

# Professional Certification for Home Care & Hospice Executives



## Candidate Information Handbook

**JUNE 2005**

Sponsored by Home Care University, an affiliate of  
The National Association for Home Care  
& Hospice

228 Seventh Street SE  
Washington, DC 20003



**HOME CARE UNIVERSITY**

# Application Checklist

1. **Q** The Application Form (all areas completed, including signature on Statement of Understanding)
2. **Q** The Application Affidavit
3. **Q** A copy of your degree/diploma/transcript
4. **Q** A copy of your professional license (if applicable)
5. **Q** Resume
6. **Q** Current job description
7. **Q** Two original letters of reference on company letterhead (attesting to performance as home care/hospice executive/administrator/manager)
8. **Q** Request for special testing accommodations (if applicable)
9. **Q** Application fee:      \$30 Member      \$50 Nonmember

## MAIL TO: HOME CARE UNIVERSITY

CHCE Program  
228 Seventh Street SE  
Washington, DC 20003

## Communications

### Contact Home Care University to:

- Register for the CHCE Examination after you have received an approval letter from Home Care University
- Answer any questions about your application
- Obtain more information about eligibility

Home Care University  
CHCE Program  
228 Seventh Street SE  
Washington, DC 20003  
Phone: (202) 547-7424  
Fax: (202) 547-3540

### Contact Edgia at [www.edgia.com](http://www.edgia.com) to:

- Pay certification fee
- Cancel registration or clarify registration information call 1-800-295-5783

### Contact Thomson/Prometric Technology Centers to:

- Make an examination reservation after you receive authorization letter from Edgia
- Change or cancel an examination reservation date  
1-800-715-8345  
TDD 1-800-529-3590

### Telecommunication Devices for the Deaf

Prometric is equipped with Telecommunication Devices for the Deaf (TDD) to assist deaf and hearing-impaired candidates.

TDD calling is available during Prometric phone reservation hours (listed below) through a special toll-free number (800) 529-3590. This TDD phone option is for the express use by individuals equipped with compatible machinery.

Prometric phone reservation lines are open Monday through Friday, 8:00 AM–8:00 PM (Eastern Time), Saturday, 8:00 AM–4:00PM (Eastern Time).

Call volume is lower after 3:00 PM Monday through Friday. The Prometric Customer Service Representative (CSR) will inform you of the test center locations in your area when you call to make an appointment.

Have a pencil or pen available to record any additional information.

Have your authorization letter and number ready.

Have a list of prepared questions.

Have this handbook available for reference and clarification.

Record the name of the Prometric representative with whom you speak.

Write down the confirmation number and appointment information you receive from the Prometric representative.

Repeat it before you hang up.

**Neither Home Care University, Edgia, nor Prometric discriminates on the basis of age, sex, race, creed, disabling condition, religion, national origin, or any other protected characteristic.**

# Table of Contents

Application Checklist .....	.ii
Communications .....	.ii
Telecommunication Devices for the Deaf .....	.ii
<b>Section One—Certified Home/Hospice Care Executive Program</b> .....	<b>2</b>
Home Care University's Executive Certification Program .....	.2
<i>Why Promote a Certification Program?</i> .....	.2
<i>What Does Certification Mean?</i> .....	.2
<i>What are the Advantages of a Certification Program?</i> .....	.2
What is the Practice of Home Care and Hospice Executives .....	.2
What are the Requirements to Become Certified .....	.2
<i>Who is Eligible to Take the Certification Exam?</i> .....	.3
How to Apply for Certification .....	.4
<i>Application and Certification Fees</i> .....	.4
<i>Recertification and Fees</i> .....	.4
<b>Section Two—Examination Registration and Testing Procedures</b> .....	<b>5</b>
Edgia and Thomson/Prometric Technology Centers .....	.5
Contacting Prometric Test Centers .....	.5
<i>Holiday Test Exceptions</i> .....	.5
Special Testing Accommodations .....	.5
<i>Non-Saturday Testing</i> .....	.6
To Change or Cancel a Test Reservation Without Penalty .....	.6
Excused Absences from a Scheduled Examination .....	.6
Locations of Test Centers and Test Dates .....	.6
Re-examination Procedures .....	.6
Examination Day .....	.6
<i>Reporting Time</i> .....	.6
<i>Lateness</i> .....	.6
<i>What to Take to the Test Center</i> .....	.6
Administrative Procedures .....	.7
<i>Examination Cancellations and Delays</i> .....	.7
<i>Test Center Rules</i> .....	.7
<i>Examination Security</i> .....	.7
Candidate Feedback .....	.7
Score Reporting .....	.8
<i>Passing Standards</i> .....	.8
<i>Pass-Fail Notice</i> .....	.8
<i>Test Scores</i> .....	.8
How to Prepare for the Examination .....	.8
<i>Examination Structure</i> .....	.8
<i>Examination Content Areas</i> .....	.8
<i>Test-taking Strategies</i> .....	.8
<i>Preparation Suggestions</i> .....	.8
<i>Reference Materials</i> .....	.9
Content Outline .....	.10
Sample Test Questions .....	.12
National Association for Home Care & Hospice Code of Ethics .....	.13
CHCE Application .....	.15
CHCE Application Affidavit .....	.17

# Section One:

## Certified Home/Hospice Care Executive Program

This handbook is designed to provide general information regarding the certification process for home care and hospice executives, as well as provide an overview of the content areas on which candidates will be examined.

### THE HOME CARE AND HOSPICE EXECUTIVE CERTIFICATION PROGRAM

The National Association for Home Care & Hospice (NAHC) is a professional trade association representing the interests of providers and consumers of in-home health and supportive services, including acute, long-term and terminal care. To meet the needs of its members and the consumer population, NAHC is committed to promoting quality leadership of home care and hospice organizations. In support of this mission, NAHC offers, through its affiliate, Home Care University (HCU), a comprehensive certification program for credentialing home care and hospice executives, designated by the initials, CHCE\* (Certified Home/Hospice Care Executive).

### Why Promote a Certification Program?

Quality leadership by the home care or hospice executive is necessary to develop an effective framework to support the organization's mission and purpose. Professional certification is a natural outgrowth of the quality movement. Credentialing home care and hospice executives is also important during this time of increased public scrutiny and rapid growth in the number of home care and hospice providers. Certification of home care and hospice executives provides the home care community with a mechanism to establish credentials, acknowledge experience and career involvement, and define a body of knowledge for individuals in leadership positions in home care and hospice organizations.

### What Does Certification Mean?

Certification represents achievement of a gold standard of knowledge for the operation of a home care or hospice organization. It signifies that the individual has attained a defined level of education, experience and knowledge. Certified individuals may use the initials CHCE behind their names. CHCE is a trademark of NAHC and Home Care University. Its use is strictly limited to those who successfully complete the application and testing process. Unauthorized users will be prosecuted.

### What Are the Advantages of a Certification Program?

#### *To the Home Care Community*

- Certification provides the opportunity to define the profession of home care and hospice executives by establishing and maintaining a uniform standard.
- The certification program encourages continuing

education and professional development of home care and hospice executives, which contributes to continuous improvement in home care leadership.

#### *To the Consumer*

- The certification program facilitates the delivery of quality home care and hospice services through promoting standards for professionals who lead organizations that provide such services.
- Certification is a symbol to the public that the individual has attained a defined level of education, experience, and knowledge.

#### *To the Individual*

- Certification provides national recognition to home care and hospice executives who successfully meet the requirements for education, experience, knowledge, and professional conduct of the CHCE program.
- Certification may provide enhanced career opportunities as employers recognize that certification represents professional commitment, motivation, and competency in a defined body of knowledge.

### WHAT IS THE PRACTICE OF HOME CARE AND HOSPICE EXECUTIVES?

Home care and hospice executives set expectations, develop plans, manage, assess, improve, and maintain their organization's activities. The areas of practice span finance, reimbursement, legal and regulatory issues, organization planning and management, human resources, quality and risk management, public relations and marketing, ethics, and information management. Home care and hospice executives use a comprehensive approach in the management and coordination of staff to provide efficient and effective home care and hospice services.

### WHAT ARE THE REQUIREMENTS TO BECOME CERTIFIED?

- Completed and signed application and affidavit
- Documentation of eligibility requirements
- Attestation to adhere to NAHC Code of Ethics
- Payment of application fees
- Approval of the Application
- Successful Completion of the Certification Exam

The purpose of the CHCE examination is to test the candidate's knowledge in areas related to the job functions performed by home care and hospice executives. Candidates who meet the education and experience requirements must successfully complete the certification examination.

## Who is Eligible to Take the Certification Exam?

The CHCE program and examination are intended for individuals in leadership positions in home care and hospice provider organizations and *related*\* organizations.

Home care provider organizations include:

- Home health care
- Hospice
- Support care
- Personal care
- Home infusion therapy

\* *Home care and hospice related organizations include:*

- Home care/hospice consultant organizations
- Home care/hospice regulatory organizations
- Home care/hospice accreditation organizations
- State home care associations

Note: Staffing agencies and durable medical equipment (DME) companies are **not** included.

Candidates must review the criteria in the handbook to determine whether they meet eligibility requirements. Eligibility requirements vary with the applicant's education background. Once eligibility is determined, candidates will receive approval from Home Care University and may proceed with test registration as outlined in **Section II** of this Handbook.

To determine eligibility:

- Managers and executives in provider organizations should use Chart I (below).
- Managers, executives, and surveyors in *related* organizations should use Chart II (below).

Chart I Executives and Managers in Provider Organizations

<b>EDUCATION</b>	<b>YEARS EXPERIENCE IN HOME CARE/HOSPICE PROVIDER ORGANIZATION</b>	<b>EXECUTIVE LEVEL EXPERIENCE HOME CARE/HOSPICE</b>	<b>MANAGEMENT LEVEL EXPERIENCE HOME CARE/HOSPICE</b>
Master's Degree	Three years	12 consecutive months full time within the last 3 years	24 consecutive months full time within the last 4 years
Bachelor's degree	Four years	18 consecutive months full time within the last 3 years	30 consecutive months full time within the last 4 years
Associate degree or professional licensure in a health-related field	Five years	24 consecutive months full time within the last 3 years	36 consecutive months full time within the last 4 years

\*The executive or management position in home care or hospice must have included a majority of the activities and responsibilities in the areas listed in the content outline in this Candidate Information Handbook.  
Full time means FTE 1800 work hours equals one year.

3

Chart II Executives, Managers, Surveyors in Related Organizations

<b>EDUCATION</b>	<b>*PAST EXECUTIVE OR SENIOR MANAGEMENT EXPERIENCE IN PROVIDER ORGANIZATION</b>	<b>**LEADERSHIP EXPERIENCE IN HOME CARE/HOSPICE RELATED ORGANIZATION</b>
Master's degree	36 consecutive months full time equivalent within the last 6 years	36 months (†full time equivalent) within the last 4 years
Bachelor's degree	48 consecutive months full time equivalent within the last 8 years	48 months (†full time equivalent) within the last 5 years
Associate degree or professional licensure in a health-related field	60 consecutive months full time equivalent within the last 10 years	60 months (†full time equivalent) within the last 6 years

\*Executive or Senior Management level experience must have included a majority of the activities and responsibilities in the areas listed in the content outline in this Candidate Information Handbook.  
\*\*May be fulfilled by home care experience to the extent the experience falls within the allowable time frame.  
†Full time means FTE 1800 work hours equals one year.

## HOW TO APPLY FOR CERTIFICATION

Candidates must submit an application to Home Care University to be determined eligible to take the certification test. The application must include the following items:

- The application form
- The application affidavit
- A copy of degree/diploma/transcript
- A copy of professional license (if applicable)
- Resume
- Current job description
- Two original letters of reference on agency letterhead
- Request for special testing accommodations (if applicable)
- Application fee (nonrefundable)

Application packets will be thoroughly reviewed and a determination of eligibility made. It is important for the candidate to make sure the packet is complete. The completed application packet and application fee should be sent to Home Care University, CHCE Program, 228 Seventh Street SE, Washington, DC 20003. Please allow two to four weeks for applications to be processed.

### Application and Certification Fees

Acceptable forms of payment for the application fee include check, money order or charge. Cash is not accepted. Checks must be made out to "Home Care University".

- 4 After the application is reviewed and the candidate's eligibility is determined, Home Care University provides an approval letter. The candidate will use the approval letter when registering with Edgia, the test management company for the CHCE examination. **The certification fee is paid at the time of on-line registration.** The chart below lists the application and certification fees.

#### Fees

SUMMARY OF FEES		
	NAHC Members	Non-members
Application Fee	\$ 30	\$ 50
Certification Fee	\$275	\$470
Re-Test Fee	\$275	\$470
RE-CERTIFICATION		
by CEs and Points	\$200	\$400
by Test	\$275	\$470

Candidates are responsible for knowing all rules regarding fees and examination scheduling as presented in this handbook. There are no exceptions. Application fees are nonrefundable and nontransferable.

#### Forfeiture of fees

- Candidates who are "no shows" for a scheduled test date will forfeit the certification fee and must register again if they wish to take the test.
- Candidates who do not take the test within twelve months of the approval letter date will forfeit the certification fee and must reapply if they choose to pursue certification.
- Candidates who cancel a scheduled test date and do not reschedule will not receive a refund.

## Recertification

Following initial certification, the CHCE can maintain certification every 4 years by meeting employment requirements and by either retesting OR meeting requirements to obtain 80 points in 4 years. A completed application must be submitted to the CHCE program at Home Care University 60 days prior to the certification expiration (4 years from the date of certification). The recertification fee is \$200 for NAHC members, \$400 for nonmembers. If candidates choose to retest the fee is \$275 for NAHC members, \$ 470 for nonmembers. The applicant is responsible for retaining all documentation supporting the requirements for recertification as outlined above.

### Recertification requirements:

1. The candidate must be employed in an executive or management position in a home care or hospice organization or a related agency a minimum of 12 months out of the 48 months since the last certification
  - AND
  - 2 (a). Take the examination
  - OR
  - 2 (b). Obtain 80 points in 4 years from the activities listed below. (All activities must relate to the role of the home care or hospice executive and/or the field of home care and hospice.)
    - Continuing education credits (CEs)

1 point = 1 contact hour (50 minutes) = 1 CE credit

**A minimum of 40 points out of the required 80 must be obtained through CE credits.** At least ten CE credits must be from NAHC or Home Care University conferences and workshops or other offerings. The CE programs must address topics from the content outline for the CHCE.

- CHCE question items for the CHCE examination. Each approved question is equal to one point. A maximum of 10 points may be earned in 4 years.

- Professional activities and involvement. Official election or appointment to a board, committee, or task force of NAHC, NAHC's affiliates, member organizations, NAHC Forum of State Associations, or other associations devoted to home care or hospice issues (other than at place of employment). Each full year served earns five points.

- Published articles in national journals or book. Topics must be relevant to home care and hospice executive functions. Each publication earns five points.

- Teaching continuing education programs relevant to home care and hospice executive functions. Each program earns 1 point per 1 contact hour (50 minutes).

- Formal education relevant to home care and hospice executive functions: 1 academic semester hour = 15 contact hours (15 points); 1 academic quarter = 12.5 contact hours (12.5 points).

- Formal academic appointment at a college or university to teach a course relevant to home care and hospice executive functions: 1 academic semester = 15 contact hours (15 points); 1 academic quarter =12.5 contact hours (12.5 points).

# Section Two:

## Examination Registration and Testing Procedures

Home Care University uses Edgia, an on-line test management company and the nation wide Thomson/Prometric Technology Centers to provide testing services for the CHCE examination.

The CHCE examination is administered year round in a multiple choice computerized format on behalf of Home Care University and the National Association for Home Care & Hospice. The examination is administered via the Thomson/Prometric Technology Centers. This computer-based administration allows the CHCE examination to be offered securely in more than 300 locations in the United States, reducing travel costs and allowing candidates to schedule exams at their convenience.

An approved application is valid for twelve months from the date of the approval letter. The test may be taken a maximum of three times within the twelve month period. Candidates must wait thirty days before retesting. A fee is required for re-testing (see chart on page 4).

### Registration Information

Home Care University provides an approval letter to candidates confirming eligibility after review of the application. The letter includes:

- An eligibility code
- Dates of eligibility period (twelve months from the date of the approval letter)
- Instructions for test registration online via link with [www.nahc.org](http://www.nahc.org) and [www.edgia.com](http://www.edgia.com)

The candidate accesses [www.nahc.org](http://www.nahc.org) to register for the CHCE examination. The candidate is required to provide name, address, phone number, and Social Security number.

The eligibility period is checked by Edgia to make sure the candidate is within the dates specified in the approval letter from Home Care University.

The candidate concludes on-line registration by entering his/her billing information and pays for the certification with a credit card. After the registration is complete, the candidate can click on a link to print an authorization letter and/or take a sample exam in order to become familiar with taking an exam online. The authorization letter is also emailed to the candidate by Edgia.

ADA qualifications (if applicable) are validated with the candidate.

### Contacting Prometric Test Centers

The authorization letter instructs the candidate to call a Thomson/Prometric 800 number to schedule a test date.

The candidate informs the Prometric customer service registration (CSR) he/she is taking a test using the NET account.

The candidate will then inform the Prometric CSR of his/her authorization number located on the authorization letter.

The CSR will then ask for first name, middle initial, last name, evening phone number, daytime phone number, address, city, state and zip code. The Prometric CSR will locate a test center site convenient for the candidate and then determine a test time convenient for the candidate. The Prometric CSR will then give the candidate a confirmation number and ask the candidate to repeat everything.

If special ADA accommodations are required, a slightly different authorization letter is generated at purchase time. The letter will include the Thomson/Prometric 800 number that will connect the candidate to the group at Prometric that handles special scheduling considerations.

### Prometric Holiday Test Exceptions

No testing will be conducted on the following holidays or holiday weekends:

New Year's Day	Independence Day
Martin Luther King Day	Labor Day
Presidents Day	Thanksgiving Day/weekend
Good Friday	Christmas Eve
Easter weekend	Christmas Day
Memorial Day	New Year Eve's Day

This holiday schedule is subject to change.

### SPECIAL TESTING ACCOMMODATIONS

Prometric certifies that it shall comply with the provisions of the Americans with Disabilities Act (42 USCG Section 12101 et seq.) and Title VII of the Civil Rights Act, as amended (42 USC 2000e, et seq.) in accommodating candidates who, because of disability, need special arrangements to enable them to take an examination. If you need special arrangements for testing because of a disabling condition, you may ask for special testing services. All examination sites have access for candidates with disabilities.

Candidates must be approved for special accommodations before Prometric can agree to provide them. Prometric can provide an accommodation only after it is informed by Home Care University that candidates qualify for the accommodation. Therefore, it is best to first obtain approval for special accommodation from Home Care University before calling Prometric for a testing date and time. Auxiliary aids and services will not be authorized by Home Care University if they would fundamentally alter the nature of the examination or if providing them would result in undue burden for Home Care University or Prometric.

### Non-Saturday Testing

In the event that an examination is offered only on Saturdays, candidates who cannot take the examination for

religious reasons may request a non-Saturday test administration. Such a request must be put in writing on official stationery by your religious advisor and sent to Home Care University, which will notify Prometric of your request. You must be approved for non-Saturday testing by Home Care University before Prometric can schedule you for a test session.

**TO CHANGE OR CANCEL A PROMETRIC TEST CENTER RESERVATION WITHOUT PENALTY**

Candidates may reschedule or cancel test appointments by calling the test center or the nation wide Prometric registration number by noon two days prior to the scheduled testing time. For example, to cancel a test scheduled for Monday, you must notify Prometric by noon on Friday before the Monday appointment. If you are scheduled for a Tuesday, you may cancel by calling Prometric before noon on Saturday. However, messages left on answering machines on weekends are not acceptable. If you cannot contact a local test center to cancel your appointment, call (800)853-6769. It is your responsibility to cancel your appointment. ***Failure on your part to reach Prometric in adequate time does not release you from payment for an examination that you cannot attend.***

If you call within the appropriate time limits (more than 48 hours before the scheduled test) you may reschedule your exam. If you do not wish to reschedule, no refunds are provided.

If you cancel after the 48-hour time limit, fail to show up for a scheduled appointment or arrive late, your fee is forfeited.

6

<b>If your examination is scheduled for:</b>	<b>You must cancel or change your appointment by noon eastern time</b>
Monday -----	Friday of preceding week
Tuesday -----	Saturday of preceding week
Wednesday -----	Monday of preceding week
Thursday -----	Tuesday of preceding week
Friday -----	Wednesday of preceding week
Saturday -----	Thursday of preceding week

**EXCUSED ABSENCES FROM A SCHEDULED EXAMINATION**

If, on the day you are scheduled to test, you are unable to attend the examination for which you were scheduled, you may be excused for the following reasons:

- Illness—either you or an immediate family member
- Death in the immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty

All candidates seeking excused absences must submit written verification and supporting documentation of the situation to Prometric within 14 days of the original examination date.

Documentation for medical absences must have the original signature of the medical practitioner.

Stamped signatures will not be accepted.

**LOCATIONS OF PROMETRIC TEST CENTERS AND TEST DATES**

Information regarding the location and time for the examination may be obtained by calling Prometric at the toll-free number listed on page ii. At the time you call to make your examination reservation, the customer service representative will provide you with specific information and directions to the test center.

**RE-EXAMINATION PROCEDURES**

Candidates may re-test two times, but must wait thirty days before registering for a re-test. The fee is \$ 275.00 for NAHC members and \$ 470.00 for non-members. The application fee is waived for re-test. To retest, you must notify HCU in writing of your intent before registering for another test. You will receive a letter that includes a new eligibility date. After thirty days from the last test date, you may then register for another test. The exam may be taken three times during the 12-month eligibility period.

**EXAMINATION DAY**

**Reporting Time**

Examination sessions are scheduled for 8:00 AM and 1:00 PM. Your specific reporting time will be given when you make your examination appointment. Please allow sufficient time to find the test center. You should make sure you have all necessary documentation before you report for registration. It is recommended that you report to the test center 30 minutes before the beginning of the scheduled examination session for registration.

**Lateness**

Candidates who arrive late for the examination will forfeit their reservation and fees.

**What to Take to the Test Center**

When registering at the test center, as an approved candidate you are required to have the following items:

- Two forms of identification, one of which has a recent photograph
- Authorization letter from Edgia with the confirmation number given when the examination reservation was made
- Approval letter from Home Care University

If you do not present proper identification on the examination day, you will be denied admission to the test.

## ADMINISTRATIVE PROCEDURES

The test center administrator (TCA) will expect the name of the person scheduled in the computer, the name on the identification and the name signed on the log to match. The TCA will also verify that the photo on the identification looks like the person presenting it. The TCA will check the candidate's identification, print the time of sign in on the log and have the candidate sign next to the time on the log. The TCA will then read the candidate's authorization letter and verify the candidate's information in the Prometric registration system. The candidate will then be seated at a test station. The TCA will then set up the CHCE test for the candidate using the Edgia test system.

Candidates will be given three hours to take the examination. At the completion of the test, unofficial pass/fail scores will be provided. An official score report will be sent to the candidate by Edgia within two weeks of the test date.

### Examination Cancellations and Delays

Test administrations will be delayed or canceled only in emergencies. If severe weather or a natural disaster makes the test center inaccessible or unsafe, the test administration may be canceled.

It is essential that candidates are notified of a cancellation or delayed start as early as possible. Prometric will notify candidates in a timely manner regarding examination delays or cancellations, and re-schedule for another day.

### Test Center Rules

To ensure that all candidates are tested under equally favorable conditions, the following regulations and procedures are observed at each test center:

- Candidates are not permitted to take personal belongings such as briefcases, large bags, study material, extra books, or papers into the testing room. Any such materials brought into the testing center will be collected and returned to candidates when they have completed the test.
- Prometric is not responsible for lost or misplaced items.
- Cellular phones, beepers, calculators, or any other electronic devices are not permitted at the test center, and there is no place for storage of personal belongings at the test center.
- Candidates are not permitted to eat, drink, or smoke during the test.
- Under no circumstances will candidates be permitted to work beyond the time allotted for the examination. Time limits are generous; candidates should have ample time to answer all questions and check all work.
- Candidates may not leave the room during an examination without permission from a proctor. If candidates need to leave the examination for any reason, no extra time will be allowed for the examination.
- Candidates discovered causing a disturbance of any kind or engaging in any kind of misconduct—giving or receiving help; using notes, books, or other aids; taking part in an act of impersonation; or removing test materials or notes from the testing room—may be summarily dismissed from the examination and will be reported to their certification organization. Decisions regarding

disciplinary measures are the responsibility of Home Care University.

- No visitors, guests, or children are allowed at the test center.
- No notes of any kind may be taken from the testing room.
- Scratch paper will be provided at the test center and will be collected at the end of the examination.

Note: The examination proctors are not familiar with the content of candidate examinations. It is the candidate's responsibility to determine what examination or parts of an examination he or she needs to take. Examination proctors are instructed not to advise candidates on requirements for certification.

### Examination Security

The security and confidentiality of all examination materials and data are of utmost concern during every phase of development, program implementation, and storage. Examination security will be strictly enforced and any individual who has been determined to be in violation of security will be prosecuted. If candidates are found in violation of any security procedure, the following actions may be taken: results may be delayed; examination materials may be voided; and/or application for future examinations may be denied.

Candidates are not permitted to discuss the contents of the examination or remove examination materials from the testing sites at any time. All examination materials are confidential. The entire question pool, each form of the examination, and any materials used to administer the examination are copyrighted and the property of the National Association for Home Care & Hospice and Home Care University. Any distribution of examination content or materials through any form of reproduction or oral or written communication is strictly prohibited and punishable by law.

Examination material is not available to candidates for review at any time.

### CANDIDATE FEEDBACK

Home Care University and Edgia believe that each candidate's opinion is important and welcome feedback on the examination experience. At the end of the examination candidates will be asked a series of questions regarding their experience with Edgia and with the test process. Additional opportunities for comments or feedback—both positive and negative—should be directed in writing to:

Edgia  
2 Forest Plaza  
Suite 220  
Dallas, TX 75251  
www.edgia.com

or contact

Thomson/Prometric Candidate Care  
Department  
(800) 853-6769

## SCORE REPORTING

### Passing Standards

In testing for certification, it is important to determine whether a candidate has the knowledge to administer a home care or hospice organization, not whether the candidate performs better or worse than others who take the test.

The CHCE examination measures the knowledge needed in practice, and represents a standard of performance that CHCE subject-matter experts agree is the minimum acceptable level for certification in the profession. To establish pass-fail standards, a panel of home care and hospice care executives met to review the content of the exam questions. The independent judgments of the panel members are aggregated to determine the passing score of the exam.

### Pass-Fail Notice

Candidates will receive notification of their pass-fail status on completion of their examination.

Candidates who pass will be notified with the word, "Pass".

Those who fail will be given an overall scaled score for the items they answered correctly. Failing candidates will also receive diagnostic information in each of the major examination content areas. All candidates will be provided information on the next step in the certification or examination process. Appointments for re-testing must be made in the same manner as described earlier in this book. Appointments may not be made at the test center.

### Test Scores

Home Care University, Edgia and Thomson/Prometric want to ensure that candidates have neither an advantage nor a disadvantage because they have taken a particular test at a particular time. For this reason, scores are adjusted for minor differences in difficulty of the different forms of each examination. This statistical adjustment is known as equating. Once equated, all test results are reported as scaled scores. These scores range from 300 to 600, but are not to be interpreted at the percent or number of test questions answered correctly. The passing score is 500.

## HOW TO PREPARE FOR THE EXAMINATION

### Examination Structure

Each CHCE examination totals 165 questions, including 150 scorable items and 15 pretest questions.

Each question on the examination is a four-option, multiple-choice format with one correct answer.

Each question can be answered independently of all other questions.

### Pretest Items

The examination contains pretest questions that are not counted toward a candidate's score. These questions are used to gather statistics on performance and help assess the ques-

tions' appropriateness for use on future examinations.

Because pretest questions are designed to look and perform like real questions that are scored, candidates should answer ALL questions in the examination.

### Examination Content Areas

The certification exam will be a written test consisting of multiple-choice questions based on the topics in the content outline in this handbook. The test may include questions on any of the topics included on the outline. The examination is designed to test the knowledge used to perform the job functions of a home care or hospice executive.

### Test-taking Strategies

The following strategies will help candidates during the examination. Candidates should:

- Relax during the examination. Candidates will be more mentally alert if they reduce physical stress through relaxation.
- Find the right work pace. Don't rush or go too slowly. Find a pace that is comfortable.
- Follow directions and work carefully.
- Read all options for each question before marking an answer.
- Eliminate the least likely answers first.
- Remember each question has only one correct answer. Try not to speculate on additional conditions or exceptions that are not stated in the question.
- Skip difficult questions or mark them for review and come back to them later.
- If not sure of an answer, make an informed guess, rather than omitting an answer. Omitted answers and wrong answers are both counted as wrong responses. Passing the examination is based on the total number of correct responses.

### Preparation Suggestions

The following suggestions may help candidates prepare themselves for the examination:

- Review the content outline on page 11 of this handbook. The examination may include any areas from this outline.
- Use the content outline to assess strengths and weaknesses.
- Obtain appropriate review materials. Candidates should identify resources that can assist in review of less familiar areas of content. A reference list is included in this handbook.
- Review less familiar areas of content with the appropriate personnel in the organization. For example, interviewing the CFO or financial manager could help strengthen the administrator's knowledge of finance and reimbursement content.
- Become familiar with the structure of the test questions, as in the examples.

To avoid additional stress on the day of the test, it is a good idea to become familiar with the location of the test center, availability of parking and the location of the testing room.

Remember: the certification examination is not a competition. There is no limit to the number of individuals who can pass the examination.

## Reference Materials

- CHCE Resource Manual. (Home Care University, 1999).
- CHCE Study Guide. (Home Care University, 1999).
- A Provider's Guide to the Medicare Home Health Survey & Certification Process. (National Association for Home Care, 2000).
- HIM-11 Manual. (National Association for Home Care, 2000).
- HIM-12 Coverage Guide for Field Staff. (National Association for Home Care, 1997).
- Dombi, William A. *Home Care and Hospice Law: A Handbook for Executives*. (National Association for Home Care, 2000).
- The Best of Caring: PPS*. (National Association for Home Care, 2000).
- CARING* magazines.
- NAHC Resource Catalog, (202/547-7424).
- Harris, Marilyn D. (1997) *Handbook of Home Health Care Administration*. Gaithersburg, Maryland: Aspen (800/638-8437).
- McKeon, Tad. (1996) *Home Health Financial Management*. Gaithersburg, Maryland: Aspen, (800/638-8437).
- Schulmerich, Susan Craig, Riordan, Timothy J. Jr., and Davis, Stephanie Taylor (1995) *Home Health Care Administration*. New York: Delmar Publishers (800/347-7707).
- Tidd, C.W., Reilly, B.C., and Hutchins, T. *Clinician's Guide to PPS*. (Home Care University, 2001).
- Code of Federal Regulations.
- General textbooks on accounting and business administration.

## CONTENT OUTLINE FOR THE CHCE EXAM

The content outline identifies eight major content areas relevant to the responsibilities of home care and hospice executives, and related topics. The percentage of questions on the exam from each of the major content areas is indicated.

### I. Finance and Reimbursement (18%)

#### A. Finance

1. Audits
  - a. Purpose/need
  - b. Types
  - c. Components
  - d. Policies, procedures, and controls
  - e. Management letter
  - f. Standards
2. Accounting
  - a. Basic accounting/economic principles
  - b. Standards
  - c. Cash versus accrual methods
  - d. Cost accounting
  - e. Financial statements
  - f. Accounts receivable
  - g. Accounts payable
  - h. Financial ratios
  - i. General ledger
3. Budgets
  - a. Types
  - b. Break-even analysis
  - c. Cash-flow analysis
  - d. Management tool
  - e. Variances
4. Contract management
5. Assets management
  - a. Purchasing
  - b. Request for proposal process
  - c. Inventory control
  - d. Facility management
  - e. Capital equipment
6. Revenue enhancement
  - a. New sources
  - b. New business plan
7. Federal and state taxes

#### B. Reimbursement

1. Payment/coverage requirements
  - a. Medicare home health
  - b. Medicare hospice
  - c. Medicaid
  - d. Commercial plans
  - e. Private pay
  - f. Managed care organizations
2. Methods of reimbursement
  - a. Medicare prospective pay (capitation, episode, per diem)
  - b. Hospice Prospective pay (capitation, episode, per diem)
3. Controls for reimbursement to cost ratio
4. Resolution of payment issues
  - a. Appeals
  - b. ERISA limitations
  - c. Managed care conflicts
  - d. Uncompensated care

- e. Primary/secondary payor

### II. Legal and Regulatory (18%)

#### A. Statutes

#### B. Regulations

#### C. Legislative process

#### D. Rulemaking process

#### E. Analysis of impact

#### F. Participating in the legislative process

#### G. Compliance with laws and regulations

1. Employment related
  - a. Equal Employment Opportunity Act
  - b. Affirmative action
  - c. Americans with Disabilities Act
  - d. Wage and hour
  - e. IRS independent contractor
  - f. Unemployment compensation
  - g. Worker's compensation
  - h. Collective bargaining
  - i. OSHA
  - j. Sexual harassment
  - k. ERISA
  - l. Benefits/COBRA
  - m. Family Medical Leave Act
  - n. Department of Transportation
2. Business related
  - a. Antitrust
  - b. State and federal tax
  - c. Corporate and business law
3. Health care related
  - a. Confidentiality
  - b. Medicare home health
  - c. Medicare hospice
  - d. Medicaid home care
  - e. Medicaid hospice
  - f. State licensure
  - g. Clinical Laboratory Improvement Act
  - h. Biohazardous waste
  - i. Medical device tracking and reporting
  - j. Pharmacy
  - k. Discipline practice acts
  - l. Medical records
  - m. Insurance laws
  - n. Abuse and neglect
  - o. Abandonment
  - p. Civil Rights Act of 1964

#### H. Labor relations

#### I. Contracts

#### J. Legally required documentation

#### K. Hiring/supervision

### III. Organization Planning and Management (16%)

#### A. Management functions

1. Control
2. Policy and procedure development
3. Problem solving
4. Planning
  - a. Budget
  - b. Business plan
  - c. Strategic plan
  - d. Marketing plan
5. Organizing, directing, coordinating, and communicating

#### B. Operations

1. Productivity and efficiency methods
2. Management systems

#### C. Organizational behavior

1. Negotiation
2. Collaboration
3. Leadership
4. Motivation
5. Conflict management
6. Organizational change
7. Team building
8. Group process

#### D. Strategic planning and development

1. Organization mission
2. Objectives/goals
3. Assessment
  - a. Environment
  - b. Strengths, weaknesses, opportunities, and threats
4. Plan
5. Implementation
6. Evaluation of achievement

#### E. Health care systems and issues

1. Relationship to other health care providers
2. Health care trends
3. Health policy development

### IV. Human Resources (14%)

#### A. Job analysis

#### B. Recruitment strategies

#### C. Hiring

#### D. Credentialing

#### E. Competency assessment

#### F. Retention strategies

#### G. Performance evaluation

#### H. Staff development

#### I. Positive work environment

#### J. Conflict resolution

#### K. Salary and benefits administration

#### L. Delegation and supervision

#### M. Unions

#### N. Termination

### V. Quality and Risk Management (14%)

#### A. Quality management

1. Defining quality and quality management
2. Integration throughout the organization
  - a. Role of leadership
  - b. Relation to mission
3. Allocation of resources
4. Quality management program
  - a. Quality vision statement
  - b. Models
  - c. Key processes and functions
  - d. Standards of practice
  - e. Quality indicators
  - f. Data
  - g. Outcome measures
  - h. Quality improvement tools/activities
  - i. Variation
  - j. Customer satisfaction
  - k. Quality controls
  - l. Improvement activities
5. Regulatory requirements
6. Evaluation of program

#### B. Risk management

1. Programs and models
2. Risk identification
  - a. Employees
  - b. Patients
  - c. Contracts
3. Risk prevention
4. Insurance needs
  - a. Negligence
  - b. Malpractice
  - c. Casualty
  - d. Errors and omissions
  - e. Property
  - f. Business interruption
  - g. Directors and officers
  - h. Worker's compensation
  - i. Other appropriate types

11

### VI. Public Relations, Marketing, and Education (7%)

#### A. Marketing concepts

#### B. Customer service

#### C. Marketing plan

1. Research
2. Product development
3. Pricing
4. Packaging
5. Distribution
6. Evaluation

#### D. Community education

1. Basic education concepts
2. Promotion of home care and hospice

#### E. Crisis communication

#### F. Networking

#### G. Truth in advertising

## VII. Ethics (7%)

- A. Basic principles
- B. Ethical dilemmas
- C. Ethics policy, committee, or process
- D. Patient-care applications
  - 1. Quality of life
  - 2. Informed decision making
  - 3. Human subjects
- E. Business applications
  - 1. Mergers, acquisitions, reorganization
  - 2. Referral sources
  - 3. Resource allocation
  - 4. Employer-employee disclosure/confidentiality
  - 5. Conflict of interest
  - 6. Accurate documentation in organization records
  - 7. Compliance program

## VIII. Information Management (6%)

- A. Assessment of information needs
- B. Data collection, organization, and retrieval
- C. Retention and archiving
- D. Confidentiality and security issues
- E. Automated information systems
  - 1. Information technology
  - 2. Interface and/or integration of systems
  - 3. Selection of software/hardware
- F. Information resources
  - 1. Databases
  - 2. Current references on standards of practice
- G. Data
  - 1. Basic statistics
  - 2. Interpretation
  - 3. Use in planning

### SAMPLE TEST QUESTIONS

The following questions represent the type that will appear on the CHCE examination.

1. An organization's mission statement should be based on:
  - (A) performance improvement
  - (B) the strategic plan
  - (C) the vision statement
  - (D) values and purpose
2. When developing community education programs, it is important to consider that adults learn best by:
  - (A) relating information to experience
  - (B) observing demonstrations
  - (C) listening to lecture
  - (D) multi-media presentations
3. As defined by PPS regulation, the episode of care begins with the:
  - (A) first billable visit and ends on the 62nd day
  - (B) first billable visit up to and including the 60th day
  - (C) referral and ends with the last billable visit
  - (D) referral and ends with significant change in condition (SCIC)
4. The Federal Conditions of Participation require a certified home health agency to have a program review at least:
  - (A) quarterly
  - (B) yearly
  - (C) every other year
  - (D) twice a year
5. Which of the following services is an INITIAL qualifying service for Medicare home health services?
  - (A) home care aide
  - (B) medical social worker
  - (C) speech/language pathology
  - (D) occupational therapy
6. All of the following common practices may place an organization at risk for violation of patient confidentiality EXCEPT:
  - (A) maintaining client records in the home
  - (B) traveling to client homes
  - (C) using fax machine
  - (D) computerizing patient information

1. D 2. A 3. B 4. B 5. C 6. B

Answers:



## National Association for Home Care & Hospice

### CODE OF ETHICS

#### PREAMBLE

The National Association for Home Care & Hospice (NAHC) was founded with the intention of encouraging the development and the delivery of the highest quality of medical, social, and supportive services to the aged, infirm, and disabled.

In the process of bringing these essential services to the needy, the Association and its members seek to establish and retain the highest possible level of public confidence.

This Code of Ethics, adopted by the NAHC Board of Directors in September 1982, serves as a statement to the general public that the Association and its individual members stand for integrity and the highest ethical standards.

This Code of Ethics serves to inform members and the general public as to what are acceptable guidelines for ethical conduct for home care agencies and their employees.

It is inherent in the declaration of this Code of Ethics that the Association and its members pledge to protect and preserve the basic rights of their patients and to deal with them in an honest and ethical manner.

Finally, the Code of Ethics serves as notice to government officials that the Association expects its members to abide by all applicable laws and regulations. It is a precondition of membership in the Association that they do so and that failure to comply will result in expulsion from membership in the Association in addition to other penalties prescribed by law.

The Code of Ethics is intended to serve as a guideline to agencies in the following areas:

- A. Patient Rights and Responsibilities
- B. Relationships to Other Provider Agencies
- C. Responsibility to National Association for Home Care & Hospice
- D. Fiscal Responsibilities
- E. Marketing and Public Relations
- F. Personnel
- G. Legislative
- H. Hiring Process

#### A. PATIENT RIGHTS AND RESPONSIBILITIES

It is anticipated that observance of these rights and responsibilities will contribute to more effective patient care and greater satisfaction for the patient as well as the agency. The rights will be respected by all agency personnel and inte-

grated into all home care and hospice agency programs. A copy of these rights will be prominently displayed within the agency and made available to patients upon request.

1. The patient is fully informed of all his/her rights and responsibilities.
2. The patient has the right to appropriate and professional care, relating to physician orders.
3. The patient has the right of choice of care providers.
4. The patient has the right to receive information necessary to give informed consent prior to the start of any procedure or treatment.
5. The patient has the right to refuse treatment within the confines of the law and to be informed of the consequences of his or her action.
6. The patient has the right to privacy.
7. The patient has the right to receive a timely response to his or her request for service from the agency.
8. A patient will be admitted for service only if the agency has the ability to provide safe professional care at the level of intensity needed. The patient has the right to reasonable continuity of care.
9. The patient has the right to be informed within reasonable time of anticipated termination of service or plans for transfer to another agency.
10. The patient has the right to voice grievances and suggest changes in service or staff without fear of restraint or discrimination.
11. A fair hearing shall be available to any individual to whom service has been denied, reduced, or terminated or who is otherwise aggrieved by agency action. The fair hearing procedure shall be set forth by each agency as appropriate to the unique patient situation (e.g., funding source, level of care, diagnosis).
12. The patient has the right to be fully informed of agency policies and charges for services, including eligibility for third-party reimbursements.
13. A patient denied service solely on his or her inability to pay shall have the right of referral.
14. The patient and the public have the right to honest, accurate, forthright information regarding the home care industry in general and his or her chosen agency in particular (e.g., cost/visit, employee qualifications).

#### B. RELATIONSHIPS TO OTHER PROVIDER AGENCIES

1. The principal objective of Home Care and Hospice Agencies is to provide the best possible service to patients. Agencies shall honestly and conscientiously cooperate in providing information about referrals

and shall work together to assure comprehensive services to patients and their families.

2. Members shall engage in ethical conduct of their affairs so that maximum fair trade occurs.

### **C. RESPONSIBILITY TO NAHC**

1. The Bylaws and policies of NAHC reflect mutual cooperation among members in attaining goals that assure quality care for the patient and family. The members of NAHC shall abide by those Bylaws and policies. Adjudication or arbitration procedures of the Association shall be used to resolve ethical complaints between members as provided in Section "H" of this document.
2. Members shall promptly pay all membership dues and shall participate and contribute talent to foster a dynamic, progressive organization from which all members can benefit professionally.

### **D. FISCAL RESPONSIBILITIES**

1. The amount of service billed is consistent with amount and type of service provided.
2. The cost per visit includes only legitimate expenses.
3. The medical equipment sold or rented to patients is provided at the lowest possible cost consistent with quality, quantity, and timeliness.
4. The salaries and benefits of the provider and administrative staff shall be consistent with the size of the agency, responsibility, and geographic location.
5. The provider shall not engage in kickbacks and payoffs.
6. The provider shall submit dues to NAHC based on the actual revenues received from all home care activities for the previous year.

### **E. MARKETING AND PUBLIC RELATIONS**

1. Oral and written statements will fairly represent service, benefits, cost, and agency capability.
2. Agencies which promote their service in the public media shall include information descriptive of home care in general, as well as agency-specific information.

### **F. PERSONNEL**

1. The agency shall be an equal opportunity employer and comply with all applicable laws, rules and regulations.
2. The agency shall have written personnel policies available to all employees and uniformly applied to all employees.
3. The agency shall provide an ongoing evaluation process for all employees.
4. The agency shall hire qualified employees and utilize them at the level of their competency.
5. The agency shall provide supervision to all employees.
6. The agency shall provide continuing education and inservice training for all employees to update knowledge and skills needed to give competent patient care.

7. The agency shall hire adequate staffing to meet the needs of the patients to whom they render care.
8. The agency shall have a pay scale that is consistent with the geographical location and pay only for those travel and business expenses that are within a reasonable norm.

### **G. LEGISLATION**

Members determined under the provisions of Section "H" to be in violation of this Code shall be subject to disciplinary action, suspension, and/or expulsion from NAHC.

### **H. HEARING PROCESS**

In the event of an apparent breach of conduct reflected in this Code or any dispute arising out of allegations of misconduct, redress will be provided in the form of a hearing before an Ethics Committee composed of at least three disinterested parties.

The Committee shall be appointed by the Chairman of the Board and approved by the Board of Directors to hear specific disputes. The Committee shall be noncontiguous, dissolving at the conclusion of its appointed task. Service on the Committee shall be restricted to representatives of NAHC member agencies in good standing.

The Committee by majority vote may suspend or expel a member from the National Association for Home Care & Hospice or fashion other forms of disciplinary action which are less severe if justified by the Committee's finding of fact.

Judgements of the Committee shall be final and binding with respect to the provision of this Code. The Committee shall be bound by all the common requirements of due process including, but not limited to, giving the accused a statement to the charges against him or her, an opportunity to appear on his or her own behalf, proper notice of the time and place for any hearing to be conducted by the Committee, the right to suggest witnesses to be heard by the Committee, and the right to representation by counsel with the understanding that counsel may appear to advise his or her client but may not actually testify on behalf of his or her client.

The Committee may require the testimony of individual's under oath administered by a duly qualified notary public. However, if the committee elects to proceed in this manner, the entire proceeding must be transcribed and retained in the files of the Association.

An accused faced with disciplinary action may appeal the Committee's ruling to the full NAHC Board of Directors. The Committee's decision will be sustained unless two-thirds of the members of the Board, a quorum being present, vote to overturn the decision.



13. If not currently employed, date of last employment \_\_\_\_\_

14. Do you require accommodations to take the exam because of religious reasons?

Q Yes Q No

If yes, provide a written request and documentation as noted on pages 5-6 of this handbook.

15. Do you require accommodations to take the exam because of a functional limitation?

Q Yes Q No

If yes, provide a written request and documentation as noted on page 5 of this handbook.

16. Have you ever been known by any given or surname other than those shown on this application?

Q Yes Q No

If yes, \_\_\_\_\_

Questions 17-20

If yes, for any or all of the following, attach a written explanation stating the facts in full including dates, locations, nature of original and subsequent changes, and status or disposition of the matter.

17. Have you ever been placed on probation by a professional credentialing body?

Q Yes Q No

18. Have you even been dismissed by an employer because of dishonesty in connection with your employment or occupation?

16

Q Yes Q No

19. Have you ever received or been offered a grant of immunity, testified, or been called as a witness in a grand jury proceeding?

Q Yes Q No

20. Have you ever been suspended, disqualified, or disciplined, or have any charges ever been made or filed or proceedings instituted against you as a member of any business, trade, or profession?

Q Yes Q No

### 21. References

Please provide letters of reference from two persons who can attest to your character and performance in home care/hospice executive and/or management positions. Give the names, telephone numbers, occupations, nature and length of acquaintance of these persons. None may be related to you by blood, adoption, or marriage, and all must have known you for at least three years.

\_\_\_\_\_  
Name/Phone

\_\_\_\_\_  
Occupation

\_\_\_\_\_  
Nature/Length of Acquaintance

\_\_\_\_\_  
Name/Phone

\_\_\_\_\_  
Occupation

\_\_\_\_\_  
Nature/Length of Acquaintance

**Q NAHC and HCU have my permission to use my name to promote the CHCE program.**

\_\_\_\_\_  
Please print your name as you want it to appear on your certificate.

### Certification Compliance Requirements

Violation of any of the following requirements may result in actions taken up to and including denial or revocation of the CHCE designation.

- Knowingly and intentionally falsifying the application or other documents.
- Violation of the code of ethics governing the profession on which one's eligibility for certification as a CHCE was based.
- Cheating on the certification exam.
- Failure to maintain eligibility requirements once certified.
- Failure to pay required fees.

### Statement of Understanding

I hereby apply for certification as a Certified Home/Hospice Care Executive (CHCE), a voluntary professional credential sponsored by Home Care University, an affiliate of the National Association for Home Care & Hospice. I understand that initial certification depends on my satisfying all the criteria for knowledge and experience established by Home Care University and an ongoing certification is given by my satisfying the criteria as set by Home Care University. This includes the submission of all required documents and references. I also understand that any false inaccurate, or misleading statements included here will constitute grounds for the suspension or revocation of the CHCE designation awarded on the basis of the information contained herein. Furthermore, I agree that data resulting from my participation may be used in a confidential manner for research and statistical purposes. As an inducement to Home Care University and its committees to investigate and reach a determination regarding my character, reputation, and fitness for certification, I hereby release, discharge, and exonerate Home Care University and its committees, members, agents, and representatives, and any person or entity furnishing documents, records, or other information from any and all liability of every kind and nature arising out of the furnishing, inspection or use of such documents, records, or information.

_____ Signature for Statement of Understanding	_____ Date	<b>Application Fee:</b>	Q \$30 NAHC Member	Q \$50 Nonmember		
_____ Signature if paying by credit card	_____ Date	<b>Amount of Payment</b>	\$ _____			
_____ Name as it appears on card (please print)		<b>Method of Payment:</b>	Q Check	Q MasterCard	Q Visa	Q Amex

# CHCE Application Affidavit

This affidavit must be read, signed, notarized, and submitted to Home Care University with your application. Your application will not be approved without this form.

**Print or type**

---

Candidate Name

---

Mailing Address

---

City

State

Zip

1. I hereby agree that I am submitting this application for the sole purpose and with the intent of obtaining certification.
2. I affirm that the information that I have provided herein applying for certification is accurate and complete to the best of my knowledge and belief.
3. I affirm that I have adhered to and will adhere to the NAHC Code of Ethics in my administrative capacity.
4. I understand that my name and certification status may be released on request.
5. I understand that if I engage in any misconduct in connection with the certification process, I may be subject to denial of eligibility and/or denial of opportunity to take the certification test in the future.

---

Signature

Date

**Print or type**

State of \_\_\_\_\_

SS: \_\_\_\_\_

County of \_\_\_\_\_

Subscribed and sworn to before me this \_\_\_\_ day of \_\_\_\_\_, \_\_\_\_.

---

Notary Public

---

My commission expires

(Notarial Seal)



**HOME CARE UNIVERSITY  
CHCE PROGRAM  
228 SEVENTH STREET SE  
WASHINGTON, DC 20003**