam, and do not contribute to the candidate's score

- Members of the Certification Committee beta tested each individual question included in the exams
  - PSI facilitated several exam content review meetings with the Certification Committee to ensure clarity and reliability of each question, validate answer keys, address any comments regarding potential issues with questions, and refine the wording of questions where necessary
  - For each question, reached consensus on percentage of individuals meeting the exam requirements who are likely to get the answer correct (psychometrics)

- Certification Committee determined the "Cut Score" for the exam administered by reviewing results of answers submitted by actual exam takers, with a focus on questions most often answered incorrectly

Resources Available

- Best preparation is your valuable years of work experience

- The exam is targeted to individuals with at least three years of experience in healthcare internal auditing

- For study purposes, several resources are available, such as:
  - AHIA Virtual Learning Audit Resource Center
  - Body of Knowledge (BoK) Webinars
  - AHIA 2020 and previous National Conference presentations
  - Independent internet search on BoK topics

AHIA Virtual Learning Audit Resource Center

- Your one-stop shop for numerous resources

- What it includes:
  - National Conference slides
  - Recorded Webinars and Tech Talks
  - *New Perspectives* Articles
  - *New Perspectives* Digital Insights Articles
  - White Papers
  - And more!

- How to access
  - Access is free to AHIA members https://ahia.org/professional-guidance/virtual-learning-audit-resource-center/
  - Identify information resources through key word search (e.g., BoK categories)

AHIA Virtual Learning Audit Resource Center

Body of Knowledge Webinars

- Established in 2019 in recognition of members' desire to have study materials to brush up on some BoK areas

- AHIA offered 7 webinars *free to all members* (with NASBA approved CPE credit) from October 2019 through January 2020
  - Presented by subject matter expert leaders in their field on topics covered by the BoK
  - Intended to cover broad areas of information, and not be the sole source of everything a candidate needs to know
  - Speakers have not seen any of the exam questions
  - Recordings available through AHIA Resources Library

- BoK webinars will again be offered November 2020 through January 2021
  - While content has been updated as needed, it is essentially the same information shared in the previous webinars
  - CPE credit will be available <u>if candidate did not attend previous offering of webinar</u>

Body of Knowledge Webinars Offered

- How to sign up: Body of Knowledge Webinar Registration

BoK Topic	Date	Length
Information Technology	November 3, 2020	100 minutes
Core Care and Other Settings	November 10, 2020	100 minutes
Regulatory Environment	December 2, 2020	100 minutes
Compliance	December 9, 2020	100 minutes
Operational/Financial	December 15, 2020	60 minutes
Administrative Functions	January 5, 2021	60 minutes
Revenue Cycle I	January 12, 2021	60 minutes
Revenue Cycle 2	January 19, 2021	60 minutes

AHIA National Conference

- Approximately 40% of the 2020 AHIA National Conference sessions contained materials associated with BoK categories

- Applicable sessions in the conference program are marked with a red star and reference to the BoK category

★ **This session has been identified as AHIA's CHIAP® Body of Knowledge (BOK) subject matter, which reflects topics included in the CHIAP® exam. Established based upon a psychometric job analysis of the healthcare internal audit industry, the BOK reflects key areas of competency generally expected of someone with at least two year of healthcare internal audit experience.**

Exam Taking Strategies:
Types and Number of Scored Questions

Section	Recall	Application	Analysis	Total
Business Aspects of Care Settings	11	14	5	30
Revenue	16	18	6	40
Regulatory Environment	12	6	2	20
Core Business Functions	10	40	10	60
Totals	49	78	23	150
% of Questions	33%	52%	15%	100%

Types of Questions

- RECALL: Tests the recognition or recall of specific facts, concepts, principles, or processes

- APPLICATION: Tests the interpretation or application and may involve problem solving

- ANALYSIS: Tests the evaluation of data, problem solving, and involves putting together various elements and determining judgement as to the best course of action; requiring multiple steps in the thought process

Example Recall Question #1

A reduction from revenue based on the difference from the gross charge and what the third-party payer is willing to pay is a/an:

    a.   Bad Debt Write-Off
    b.   Administrative Write-Off
    c.   Charity Care Adjustment
    d.   Contractual Adjustment (correct)

Note: This is <u>not</u> an actual exam question

Example Recall Question #2

A patient who plans to have non-emergency surgery in the next few days will most likely provide insurance information in which part of the revenue cycle?

    a. Pre-registration *(correct)*
    b. Registration
    c. Charge capture
    d. Billing

Note: This is <u>not</u> an actual exam question

Example Application Question #1

For internal control, the following duties do not need to be segregated:

    a. Receiving cash and issuing receipts for cash
    b. Reviewing payroll register and reviewing employee master *(correct)*
    c. Receiving materials and approving invoice
    d. Getting cash from bank for change fund and reconciling bank statement

Note: This is <u>not</u> an actual exam question

Example Application Question #2

An employee recently received a raise based on exceptional performance. The updated wage would be entered:

a. In the payroll register by payroll
b. In the payroll register by HR
c. In the employee register by payroll
d. In the employee register by HR *(correct)*

Note: This is <u>not</u> an actual exam question

Example Analysis Question #1

You are performing an audit of the Foundation. While reviewing donation acknowledgements, you see that donations greater than $1 million are acknowledged by mail. What would you recommend to the Foundation?

a. Nothing
b. Call the donors who contribute more than $5 million
c. Acknowledge all donations, with special acknowledgements to high dollar donations (Correct)
d. Ask the hospital operator to call all donors

Note: This is <u>not</u> an actual exam question

Example Analysis Question #2

You are performing data analytics to identify potential missed charges in the Emergency Department. Your analysis shows that patients who leave against medical advice (AMA) do not incur charges. In what order would you perform the following?

1. Talk with the nurse manager in the ER about the results.

2. Review the medical record for a sample of the results.

3. Check the logic of the data analytic query.

4. Write it in the report, with a recommendation.

   a.   1,2,3,4
   b.   3,2,1,4 *(correct)*
   c.   4,3,1,2
   d.   2,4,3,1

Note: This is <u>not</u> an actual exam question

Testing Sites and Safety Precautions

CANDIDATES
- A health questionnaire will be provided to the candidates prior to the examination; https://www.psionline.com/wp-content/uploads/PSI-COVID-19-Candidate-Questionnaire.pdf
- Candidates <u>MUST</u> complete the health questionnaire and bring it with them on their testing day; however, if a candidate fails to bring the required questionnaire, one will be provided on-site
- <u>ALL</u> candidates must wear facemasks at all times while in the test center; failure to bring and wear a facemask during the examination will result in the candidate being asked to leave the testing center
- Candidates may wear gloves during the examination; however, gloves will need to be examined by the test site administrator during check-in and check-out; and if a candidate chooses to wear gloves, they must bring their own, they will not be provided by the testing center

TESTING CENTER PROCEDURES
- Testing center administrators are required to wear facemasks, and have been provided hand sanitizers, and antibacterial wipes
- Focused on safe distancing in the lobby area for the candidates, as well as testing center employees; as a result, candidates may be asked to wait outside of the building or in a hallway during the candidate check-in process
- Seating availability has been reduced in certain testing centers based on various local orders and guidelines
- Testing equipment will be wiped down thoroughly with antibacterial wipes after each use
- High-touch areas, including but not limited to keyboards, desktops, chair handles, check-in stations, door handles, and writing instruments are sanitized after each use

Test Taking Strategies – Prior to Exam

- Identify areas of BoK on which you know the least
  - Review BoK webinars for those areas
  - Check links in BoK webinars for further information
  - Search AHIA Virtual Learning Audit Resource Center for further information
  - Conduct independent research on Internet

- Tailor your study focus
  - Develop a study plan
  - Consider how long it will take to complete and start early

- Attend Body of Knowledge webinars

- Make flash cards or write in a notebook what you have learned in areas where you are weak

- The day before the exam, study the areas where you are weakest

- Be well-rested

- Read thoroughly the instructions from the testing center to ensure you are prepared

Developing Questions In Your Areas Of Least Knowledge May Help You Learn

For each Body of Knowledge area in which do to not feel comfortable, come up with at least one of the following types of questions:

- RECALL: Tests the recognition or recall of specific facts, concepts, principles, or processes
- APPLICATION: Tests the interpretation or application and may involve problem solving
- ANALYSIS: Tests the evaluation of data, problem solving, and involves putting together various elements and determining judgement as to the best course of action; requiring multiple steps in the thought process

Using More than One Study Method

- Three classic ways in which we learn:
  - Visual (reading, pictures)
  - Kinesthetic (physically doing something)
  - Auditory (listening to lectures, webinars)

Most of us favor one over the others, but statistically you achieve better results if at least two modalities are deployed as you study

- Study during your most alert hours, find the hour or two based on your body clock

- Make a study schedule, spacing it out instead of cramming, and do your best to keep to it

Test Taking Strategies – Day of Exam

- Show up early

- Read every question thoroughly
  - What is it asking you to do?
  - Select the best answer

- Answer those questions where you know the topic first

- If you think you know the answer but are not sure, answer it and mark it to review after all questions you know are answered

- If you are unsure, narrow the options down to two answers and pick from those two instead of all of them

- Just do whatever you need to do to come up with what you think is the best answer, whether by process of elimination, recalling information from another question, or inserting the answer options into a real-life scenario

- If you have time during the exam, draw three columns on a piece of paper as noted below and fill in with checkmarks, to indicate topics where you are not sure.
  - This helps you realistically assess how you did, rather than focus on what you didn't know

Know the Answer	Made Educated Guess	Totally Not Sure
✓✓✓✓✓✓✓✓✓✓	✓✓✓✓✓✓	✓✓

Test Taking Strategies – After Exam

- It will be difficult, but don't obsess

- Do something fun!

- Later, consider **looking at the topics where you weren't sure**

- **You just did something awesome** to advance your career, you should be proud of yourself!

Let's Hear from Successful Exam Takers!

- Brief background of professional experience related to the healthcare internal audit industry for two successful exam takers

Beth Uhlrich, CPA, CIA, CRMA, CHIAP® *Director of Internal Audit Services* *UCHealth*	**Cynthia Holland**, CHIAP® *Director of Compliance Billing* *University of South Alabama Health System*

Let's Hear from Successful Exam Takers!

- Studying for the Exam
  - Use the AHIA Virtual Learning Audit Resource Center to create a plan for studying
  - Allowing time for watching webinars, reviewing presentations, and reading articles
  - Use your organization's risk assessment and prior audit reports as study materials

- Taking the Exam
  - Do not be overconfident
  - Do not overanalyze the questions to a granular level
  - Read and re-read each question thoroughly before answering
  - Select the best and most correct answers from the choices provided
  - Eliminate test answers down to the two most viable and select from those
  - Use information you recall from test questions to help answer other questions, if applicable

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Q&A time

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