

Commission on Paraoptometric
Certification
2012

Paraoptometric Coding Certification

Candidate Handbook



Committed. Proud. Certified.

CPOC™ - A person who has attained national recognition via certification by demonstrating proficiency, and expertise, and validating superior knowledge in an optometric coding environment.



CPC | 243 N LINDBERGH BLVD | ST LOUIS MO 63141-7881



PTC | 1350 BROADWAY-17th FLOOR | NEW YORK NY 10018

Computerized Testing Schedule

February 2012 Testing Period

Application Deadline: 1/2/2012
Testing Begins: 2/11/2012
Testing Ends: 2/25/2012

May 2012 Testing Period

Application Deadline: 3/24/2012
Testing Begins: 5/5/2012
Testing Ends: 5/19/2012

August 2012 Testing Period

Application Deadline: 6/30/2012
Testing Begins: 8/11/2012
Testing Ends: 8/25/2012

November 2012 Testing Period

Application Deadline: 9/22/2012
Testing Begins: 11/3/2012
Testing Ends: 11/17/2012

Paper/Pencil Testing Schedule

June Paper/Pencil Testing Schedule

Application Deadline: 5/11/2012
Test Date: 6/29/2012
Optometry's Meeting®
Chicago, IL
*Meeting registration and additional fees may apply

This handbook contains necessary information about the Certified Paraoptometric Coding (CPOC) Examination. Please retain it for future reference. Candidates are responsible for reading these instructions carefully. This handbook is subject to change.

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General Information

The paraoptometric coding certification examination is prepared and administered by the Commission on Paraoptometric Certification (CPC) with the assistance of Professional Testing Corporation. The purpose of this examination is to assure a level of knowledge to perform the function of a certified optometric coder. Those who successfully complete the examination will be certified with the Commission on Paraoptometric Certification as a Certified Paraoptometric Coder (CPOC).

Objectives for Certification

To promote excellence in the field of optometric coding by:

- Formally recognizing those individuals who meet all requirements of the Commission on Paraoptometric Certification;
- Encouraging continued professional growth of the paraoptometric;
- Establishing and measuring the level of knowledge required for certification; thereby assisting the employer, public, and members of the health professions in the assessment of paraoptometrics.

Eligibility

To sit for the Certified Paraoptometric Coding Examination, the following requirements must be met:

- 1. Applicants must have a minimum of a high school diploma or equivalent, and**
- 2. Must have a minimum of two (2) years employment in the medical coding and billing field.**

Application Procedure

1. Read and follow the directions on the application and in this handbook. The application is available on the CPC and Professional Testing Corporation web sites and must be completed and e-mailed if paying by credit card. If paying by check, the application will need to be

completed online, printed, and mailed to Professional Testing Corporation. **No handwritten or faxed applications will be accepted.**

2. The original application and appropriate fees for the examination must be received on or before the appropriate deadline listed in this handbook (see inside front cover).

3. All correspondence regarding the application should be directed to Professional Testing Corporation at (212) 356-0660 or www.ptcny.com.

Completion of Application

Candidates interested in CPC certification must complete the examination application in full, using your **name exactly as it appears on your current government issued photo ID**. The completed application with all documentation (if required), must be submitted with the examination fee and any documentation requested.

Submitting Applications by E-mail (If paying by credit card only)

Application must be submitted in order to be received by or on the deadline date shown on the inside cover of this handbook. Follow directions on the application form to save and e-mail the completed application. Submit only once.

Submitting Applications by Mail

Application must be submitted in order to be received by or on the deadline date shown on the inside cover of this handbook. Follow directions on the application form to print completed application. The completed application with all documentation (if required), must be submitted with the examination fee to:

**CPOC Examinations
Professional Testing Corporation
1350 Broadway - 17th Floor
New York NY 10018**

Fees

Examination Fee \$240

-Checks are to be made payable to CPOC Examination in US Funds.

Refunds/Transfers

There will be no refund of fees. A candidate who applies to take the examination but then wishes to take it during a different testing period, may be granted a one-time deferment to the immediate next testing period if the candidate requests the deferment in writing and submits the transfer fee of \$200 to Professional Testing Corporation. Only one deferment will be permitted. The candidate is responsible for contacting PSI and canceling their examination appointment, if they have made one.

Examination Administration

The Certified Paraoptometric Coder Examination is administered during an established two-week testing period four times yearly, Monday through Saturday excluding holidays, at computer-based testing facilities managed by PSI. Scheduling is done on a first-come-first-served basis. To find a testing center, visit www.ptcny.com/cbt/sites.htm or call PSI at 800-211-2754. Candidates will not be able to schedule an examination appointment until the eligibility notice has been received.

Testing Software Demo

Testing software demo can be viewed online by visiting www.ptcny.com/cbt/demo.htm. This online demo can provide you with an idea about the features of the testing software.

Scheduling Your Examination Appointment (Computer Based Testing Candidates)

Once the application has been received and processed, and eligibility verified, the eligibility notice will be mailed to the preferred address indicated on the application. The eligibility notice plus current government issued photo identification must be presented in order to gain admission to the testing center. A candidate not receiving an eligibility notice or other correspondence at least two weeks before the beginning of the two-week testing period should contact Professional Testing Corporation at (212) 356-0660 with a fax number.

The eligibility notice will indicate where to call to schedule the examination appointment as well as the dates during which testing is available. Appointment times are first-come, first-serve, so schedule your appointment as soon as you receive your eligibility notice in order to maximize your chance of testing at your preferred location and on your preferred date.

It is the candidate's responsibility to call PSI to schedule the examination appointment.

It is highly recommended that you become familiar with the testing site.

Arrival at the testing site at the appointment time is the responsibility of the candidate. Please plan for weather, traffic, parking, and any security requirements that are specific to the testing location. Late arrival may prevent you from testing.

Admission to Testing (Paper/Pencil Candidates)

Candidates will receive an admission notice from Professional Testing Corporation approximately two weeks prior to the test date. The time and exact address to which candidates will report will be noted on the admission notice.

The admission notice plus current government issued photo identification must be presented in order to gain admission to the testing center. A candidate not receiving an admission notice or other correspondence should contact Professional Testing Corporation at (212) 356-0660, no more than two weeks before the test date with a fax number.

Special Needs

Special testing arrangements may be made for special needs individuals by completing the Request for Special Needs Accommodation form available from www.ptcny.com or by calling PTC at (212) 356-0660. Submit the application, examination fee, and completed form at least EIGHT weeks before the testing period begins.

Please notify PTC at least two weeks prior to your examination appointment if you need to bring a service dog, medicine, food, or beverages needed for a medical condition.

Statement on Non-Discrimination Policy

The Commission on Paraoptometric Certification does not discriminate against any individual on the basis of race, color, religion, gender, national origin, age, disability or any other characteristic protected by law.

Compliance

The Commission on Paraoptometric Certification supports the intent of and complies with the Americans with Disabilities Act (ADA). The Commission will take steps reasonably necessary to make certification accessible to persons with disabilities covered by the ADA. Appropriate and effective modification and/or auxiliary aids will be provided to persons with such disabilities unless doing so would impose an undue burden on the Commission's programs or fundamentally alter the measurement of skills or knowledge that the programs are intended to test. All requests for

special arrangements must be made in writing at least eight weeks in advance of the examination date.

Changing Your Examination Appointment

If you need to cancel your examination appointment or reschedule to a different date within the two-week testing period, you must contact PSI at (800) 211-2754 no later than noon, Eastern Standard Time, of the second business day PRIOR to your scheduled appointment. You also must contact PTC at (212) 356-0660 for rescheduling purposes and a rescheduling fee will apply.

Rules for the Examination

1. Electronic devices, including but not limited to cell phones, Blackberries, personal digital assistants, pagers, cameras, voice, MP3 players (such as IPOD and ITOUCH) and Bluetooth devices cannot be used and must be turned off during the examination. No one will be permitted to send or receive text messages or make or receive phone calls while the examination is in session. Simple, non-programmable calculators are permitted.

2. As this is an open-book examination, candidates have the option to bring bound textbooks, however they are limited to the following references and no other references will be permitted.
 - a) CPT® Standard Edition (current edition)
 - b) Codes for Optometry (current edition)

All textbooks must be bound volumes without other added or loose materials.

3. No test materials, documents, or memoranda of any sort are to be taken from the examination room except for those computer based testing candidates who may take their preliminary score report only.

4. No questions concerning content of the examination may be asked during the testing period. The candidate

should read carefully the directions that are provided on screen at the beginning of the examination session (computer based testing candidates) **or** the candidate should listen carefully to the instructions given by the examiner, and should carefully read the directions on the test booklet (paper/pencil candidates).

5. Each candidate must bring several sharpened #2 pencils with erasers to the test (paper/pencil candidates only).

Report of Results

Computer Based Testing Candidates - At the end of the examination, candidates will receive a printout that confirms their completion of the examination as well as an unofficial test result report prior to leaving the testing center. Candidates are not eligible to use the CPOC credential until their official score report is received. Candidates will be notified in writing by Professional Testing Corporation within four weeks of the close of the testing period whether they have officially passed or failed the examination. Scores on the major areas of the examination and on the total examination will also be reported. International candidates should expect their test results within five weeks of the close of the testing period. The passing score is determined by the Commission on Paraoptometric Certification. Failure to receive the report of the results should be reported to Professional Testing Corporation at (212) 356-0660.

Paper/Pencil Candidates – Within four weeks after the examination, candidates will be notified in writing by Professional Testing Corporation of their examination results. The total score and scores on major areas of the examination will be indicated. The passing score is determined by the Commission on Paraoptometric Certification. Failure to receive the report of the results should be reported to Professional Testing Corporation at (212) 356-0660.

Schedule for Examination

Candidates will be allotted three (3) hours to complete the open-book 150 multiple choice question CPOC examination.

Retesting Policy

Candidates who do not pass the examination are eligible to re-take the examination beginning with the next regularly scheduled examination date. Candidates must file a new application and fee each time they retest and must apply by the application deadline.

After Passing the Examination

The CPC will send successful candidates a pin and a certificate suitable for framing. Those who pass the examination will be added to the roster of the Commission on Paraoptometric Certification as a Certified Paraoptometric Coding (CPOC). Certification is renewable every three years subsequent to the completion of 9 hours of prescribed education. Guidelines for renewal of certification will be sent upon successful completion of the examination.



Confidentiality

The CPC will release the individual test scores ONLY to the individual candidate. Any questions concerning test results should be referred to the Professional Testing Corporation.

Attainment of Certification, Renewal, and Recertification

Eligible candidates who have achieved a passing score on the Paraoptometric Coding Certification examination are eligible to use the appropriate designation after their names. A database of certified paraoptometric is maintained by the CPC and may be reported in its publications and/or Web site.

CPC certification is recognized for a period of three years at which time the candidate must meet the requirements in effect at that time in order to retain certification. The requirements for renewal include documented continuing education and the appropriate renewal fee.

Upon failure to maintain a certified status the individual will then be classified "non-certified". Once so classified, the individual must immediately refrain from using/displaying all related Commission on Paraoptometric Certification abbreviations, certificates, cards, logos, and pins. Consequences for anyone claiming certification when not certified will be determined by the Commission on Paraoptometric Certification, pursuant to written guidelines established by the Commission.

Should an individual wish to become recertified, they must take the examination again and receive a passing grade.

Revocation of Certification

Certification will be revoked for any of the following reasons:

- Falsification of an application or results report
- Misrepresentation of certification status
- Unethical conduct

The CPC provides the appeal mechanism for challenging revocation of certification. It is the responsibility of the individual to initiate this process.

Morals Policy

Applicants for paraoptometric certification are expected to be of high moral character. Should the CPC receive evidence that a candidate has engaged in inappropriate actions or behavior with regard to the application or testing process, or has made any false representation pertaining to his/her certification status, that individual will be subject to disqualification or such other penalty as determined by the CPC.

Violation Process

The Commission on Paraoptometric Certification will investigate allegations concerning alleged misconduct by paraoptometricians and/or Commission members and/or its consultants regarding violation of certification policies and procedures. Allegations of misconduct must be in writing, signed, and delivered directly to the Commission chairperson within 120 days of the alleged violation(s). Supporting documentation should be submitted with the complaint.

The Commission will review the allegation and take one of the following actions:

- Dismiss the allegation on grounds it lacked sufficient evidence or merit to commence an investigation;
- Attempt to resolve any issue with the parties involved should the allegation appear to be a misunderstanding;
- or,
- Conduct a full investigation of the allegation and if deemed necessary, appoint a hearing panel.

Should an investigation be warranted, the Commission chairperson will appoint a three member panel within 45 days of the receipt of the allegation. The panel will consist of three CPOTs chosen by the Commission chairperson, one of whom will act as the panel's chairperson. The panel shall give not less than 30 days notice to the subject of the investigation of the right to appear before the panel, give testimony, confront witnesses and evidence presented, and to be

represented by counsel. General Counsel shall assist the panel in conducting the proceeding.

The panel will convene within 60 days of its appointment, meeting in the St. Louis office or via conference call. A record will be kept of all testimony. Upon conclusion of the hearing, the panel shall deliberate and render its written decision within 30 days. The panel's decision shall be final unless appealed within 30 days to the full Commission.

If appealed, the Commission will review the panel's findings within 30 days and inform the parties involved of its decision. The Commission's decision on appeal is final and cannot be appealed. All decisions on appeal by the Commission, as well as on hearing by the panel, concerning allegations, be they dismissed, resolved, or investigated, will be delivered in writing to all parties involved by certified mail with return receipt.

Code of Conduct for Certified Paraoptometric

Those certified by the Commission on Paraoptometric Certification as a certified paraoptometric coder, are expected to abide by a Code of Conduct. Inasmuch as certification represents to the public an attained level of skill, it therefore is incumbent upon each paraoptometric to:

- Place the welfare of the patient above all else;
- Maintain patient confidentiality at all times;
- Respect and adhere to all laws and regulations;
- Avoid gossip and expression of personal biases;
- Maintain the highest professional and personal standards;
- Continue an ongoing educational process to upgrade and enhance paraoptometric skills;
- Conduct oneself in a professional manner in the office and be an exemplary citizen within the community;

-Support and encourage colleagues in efforts to achieve maximum level of certification.

Appeal Procedures

All candidates for certification have the right to appeal alleged grievances concerning but not limited to: scoring, eligibility, equipment failure, examiner bias, exemption from certification requirements, administrative procedures. Appeals must be received by the Commission on Paraoptometric Certification within 30 days after the examination results are sent to candidates. All appeals must be in writing and sent certified mail along with supporting documents. The Commission will consider the appeal at its next regularly scheduled meeting and the appellant will be notified in writing of its decision. The Commission's decision on all appeals is final.

Appeals Process

When an appeal is received by the Commission on Paraoptometric Certification the chairperson will appoint one (1) commissioner to serve as an independent reviewer who will discuss the alleged grievance with the appellant and others as to whether the facts as stated are correct and whether there are mitigating factors and/or personal/professional situations not stated in the appeal. The independent reviewer will be neither a supporter nor a detractor in presenting his/her findings to the Commission. The independent reviewer will refrain from making any recommendation regarding the Commission's decision. The independent reviewer does not have a vote in the Commission's decision.

Outline

This outline will provide you with information on the content of the Certified Paraoptometric Coding Examination. The following outline includes a brief explanation of the areas covered on the examination. You should be familiar with all the terms, meanings and use. All 150 questions on the examination are of the

objective, multiple choice types. Passing score is determined by the CPC.

I. Anatomy and Physiology (8%)

A. Eye Anatomy

1. Definitions
2. Functions

B. Pathology and Pharmacology

1. Disease definitions
2. Common Treatments

II. Medical Terminology (8%)

A. Prefix

1. Numbers
2. Conditions
3. Directions / positions

B. Suffix

1. Procedures
2. Conditions

C. Root Words

D. Abbreviations

III. Review of Current Procedural Terminology® (AMA) (22%)

A. Development of Procedure Codes

1. Initial Purpose
2. Evolution of the System
3. Current Maintenance

B. Evaluation and Management (E/M) Services

Guidelines

1. Definitions of elements of a service
2. Determination of extent of E/M components
3. Determination of level of E/M
 - a. Role of the Documentation Guidelines for the E & M Services (1994 and 1997 editions)

C. Evaluation and Management Categories

1. Office Services Definitions
 - a. New patient 99201-99205
 - b. Established patient 99211-99215
2. Subsequent Nursing Facility Care Services Definitions

- a. New or established patient 99307-99310

D. Surgery Guidelines

- 1. Follow-up care
- 2. Surgical package definition
- 3. Multiple procedures
- 4. Surgical materials/supplies

E. Ocular System Surgeries

- 1. Removal of Foreign Body Definitions
 - a. (e.g. 65205, 65210, 65220, 65222)
- 2. Eyelids Procedures Definitions
 - a. (e.g. 67800-67850, 67820, 67938)
 - b. Applicable global periods
- 3. Lacrimal System Procedures Definitions
 - a. (e.g. 68761, 68801-68840)
 - b. Applicable global periods
- 4. Co-management Procedures
 - a. Intraocular Lens Procedures Definitions
 - 1. (e.g. 66982, 66984, 66821)
 - 2. Applicable global periods
 - b. Other Surgical Procedures Definitions
 - 1. (e.g. 65710, 66500, 66600, 67107)

F. Diagnostic Procedures

- 1. Guidelines
- 2. Definition
 - a. (e.g. 76514, 76510, 76516, 76519)

G. Ophthalmic Guidelines

- 1. Definitions of service levels

H. General Ophthalmic Services Definitions

- 1. New patient 92002, 92004
- 2. Established patient 92012, 92014

I. Special Ophthalmic Services Definitions

- 1. (e.g. 92015, 92020, 92070, 92081, 92082, 92083, 92100, 92133, 92134, 92060, 92065)

J. Ophthalmoscopy Definitions

- 1. (e.g. 92225, 92226, 92250)

K. Other Specialized Service Definitions

- 1. (e.g. 92283, 92285, 92230)

L. Contact Lens Services

- 1. Guidelines
- 2. Definitions
 - a. (e.g. 92310-92326)

M. Spectacle Services

1. Guidelines
2. Definitions
 - a. 92340-92371

N. Category II Codes

1. Guidelines
 - a. Modifiers
2. Medicare Physician Quality Reporting System (PQRS, formerly PQRI)
 - a. Purpose and current use
 - b. PQRS measures related to optometric care

O. Category II Modifiers

1. Definitions
2. Types of modifiers
 - a. 1P, 2P, 3P, 8P

IV. Diagnosis Codes (24%)

A. Development of Diagnostic Codes

1. Initial Purpose
2. Evolution of the System
3. Current Maintenance

B. International Classification of Diseases-Ninth Edition (ICD-9)

1. Guidelines
2. Categorization
3. Supplementary codes
 - a. Guidelines for use

C. Health Care Procedures Classification System (HCPCS)

1. Guidelines
2. Definitions
 - a. Spectacle codes V2100-V2799
 - b. Contact lens codes V2500-V2599
 - c. Low vision codes V2600-V2615
 - d. Prosthetics codes V2623-V2632
3. HCPCS modifiers

D. Medicare Correct Coding Initiative (CCI)

1. History and purpose
2. Manual guidelines
3. Review of CCI edits table

E. Overview of ICD-10

1. Purpose
2. Implementation date

V. Medical Records (paper/electronic) (14%)

A. Documentation Guidelines for the Evaluation and Management Services (1994 and 1997 editions)

1. Organization of medical records
2. Collection of information
 - a. Use of abbreviations
3. Correction of information

B. Retaining and purging

1. Statute of limitations
2. Protection of privacy

C. Health Information Privacy and Accessibility Act

1. History and Purpose
2. Disclosures of Protected Health Information (PHI)

D. Medical Records Reviews and Audits

1. Internal
2. External

E. Reasonable and Necessary (formerly “Medical Necessity”)

1. Advance, Beneficiary Notice (ABN Form)
 - a. Purpose
 - b. Form requirements

VI. Claim Filing (12%)

A. CMS Form (formerly HCFA)

1. Completion guidelines
2. Example form

B. Timely Filing

C. Redeterminations/Appeals

VII. Compliance (12%)

A. Compliance Program

1. Purpose
2. Development

B. Contracts and Agreements

1. Medicare
 - a. Definition/description
 - b. Scope of practice
 - c. Current policies

1. National Coverage Determinations (NCDs)
2. Local Coverage Determinations (LCDs)
- d. Medicare Provider Manual overview

C. Other Carriers

1. Government
2. Private Plans
3. Third Party

Suggested Reference Material

Listed below are general references that may be useful in preparing for the Paraoptometric Coding examination. The CPC does not constitute an endorsement concerning these sources and does not imply a guarantee that candidates will be successful in passing the Certified Paraoptometric Coding examination.

American Optometric Association Resources

AOA Order Department

CPT 2011 Standard Edition

Codes for Optometry 2011

AOA Paraoptometric Section

Anatomy and Physiology Home Education Study Module

American Optometric Association Web site

Practice Resources

Federal Advocacy

Managed Care and Insurance

AOA ReimbursementPLUS

AOA Coding Today

Other Suggested Resources

Centers for Medicare and Medicaid Services

Evaluation & Management Services Guide

Medicare Learning Network

HCPCS

HIPAA

Contact the CPC office (cpc@aoa.org) for additional information and links specific to the above suggestions.

Preparing for the Examination

CPC examinations are designed to cover the knowledge and skills to be most effective in the optometric practice. Below are ideas to help you prepare:

1. Read the entire content outline as the exam will include items for every area and may include questions on the sub-categories.
2. Study from one or all of the above references or other resources.
3. Prior to driving to the examination location, study a map and/or directions so you aren't rushing to get to the location. If you are unfamiliar with the location, obtain directions from googlemaps.com or mapquest.com.
4. Confirm what exam materials are allowed to be used during the examination and gather these items a couple of days before the examination (Eligibility Notice, Government issued photo ID).
5. Layer your clothing in case the room temperature is too cold.