

Candidate Handbook


Certification Guide to the BCPA Examination


Revised February 2025

New Framework - Revised 2024



2025 Testing Period (1)	2025 Testing Period (2)	2026 Testing Period (1)
Application Deadline: March 21, 2025	Application Deadline: October 10, 2025	Application Deadline: March 27, 2026
Testing Begins: March 1, 2025	Testing Begins: September 20, 2025	Testing Begins: March 7, 2026
Testing Ends: March 29, 2025	Testing Ends: October 18, 2025	Testing Ends: April 4, 2026

With Examination Administration by:  Prolydian

Secure Remote Proctoring by: 

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Overview

Mission and Purpose of the Board Certified Patient Advocate Credential (BCPA)

The Board Certified Patient Advocate (BCPA) credential, administered by the Patient Advocate Certification Board (PACB), is the first professional certification specifically designed for patient and health care advocates. It serves as an independent, evidence-based assessment of the core knowledge and competencies required to excel in this vital profession.

PACB is dedicated to:

- Maintaining a universally recognized certification for patient and health care advocates.
- Defining and upholding knowledge domains, ethical standards, and best practices essential to effective advocacy.
- Collaborating with healthcare consumers to support patient- and family-centered care.
- Fostering professional growth and ongoing development for certified advocates.
- Elevating the role of patient advocacy as a recognized and respected profession.

Purpose of the Certification

The BCPA certification exists to protect and serve the public interest by establishing a recognized standard of excellence for patient and health care advocates—one of the nation's fastest-growing professions.

PACB fulfills this purpose by setting and enforcing clear standards for:

- Education
- Examination
- Professional experience
- Ethical conduct

These standards ensure that certified advocates are well-prepared, highly skilled, and committed to enhancing patient outcomes and promoting transparency, trust, and accountability in health care advocacy.

Objectives of the BCPA Certification

PACB achieves its mission through the following key objectives:

1. **Establishing and Measuring Knowledge:** Clearly defining the essential knowledge areas required for effective advocacy and assessing candidates' mastery through rigorous examination.
2. **Setting Foundational Standards:** Providing a consistent benchmark for knowledge and professionalism, enabling health care professionals, employers, and the public to recognize the value of certified advocates.
3. **Formal Recognition:** Granting certification to individuals who successfully meet PACB's eligibility criteria and pass the BCPA examination.
4. **Promoting Lifelong Learning:** Encouraging ongoing personal and professional development to ensure advocates remain current in best practices, ethical standards, and healthcare trends.

By upholding these principles, PACB ensures certified patient and health care advocates are equipped to deliver exceptional, client-centered services while advancing the broader mission of professionalizing the field of patient and health care advocacy.

Benefits of BCPA Certification

Consumer Benefits

The Board Certified Patient Advocate (BCPA) credential delivers meaningful value to consumers by ensuring advocates meet high standards of practice, accountability, and ongoing professional growth:

- **Objective Evaluation:** The BCPA certification represents an independent, third-party assessment of professional competence, ensuring certified advocates meet rigorous standards of knowledge and skill.
- **Commitment to Public Safety:** Certified advocates demonstrate a commitment to public safety and consumer protection by adhering to strict ethical guidelines.
- **Accountability:** The BCPA credential requires compliance with ethical conduct standards and includes a disciplinary process to ensure integrity and trustworthiness.
- **Ongoing Competence:** Recertification requirements ensure advocates stay current with best practices and emerging standards, providing consistent, high-quality advocacy.

Individual Benefits

Earning the BCPA credential positions you as a leader and role model in the growing field of patient and health care advocacy. Investing in certification is an investment in your professional credibility and long-term success:

- **Increased Earning Potential:** Certified advocates often have access to higher salaries and enhanced compensation packages.
- **Career Advancement:** The BCPA credential opens doors to leadership roles and greater career opportunities.
- **Job Mobility:** Certification enhances job flexibility and marketability, even in competitive employment landscapes.
- **Long-Term Career Success:** Achieving certification supports both short-term goals and long-term professional growth.
- **Comprehensive Knowledge:** The certification process provides deep and broad expertise in patient and health care advocacy, equipping advocates with skills to excel in complex environments.

Employer Benefits

Organizations that hire BCPA-certified advocates or support employees in earning certification gain strategic advantages in delivering high-quality, patient-centered care:

- **Enhanced Competence:** Certification ensures advocates possess specialized knowledge and skills, contributing to improved patient outcomes.
- **Dedicated Team:** Certified professionals demonstrate commitment to high standards of care, fostering a culture of excellence and accountability.
- **Ongoing Professional Development:** Certification promotes continuous skill enhancement through ongoing professional development and recertification.
- **Improved Quality of Care:** Certified advocates provide accurate information and higher-quality advocacy services, minimizing errors and increasing patient satisfaction.
- **Reduced Risk Exposure:** Certification reduces organizational risk related to fraud, misconduct, or ethical violations, safeguarding reputation and trust.
- **Increased Efficiency:** Certified advocates contribute to resource optimization, improving operational efficiency and reducing costs.

By recognizing and leveraging these benefits, individuals and organizations can make informed decisions about pursuing and supporting BCPA certification. This commitment strengthens professional standards and enhances the quality and effectiveness of patient and health care advocacy services¹.

¹ Content for these statements inspired by the Institute for Credentialing Excellence (ICE) 2012, A Look at the Value of Professional Certification

Statement of Non-Discrimination

The Patient Advocate Certification Board (PACB) is committed to upholding principles of equity, fairness, and inclusion. Eligibility criteria for the Board Certified Patient Advocate (BCPA) examination and certification are applied equally to all candidates, without discrimination based on:

- Race
- Nationality
- Religion or creed
- National origin or ancestry
- Sex or gender identity
- Pregnancy, maternity, or paternity status
- Sexual orientation
- Age
- Physical or mental disability
- Veteran status
- Genetic information
- Citizenship or immigration status

PACB ensures an equitable and inclusive certification process that respects and values diversity in patient advocacy.

Statement of Impartiality

The PACB certification program operates under the oversight of the Certification Commission, a semi-independent body empowered by the PACB Board of Directors.

To ensure impartiality and fairness:

- Certification Commission volunteers and certification staff do not participate in the development, promotion, or endorsement of any preparatory programs.
- Completion of any preparatory program is not required to earn BCPA certification.
- The Certification Commission and staff maintain sole responsibility for certification policies, application procedures, and qualification requirements.

This structure ensures unbiased governance, maintains the integrity of the credential, and supports transparent decision-making throughout the certification process.

Contact Information

Patient Advocate Certification Board (PACB)

- **Website:** <https://pacboard.org/>
- **Email:** help@pacboard.org
- **Phone:** (929) 430-7222

Prolydian

Prolydian supports the BCPA certification process through its Candidate Management System, Item Banking Framework, and CE Manager.

- **Support Email:** support+pacb@prolydian.com

Proctor360

Proctor360 provides a secure and reliable online proctoring solution, offering candidates the flexibility and safety to complete the BCPA exam remotely. Its advanced security features ensure the integrity of the credential by preventing cheating and unauthorized access.

Technical Support for Examination Only:

If you encounter technical issues while connecting to a proctor, **YOU MUST** submit a support ticket here:

 <https://support.proctor360.com/help/365012637>

Part 1: The Application Process

Participation in the BCPA certification program is voluntary and open to anyone meeting the eligibility requirements. It is essential to carefully read and follow the instructions provided online, within the application platform, and in this Handbook.

All applications are completed **online via Prolydian**, our secure **registration system**:

 <https://app.prolydian.com/organizations/PACB>

Application Requirements

Candidates must complete the examination application in full, using their name exactly as it appears on a valid, government-issued photo ID. Approved identification includes:



1. State-issued driver's license
2. State-issued non-driver's license photo identification
3. U.S. military ID
4. Passport

Application Submission and Payment

- The completed application and all required documentation and fees must be submitted through Prolydian's online platform.
- If you prefer to pay by check, refer to the "Fees" section on page 27 of this Handbook for instructions.

Once your application and payment are submitted and processed:

- You will receive a payment receipt via email from Prolydian.
- If you do not receive a receipt within two (2) business days of submission, contact Prolydian:

-  **Phone:** (850) 739-8992
-  **Email:** support+pacb@prolydian.com

Important: Failure to follow all application procedures may result in disqualification from the examination and registration fees will be forfeited.

Application Review and Approval

The PACB Certification Commission will review and verify all submitted information to ensure each candidate meets the published eligibility criteria.


- Applications must include:
 - **Two (2) letters of recommendation**
 - **Payment of examination fees**
- Applicants will receive approval or denial notification via email.

- If your application is **denied**, you will receive:
 - An explanation of the decision
 - Instructions for submitting an appeal

Deadlines: All applications must be submitted on or before the published application deadline listed in this Handbook (See page 2).

Applicant Responsibilities

As an applicant for the Board Certified Patient Advocate (BCPA) credential, you are responsible for thoroughly understanding and adhering to the certification requirements and processes.

- Review the Candidate Handbook: Carefully read the entire Candidate Handbook. By submitting your application, you attest that you have read, understood, and agree to comply with the policies outlined in this document.
- Complete the Online Application: Submit a fully completed online application, including:
 - Two (2) letters of recommendation
 - Candidates applying via the Equivalent Experience pathway: Provide a written narrative detailing your advocacy experience (paid or volunteer). This narrative must reference at least five (5) specific Knowledge, Skills, and Abilities (KSA) statements, clearly identifying how your experience aligns with them. Each reference should directly cite a KSA statement from the official list.
 <https://www.pacboard.org/eligibility/>
- Monitor Your Email: PACB will notify you within five (5) business days whether your application has been:
 - Accepted
 - Denied
 - Requires Additional Information
- Approved Applications: If approved, you will receive an examination scheduling authorization notice via email.
- Incomplete Applications: If additional information is required, follow the instructions provided and resubmit promptly.
- Denied Applications: If your application is denied, you have the right to appeal the decision. (Refer to page 19 for details on the appeal process.)

Part 2: Are You Eligible to Apply?

Eligibility for the BCPA examination is based on a combination of education and experience. However, candidates with significant hands-on experience in advocacy may qualify through the Equivalent Experience Pathway.

Self-Assessment Quiz²

All candidates must complete the self-assessment quiz as part of the application process.

👉 <https://www.pacboard.org/self-assessment-quiz/>

Eligibility Pathways

1. Education Pathway:

- Requires a **bachelor's degree or higher** (or the international equivalent).

2. Equivalent Experience Pathway:

- Candidates must submit **written documentation of relevant advocacy experience** (paid or volunteer).
- Documentation must include a **narrative aligning your experience with at least five (5) Knowledge, Skills, and Abilities (KSA) statements**.
- Examples of acceptable documentation are available here:

👉 <https://www.pacboard.org/eligibility/>

Note: Certificates, certifications, or licensure previously earned do not qualify as documentation of equivalent experience. Ensure your supporting evidence aligns with PACB requirements. For additional details and examples of acceptable documentation, see below or refer to the PACB [eligibility webpage](#).

Acceptable Documentation for Equivalent Experience

Candidates applying through the Equivalent Experience Pathway must provide clear and verifiable documentation that demonstrates substantial experience in patient or health care advocacy. Examples of acceptable documentation include:

- Publishing Original Materials: Authored articles, books, research papers, or other original works directly related to patient or health care advocacy.
- Teaching and Instruction: Leading courses, seminars, or workshops focused on patient or health care advocacy topics.

²The self-assessment quiz is not a predictor of success in passing the exam. Your score is required only as data collection for PACB and does not factor into your eligibility.

- Volunteer Experience: Significant volunteer work with organizations such as:
 - Hospice care programs
 - Disease-specific foundations
 - Hospitals or healthcare support organizations
- Health-Related Employment: Roles in healthcare industries where patient advocacy was a primary responsibility.
- First Responder Experience: Work as an EMT (Emergency Medical Technician) or Paramedic.
- Military Recovery Care: Direct involvement in military patient recovery and advocacy programs or work with veterans within and outside the VA.
- Job Descriptions: Official job descriptions or role summaries clearly outlining patient or health care advocacy responsibilities.

For further guidance and examples of acceptable documentation, please visit:

 <https://www.pacboard.org/eligibility/>

Part 3: Moral Character

Candidates must complete a Disclosure Questionnaire as part of the BCPA certification application to ensure the highest ethical and professional standards are maintained. If you answer "yes" to any of the following questions, you must upload a detailed written explanation and provide any supporting documentation. Additional information may be requested during the application review process.

1. Have you ever been convicted of a felony?
2. Within the last ten years, have you been a defendant or respondent in any criminal action related to your professional or business conduct, or are you currently named as a party in such an action?
3. Within the last ten years, have you been a defendant or respondent in a civil action (e.g., lawsuit, arbitration, mediation) related to your professional or business conduct, or are you currently named as a party in such an action?
4. Within the last ten years, have you had a license, permit, certificate, registration, or membership denied, suspended, revoked, or restricted by any governmental, regulatory, or administrative body, or have you been censured, fined, restricted, or reprimanded by such a body?
5. Within the last ten years, have you been named as the subject of an investigation or complaint by any governmental, regulatory, or administrative body?

6. Within the last ten years, have you been censured, fined, reprimanded, or otherwise disciplined by any professional credentialing organization to which you did or do belong, or have you been named as a subject of an investigation or complaint by such an organization?
7. Have you ever been convicted of violating any law or ordinance related to the use, possession, or sale of drugs or alcohol?
8. Have you ever been convicted of violating any statute or ordinance related to sexual assault, abuse, molestation, indecent solicitation, obscenity, or similar immoral acts?


Instructions for Disclosure Responses:

- Ensure your written explanation is clear, detailed, and truthful.
- Include supporting documentation when available.
- Be prepared to provide additional clarification or evidence if requested during the review process.

Your responses will be handled confidentially and evaluated in alignment with PACB's commitment to nondiscrimination, ethical standards, and public safety.

For any questions regarding the **Disclosure Questionnaire**, please contact PACB directly at:

 help@pacboard.org

 (929) 430-7222

Part 4: Submit the Application

Apply Online

By submitting an application for the Board Certified Patient Advocate (BCPA) examination, you attest that you have read and understood the entire Candidate Handbook and agree to abide by all stated policies.

In alignment with PACB's privacy policy, candidate data and information are handled with strict confidentiality.

To begin or continue your application, log into your account via Prolydian:

 <https://app.prolydian.com/organizations/PACB>

New Applicants:

- Create a Profile: If you are a first-time applicant, you must create a profile in the BCPA online portal hosted by Prolydian.
- Avoid Duplicate Accounts: **If you already have an account, do not create a new one.**

Returning Applicants:

- Log into Your Account: Use your existing username and password.
- If you cannot remember your login credentials:
 - Click 'Forgot My Password' on the login page.
 - Or contact Prolydian Support at: support+pacb@prolydian.com

Application Preparation Checklist:

Before starting your application, ensure you have the following:

- Two (2) Letters of Recommendation: Ready for upload in one of the accepted file formats:
 - .doc, .docx, .pdf, .jpeg, .jpg, .png
- Equivalent Experience Pathway Applicants:
 - Prepare your written documentation outlining your advocacy experience, aligned with five (5) Knowledge, Skills, and Abilities (KSA) statements.
 - Ensure the document is in one of the accepted file formats: .doc, .docx, .pdf, .jpeg, .jpg, .png

Login Instructions:

1. Log into the Portal: Visit <https://app.prolydian.com/organizations/PACB> and sign in.
2. Navigate to Your Dashboard: Once logged in, you will land on your Dashboard.
3. Continue an Existing Application:
 - Click on 'My Applications' to see any 'In Progress' applications.


OR

4. Start a New Application:
 - If you wish to begin a new application, click on 'Apply Now'.

Support and Assistance:

If you encounter any technical issues during the application process, contact **Prolydian Support**:

 support+pacb@prolydian.com

 (850) 739-8992

The First-Time Candidate Application Process: Overview of Sections

The BCPA application process consists of seven (7) distinct sections. Each section is essential to ensuring your eligibility, verifying your information, and completing your application successfully.

1. Application Directions

- Read the Candidate Handbook: Carefully review this Candidate Handbook in its entirety before beginning your application.
- Attestation Required: You will be asked to attest that you have read and understand the policies outlined.
- Save Progress: At any point, you may click 'Save' to pause your application. You can log out and return later to continue.

2. General Information

- This section gathers your essential contact details (e.g., name, email, phone, and address).
- All fields are required; you cannot proceed until each section is completed.

3. Verification of Candidate Status

- This application is exclusively for first-time applicants.
- If you are a repeat candidate, you must select the 'Repeat Candidate Application' option.
- For details, refer to page 19 of this Handbook.

4. Understanding Your Background

- This section collects information about your experience in patient and health care advocacy.
- The aggregate data is used to inform future certification program updates and training needs.
- Important: Information provided in this section does not affect your eligibility to sit for the exam.

5. Eligibility and Attestation

In this section, you will:

- Select Your Eligibility Pathway: Choose between the Education Pathway or Equivalent Experience Pathway.
- Report Your Self-Assessment Quiz Score.
- Upload Required Documentation:
 - Two (2) letters of recommendation
 - Narrative documentation supporting your experience (for Equivalent Experience Pathway applicants)

- Complete the Disclosure Questionnaire: Answer all moral character-related questions and upload detailed explanations if applicable.
- Review and Sign the Attestation Statement: You must electronically sign an attestation that you have read the PACB [Code of Professional Responsibility](#) and agree to comply with all requirements.

6. Candidate Statement and Signature

You will be required to affirm the following:

"I have read the Handbook for Candidates and understand I am responsible for knowing its contents. I certify that the information given in this Application is in accordance with the Handbook for Candidates' instructions and is accurate, correct, and complete. I understand that my application for this examination may be reviewed by the certifying organization."

This electronic signature serves as your **official acknowledgment and agreement** to the terms outlined.

7. Payment and Submission of Application

- Application Fee: Pay the application and examination fee (\$425) online.
- Non-Transferable and Non-Refundable Fees: Application/exam fees cannot be transferred to another individual and are non-refundable once the application is approved.
- Cancellation Policy: Refer to the 'Cancellation Policy' section of this Handbook for detailed guidelines.
- Confirmation Email: Expect a confirmation email within two (2) business days of submitting your application.



Important: Ensure support+pacb@prolydian.com and execdirector@pacboard.org are marked as **safe senders** in your email system to avoid missing important communications.

Accessing and Updating Your Application Information

- Candidates have 24/7 access to review and update their application contact information after creating a profile and agreeing to the terms of service.
- Once the application is approved, candidates will receive an Authorization to Test email, which will include:
 - Eligibility Confirmation
 - Instructions for Exam Scheduling

Note: Once your application is approved, application fees become non-refundable.

Notification of Eligibility

- Application approval decisions will be emailed within five (5) business days following submission.
- If you do not receive a response within this timeframe, contact PACB:
 help@pacboard.org
-  (929) 430-7222

First-Time Applicants

The **Board Certified Patient Advocate (BCPA)** examination is administered **twice a year in a four (4) week window**:

- Spring Exam Cycle – typically begins the first Saturday in March
- Fall Exam Cycle – typically begins the third Saturday in September

Eligibility Validity:

- Once your eligibility is approved, it remains valid for the first available testing window following approval.
- If you are unable or choose not to test during the initial testing window, you may request to defer your eligibility to the next available exam cycle.

Deferral Policy:

The BCPA examination is administered two times a year, once in the spring and once in the fall. Eligibility, once approved, is valid for the first available testing window. If you are unable or do not wish to take the exam in the first available testing window after your application is approved, you may request a move to the next exam window. If you wish to defer to a later cycle, you must pay a non-refundable fee (see fee schedule on page 27). You may only defer once, after which, if you have not tested, you must submit a new application and pay the published fees.

- One-Time Deferral: Candidates are permitted one deferral to the next exam cycle.
- Deferral Fee: A non-refundable deferral fee will apply (refer to the Fee Schedule on page 27).
- If you do not test during the deferred exam cycle, you will be required to submit a new application and pay the current published fees to reapply.

Eligibility Denial and Appeals Policy


If an application is not approved, the applicant will be notified in writing and provided with an opportunity to appeal the decision.

Appeal Process:

1. Written Appeal Submission:
 - The applicant must submit a written appeal to the PACB Executive Director within 30 days of the original notification date.
2. Appeals Committee Review:
 - The Executive Director will forward all relevant documentation to the Appeals Committee.
 - The Appeals Committee will review the appeal and make recommendations to the Certification Commission Chair.
3. Final Decision:
 - The Certification Commission Chair will make the final decision in writing and communicate it to the applicant.
4. No Further Appeals:
 - The Chair's decision is final, and no further appeal will be permitted.
5. Timeline:
 - The entire appeal process must be completed within 120 days of the original denial notice.

For questions or clarifications about the **appeals process**, contact:

 help@pacboard.org

 (929) 430-7222

Important Notice Regarding Repeat Candidates

Candidates who have previously taken the BCPA examination but did not achieve a passing score may reapply using the 'Repeat Candidate' application form available through the Prolydian portal:

 <https://app.prolydian.com/organizations/PACB>


Key Details for Repeat Candidates:

- Discounted Rate: Repeat candidates are eligible for a discounted examination fee (refer to the Fee Schedule on page 27).

- **Eligibility Requirements:** Ensure you meet the current eligibility requirements before submitting your repeat application.
- **Application Process:** Follow the same application procedures outlined in this Handbook, including uploading updated documentation if required.



For any questions regarding the **Repeat Candidate application process**, please contact:

 support+pacb@prolydian.com

 (850) 739-8992

To Schedule an Exam

Step-by-Step Exam Scheduling Instructions:

1. **Log into Your BCPA Account:**
 - Access your **BCPA (Prolydian) account** here:
 <https://app.prolydian.com/organizations/PACB>
2. **Schedule Your Exam:**
 - Go to the **'My Exams'** page.
 - Click the **'Schedule'** button.
 - Choose a date and time **within the next available testing window**.
 - Refer to **page 2** of this Handbook for the current exam schedule.
3. **Confirmation Email:**
 - Once your exam is scheduled, **Prolydian will send a confirmation email** containing:
 - Your **test date**
 - Your **testing time**
 - **Instructions** on how to prepare for your **Proctor360 proctored exam**
4. **Name Matching on Photo ID:**
 - If your **Prolydian or Proctor360 profile name does not match** your **government-issued photo ID**, you must resolve this issue before scheduling.
 - Contact **Prolydian Support** for assistance:
 support+pacb@prolydian.com

Cancellation and Rescheduling

Policy Overview:

- Cancel or Reschedule Free of Charge: You may cancel or reschedule your exam up to 48 hours before your appointment at no cost.
- Less than 48 Hours' Notice:
 - If you cancel within 48 hours, miss your appointment, arrive late, or fail to provide valid identification, you will need to pay an additional testing fee to reschedule.
 - Refer to the Fee Schedule on page 27 for details.


Confirmation Emails:

- Every time you reschedule or cancel your appointment, Prolydian will send you a confirmation email.
- Review these emails carefully to ensure your exam details are accurate.

Need Help?

If you experience difficulties canceling, rescheduling, or updating your profile information, contact:

 support+pacb@prolydian.com

 (850) 739-8992

Taking the Exam

Before Your Exam

To ensure a smooth and successful testing experience, you must complete the Proctor360 system requirements check and prepare your identity verification documents in advance.

1. Verify System Compatibility

Before your exam, check that your computer meets the **Proctor360 system requirements**:

 https://support.proctor360.com/hc/365012637/21/system-requirements?category_id=1

Ensure you have:

- A compatible operating system (Windows or macOS)
- A stable internet connection
- A functioning webcam and microphone
- Any required browser extensions or software installed

2. Prepare Identity Verification Documents

You will need **one (1) valid, government-issued photo ID** for verification. Acceptable forms of identification include:

- **Government-issued driver's License**
- **College/University-Issued Staff Photo ID**
- **Passport**
- **Non-U.S. Military-Issued Identification Card**
- **Any Physical Government-Issued Identification Card** (*must include a photo*)


Important: Ensure that the **name on your identification matches your Prolydian and Proctor360 account profiles** exactly.

3. Additional Preparation Tips

- Complete all system checks well in advance of your scheduled exam time.
- Keep your identity verification document readily accessible.
- Ensure your testing environment is quiet, well-lit, and free from distractions.

For technical assistance or if you encounter issues during the system check, contact:


 support+pacb@prolydian.com

 (850) 739-8992

On the Day of Your Exam

To ensure a smooth testing experience, follow these steps carefully on your exam day:

1. Log In Early

- Log into your **Prolydian account** at least **15 minutes before your scheduled exam time**:
 <https://proctor360.prolydian.com>
- If the exam time arrives and you don't see the '**Launch Exam**' button, **refresh your page**.

2. Access Your Exam

- a. Go to the **'My Exams'** dashboard.
- b. Click the **'Launch Exam'** button:
 - This button becomes **enabled 10 minutes before your scheduled exam time**.
 - If you log in early, refresh the page to ensure it appears.
- c. **15-Minute Check-In Window:**
 - You must complete the check-in process **within 15 minutes of your exam start time**.
 - **Failure to check in within this window will result in forfeiture of your exam session.**

3. Start Your Exam Session

- a. Click **'Start Session'** once prompted.
- b. Follow the **on-screen instructions** to:
 - **Share your screen** with the proctoring software.
 - **Complete equipment and connection checks.**
- c. Follow the **identity verification process** as directed.

4. Technical Issues During the Exam

If you encounter **technical issues** during your exam:

1. **First, chat or call your proctor** using the proctoring window for immediate assistance.
2. If you are **unable to connect with your proctor** or cannot resolve the issue:
 - **Submit a support ticket with Proctor360 support** immediately:
 - 📧 <https://support.proctor360.com/help/365012637>

IMPORTANT: Delays in reporting technical issues may prevent you from completing your exam. Act quickly to ensure support can address your concerns promptly.

Exam Day Best Practices:

- Ensure your testing environment is quiet and distraction-free.
- Keep your identity verification document nearby.
- Have a stable internet connection and close unnecessary applications on your computer.

For additional support, contact:

✉ support+pacb@prolydian.com

☎ (850) 739-8992

System Requirements

To ensure a seamless testing experience, carefully review the following system requirements and prepare your equipment accordingly.

1. Device Recommendations

- **Personal Devices Recommended:** Testing on a **personal computer** is strongly encouraged to avoid technical restrictions.
- **Work Devices:** If you must use a **work-provided device**, coordinate with your **IT department** in advance and provide them with the following resource:

👉 [Prolydian Online Exam Rules and Requirements](#)

- **Sample Session:** You can **request a sample session** to verify your equipment and environment in advance. Proctor360 will confirm if the check-in was successful.
 - Submit a support ticket to request a **sample session link**:
 - 👉 <https://support.proctor360.com/help/365012637>

2. System Requirements by Device

Windows Devices:

- Operating System: Windows 10 & Above
- Browser: Chrome or Edge
- Memory: 4GB (minimum)
- Internet Speed: 10 Mbit/s upload, 10 Mbit/s download (recommended)
- Web Camera: Minimum resolution of 640×640
- Audio: Functional microphone and speaker

Mac Devices:

- Operating System: Mojave & Above
- Browser: Chrome or Edge
- Memory: 4GB (minimum)
- Internet Speed: 10 Mbit/s upload, 10 Mbit/s download (recommended)
- Web Camera: Minimum resolution of 640×640
- Audio: Functional microphone and speaker

Chromebook Devices:

- Operating System: ChromeOS 112.0.5615.134 & Above
- Browser: Chrome or Edge
- Memory: 4GB (minimum)
- Internet Speed: 10 Mbit/s upload, 10 Mbit/s download (recommended)
- Web Camera: Minimum resolution of 640×640
- Audio: Functional microphone and speaker


3. Additional Requirements:

- **Dual Monitors:** Dual monitors are **NOT supported** during the exam.
- **Stable Internet Connection:** Ensure a **reliable and uninterrupted Internet connection** throughout the exam.
- **Close Unnecessary Applications:** Shut down any **background applications** or software updates that could interrupt your connection or performance.

4. Technical Assistance:

For technical issues or additional guidance, contact:

 support+pacb@prolydian.com

 (850) 739-8992

Proctor360 Support Guides

If you encounter **technical issues** while attempting to connect to your proctor or during your exam session, refer to the following common troubleshooting areas:

- **Screen Share Not Working:** Troubleshoot and ensure your screen-sharing settings are enabled and properly configured.
- **Webcam Not Working:** Verify that your webcam is connected, enabled, and not being used by another application.
- **Microphone Not Working:** Check that your microphone is enabled, unmuted, and functions correctly.

Immediate Support Action Required

If you cannot resolve your technical issue or are unable to connect with your proctor:

1. **Submit a Support Ticket Immediately:**

 <https://support.proctor360.com/help/365012637>


2. Provide as much detail as possible in your ticket, including:

- Your full name
- Your scheduled exam date and time
- A brief description of the issue
- Any error messages received

Important: Delaying your support request may result in **forfeiture of your exam session**.

For any unresolved issues or follow-up assistance, contact:

 support+pacb@prolydian.com

 (850) 739-8992

Fees and Payment Information

1. Fee Schedule

- **Non-Refundable Application and Exam Sitting Fee: \$425**
- **Deferral Fee: \$75**
- **Reschedule Fee: \$125** (*see rescheduling policy below*)
- **Retest Fee: \$295** (*up to 2 retakes for failure to pass*)
- **Recertification by Examination: \$295**
- **Recertification with Continuing Education: \$195**

2. Fee Policies

- **Rescheduling Policy:**
 - You may reschedule or cancel your exam at no charge up to 48 hours before your scheduled exam time. See the full cancellation policy on page 35.
 - Rescheduling requests made within 48 hours of your scheduled exam will incur a \$125 rescheduling fee.
- **Retest Fee:**
 - Applicable only to candidates who previously attempted the BCPA exam but did not pass.
- **Non-Transferable Fees:**
 - Fees are non-transferable between candidates.

Important: All fees are **non-refundable** once an application has been approved.

3. Payment Methods

Payments may be made using one of the following methods:

- **Credit/Debit Card:** Visa, MasterCard, American Express, Discover
 - Complete and authorize the credit card payment section of the online application as directed.
- **Check or Money Order:**
 - Make checks or money orders payable to:
Patient Advocate Certification Board (PACB)
- Mail the payment to the address below:
 - PACB Examination
2300 Wildwood Ave, #6771
Sherwood, AR 72120
- Once PACB receives and processes your payment, you will be notified that you may proceed with submitting your online application.


Important:

- Payments must be received and applied to your account before you can submit your application.
- **DO NOT SEND CASH.**

Payments must be received **before the application deadline** to ensure eligibility for the selected exam cycle.

For any payment-related questions, contact:

 help@pacboard.org

 (929) 430-7222

Recertification

To maintain the Board Certified Patient Advocate (BCPA) credential, certificants must recertify every three (3) years via the BCPA (Prolydian) online portal:

 <https://app.prolydian.com/organizations/PACB>

Recertification Requirements:

Certificants must fulfill **one (1) of the following pathways:**

1. **Continuing Education Pathway:**
 - Earn and document 30 hours of approved continuing education (CE).
 - Pay the \$195 recertification fee.
2. **Examination Pathway:**
 - Retake and pass the current BCPA certification examination.
 - Pay the \$295 recertification by examination fee.


Additional Requirements:

- Agree to the PACB [Code of Professional Responsibility](#).

For detailed recertification policies and procedures, refer to the 'Recertification' section under Policies and Procedures in this Handbook or the [Certification Renewal Handbook](#).

For recertification assistance, contact:

 help@pacboard.org

 (929) 430-7222

The Examination

Remote Proctored Exam

The BCPA certification exam is administered as a computer-based test (CBT) via Proctor360, offering candidates the flexibility and security to complete the exam remotely from anywhere in the world.

Proctor360 Features:

- **Secure Testing Environment:** Advanced security protocols ensure the integrity of the credential.
- **Flexible Access:** Candidates can test remotely from a secure and private location.
- **Real-Time Support:** Live proctors assist with technical and exam-related concerns.

For technical requirements, refer to:

👉 <https://proctor360.com/pages/prolydian-online-exam-rules-and-requirements>

Exam Format

- **Number of Questions:** 150 multiple-choice questions.
- **Domains Covered:** The questions align with the [2024 Domains of Practice](#).
- **Answer Options:** Each question has three answer options, with only one correct answer.
- **Scoring:**
 - **No penalty for incorrect answers;** points are awarded **only for correct answers**.
 - The **25 additional pre-test questions** are for future exam validation and are not scored.

Exam Duration:

- Candidates have **3 hours** to complete the exam.
- A **digital clock** displays the **remaining time** (this can be turned off if preferred).

Navigation During the Exam:

- **One question at a time:** Questions are displayed individually on the screen.
- **Answer Selection:** Click the radio button (circle) next to your selected answer.
- **Move Between Questions:** Candidates can navigate back and forth through questions.
- **Flag Questions:** Mark questions for follow-up review before final submission.

Technical Support During the Exam:

If you encounter technical issues:

1. **First, contact your proctor directly** through the **Proctor360 chat feature**.
2. If unresolved, **submit a support ticket immediately:**

 <https://support.proctor360.com/help/365012637>

Language

- The BCPA examination is offered exclusively in English.

For any questions regarding exam language options, contact:

 help@pacboard.org

Special Accommodations for Test Administration Modifications

Accommodation Requests:

Candidates with a disability, as defined by:

- Title III of the Americans with Disabilities Act (ADA)
- Canadian Federal Disabilities Act
- Canadian Charter of Human Rights

may request special testing accommodations during their examination.

Required Documentation:


Candidates must submit the following with their certification application:

1. A written explanation detailing their specific accommodation needs.
2. Supporting medical documentation from a qualified professional.

Submission Timeline:

- Accommodation requests must be submitted at least six (6) weeks before the scheduled test date to allow sufficient time for arrangements.

How to Submit a Request:

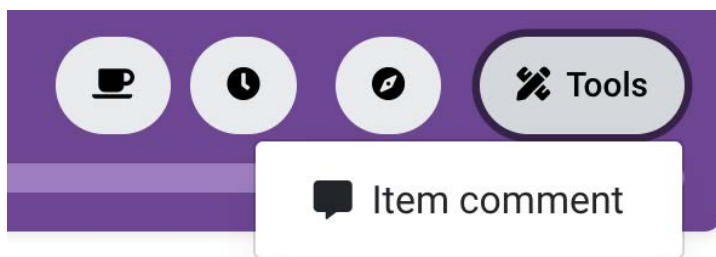
- The **Accommodation Request Form** is available here:
 <https://form.jotform.com/230475515657158>

For further assistance regarding accommodations, contact:

 help@pacboard.org

Candidate Comments

Providing Feedback During the Exam:



- During the exam, candidates may comment on any question using the 'Tools' button located in the top right corner of the exam window, next to the 'Navigation' button.
- Clicking 'Tools' will open a dialogue box where candidates can enter comments or feedback on specific exam items.

Review Process:

- All comments are reviewed after the exam cycle concludes.
- Candidate comments are anonymized; no identifying information is shared with reviewers.
- Providing feedback helps improve the quality and fairness of future exams.

Policies and Procedures

The Patient Advocate Certification Board (PACB) is committed to maintaining excellence in the administration and integrity of the Board Certified Patient Advocate (BCPA) certification program. Please review the following policies and procedures carefully to ensure a smooth and transparent certification experience.

1. Application Eligibility, Retest, and Cancellations

Personal Information Changes

- The BCPA (Prolydian) online portal is the primary communication platform for:
 - Eligibility notifications
 - Exam confirmations and results
 - Recertification reminders
- Candidates and certificants have 24/7 access to their exam profiles and are responsible for keeping their contact information current.

Applicant Ineligibility

An applicant may be deemed ineligible for the following reasons:

- Insufficient documentation to assess eligibility
- Lack of required experience
- Non-payment of application fees

If eligibility cannot be assessed due to inadequate information or missing documentation:

- The applicant will be notified and given a two-week deadline to submit the required documentation.
- Failure to respond by the deadline will result in application denial.
- Subsequent applications will not be processed under the original fee.

Appeals Policy

If an application is denied, the applicant has the right to appeal.

Appeal Process:

1. Submit a written appeal to the PACB Executive Director within 30 days of the original notification.
2. The Executive Director will forward all relevant documentation to the Appeals Committee.
3. The Appeals Committee will review the case and make recommendations to the Certification Commission Chair.
4. The Chair's final decision will be communicated in writing, and no further appeals will be permitted.
5. The entire appeal process must be completed within 120 days of the original denial notice.

For questions about the appeals process, contact:

 help@pacboard.org

2. Test Eligibility Period

- The BCPA examination is offered twice annually during two four-week testing cycles:
 - Spring Cycle: Begins the first Saturday in March
 - Fall Cycle: Begins the third Saturday in September
- Approved candidates must sit for the exam during their registered cycle.
- If a candidate wishes to defer to a later cycle:
 - The current appointment must be canceled (refer to the Cancellation Policy on page 35).
 - Eligibility is valid for 12 months from the original approval date.

3. Extension Requests

- Candidates unable to test within their eligibility period due to adverse or unforeseen circumstances may request an extension to the next testing cycle.
- Rescheduling fees may apply.

To request an extension, contact:

 help@pacboard.org

4. Cancellation and Refund Policy

- **Application and Exam Fees:** Non-refundable.
- **Rescheduling within the Same Cycle:**
 - Exams can be rescheduled without penalty up to 48 hours before the scheduled exam time.
- **Failure to Appear:**
 - Candidates who fail to appear for their scheduled exam forfeit all fees.
 - Rescheduling will require full payment of applicable fees.

Exceptions for Extreme Circumstances:


- In cases of medical emergencies or the death of an immediate family member, late cancellations may be considered.
- Documentation must be submitted in writing within seven (7) days of the scheduled exam date.
- Each case will be evaluated individually for approval.

NOTE: Applications that are denied during the eligibility review process will receive a full refund.

For cancellation or refund inquiries, contact:  help@pacboard.org

5. Audit Policy

- PACB may audit a portion of submitted applications to ensure compliance with certification program requirements.
- It is the candidate's or certificant's responsibility to retain and provide any necessary supporting documentation upon request.

For questions regarding audits, contact:  help@pacboard.org

Authority

The **Patient Advocate Certification Board (PACB)** reserves the right to:

- Request additional documentation or information from applicants.
- Conduct inquiries as necessary to verify an applicant's education, experience, competency, or moral character.

Failure to provide requested information may result in application denial or eligibility revocation.

For further clarification, contact:  help@pacboard.org

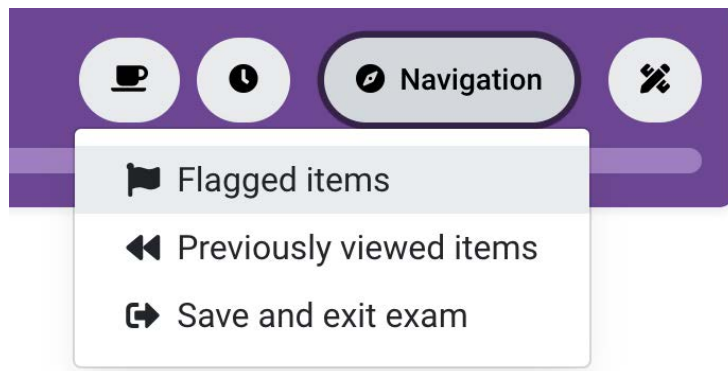
Preparing for the Examination

The BCPA certification examination is a computer-based test (CBT) consisting of 150 multiple-choice questions delivered in a single session with no predefined breaks.

Key Exam Details:

- **Total Questions:** 150
 - 125 Scored Items
 - 25 Pre-Test (Unscored) Items (*randomly distributed*)
- **Answer Options:** Three options per question (only one correct answer)
- **Exam Duration:** 3 hours
- **Navigation Tools:**
 - Candidates can move back and forth between questions.
 - Questions can be flagged for review before final submission.

Questions can be flagged for review by clicking the “Flag for review” checkbox above each question. A list of flagged questions can be accessed from the “Navigation” button on the top right of the screen.



- **Scoring:** Only scored items contribute to the final exam score.

Navigating the Exam:

- **One Question at a Time:** Questions are displayed **individually** on the screen.
- **Answer Selection:** Click the **radio button (circle)** next to your chosen answer.
- **Navigation Tools:**
 - Move back and forth between questions.
 - Flag questions for review before final submission.

Best Practices for Exam Success:


- Ensure your testing environment is quiet, well-lit, and free of distractions.
- Keep your identity verification document readily available.
- Complete all technical and equipment checks well before the exam.

For technical assistance during the exam, contact:

 <https://support.proctor360.com/help/365012637>

For scheduling or other exam-related inquiries, contact:

 support+pacb@prolydian.com

 (850) 739-8992

Foundational Documents

The exam content is based on six key documents, each reviewed and approved by the Patient Advocate Certification Board (PACB) following rigorous public consultation and Subject Matter Expert (SME) review.

These documents are available at:

 <https://www.pacboard.org/exam-study-materials/>

1. [Study Guide](#)
2. [Your BCPA Exam Toolkit: Review and Practice supplement](#)
3. [Key Terms to Study](#)
4. [Ethical Standards for a Board Certified Patient Advocate](#)
5. [Domains of Practice for Patient and Health Care Advocates](#)
6. [Code of Professional Responsibility](#)

U.S.-Based Standards and Best Practices

The BCPA exam is built on U.S. patient and health care advocacy best practices and standards. This includes knowledge of:

- U.S. healthcare systems and structures
- Payor sources and regulatory agencies

Note: International candidates are encouraged to take the exam, but they should be aware that the content reflects U.S.-centric practices and standards.

Exam Development and Content Weighting

The BCPA exam is constructed to align with minimal competency requirements for professional patient advocates.

Key Principles of Exam Development:

- Based on a job task analysis (JTA), which identifies critical tasks, knowledge, skills, and abilities (KSAs) essential for competent advocacy.
- Developed and regularly reviewed by a committee of Subject Matter Experts (SMEs).
- Ensures alignment with industry-recognized testing standards.

Exam Content Domains and Weighting

The exam covers five core topic areas that represent critical aspects of patient and health care advocacy. Each domain is weighted according to its importance and frequency in professional practice:

Domain	Percentage of Exam
I. Scope of Practice and Transparency	12%
II. Empowerment, Autonomy, Rights, and Equity	18%
III. Communication and Interpersonal Relationships	19%
IV. Health, Medicine & the Healthcare System	24%
V. Professionalism & Ethics	27%
TOTAL	100%

Key Insight: A higher percentage indicates a greater representation of that domain in the exam questions.

See 2024 Domains of Practice for Patient and Health Care Advocates for detailed descriptions of each domain and additional resources.

📄 <https://www.pacboard.org/wp-content/uploads/Domains-of-Practice-2024-01-31-2025-com.pdf>

How Exam Content is Developed


The BCPA exam conforms to nationally recognized industry standards for professional certification exams.

- Developed using a Job Task Analysis (JTA), an industry-wide survey identifying:
 - Core tasks and responsibilities of patient advocates
 - Knowledge, skills, and abilities (KSAs) required for competent performance
- JTA findings are used to:
 - Define exam content domains
 - Establish performance standards
 - Ensure exam questions are valid, fair, and relevant

This process ensures that the BCPA exam measures the real-world competencies required for professional success in patient and health care advocacy.

If you have any questions about exam content or preparation resources, please contact:

 help@pacboard.org

 (929) 430-7222

Remote Proctored Exam Rules

To ensure exam integrity, fairness, and security, all candidates must adhere to the following rules during the remote-proctored BCPA exam:

1. Testing Environment Requirements:

- **Private Space:** You must test in a private, secure room, alone, for the entire exam duration.
- **No Public Venues:** Testing in public spaces or libraries is strictly prohibited.
- **Seating:** You must sit at a desk or table with a hard surface and use a chair. Testing from a sofa, bed, or couch is not allowed.
- **Room Check:** The proctor will conduct a full environment check, including:
 - Showing all four corners of the room
 - Displaying the top and bottom of your testing surface

2. Desk and Equipment Requirements:

- The desk must be completely clear of all materials, including:
 - Paper
 - Pens/Pencils
 - Sticky Notes
- **Dual Monitors:** Second monitors are not allowed and must be disconnected and removed.
- **Audio Equipment:** Headsets and earbuds are prohibited.
- **Cell Phones:** Phones must not be in your possession or within arm's reach.
- **Water:** Only clear water bottles are allowed on the desk. No other food or beverages are permitted.
- **Smartwatches:** Smartwatches must not be worn or placed within reach.

3. Exam Behavior Rules:

- **Silence is Required:** Candidates must remain silent throughout the exam. Reading questions out loud is not permitted.
- **No Background Noise:** Ensure your environment is free of noise and distractions.
- **No Questions on Exam Content:** Candidates are not allowed to ask questions about exam content during the testing period.
- **Identification:** You must present a valid, government-issued photo ID during check-in.
- **Punctuality:**
 - Arrive at your scheduled time.
 - Candidates arriving more than 15 minutes late will be marked as no-shows and must reschedule.

4. Proctor Authority:


- Proctors can stop the exam at any time if rules are violated.
- Candidates may be asked to re-scan their environment if a rule infraction is suspected.
- If inappropriate behavior continues, the proctor may terminate the exam session and submit a report for review.
- Exam Recordings: The entire exam is recorded with time-stamped markers for any rule violations.

Consequences for Violations:

- Immediate termination of the exam
- Disqualification from the certification process

For questions or concerns about exam rules, contact:

 support+pacb@prolydian.com

 (850) 739-8992

Optional Break Policy

To ensure fairness and security during remote-proctored BCPA exams, PACB has implemented the following optional break policy:

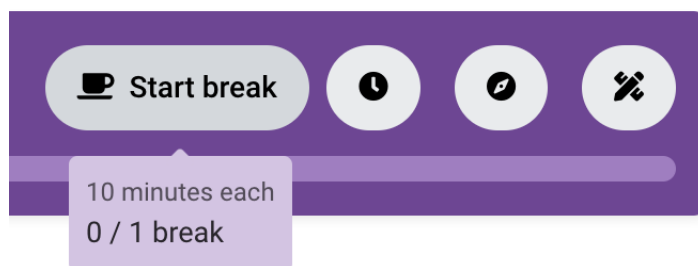
1. Break Details:

- Candidates have 3 hours to complete 150 multiple-choice questions.
- An optional 10-minute break is included within the 3-hour exam window.
- During the 10-minute break:
 - The exam clock will continue running.
 - Break time is deducted from your total exam time.

2. Break Guidelines:

- Before initiating the break, you must review, check, and finalize answers to all questions in the first exam block.
- **Example:**
 - Sam reaches question 50 but leaves questions 11 and 21 unanswered.
 - Before starting the break, Sam must complete questions 11 and 21.
 - After the break, the exam will resume at question 51.
 - Unanswered questions before the break remain unanswered.

PLEASE NOTE: You will not be able to view any pre-break questions after your break, including the question you're on when starting your break. Be sure to review any questions before initiating the break.



- Candidates who choose not to take the optional break can review all questions before final submission.

3. Security Screening After Break:


- After the break, candidates must undergo another security check before resuming the exam.
- Environment checks and identity verification will be repeated.

4. Key Reminders:

- The 10-minute break is optional.
- Candidates must follow proctor instructions during the break.
- Failure to return within the allotted 10 minutes may result in termination of the exam session.

For further clarification about the break policy, contact:

 support+pacb@prolydian.com



 (850) 739-8992

Candidate Responsibilities

Before the Exam


To ensure a smooth testing experience, all candidates are required to complete the Proctor360 system requirements check and prepare their testing environment and equipment in advance.

1. Complete System Compatibility Check

- Verify your system compatibility with Proctor360:
 <https://proctor360.com/pages/prolydian-online-exam-rules-and-requirements>
- Test your equipment for Proctor360 compatibility:
 <https://webcasts.com/webrtc/>

2. Exam Authorization and Scheduling - Once authorized to schedule your exam, you will receive an email from Prolydian (support@prolydian.com) with instructions.

If you did not receive the authorization email:

1. Go to:  <https://app.prolydian.com>
2. Click 'Forgot My Password' to reset your account.
3. Ensure support@prolydian.com is marked as an allowed sender in your email system.

To Schedule Your Exam:

- Log into your **Prolydian** account.
- Go to the '**My Exams**' dashboard.
- Click the '**Schedule**' button.
- Exams can only be scheduled during the **two designated four-week exam cycles**:
 - **Spring Cycle**
 - **Fall Cycle**
- Refer to **page 2** of this Handbook for the current exam schedule.

After scheduling, you will receive a **confirmation email** from Prolydian with:

- **Exam date and time**
- **Detailed instructions** for exam preparation

If you encounter scheduling issues or need to modify your **Prolydian** or **Proctor360** profile name to match your photo ID, contact:

 support+PACB@prolydian.com

3. Online Testing Resources

We STRONGLY recommend reviewing these resources ahead of your exam:

👉 <https://proctor360.com/pages/prolydian-online-exam-rules-and-requirements>

On the Day of Your Exam

1. Logging into Your Exam

- Log in at least 15 minutes prior to the scheduled exam time.

Steps to Access Your Exam:

1. Log into your **Prolydian** account: 👉 <https://proctor360.prolydian.com>
2. Go to the **'My Exams' Dashboard**.
3. Click **'Launch Exam'**:
 - The **'Launch Exam'** button will be enabled **one minute before your scheduled start time**.
 - If it's not visible, **refresh the page**.
4. **Check-In Window: You have a 15-minute check-in window starting at your exam start time. If you fail to log in and complete the check-in within this window, you will not be able to test.**
5. Click **'Start Session'**.
6. Follow the **on-screen instructions** to:
 - **Share your screen**
 - **Check your equipment**
 - **Complete identity verification**

IMPORTANT: Addressing Check-In Issues Promptly

If you encounter any delay or technical issue during check-in, **immediate action is crucial** to ensure you can proceed with your exam:

1. First, chat or call your proctor through the proctoring window as soon as the issue arises.
2. If you are unable to connect or reach the proctor by chat or phone, immediately submit a trouble ticket to the Proctor360 support team. Submitting a ticket is the only method of contacting Proctor360 support.

Promptly addressing any check-in issues is essential to avoid forfeiting your exam session.

2. Technical Requirements

Ensure your system meets the minimum requirements for a successful exam experience.

Windows Requirements:

- Operating System: Windows 10 & Above
- Browser: Chrome or Edge
- Memory: 4GB (minimum)
- Internet Connection: 10 Mbit/s upload, 10 Mbit/s download (recommended)
- Web Camera: 640×640 resolution (minimum)
- Audio: Functional microphone and speaker

Mac Requirements:

- Operating System: Mojave & Above
- Browser: Chrome or Edge
- Memory: 4GB (minimum)
- Internet Connection: 10 Mbit/s upload, 10 Mbit/s download (recommended)
- Web Camera: 640×640 resolution (minimum)
- Audio: Functional microphone and speaker

Chromebook Requirements:

- Operating System: ChromeOS 112.0.5615.134 & Above
- Browser: Chrome or Edge
- Memory: 4GB (minimum)
- Internet Connection: 10 Mbit/s upload, 10 Mbit/s download (recommended)
- Web Camera: 640×640 resolution (minimum)
- Audio: Functional microphone and speaker

Important:

- Dual monitors are NOT supported for the exam.
- Ensure background applications are closed to minimize disruptions.

3. Technical Support During the Exam

If you encounter **technical issues** during your exam:

1. First, chat or call your proctor using the Proctor360 proctoring window.
2. If you cannot connect to your proctor or the issue persists:

👉 **Submit a support ticket immediately:**


<https://support.proctor360.com/help/365012637>

Quick Checklist for Exam Day:

- ✓ Quiet, private testing environment
- ✓ Government-issued photo ID ready
- ✓ No second monitors, headphones, or cell phones nearby
- ✓ Clear desk with only permitted items (e.g., clear water bottle)
- ✓ System compatibility check completed

For any unresolved concerns or pre-exam inquiries, contact:

 support+PACB@prolydian.com

 (850) 739-8992

Power Failure or Loss of Internet

The BCPA examination is delivered via secure internet connections. While rare, power or internet outages may occur due to issues beyond PACB's control.

Steps to Follow in Case of Disruption:

1. **Notify the Proctor Immediately:** Inform the proctor about the issue as soon as possible.
2. **Follow Proctor Instructions:** The proctor will guide you through reconnecting to the exam platform.
3. **Resume Where You Left Off:** Once reconnected, the exam will resume at the first unanswered question.
4. **Time Remaining:** Your remaining time will be preserved and resume from where it left off.

For technical assistance, submit a **support ticket**:

 <https://support.proctor360.com/help/365012637>

Confidentiality

- Information about candidates and their examination results is treated as strictly confidential.
- Reports and studies concerning candidates will not include any identifiable information without explicit candidate authorization.

For any concerns about confidentiality, contact:

 help@pacboard.org

Violating Rules

If a candidate is found **violating exam rules**, PACB reserves the right to:

- Invalidate the candidate's exam scores
- Bar or permanently prohibit the candidate from participating in the certification program

Proctors are authorized to take immediate action if a candidate is found violating any rules.

Misconduct During the Examination

Misconduct includes, but is not limited to:

- Failure to observe proctor instructions
- Copying, recording, or transmitting exam questions or answers
- Bringing unauthorized items (e.g., books, notes) into the exam space
- Attempting to print or reproduce exam content
- Engaging in behavior that compromises the integrity of the exam

Note: Any attempt to print materials related to the exam will result in immediate disqualification.

Dismissal from the Examination

Candidates observed engaging in misconduct may face:

- Immediate dismissal from the exam session
- Suspension or permanent barring from future examinations (ranging from one year to permanent dismissal)
- Forfeiture of all examination fees

Proctors are authorized to take immediate action.

Candidates have the right to appeal a dismissal determination.

Violation of the Code of Professional Responsibility

If a candidate is found to have violated the [Code of Professional Responsibility](#), PACB may:

- Bar the candidate from taking the exam for a timeframe determined by the Certification Commission
- Apply additional disciplinary actions, depending on the severity of the violation

For questions regarding the [Code of Professional Responsibility](#), contact:

 help@pacboard.org

Unforeseen Circumstances Preventing Testing

In cases where testing cannot proceed due to unforeseen events—such as:

- Inclement weather
- Natural disasters
- Terrorist acts
- Power or internet outages

Candidates may receive:

- An extended testing window (determined individually)
- The opportunity to reschedule without a re-examination fee

Each situation will be evaluated on a case-by-case basis by PACB.

Examination Irregularities

Examination irregularities include:

- Suspected cheating
- Improper exam administration procedures
- Severe environmental disruptions

Handling Irregularities:

- Report to the Proctor Immediately: Candidates must address irregularities with the proctor during the exam.
- Investigation Process: All irregularities will be reported and reviewed by PACB and addressed based on established policies and procedures.

Note: Examination irregularities that involve suspected cheating or misconduct are not subject to appeal.

Handling of Tests

PACB, in collaboration with Prolydian and Proctor360, ensures the secure handling of all exam data.

In Case of Data Loss:

- In the rare event of lost or unreadable data, candidates will be:
 - Required to retake the examination
 - Exempt from paying re-examination fees

Exam Results Notification, Retesting, and Appeals

Notification of Test Results:

- Candidates will receive their exam results via email within four (4) weeks after the exam cycle concludes.
- For security reasons, results will not be provided over the phone or by fax.

Examination Score Determination:

- Passing Standard: Determined using the Modified-Angoff Method and Hofstee Range Estimation, recognized best practices in certification testing.
- Scaled Scoring: Exam results are presented using a scaled scoring system to ensure fairness and consistency across multiple exam forms.

Example of Scaled Scoring:

Raw Score Form A Scaled Score Form B Scaled Score

100	105	105
97	102	100
95	100	98

Note: This example is for illustrative purposes only and does not reflect actual passing scores.

Domain Feedback:

- Candidates will receive general feedback on performance across domains.
- Domain feedback is intended only for study guidance and does not impact the final score.

Retesting Policy:

- Candidates who do not pass the exam may retake it up to two (2) additional times.
- A retesting fee applies (see fee schedule).

Appeals Process:

- Appeals must be submitted in writing within 30 days of receiving results.
- Appeals will be reviewed by the Certification Commission.

For questions regarding test results, retesting, or appeals, contact:

 help@pacboard.org

Results and Next Steps

1. Passing the Examination

- Candidates who successfully pass the BCPA examination and meet all credentialing and application requirements will:
 - Receive official notification via email.
 - Be granted the Board Certified Patient Advocate (BCPA) credential.

Credential Ownership:

- The BCPA credential remains the property of PACB.
- PACB reserves the right to withdraw, cancel, revoke, or annul the certification for cause.

For any questions regarding certification status, contact:

 help@pacboard.org

2. Failing the Examination

- Candidates who do not pass the examination will receive a performance report indicating areas of weakness.
- Detailed item-specific results will not be provided.

Next Steps:

- Candidates may retest as outlined in the Reexamination Policy below.

Reexamination Policy

- The BCPA exam may be attempted up to three (3) times within a three-year period.
- After three unsuccessful attempts, candidates must:
 - Submit an appeal to PACB for consideration to retest.
 - Wait for approval from the Certification Commission before proceeding.

Reexamination Requirements:

- Each exam attempt requires:
 - A new application submission
 - Payment of the required retest fee

Retesting After Certification:

- Certificants may retake the BCPA exam as part of their recertification process instead of completing continuing education requirements.

For reexamination inquiries, contact:

 help@pacboard.org

Recertification and Lapsed Designation

Purpose of Recertification

Recertification ensures that Board Certified Patient Advocates (BCPAs) remain current with best practices, ethical standards, and emerging trends in patient and health care advocacy.

For comprehensive details, refer to the:

👉 **Continuing Education/Recertification Guide:** <https://www.pacboard.org/renewal-guidelines/>

Recertification Process

To maintain active BCPA status, certificants must recertify every three (3) years by fulfilling the following requirements:

1. **Agreement to the [Code of Professional Responsibility](#):**
 - Certificants must continue to comply with the ethical standards outlined by PACB.
 - **Continuing Education (CE):**
 - Complete 30 hours of approved continuing education.
 - This must include:
 - 6 hours in ethics
 - 3 hours in JEDI (Justice, Equity, Diversity, and Inclusion)
2. **Payment of the Recertification Fee:**
 - \$195


Alternative Recertification Pathway:

- Certificants may choose to retake and pass the BCPA examination in place of submitting 30 CE hours.

For detailed renewal fees and policies, refer to the:

👉 **Continuing Education Handbook for Certificants -** <https://www.pacboard.org/renewal-guidelines/>

Continuing Education (CE) Requirements

- **Definition of CE Hours:**
 - One contact hour equals 60 minutes of educational content.
- **Submission Process:**
 - CE hours must be submitted via the BCPA (Prolydian) online portal:
 <https://app.prolydian.com/organizations/PACB>

CE Requirements at a Glance:

- Total CE Hours - 30 including:
 - 6 hours in ethics
 - 3 hours in JEDI

Filing a Recertification Extension Request

In certain situations, certificants may request an **extension** to maintain their **active credential**.

Valid Reasons for Extension:

- Unemployment
- Service in full-time public office (local, state, or national level)
- Active military service
- Health-related circumstances

Extension Details:

- Requests must be submitted in writing within three (3) months of the recertification date.
- Extensions are granted for up to one (1) year.
- An extension fee of up to \$125 may apply.
- Requests are subject to Certification Commission review and approval.

Submit extension requests to:

 help@pacboard.org

Notice of Recertification and Reminders

- Certificants will receive a recertification notice approximately six (6) months before their certification expires.
- Notices will be sent via email to the last known email address on file in the BCPA (Prolydian) portal.

Certificant Responsibilities:

- Monitor your email inbox and spam folder for recertification reminders.
- Ensure your contact details remain up-to-date in the BCPA portal.
- Be aware of your certification expiration date and recertify by the specified deadlines.

Important:

- Failure to receive a reminder email does not excuse certificants from complying with recertification requirements or deadlines.

For assistance with recertification or reminders, contact:


 help@pacboard.org

Contact Information Responsibility

It is the certificant's responsibility to ensure that their contact information remains accurate and up-to-date within the BCPA (Prolydian) portal.

- PACB, Proctor360, and Prolydian are not responsible for missed communications due to:
 - Incorrect email or mailing addresses
 - Emails delivered to a spam folder
 - Opting out or unsubscribing from PACB, Proctor360, or Prolydian communications

Privacy Policy:

- PACB adheres to its Privacy Policy, available at  www.pacboard.org
- Candidate and certificant data will not be shared without written permission unless required by court order or other legal processes.

For assistance with contact information updates:

 help@pacboard.org

Loss and Reinstatement of Certification

- Certificants who fail to meet recertification requirements will lose their certified status.
- To reinstate certification, individuals must:
 - Re-establish eligibility
 - Pass the certification examination again
 - Apply for and complete the reinstatement process

For questions about reinstating certification:

 help@pacboard.org

Certification Mark Usage Policies and Procedures

Appropriate Use of the Certification Mark:


Individuals awarded the Board Certified Patient Advocate (BCPA) credential may represent their certification using:

- First Name, Last Name, BCPA
- Board Certified Patient Advocate

Improper Use - If certification is suspended, revoked, or withdrawn:

- The individual must immediately stop using the BCPA title or acronym on:
 - Stationery
 - Websites
 - Business cards
 - Promotional materials

Certificates

- A digital certificate will be available for download after the official exam score report is issued.
- Certificants can access their certificates anytime via the BCPA (Prolydian) portal:
 <https://app.prolydian.com>

Lapel Pin

- BCPA lapel pins are available for purchase exclusively by Board Certified Patient Advocates in good standing.
- Revenue from pin sales supports the Justice, Equity, Diversity, and Inclusion (JEDI) Scholarship Fund.

Learn more about the scholarship initiative:  www.pacboard.org

PACB Certification Terms and Conditions

The Patient Advocate Certification Board (PACB) supports and promotes professional standards for patient advocacy certification.

Commitment to Professionalism:

BCPA certificants are expected to:

- Uphold the highest standards of professionalism
- Conduct business honestly, transparently, and with integrity
- Comply with the PACB Certification [Code of Professional Responsibility](#)

Certification Requirements:

Applicants for BCPA certification must:

- Not engage in misconduct (negligent, harmful, or intentional)
- Report professional convictions or suspensions within 10 calendar days
- Comply with all local, state, and federal laws
- Avoid unethical gifts or compensation intended to influence professional judgment
- Not engage in fraudulent conduct related to certification or advocacy
- Avoid misrepresenting PACB or the BCPA credential
- Maintain professional competence and ethics

Grounds for Certification Revocation:

Certification may be revoked if a certificant:

- Provides false information during the certification process
- Engages in unethical behavior
- Violates the PACB [Code of Professional Responsibility](#)

For details about certification standards:

 <https://www.pacboard.org>

Candidate User Agreement

All candidates must sign the Candidate User Agreement to be eligible for the BCPA credential.

Agreement Statement:

- I certify that all information provided in this application is true, complete, and accurate.
- I authorize PACB to verify the accuracy of all submitted information.
- I understand that violations of the PACB Certification Code of Conduct may result in disciplinary actions, denial, or revocation of certification.
- I recognize that certification admission may be revoked if false information is provided or misconduct is identified.
- I agree to uphold the PACB Certification [Code of Professional Responsibility](#).

Disclosure Questionnaire

As part of the application process, candidates must complete the Disclosure Questionnaire. If you answer 'Yes' to any of the following, you must upload a written explanation along with supporting documentation:

1. Have you ever been convicted of a felony?
2. In the last 10 years, have you been a defendant in any criminal action related to professional conduct?
3. In the last 10 years, have you been a defendant in a civil action related to professional conduct?
4. Have you ever had a license, certificate, or membership denied, suspended, or revoked?
5. Have you been investigated or disciplined by a regulatory or professional body?
6. Have you been convicted of drug or alcohol-related violations?
7. Have you been convicted of sexual misconduct, assault, or abuse violations?

For questions regarding disclosures:

 help@pacboard.org

Attestation Statement

By electronically signing the BCPA application, candidates affirm:

- All disclosure answers are true and accurate.
- They will comply with recertification requirements.
- They will adhere to PACB policies, procedures, and the [Code of Professional Responsibility](#).
- They understand that certification can be revoked for violations of PACB policies.

Certification Validity:

- Certification is valid for three years, provided the certificant remains in good standing and adheres to PACB policies.

Certification Listing:

- Certified individuals will be listed on the PACB website unless a request for removal is submitted. Note the website listing provides the certificant's name, city/state, and cycle in which the certification was earned. PACB does not offer a directory of advocates.