Common Calls

For internal use only

Membership

WHEN IS MY MEMBERSHIP DUE?
PHEONIX → member banner → the due date will be located towards the top as "Renewal"

CAN I EXTEND MY MEMBERSHIP?
We offer a 30 day grace period as well as payment plans for US members. If they need additional time due to an emergency we can extend 1-2 weeks by right clicking under the member banner → clicking membership extension → and selecting the date. *Note the account with a few !!! So our membership team knows not to cancel the account.*

CAN I SET UP A PAYMENT PLAN?
Available for US members that have had a membership. We can offer them a 2 or 3 month payment plan plus a $20 payment plan fee.

CPC-A - If they ask for a 4 month plan or waived fee, we will do so.

EXTENDING THE ORDER IN PHOENIX
Add the order like normal → Add the payment plan fee, calculate tax, and then instead of "payment" click "payment plan". Change the length of the plan by right clicking.

DO I QUALIFY FOR THE STUDENT MEMBERSHIP PRICING?
To qualify for student pricing they need to be taking a course with a PMCC school or instructor. If the schools or instructor is approved they will have a PMCC banner. Service Recovery Team can adjust the pricing.

IS MEMBERSHIP REQUIRED TO TAKE THE EXAM?
Yes, taking an AAPC exam is a benefit of being an AAPC member.

IS MEMBERSHIP REQUIRED TO BE CERTIFIED?
Yes, membership and CEUs are required to maintain certification.

WHAT DO I GET OUT OF MEMBERSHIP?
Online forums, Local Chapters, free CEUs from 4 quarterly webinars and 12 Healthcare Business Monthly magazines. Discounts, Saving Center, Extern options, job forums,etc.

AM I ON A CORPORATE MEMBERSHIP?
PHOENIX → Membership Banner → next to Corporate Membership it will display the company

I AM BEING REMOVED FROM CORPORATE MEMBERSHIP WHAT DO I DO NEXT?
When a member is removed from a Corporate membership you will see a note in PHOENIX confirming. We provide the member with a quote that pays for their membership from the date of removal to the date of renewal, essentially paying the quote keeps their renewal date the same. If they pay in full, their membership date will change to the newest payment date.

I PAID MY OWN MEMBERSHIP AND THEN GOT ADDED TO THE CORPORATE ACCOUNT. CAN I GET A REFUND?
Technically membership is non refundable, however if they are added into a corporate membership within 3 months of paying for it themselves we will make an exception.

Membership Reinstatement

I WAS CANCELLED, CAN I BE REINSTATED?

MAKE SURE TO READ THE NOTES BEFORE ANSWERING.

Often they have already requested reinstatement or will have notes dictating if they are eligible or not. Confirm the following information before submitting any requests.

1. Did you first confirm the member has a "Previously Certified" banner?
2. Is this member ICD-10 Proficient? Exceptions being CIRCC, CPB, CPPM, CPCO, and/or any credential obtained in 2016 or after.
3. If International member - did they end their contract with the company early? If contract was not fulfilled then member is not eligible. There will be a note on account if this is the case.
4. Did you confirm that a reinstatement case/form has not already been submitted for this member?
5. Thoroughly review the Phoenix account in full, including the account notes.
6. Was the member's certification revoked due to fraudulent activities?

CALCULATOR VS FORM

CANCELLATION WITHIN THE LAST YEAR | CALCULATOR

The reinstatement calculator is available under MYAAPC MYACCOUNT/CUSTOMER and above the Overview section. CREDENTIAL REINSTATEMENT REQUEST. This process is only visible if the member's cancellation was within the last year. The member will need to go to the page and submit the request themselves.

CANCELLATION OVER ONE YEAR | FORM

Any cancellations that are past one year must be done via the Reinstatement Request Form and usually take twice as long as it is manually reviewed and processed. Once the requirements are met it can take an additional 2-3 weeks for the CEUs to be processed and the credential to show on the member's account.

PAYING FEES AND CEUS

REINSTATEMENT FEE

$100 + back-owed membership

TOP SECRET FAST TRACK FEE | Only available with the Reinstatement Form They can pay an extra $100 Fast Track Fee to have the case reviewed in 2-3 weeks instead of the current time frame. *Not a fee we advertise or offer unless the member is desperate to have it done faster than the quoted timeframe.* If we have already submitted the form then message Reinstatement: Dawn and Jamie.

After reinstatement is approved the member is emailed the reinstatement requirements. It will include a non negotiable quote the the member must pay- and the amount of required CEUS and their due date. If the member looses the email from the Reinstatement team they can email you directly and have you forward their CEUs to Membership@aapc.com DO NOT GIVE THEM THIS EMAIL it is internal use only.

MY MEMBERSHIP AND CERTIFICATION WAS REVOKED DUE TO BREACH OF CONTRACT OR THE ETHICS POLICY. WHAT CAN I DO?

If membership or certification is revoked due to an contract being broken we cannot help the member, they need to reach out to their old employer. If the employer reaches out to us we can look at options. If membership was revoked due to an ethics violation there will be a list of documentation in the notes that we will accept for review. They can email it to fraudreview@aapc.com if they are reviewed and denied they are never allowed to be a member or certified with AAPC.

Distance Learning

HOW DO I LOG IN TO BLACK BOARD/RESET MY PASSWORD?
Sign into code.cs Aapc → click on "admin" → search by username code and then the member's ID# → Click on the drop down next to the username → change password

HOW DO I LOG INTO GENIUS/RESET MY PASSWORD?
Log into Genius with your own logins → double click on Learners twice (on the left) → search using their name or email. Once you locate them, click on their account and hit the reset password button. It will send them an email with a temporary password. In the case that the member does not get the email, it also provides the password to you. Copy this, log in as member, and go to edit account to paste it as the old password.

HOW MUCH IS A COURSE EXTENSION? FOR HOW LONG?
One month course extensions are $49.95. They must be back paid — meaning if the course expired on January 30th and the member is calling in March they need to pay for Febuary as well as March.

HOW DO I MAKE SURE THE COURSE EXTENDED?
EXTENDING LIVE COURSES
Service Recovery Team can extend the date once the payment is taken.

EXTENDING DL COURSES
The extension should be automatic. You can click back into the DL Banner to check the new end date. Reach out to Service Recovery Team if it does not reflect the extension properly.

WHERE CAN I FIND THE CERTIFICATE OF COMPLETION?
DL COURSES
AAPC website → MYAAPC Student → Overview → click on the class (there should be a COMPLETE next to it) → once you click that it will bring up the certificate in a new tab.

LIVE COURSES
Log into Genius → completed classes (right hand side) → Click download and it will download a certificate of completion for that class.

WHAT PERCENT DO I HAVE TO GET TO PASS?
Students have to attempt every assignment however they only have to get 70% on the quizzes, exams, and final exam.

HOW DO I REGISTER FOR A LIVE COURSE I BOUGHT?
The student will need to call in to register for a live class. Verify the class they bought by looking at the order in PHOENIX → go to Events in the upper left hand corner → Sort by the type of Live Class and the date range. This will provide a list of options. *Keep in mind all classes are on EST.* Once you choose a date and time, go back to the member's account and create an order for the class. Check out using "Check" as the payment method and "CustomerService" as the check number. Check that they have been registered under the scheduled event tab.

CAN I GET ANOTHER ATTEMPT AT THE REVIEW EXAM/QUIZ?
Students are given two attempts at course quizzes and review exams. If they need another try, they can reach out to their course coach found in the course contacts section.

CAN I HAVE A TRANSCRIPT/EDUCATION VERIFICATION SENT TO ME?
email: aapclearning@aapc.com with the Subject Transcript:(ID#)
If they need specific things on the transcript or need the transcript on letter head please have them include that in the request.
Note: Course Extensions purchased from outside AAPC must be paid through the 3rd party- the exception for this is Ed2go.

I JUST BOUGHT A COURSE TODAY CAN I CANCEL IT?
DL
We want to catch these immediately, so we will not use the form. Please first cancel the shipment if possible, then reach out to ED OPS by chat.

SMALLER COURSES
If it's one of the smaller courses (specialty courses, exam review, EM. Dental, BH, etc.) that do not have ebooks, then our Service Recovery Team can cancel them.

AFFIRM ORDER
We cannot same day void Affirm orders. Reach out to EdOps to process a refund in the Affirm dashboard.

Exams & Scheduling

HOW DO I SCHEDULE AN EXAM?
IN PERSON
Purchase a voucher → MYAAPC → Purchases & Items → "Open Exam Vouchers" tab → Schedule Exam →scroll down to sort by state → "View Details" to register → agree to the terms and hit Register. They will receive a confirmation email. You can also check in PHOENIX under Scheduled Events.

ELECTRONIC
To Schedule an electronic exam, member will sign into Scantron/Meazure Learning. Thee username and password are sent via email, but if they did not receive it they can use their email on file as the username and hit forgot password.

CAN I SWITCH A VOUCHER BETWEEN ELECTRONIC & IN PERSON?
IN PERSON TO ELECTRONIC
The member can fill out an form which we can email to them. It takes 3-5 business days to process and then they will get an email.

ELECTRONIC TO IN PERSON
Fill out a Exam Issue Ticket Form for them.

WHERE DO I FIND ADA APPLICATION?
AAPC.com → Certification → Schedule your Certification Exam → the ADA link is under the large grey boxes

WHEN CAN I CANCEL MY EXAM WITHOUT BEING CHARGED?
IN PERSON EXAMS
Aviod fees by cancel/rescheduling 21 days in advance.

ELECTRONIC EXAMS
Avoid cancellation fees by canceling/rescheduling at least 24 hours in advance (we recommend at least 48 to avoid any fees or issues).

Note: They have to wait 48 hours after cancellation to reschedule.

WHAT PERCENT DO I HAVE TO GET TO PASS?
70%

CAN YOU WAIVE THE CANCELLATION/NO SHOW/REINSTATEMENT FEE FOR MY EXAM VOUCHER?
We may make an exception with a DR. note. Get an Service Recovery Team's approval before waiving the fee.

HOW MUCH IS THE FEE TO CANCEL AFTER THE ALLOTTED TIME?
$100 for US members | $150 for inernational members

WHAT CAN I BRING TO THE EXAM?
Exam Materials can be found under Certification, Prepare for Ceritification- have them select the right Credential then on the left click the "Taking the exam" tab to see materials. For international CPMA exams the audit sheets are in the exam book.

Exam grading takes 7-10 business days

Diplomas ship 4-6 weeks after results are posted

WHAT YEAR BOOKS CAN I USE?

All AAPC exams are based on the current calendar year's code sets, so we strongly suggest you use the current year's books. The previous calendar year's books may be used on an exam. EX: if my exam is on June 5, 2023 I can use 2023 or 2022 books.

CAN I WRITE IN MY BOOKS?

US members can write in the margins of their code books. They should not have long passages or anything from the study guides or in Q and A format. They may not have additional notes, papers, post its etc. International exams may bring their own books but not write in them. India examinees are provided books and may not bring their own.

I CANT LOG IN TO SCANTRON/MEAZURE LEARNING?

They are emailed a username and password but if they are locked out or cannot find it they can use their email as the username and hit forgot password to receive a reset password link.

AFTER I PASS HOW DO I REMOVE THE A?

Member needs to provide proof of two years experience, that can be in the form of Education (80 hours), experience, or Practicode completion. We require a handsigned letter of recommendation on company letter head for work experience. All of the requirements and a template are available under MYAAPC and Steps to Remove your A.

EXAM TYPE & ATTEMPTS	EXAM PRICE
Student - 1 attempt	$375
Student - 2 attempts	$475
Standard - 1 attempt	$399
Standard - 2 attempts	$499
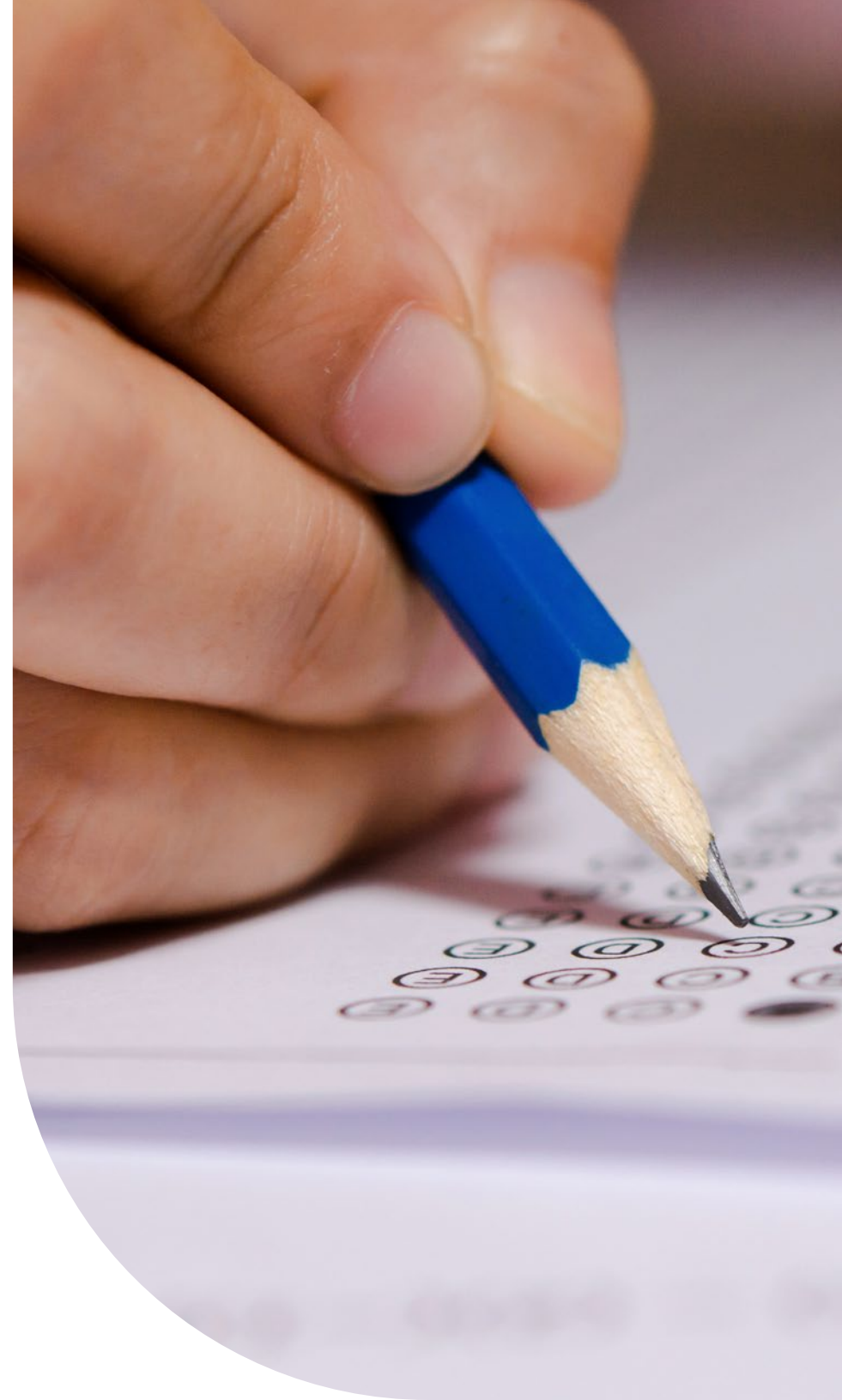
CEUs

CAN I EARN CEUS IF IM NOT CERTIFIED?
No, only Certified members can track their CEUs as they are continuing education units and are not needed before a member is certified.

AAPC BOOK CEUS
Once the Book Course CEUs are available members can log in or create an account in Genius. Once logged in they go to the left and Register for course. They can look up the book courses by year. They will want to select the ones that include the first letter of their last name. EX: Last name Adams: select 2023 AMA CPT Book Course (A-C)

AHIMA CEUS
AHIMA Sponsored are ok. AHIMA approved are not ok. We will take CEUs that AHIMA itself hosts/presents (AHIMA Sponsored), but will not accept third parties that are merely approved for CEU credit through AHIMA (AHIMA approved). We want to verify it meets our standards before awarding credit.

CEU DUE DATE
CEUs are due every other year on the renewal date- you can see the due date and amount under the Certified Banner.

CEU VERIFICATIONS
Member is given 15 days to resubmit and then will receive a final request email giving them an additional 15 days to submit. They can go into their tracker into previously submitted & re-upload the missing certs. We will review and process them within 1-2 weeks.

CIRCC CEUS RESOURCES
ZHealth Publishing, MedLearn Publishing, and Medical Asset Management.

CODIFY CEUS
MYAAPC → Codify → My Codify → CEUS

COURSE CEUS
Course completion CEUs are typically uploaded into the tracker 2-3 days after it is marked complete. If they are not showing and the course is marked complete, reach out to Service Recovery Team to have them manually entered. The amount of CEUs for the course is listed on the syllabus.

LOW COST/FREE CEUS ACCESS
Training & Events → Other training opportunities → CEU search → Low Cost CEUs (left nav)

QUARTERLY WEBINAR CEUS
Member can manually add the index number displayed at the end of the webinar into their tracker with today's date.

UPLOAD CMS CEUS
CMS will provide a certificate of completion. CEUs are based on the length of the course. One hour is one CEU (round up). The member can add these CEUs in their tracker by clicking No index number and selecting CMS MAC as the type.

WORKSHOP CEUS
Members will get 4 CEUs from watching the workshop. The index number is provided at the end. The will get the other 2 CEUS when they pass.

CTUs

CEUS AND CTUS DUE THE SAME TIME?
No, CEUs are for Credential maintenance where CTUs are for Instructor's Credential Maintence. CEUs are turned in on the members renewal date (every two years) where CTUs are due December 30th each year.

CTUS RESOURCES
You can find CTUS under MYAAPC CTU tracker and Help tab.

ACCESSING PURCHASED CTUS
Once the member buys CTUs we need to notify Ed Ops of the purchase and they will register them for the courses. They are located under the members Genius account.

I HAVE ALL MY CEUS BUT STILL NEED EDUCATION HOURS
Approved Instructors need to earn 8 continuing teacher units(CTUs) per period in addition to the CEUs required to maintain the credentials.

Events

WEBINARS

WHERE CAN I FIND MY WEBINAR?

Look up the account in PHOENIX- check for the webinar in Order History- Log in as Member- Go to MYAAPC and Purchases/Items - click into the webinar via the hyperlink. Note how you can see the watch webinar option, Rate, and Quiz options on that page.

WHERE CAN I SEE/ACCESS MY WEBINAR SUBSCRIPTION?

Look Up the Account in PHOENIX- Check for the subscription banner-they have been assigned access under their group subscription- Log in as Member- Check under MYAAPC to see the subscription tab and Click on Webinars.

WEBSITE WANTS TO CHARGE ME 59$, HOW CAN I ACCESS MY SUBSCRIPTION INSTEAD?

Check if they have a subscription (group or individual) & a subscription banner in PHOENIX. If they have a paid invoice but no banner reach out to an Service Recovery Team. If they have a banner click into Product Management and reassign the license by clicking update and using the drop-down.

MY LINK ISN'T WORKING, HOW DO I JOIN THE WEBINAR LIVE?

Log in as the member through PHOENIX → MYAAPC → purchases/items → find the webinar. If it is an UPCOMING webinar, the link won't be available until 15 minutes before the presentation starts.

WHERE CAN I FIND THE CEU I EARNED?

Log in as member through PHOENIX → MYAAPC → Purchases/Items → click into the webinar via the hyperlink → Take Quiz → The CEU certificate will open if they passed the Quiz.
Note: CEUs should auto-populate in their tracker within 24 hours. The tracker is under MYAAPC → Submit CEUs. If it does not auto-populate, we can add it manually as long as the certificate is there.

HOW DO I GET ADDED TO THE CORPORATE WEBINAR SUBSCRIPTION?

Look up the Company account → Webinar Management Account Banner → Look on the right-hand side for webinar contact 1 or 2- you can provide the name listed there.

CONFERENCE

WHERE CAN I GET A CEU CERTIFICATE FOR THE CONFERENCE CEUS I EARNED?

Email the following info to Mellisa Mc-Elroy and Sophie G:
• Name of the conference,
• Session IDs, names and/or index numbers

The conference team will get a certificate created and emailed over.

Codify

WHERE DO I ACCESS CODIFY?
MyAAPC → Subscriptions → Codify

I BOUGHT CODIFY BUT DO NOT HAVE ACCESS, WHAT DO I DO?
Subscription admin banner → product management → product tab. This will show if the subscription is assigned. If the Subscription is not assigned: Click on the codify product name → choose an asignee → Click update and assign the subscription to the member.

CAN I BUY AN ADD ON?
Add ons can be purchased for annual pro fee coder or complete coder subscriptions.

CAN I GET CODIFY REFUNDED?
If it is within a week of purchase we may be able to refund- we do not guarantee but can submit a ticket to have it reviewed.

CAN I CHANGE MY SUBSCRIPTION LEVEL?
Warm transfer the customer to codify sales. They will be able to assist them in changing the subscription level.

CAN I CHANGE MY FREE ENEWSLETTER?
We can request the change but do not guarantee it, it is a Sales Force case, include the enewsletter they are wanting in case it is approved, we can only do this one time.

HOW DO I ACCESS THE ENEWSLETTER?
1. MYAAPC → subscriptions
2. Codify → Publications → Coding & Healthcare newsletters

HOW CAN I REPORT A TOOL IS BROKEN/INCORRECT?
Content queries (questions about perceived errors in Codify), lay terms questions, questions about data, etc. — Please have the member send you an email with all the details and screenshots if available. You need to forward the email to coding_data_support@aapc.com (internal use only), then create a Sales Force REF for tracking. Timeframe can vary, it could take 2-3 weeks for an update depending on the complexity.

CAN SOMEONE SHOW ME HOW TO USE CODIFY?
We do not give one on one tutorials. If they are a large business or purchasing multiple liscenses, that is arranged with our Codify Sales Team. For individuals we offer the Resource Center- the orange question mark on the lower left hand corner of Codify. The Tutorials can be found under "Knowledge base".

I'M GETTING AN ERROR SAYING I HAVE REACHED MY LIMIT OF FREE ARTICLES BUT I BOUGHT IT WHAT DO I DO?
If a customers bookmarks their newsletters and tries to access them from the bookmark, it does not automatically log them in. They need to make sure they are logged in first.

CAN I DOWNLOAD/PRINT MY NEWSLETTER?
Customers can download and print eNewsletters by ARTICLE only. At the top of the page of each article there is a PDF icon that allows you to download and print.

CONTENT ISSUES:
Email AND Sales Force ticket coding_data-support@aapc.com (internal use only)
Newsletters questions go to publishing_support@aapc.com

SOFTWARE TICKET	ORDER TICKET
Changing newsletter	Order issues
Technical issues	changing to a different subscription level
Tool not working (include codes so we can replicate the issue)	No license generated
Anything you have to follow up with a member on	Renewal
	Admin access issues
	Multiple issues preventing assigning license
	Account changes: names emails and admin changes
	Problems when adding/removing members

Note: Add images once the ticket is created by adding a comment.

Internal Acronyms

AAPCCA
AAPC Chapter Association | the Governing Board for AAPC Local Chapters

BOD
Board of Directors | AAPC members who advise our executive team to drive strategic growth and to increase the value of AAPC products and services for our members

CEU
Continuing Education Unit | Certified Members need for Credential maintenance. Due at renewal date every 2 years

CSG
Coders' Specialty Guide | Book product offering available in 23 specialties

CTU
Continuing Teacher Unit | for Instructor's Credential Maintence. Due Dec 30th each year

DL
Distance Learning | Refers to AAPC training courses

HBM
Heathcare Business Monthly | The magazine we send out to members. Included with membership

MRG
Medical Reference Guide | Book product offering available in 10 subjects

NAB
National Advisory Board | Consists of 19-20ish AAPC member who applied. They advocate for the people!!!

PCE
Procedural Coding Expert | AAPC Code book (ebook only) that competes with the CPT

PDR
Procedure Desk Reference | Coding Book

PMCC
AAPC Certified Instructors that offer AAPC curriculum

SF
Sales Force

SRT
Service Recovery Team