2023

Paraoptometric Examination
(CPO, CPOA, CPOT, CPOC)

Candidate Handbook

Attention Candidates!

This handbook contains necessary information about paraoptometric certification and maintenance. **This handbook is required reading for those applying for and taking a paraoptometric examination. All individuals applying for a paraoptometric examination must comply with the policies, procedures and deadlines in this handbook and attest to this by signing the Candidate Attestation found on the application.** Please retain this handbook for future reference. See www.aoa.org or www.ptcny.com for handbook updates.

This handbook contains necessary information about the Certified Paraoptometric (CPO™), Certified Paraoptometric Assistant (CPOA™), Certified Paraoptometric Technician (CPOT™), and Certified Paraoptometric Coder (CPOC) Examinations.

The four levels of paraoptometric certification, the Certified Paraoptometric (CPO™), Certified Paraoptometric Assistant (CPOA™), Certified Paraoptometric Technician (CPOT™), and Certified Paraoptometric Coder (CPOC) have been developed by, and continues to be maintained by, a respected panel of American Optometric Association certified paraoptometrics and optometrists. The AOA Commission on Paraoptometric Certification created the certification program to encourage continuing education and knowledge as the field of optometric assisting grows.

The CPO™, CPOA™, and CPOT™ examinations are accredited by the National Commission for Certifying Agencies (NCCA). The NCCA accreditation serves as a benchmark on how organizations should conduct certification and clearly distinguishes the excellence and value of CPC certification.

Please read this entire handbook and refer to it first whenever questions arise. We also suggest you retain it for future reference. Candidates are responsible for reading these instructions carefully. If you have any questions, we encourage you to contact us using the email address or phone number listed on page 5.

WARNING:
Cell phones, watches, and all other electronic devices and study materials are strictly prohibited at the testing center. Please leave these items in your car or in your assigned locker at the testing center. You may NOT access your cell phone, electronic devices, or study materials from your locker at any time. Only those candidates who are taking the Certified Paraoptometric Coder (CPOC) examination may take the reference materials listed on page 26 of this handbook with them into the examination.

This handbook is subject to change without notice.

Revised May 2023

Table of Contents

CONTACT INFORMATION

Commission on Paraoptometric Certification (CPC)
243 North Lindbergh Boulevard, Floor 1
St. Louis MO 63141-7881
cpc@aoa.org
www.aoa.org
800.365.2219 ext. 4210

Professional Testing Corporation (PTC)
ptcny@ptcny.com
212.356.0660

Prometric
www.prometric.com/cpc
800.741.0934

Notice to Candidates – Education Disclaimer

The Commission on Paraoptometric Certification is part of the AOA's Education Center. However, its role does not include development of education. Due to national accreditation of its programs, a clear distinction is acknowledged and enforced between the role of certification development and that of education development. The CPC was established to develop, oversee, and administer paraoptometric certification examinations. The CPC serves as an independent and autonomous entity within the AOA with respect to the development, evaluation, and administration of all paraoptometric certification program policies and decisions related to certification eligibility, recertification, examination development and administration, and certification program budget development consistent with AOA policies.

THE CERTIFICATION PROCESS

REVIEW

Review the Candidate Handbook in its entirety.

SELECT

Choose in-person testing at a Prometric location or live remote proctored testing.

APPLY

Submit application and fee
www.ptcny.com/clients/cpc

SCHEDULE

Use Scheduling Authorization email to make an appointment with Prometric.

PREPARE & TEST
Review the content outline and all recommended references in handbook.

RESULTS
PTC sends email link when test results are available (approx. 4 weeks after testing period closes)

Before Selecting Live Remote Proctored Testing (RPT):

- ✓ Review the difference between in-person and live remote proctoring on page 7.
- ✓ Check your system compatibility before scheduling RPT testing and again before your appointment.
- ✓ Factor in 30 minutes more than appointment time for check-in procedures.
- ✓ No breaks are allowed. You must remain in view of the camera the entire time.
- ✓ Any interruption during the testing time (power outage, loss of internet, people or pets entering the room, etc.) will result in termination of your exam and are the candidate's responsibility.
- ✓ Review Live Remote Proctoring FAQs at https://ptcny.com/remote-proctor-faqs/

Test Center or Live Remote Proctored: What's the Difference?

	Test Center Exam	Live Remote Proctored Exam
Additional cost	No	No
ADA Accommodations offered	Yes	Yes – Extra time and private room accommodations only
Breaks allowed	Unscheduled breaks are permitted; however, the exam timer will continue counting down. Candidates will need to undergo a security check before reentering the testing room.	Breaks are not permitted. Candidates must stay in camera view throughout testing.
Equipment needed	None – Computer provided at test center	Candidates provide their own laptop or desktop computer to take the exam. The computer must have: • Webcam • Microphone • Secure, reliable internet For complete requirements: www.prometric.com/proproctorcandidate
Testing space needed	None – testing space provided by the test center	Candidates must test alone at a desk or table in a room with a door and no distractions or interruptions. Other people or pets are not permitted in your testing area.
Check-in procedure	Candidates must show their current Government-issued photo ID; walk through a metal detector or be wanded by staff; and roll up sleeves and turn out pockets for a visual inspection.	Prior to check-in, the candidate's equipment needs to pass a compatibility check. During check-in, candidates must show their current Government-issued photo ID; perform a 360° scan of the room using their camera; and roll up sleeves and turn out pockets for a visual inspection.
Monitoring	Proctors monitor candidates through video and physical walkthroughs in the testing room.	Remote proctors monitor candidates through video and audio, as well as ProProctor security software.

This information is provided as a courtesy summary and may not represent full requirements or specifications for in-person testing or live remote proctored testing. For Live Remote Proctored FAQs, visit https://ptcny.com/remote-proctor-faqs/

Be Advised: It is the candidate's responsibility to ensure their equipment and workspace meet the requirements for Live Remote Proctoring. If a candidate makes an appointment for remote proctoring and is unable to test due to not meeting the technical or physical requirements of the workspace, the candidate will need to follow the transfer policies in place for their examination found on page 21. See Live Remote Proctoring FAQs at https://ptcny.com/remote-proctor-faqs/

2023 EXAMINATION SCHEDULE

- Applications are accepted until midnight Eastern time on the application deadline date.
- Late applications are accepted until midnight Eastern time on the late application deadline and in addition to the examination fee, a $50 late fee will apply.
- **NEW** ePayment must be submitted to Professional Testing Corporation (PTC) with your application using a debit or credit card. <mark>No checks will be accepted.</mark>
- The CPO, CPOA, and CPOC examinations are administered daily during four established two-week testing periods (February, May, August, and November), Monday through Saturday excluding holidays, at computer-based testing facilities managed by Prometric. **The CPOT written and clinical examinations are administered during the May and November testing periods only.**
- CPO candidates must upload their completed Attestation Form when applying.
- CPOA candidates with an approved CPOA Reference Form letter must upload it with their exam application.
- It is the candidate's responsibility to make their appointment with Prometric. (See page 22)
- Failure to report for an examination will result in forfeiture of all fees paid. To reapply for another examination, a new application and examination fee will be required.

Testing Dates	Application Deadline *($50 late fee will be incurred for application submitted after this date)*	Late Application Deadline *(Applications will not be accepted after this date)*
February 11-25, 2023	January 4, 2023	January 18, 2023
May 6-20, 2023 (includes CPOT testing)	March 22, 2023	April 12, 2023
August 12-26, 2023	June 28, 2023	July 19, 2023
November 4-18, 2023* (includes CPOT testing)	September 20, 2023	October 11, 2023

*Paraoptometrics whose renewal is due in 2023 and who wish to test in November for the next level of certification, must submit their renewal to the CPC office in St. Louis, MO for processing no later than Sep. 1, 2023 so that eligibility can be verified by the November application deadline. CPO and CPOA <mark>certifications must be current at the time of testing</mark> when attempting the next level examination. (Certifications expire on Oct. 31 and therefore must be renewed prior to the November examination application deadline.)

All paraoptometrics who hold a certification granted by the Commission on Paraoptometric Certification (CPC) are required to participate in underline approved underline eye care related continuing education for the duration of their certification. Every third year they must meet the renewal requirements in effect at that time to retain a current certification status. The requirements for renewal include submission of proof of having attended or participated in acceptable and documented continuing education (as outlined in the renewal guidelines) with payment of the appropriate renewal fee by the renewal deadline. Failure to meet all the requirements for renewal by the posted deadline will result in loss of certification and credentials.

For more specific information on certification renewal, see Pages 28-29 and Appendix B.

GENERAL INFORMATION

All levels of the certified paraoptometric examinations are prepared and administered by the Commission on Paraoptometric Certification (CPC) with the assistance of Professional Testing Corporation (PTC). The examinations are proctored multiple-choice examinations administered at Prometric testing locations. The purpose of the examinations is to ensure a level of knowledge to perform the functions of a certified paraoptometric at entry, intermediate, and advanced levels, as well as the specialty certification for paraoptometric coders. Those who complete the examination(s) with a passing score will be certified with the Commission on Paraoptometric Certification.

The development of the CPC examinations begins with a job analysis, which results in identification of the major domains of practice through a survey of the knowledge, skills, and abilities needed for competent performance. The outline of the examinations' contents and specifications are derived from the results of the job analysis, including the establishment of the relative emphasis or weight for each of the major sections.

Experienced practitioners are asked to draft questions for the examinations. These draft questions are reviewed by a panel of subject matter experts in the profession and are edited, as needed, for consistency, accuracy, grammatical correctness, and conciseness of presentation, so that each item is testing for knowledge and application of content and not for reading skills.

Drafts of the examinations are drawn from the items that have been reviewed and approved for use by subject matter experts. The CPC reviews all the items on the examination one last time to ensure they are written clearly, have only one correct response, and are appropriate for the examinations. The CPC also participates in an exercise to determine the passing score and equates each new form of the examination.

CERTIFICATION LEVEL DESCRIPTIONS

Certified Paraoptometric (CPO)
A CPO™ is a person who has attained national recognition via certification by demonstrating an *understanding* of the concepts used in optometric care.

Certified Paraoptometric Assistant (CPOA)
A CPOA™ is a person who has attained national recognition via certification by demonstrating the ability to *apply* the concepts used in optometric care.

Certified Paraoptometric Technician (CPOT)
A CPOT™ is a person who has attained national recognition via certification by demonstrating the ability to *understand, apply, and interrelate* the concepts used in optometric care.

Certified Paraoptometric Coder (CPOC)
A CPOC is a person who has attained national recognition via certification by demonstrating proficiency, expertise, and validating superior knowledge in an optometric coding environment.

OBJECTIVES OF CERTIFICATION

To promote excellence in the field of optometry by:

- Recognizing formally those individuals who meet all requirements of the Commission on Paraoptometric Certification.

- Encouraging continued professional growth of paraoptometrics.

- 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.

CODE OF CONDUCT, MORALS AND CANDIDATE RESPONSIBILITIES

Code of Conduct for Certified Paraoptometrics

Paraoptometrics who have been certified by the Commission on Paraoptometric Certification are expected to abide by a Code of Conduct. Inasmuch as certification represents to the public an attained level of knowledge and/or skill, it therefore is incumbent upon each paraoptometric to:

- Place the welfare of the patient above all else.
- Maintain patient confidentiality.
- Treat patients with respect and a caring attitude regardless of their backgrounds, preferences, or prejudices.
- Avoid gossip and expression of personal biases.
- Promote ways for maintaining visual health and eye care to both patients and the public.
- 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 colleagues in efforts to achieve maximum level of certification.

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 regarding 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.

Candidate/Applicant Responsibilities

Each candidate or examination application is responsible for the following:
- Reviewing the CPC's certification maintenance policies and procedures in the Paraoptometric Examination Candidate Handbook prior to submitting an examination application
- Adhering to the CPC morals policy and code of conduct for paraoptometrics
- Conducting themselves appropriately throughout all aspects of the examination process
- Setting up their examination appointment and appearing for testing on the prescribed date and time
- Maintaining examination confidentiality by signing a non-disclosure agreement prior to beginning an examination
- Reporting any testing irregularities or breaches of confidential information or materials to the CPC
- Keeping the CPC informed of current contact information.
- Maintaining their certification according to current certification renewal requirements

CANDIDATE MISCONDUCT AND APPEALS PROCEDURES

Candidate Misconduct

The CPC paraoptometric examinations are confidential. Candidates are required to sign a confidentiality agreement prior to the start of their examination. It is inappropriate to make notes, copy content, share, photograph, discuss, post, or upload examination content.
Misconduct includes, but is not limited to:
- Misrepresentation of identity; providing false or misleading information
- Attempting to or taking an exam for someone else, or having someone else test for you
- Violating test center rules, regulations and/or not following Prometric staff instructions
- Disruptive, abusive, or uncooperative behavior of any kind before, during or after the examination
- Giving or receiving help during an exam, copying, cheating by any other means, or being suspected of doing so.
- Talking or communicating with other testing candidates
- Use or possession of any unauthorized materials or electronic devices in examination room.

- Accessing cell phones or other electronic devices at any time while your examination is in session is prohibited.
- Attempting to or stealing examination materials or obtaining them in advance of an examination
- Attempting to record or make notes about the examination.
- Tampering with exam computer or software
- Disclosing, possessing, publishing, or reproducing confidential examination information
- Accessing lockers during the exam without the permission and supervision of testing center staff
- Removing anything from your assigned locker except food, drink, medicine, or personal healthcare items

Prometric staff have the authority to enforce disciplinary action upon exam candidates for misconduct occurring while on examination premises. Violation of any of the CPC or Prometric rules and regulations regarding testing and security of the examinations may result in disciplinary action, up to and including any or all of the following.
- Immediately ending examination and pending investigation
- Dismissal from the examination session

Report of misconduct will be provided to the CPC for review and investigation to determine whether further disciplinary action may be necessary, in accordance with CPC policies. These actions may include:
- Cancellation of exam registration(s)
- Forfeiture of all fees
- Denial, suspension, or revocation of CPC certification
- Banning candidate from registering for future paraoptometric examinations
- Examination may not be scored.

Misconduct - Violation Process

The CPC will investigate allegations concerning alleged misconduct by paraoptometrics 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 certification staff within 120 days of the alleged violation(s). The information received will be forwarded to the CPC Commission Chair. 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; **or**
- Attempt to resolve the issues 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 chair 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 chair, one of whom will act as the panel's chair. 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 proceedings.
- The panel will convene within 60 days of its appointment. A record will be kept of all the 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 in writing 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.

Grievance Appeal Procedure

All candidates for certification have the right to appeal alleged grievances concerning but not limited to scoring, eligibility, equipment failure, exemption from certification requirements, and 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 by certified mail along with supporting documents to Commission on Paraoptometric Certification, 243 N. Lindbergh Boulevard, Floor 1, St. Louis, MO 63141. 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.

Grievance Appeal 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.

PROTECTION OF CANDIDATE/CERTIFICANT INFORMATION

Candidate and certificant information shall be kept confidential and not publicly disclosed without the expressed consent of the candidate/certificant. By applying for or maintaining certification, candidates consent to the following disclosures of their personal information:

- For inclusion in a published directory of certified paraoptometrics maintained by the CPC.
- For confirmation of certification status, and dates of testing from employers or prospective employers.
- For sharing with vendors involved in the development and administration of tests.
- To CPC volunteers and staff, as well as AOA staff and consultants, on a need-to-know basis.

TESTING LOCATIONS AND FEES

The CPO, CPOA and CPOC examinations are administered during an established two-week testing period four times yearly, Monday through Saturday, excluding holidays, at computer-based testing facilities managed by Prometric and via live remote proctors managed by Prometric. The CPOT written and clinical examinations will be administered during the May and November testing periods only. Scheduling is done on a first-come-first-served basis.

Test Locations

- To find a testing center, visit www.prometric.com/cpc or call Prometric at 800.741.0934
- The sponsor is Commission on Paraoptometric Certification (CPC), not the American Optometric Association.
- Candidates will not be able to schedule an examination appointment until the Scheduling Authorization has been received by email from Professional Testing Corporation.
- It is recommended that candidates add notices@ptcny.com to their email contacts or to their safe email list to ensure that the Scheduling Authorization does not end up in a junk or spam mail folder.
- It is the candidate's responsibility to make their own testing appointment.
- Candidates not receiving a Scheduling Authorization at least three (3) weeks prior to the beginning of the testing period must contact Professional Testing Corporation at 212.356.0660.

Exam Details & Fees - 2023

Examinations are composed of objective multiple-choice questions. The number of questions on each exam is noted below. Pretest questions are randomly distributed throughout the examination and do not count towards or against a candidate's score as they are being evaluated to determine if they perform well enough statistically to be introduced as scored items on a future exam. Only scored items count towards a candidate's final score. Once the application has been received and eligibility is verified, the candidate will receive an email confirmation from support@ptcny.com at the candidate's email address shown on the application.

Examination	Application Fee	# of Scored Items on Exam	# of Additional Pre-test Items	Time Limit to Complete Exam
Certified Paraoptometric (CPO)	$285	100	20	1.5 hours
Certified Paraoptometric Assistant (CPOA)	$305	200	20	2.5 hours
Certified Paraoptometric Technician Written (CPOT)	$305	225	25	2.5 hours
Certified Paraoptometric Technician Clinical (CPOT)	$305	100	11	2 hours
Certified Paraoptometric Coder (CPOC)	$285	125	0	2 hours
Late Application	$50	Late fee is charged in addition to the exam application fee when application is submitted between the first application deadline and the late application deadline. This fee is *non-refundable.*		
Administrative Fee**	$100	This portion of the exam fee is *non-refundable.*		
Application Transfer Fee	$200	Applies when candidate requests or is required to transfer to the next available testing period for failing to meet LRP requirements. See pages 21-23 for transfer and rescheduling information. A new application and fee must be submitted to PTC.		
Rescheduling Fee	$50	**Applies to candidates who need to move their appointment within their current testing period. (5-29 days prior to scheduled appointment) See pages 21-23.** Payable directly to Prometric. Appointments may be rescheduled with Prometric online or by phone.		

Exam Fees & Refunds

- Examination fee must be made at the time of application by debit or credit card. <u>No checks accepted.</u>
- Examination fees are non-transferable.
- Refunds may be issued in cases of medical or family emergencies, or other special circumstances on a case-by-case basis as determined by the CPC. Documentation may be requested.
- Requests must be received in writing at cpc@aoa.org prior to the start of the testing period for which the candidate has applied. <u>Once the testing period has begun, no refunds will be approved.</u>
- Should your request for a refund be approved, the administrative fee** portion of the examination application fee ($100) is non-refundable. The late application fee ($50) is also non-refundable.
- If approved by CPC, refunds will be processed by Professional Testing Corporation within approximately three (3) weeks of the close of the testing period.
- No refunds will be issued for applying for the incorrect examination or testing period, for failing to make an examination appointment, or for failing to appear at your scheduled appointment.
- Ineligible candidates will be refunded their fees minus the administrative fee. Verify that you meet the eligibility criteria found on pages 14-15 of this handbook prior to submitting an application.

ELIGIBILITY

Applications are randomly audited and verified. AOA Membership is not a requirement.

Certified Paraoptometric (CPO) Exam

To be eligible for the CPO examination, the following requirements must be met:

A. A minimum of a high school diploma or equivalent **and**

B. A minimum of six (6) months full-time employment by the time of testing (40 hours per week or equivalent) in the eye care field, **and**

C. Must complete and upload the CPO Attestation Statement with application at the time of application submission. (Download form at https://www.aoa.org/paraoptometrics/certification)

Certified Paraoptometric Assistant (CPOA) Exam

To be eligible for the CPOA examination, <u>one</u> of the following requirements must be met:

A. Hold a <u>current</u> CPO designation <u>at the time of testing</u> and verify a minimum of six months' additional full-time employment in the eye care field as a Certified Paraoptometric (CPO). **Or**

B. Be a graduate or student* *(see note page 15)* currently enrolled and in good standing in the last semester of study at a CPC-approved optometric assistant program (*refer to Appendix A for a listing of approved programs*). Graduates of approved optometric assistant programs, as listed in this handbook, are eligible to sit for the examination directly without having been CPO certified if the program was completed and candidate graduated within the last five years. **Or**

C. Provide proof of at least three (3) years of recent eye care experience. Requires submission of a completed CPOA Reference Form signed by the current employer with the candidate's current resume'. <u>Form must be approved by CPC prior to applying for examination.</u>

Certified Paraoptometric Technician (CPOT) Written Exam

To be eligible for the CPOT written examination, <u>one</u> of the following requirements must be met:

A. Must hold a <u>current</u> CPOA designation <u>at the time of testing</u> and verify a minimum of six months' additional full-time employment in eye care as a Certified Paraoptometric Assistant (CPOA). **Or**

B. Be a graduate or student** (*see note page 15*) currently enrolled and in good standing in the last semester of study at an ACOE (Accreditation Council on Optometric Education) approved optometric technician program (*refer to Appendix A for a listing of approved technician programs*). Graduates of approved optometric technician programs are eligible to sit for the written examination directly without meeting the eligibility "A" criteria if the program was completed and candidate graduated within the last five (5) years.

Certified Paraoptometric Technician (CPOT) Clinical Exam

To sit for the CPOT clinical examination, <u>one</u> of the following requirements must be met:

A. Must hold a <u>current</u> CPOA designation <u>at the time of testing</u> and verify a minimum of six months' additional full-time employment in eye care as a Certified Paraoptometric Assistant (CPOA). **Or**

B. Graduates or students** (*see note page 15*) currently enrolled and in good standing in their last semester of study at an ACOE (Accreditation Council on Optometric Education) approved optometric technician program are eligible to sit for the clinical examination directly without meeting the eligibility "A" criteria. Graduates of approved optometric technician programs must have completed and graduated within the last five years. *(Refer to Appendix A for a listing of approved technician programs.)*

CPC recommends completing the CPOT written examination prior to attempting the CPOT clinical examination. However, this is only a recommendation and not a requirement.

> All candidates seeking the CPOT designation (including graduates and students of approved optometric technician programs) must pass both the CPOT Written and the CPOT Clinical examination within an 18-month period before being awarded the Certified Paraoptometric Technician (CPOT) credential.

**NOTE: Students will be required to submit verification of completion of and graduation from the program before their test results will be released to them. The examination fee will not be refunded to students who do not complete their program.

The CPOT written and clinical examinations will be administered during the May and November testing periods only. The reason for this limitation is the low volume of candidates for the CPOT exams. Smaller groups of exam participants affect the meaningfulness of the exam equating statistics - the scoring method preferred by the National Commission for Certifying Agencies (NCCA), the accrediting organization. (Equating is a psychometric method used to compare different forms of the same examination to ensure they are equally difficult and that no group of candidates has an advantage over another group of candidates depending on which form of the examination they take.)

Certified Paraoptometric Coder (CPOC) Exam

To sit for the CPOC examination, the following requirements must be met:

A. A minimum of a high school diploma or equivalent, **and**

B. A minimum of two (2) years employment in the medical coding and billing field.

APPLICATION PROCEDURES, PAYMENTS, AND ACCOMMODATIONS

Application Instructions & Required Documentation

All candidates must have their own individual email address. *The email address on the application **must not be a shared business email address.*** If the application is being submitted by a representative on behalf of the candidate, *provide only the registered candidate's personal or business email address. Multiple applications using duplicate email addresses within the same testing period will be rejected.*

1. Read and follow the directions on the application and in this handbook. All applications must be completed online and submitted electronically. Click "apply online" to start a new application on Professional Testing Corporation's website: www.ptcny.com/clients/cpc/

2. High school diplomas do not need to be uploaded for the **CPO** examination.

3. Only **CPO** examination candidates must complete the "CPO Attestation Statement" *and upload it when submitting their exam application*. Random audits to verify employment history will be conducted to ensure candidates meet the eligibility requirements.
   (Download form at https://www.aoa.org/paraoptometrics/certification)

   a. Paraoptometrics who are currently employed must have their employer complete and sign the top portion of the attestation statement.

   b. Previously employed or currently unemployed paraoptometrics must complete the bottom portion of the attestation statement.

4. When submitting an examination application for the **CPOA** examination, candidates must attach one of the following:

   a. A copy of their current, unexpired CPO certificate, **or**

   b. A copy of their graduation certificate (see note below) from a CPC-approved optometric assistant program, **or**

   c. *CPOA Reference Form approval letter from CPC indicating they may bypass the CPO examination. Do not submit a CPOA Reference Form Application that has not been approved by the CPC with your examination application!*

5. Candidates for the **CPOT** examination (written or clinical) must attach <u>one</u> of the following:

    a. A copy of their current, unexpired CPOA certificate, **or**

    b. A copy of their graduation certificate (see note on next page) from an ACOE-approved paraoptometric technician program.

6. The online examination application must be received on or before the application deadline for the test period listed in this handbook (see page 8). Fees must be paid at the time of application using a debit or credit card. **Check payments are not accepted.**

7. All correspondence regarding the application and fees should be directed to Professional Testing Corporation at ptcny@ptcny.com or 212.356.0660.

8. Applicants will receive an emailed confirmation of application from PTC within 1-3 days of submitting the application.

Note: When the graduation certificates are not yet available, program directors from schools that offer approved optometric assistant or technician programs may submit a list of eligible students to the CPC in lieu of a graduation certificate if applications are submitted during the last semester of the program. Contact cpc@aoa.org to request the student eligibility form.

Completion of Application

Candidates must complete the examination application in full, using their **legal name exactly as it appears on their current, unexpired driver's license, passport, U.S. military ID or other government-issued ID.**

Candidates who are registering for an examination are responsible for ensuring that the information entered on the application is correct. Before submitting your application, review it to be certain that:

- your legal name is correctly spelled and appears exactly as it does on your photo ID (however, only first and last names will be on the record shared with Prometric).
- <u>your</u> email address (and not someone else's from the office) has been entered correctly so you receive all exam-related information and exam results.
- the correct examination **and** the correct testing period have been selected.

It is the applicant's responsibility to ensure that they have applied for the correct examination. No refunds will be issued for applying for the incorrect examination or testing period, or for applying with an incorrect name. It is also the candidate's responsibility to ensure their name is correctly spelled on the application. Certificates provided to passing candidates will be spelled exactly as the name was submitted on the application. If you find a spelling error, contact PTC at 212.356.0660 **and** CPC at 314.983.4210 to report corrections. **A $10 fee will be charged for re-issuing certificates in a corrected name.**

Note: When creating a new application, you will be asked to create a PIN number. Retain this PIN and your login information in case you need to regain access to an existing application.

Payment of Examination Fee

The completed application must be submitted online by the application deadlines shown on page 8 of this handbook.
1. Credit and debit card payments must be submitted at the time of application.
2. Applications received without payment will not be reviewed until payment has been received.
3. Check or money order payments are not accepted.

NOTE: If you discover that a mistake has been made on your application or Scheduling Authorization, you must contact Professional Testing Corporation at 212.356.0660 to have a correction made before scheduling your appointment with Prometric.

Also notify the Commission on Paraoptometric Certification of any misspelling of your name and any address changes by contacting cpc@aoa.org or by phone at 314.983.4210. The CPC is not responsible for

misspellings or incorrect names when no correction has been reported, nor misdirected mail or mail that is not forwarded.

Test Accommodations - Compliance with Americans with Disabilities Act

The Commission on Paraoptometric Certification and Professional Testing Corporation supports the intent of and complies with the [Americans with Disabilities Act (ADA)](). Both organizations will take steps reasonably necessary to make certification accessible to persons with disabilities covered under the ADA. According to the ADA, an individual with a disability is a person who has a physical or mental impairment that substantially limits a major life activity (such as seeing, hearing, learning, reading, concentrating, walking) or a major bodily function (such as neurological, endocrine, or digestive system). The information you provide and any documentation regarding your disability and test accommodations will be held in strict confidence. All approved testing accommodations must maintain the psychometric nature and security of the examination. Accommodations that fundamentally alter the nature or security of the exam will not be granted.

Testing arrangements may be made upon receipt of the application, examination fee, and a completed and signed *Request for Test Accommodations Form*, available from www.ptcny.com or by calling PTC at 212.356.0660. This form must be uploaded with the online application no later than 8 weeks prior to the start of your chosen testing period. Candidates who do not submit their Test Accommodations Form with their application may not be able to test during their chosen testing period and therefore be subject to rescheduling or transfer fees. Do not contact Prometric regarding test accommodations; they are not authorized to approve accommodations.

The only test accommodations that can be provided for live remote proctored testing is additional time.

Only those requests made and received on the official *Request for Test Accommodations Form* will be reviewed. Letters from doctors and other healthcare professionals must be accompanied by the official Form and will not be accepted without the Form. All requests must be made at the time of application. Accommodations cannot be added to an existing exam appointment.

Statement on Nondiscrimination Policy

The Commission on Paraoptometric Certification does not discriminate against any individual based on race, color, ethnicity, religion, gender, sexual orientation, national origin, age, disability, or any other characteristic protected by law.

Live Remote Proctored Testing (RPT)

Live remote proctoring for CPC paraoptometric certification exams will be offered beginning with the August 2023 examination administration. CPO, CPOA and CPOT exams may be taken at a physical Prometric test center or via live remote proctoring in the candidate's home or other quiet area free from distractions that meets testing area requirements. Because the CPOC examination is an open-book exam it must be taken at a physical Prometric test center.

➢ *It is the candidate's responsibility to review the live remote proctored testing requirements and policies before selecting this option.*

- [Remote Proctor FAQs]()
- ProProctor Information: Read before scheduling an appointment
  https://www.prometric.com/proproctorcandidate
- ProProctor User Guide
  https://www.prometric.com/sites/default/files/2019-10/PrometricProUserGuide.pdf

Live remote proctoring requires observation of and communication between the test candidate and proctor, observation of the test environment, and the monitoring of sound throughout the testing session.

> ➤ *Candidates who select live remote proctored testing acknowledge that this method of testing was voluntarily chosen and consent to all monitoring required to ensure the security and confidentiality of the examination and its contents.*

> ➤ *Irregular or improper behavior that is observed, made apparent by statistical analysis, or uncovered by other means before, during or after the examination will be considered a violation of these rules and may constitute grounds for invalidation of a candidate's examination.*

Considerations Before Selecting the Remote Proctored Testing Option

- For the live remote proctoring option, the candidate must use a laptop or desktop computer with a camera that can be moved 360° to scan the room, microphone, and a high-speed internet connection to allow real-time communication with a remote proctor.
- Using a separate webcam may make it easier to perform all the necessary checks.
- Dual-monitor configurations, tablets, and cell phones are not supported for ProProctor examinations and may not be used.
- Testing on a laptop is recommended if possible.
  - If you are using a laptop with a built-in camera, please have access to a mirror so the proctor may inspect your computer.
- The equipment, appropriate workspace, and a secure and reliable internet connection are solely the candidate's responsibility.
  - Candidates who are unable to test due to problems with their computer, workspace/environment scan that cannot be resolved prior to beginning the exam, or internet access will forfeit their examination fees and will need to transfer to a new testing period.
- Mac users must be aware that they will need to take additional steps and that Safari and MacOS 13.0 (Ventura) and higher is not supported.
- Be sure to perform any Windows or OS updates before your exam appointment.
- The remote proctoring option requires candidates to download ProProctor™ software from Prometric to establish remote access to the candidate's computer. Refer directly to Prometric for ProProctor details.
  - The ProProctor application includes Prometric's test engine software and a lockdown browser to ensure secure test delivery. AI-based proctoring software can detect extra devices such as phones, tablets, smartwatches, etc.
  - The examination is monitored in real time and flags any suspicious noises and activities in the testing area.
  - Proctors can view the screen and utilize the tester's mouse and keyboard until the exam begins.
  - After the exam starts, the proctor will monitor everything on the computer screen, but can no longer utilize the tester's mouse and keyboard.
  - The proctor can control the testing session, including pausing, suspending, or canceling the test, based on established rules.
- A wired internet connection is recommended over a Wi-Fi connection if possible.
  - Candidates who are unable to connect to the exam or unable to finish the exam due to internet connectivity issues will be counted as no-shows. These candidates will forfeit their exam fees and will need to reapply for the next testing window.
- Do not select a work computer with firewall settings that could interfere with the loading of the examination.
- Plan to test in a quiet location away from other people and pets, noises, or other distractions.
- The check-in process will take approximately 30 minutes, in addition to the allowable testing time for the examination you have registered for.

- o You must be logged in and ready for check-in at least 30 minutes prior to your exam appointment.
- Examination sessions are recorded. Prometric security agents can review flagged noises or activities for suspected cheating during the live exam or review the recordings afterward.
- Restroom breaks or breaks of any type are not permitted during a live remote proctored testing session.

Requesting Accommodations Covered Under ADA

Due to the nature of the testing modality, the only accommodation that may be provided for a live remote proctored examination is additional testing time. Additional testing accommodations are available for tests taken at a physical test center. Refer to page 17 for information on available accommodations for testing at a physical exam location.

Testing Area Requirements

- Select a private space indoors with a reliable internet connection that is free from noise and disruptions, and preferably with only one entry door.
- No people or animals can be present in the room during the exam. If someone or a pet enters the room the exam session will be terminated and invalidated. The exam will not be scored, and fees will not be refunded. The candidate will need to submit a new application and fee for a future testing period.
- Identify a clean desk or table with a chair (or standing desk).
    - o Your workstation and surrounding area must be free of pens, paper, electronic devices, etc.
    - o No content that could potentially provide an unfair advantage during your exam, including posted on walls or within your immediate area, should be present or visible during your exam session.
- It is the candidate's responsibility to select an area where they will not object to the proctor seeing their surroundings during the room scan.
    - o Remove or cover sensitive, private, or confidential materials from the testing area.
    - o Any candidate that is not comfortable with the scan of their surroundings should select in-person testing at the time of application or transfer their examination from live remote proctored testing within the established and allowable timeframe identified in the current Paraoptometric Examination Candidate Handbook.
    - o Candidates who register for live remote proctored testing and then refuse the environmental scan will have their session terminated and no refund of fees will be provided.
- No other computer monitors, screens, tables, or phones should be on or in the room during the examination.
- Radios and TVs should be turned off.
- No watches of any type are allowed to be worn during the examination.
- Use of headsets, ear plugs, earbuds, or similar devices is prohibited.
- Room lighting must be bright enough so that your face and eyes can be seen throughout the entire examination and the light source should not be behind the exam candidate.
- If using a Wi-Fi connection, it is highly recommended that there is no additional load on your connection from other users who may be streaming videos, music, or games.
    - o Lack of signal strength may cause you to lose connection and result in your examination being terminated.

Prohibited Behaviors

The following behaviors are prohibited during the examination appointment and may result in termination of the appointment and invalidation of the examination.

- Impersonating another candidate.
- Having books, notes, papers, or other materials visible in the testing area.
- Carrying and/or consuming food or alcoholic/non-alcoholic beverages, excluding drinking water, or entering the exam in an inebriated/intoxicated state.
- Not following the instructions of the proctor, including not cooperating with the proctor during the environment scan.
- Using threatening, abusive, or obscene language/symbols before, during, or after the examination.
- Allowing other people or pets to enter the room during the testing.
- Setting and keeping the microphone on mute, blocking the camera view, or disabling the camera.
- Talking or whispering during the exam. If you are talking, the proctor won't know if you are talking to yourself or someone else and may end your examination.
- Constant eye movement away from the screen during the examination. Avoid looking around the room during the examination.
- Taking unauthorized breaks and/or moving away from the computer or out of sight of the proctor during the testing session. If you know or think you may need a break during a CPC examination, you should transfer your application to an in-person test appointment.
- Under no circumstances should candidates exit the remote proctor during the exam or review.
- Other suspicious behavior that could indicate or be interpreted as attempts to cheat.

During the Examination

- Candidates should dress as if in a public setting.
- All programs and/or windows on the testing computer must remain closed until the exam is completed.
- The proctor will complete a 360-degree scan of the room and testing area prior to the start of the examination.
- The computer cannot be moved to another room after the proctor has scanned the environment.
- Candidates must remain in view of the camera during the entire exam. Your face, chin to forehead, must be in view of the camera for the duration of the examination and until the examination has officially ended.
- Scratch paper or any electronic devices such as calculators cannot be used during the exam. A notepad and calculator will be provided to you on the screen.

Technical Issues

In case of technical issues during the exam, a live chat box is available to communicate with the proctor as well as a "Contact Support" button at the top of the screen. More details can be found on PTC's [FAQs for live Remote Proctored Exams](#).

Technical issues that stem from Prometric's end that result in a candidate being unable to begin or to complete their exam should be reported to PTC no later than three days after the exam session. Please submit a support ticket on their website: www.ptcny.com/contact

Rescheduling Your Live Remote Proctored Testing Examination

Exam appointments may be rescheduled from/to a physical test center and live remote proctoring. If you reschedule your test appointment between 29-5 days before your test date, Prometric will charge a $50 rescheduling fee. No changes to test appointments can be made within 5 days of your test date. Please review the policies in the current Paraoptometric Examination Candidate Handbook for details.

POLICIES FOR SPECIAL CIRCUMSTANCES
FOR LIVE REMOTE PROCTORED TESTING

Test Interruptions

Any interruption that is not caused by a failure at Prometric is the responsibility of the candidate.
In the case of a test interruption caused on the tester's end, the test may be ended by the proctor. The candidate will be responsible for transferring their application to the next testing period and paying the transfer fee. The list of examples below may not be all inclusive.

- Equipment failure, including camera and microphone.
- Power failure
- Internet failure
- Unable to start or complete the examination.

The candidate is solely responsible for ensuring no person or pet enters the room at any time during the check-in and completion of the examination. This type of interruption will result in the proctor terminating the session. All fees will be forfeited.

Switching Between Testing at a Testing Center and Live Remote Proctored Testing

Candidates who switch their testing appointments between a testing center to live remote proctored testing, or vice-versa, may be charged an additional fee of $50 by Prometric. There is no charge to change an appointment 30 days or more prior to your originally scheduled appointment. Appointments that are changed less than 30 days from your originally scheduled appointment will be subject to the $50 fee. No changes to test appointments can be made within 5 days of your scheduled appointment, but you may make a one-time transfer to the next testing period. Candidates must complete the transfer request and pay the transfer fee.

Terminations

Candidates who register for live remote proctored testing and whose equipment or workspace does not meet the requirements for this method of testing will have their examination appointment terminated and candidate will be marked as a "no-show". A new application would need to be submitted with the transfer fee. It is highly recommended that candidates review the technical and exam location requirements before making an appointment to test remotely.

The examination appointment will be terminated when a candidate fails to provide proper identification. Candidates that are not logged in and ready for check-in at least 30 minutes in advance of their testing appointment may have their examination terminated and would be marked as a "no-show". A new application would need to be submitted with the transfer fee.

Candidates whose examination is terminated and who do not submit a new application and transfer fee for the next available testing period will forfeit all their fees.

Disqualifications

The following actions are subject to disqualification of the examination and further actions may be taken at the discretion of the CPC.

- Cheating
- Item harvesting
- Impersonation of a registered candidate
- Refusing the personal or environment scan (see check in process details)

- Not following the proctor's instructions
- Leaving the room or view of the camera at any point

EXAMINATION APPOINTMENTS
(At a testing site or live remote proctored examination)

Scheduling Your Examination Appointment

Candidates whose application is approved will be emailed a Scheduling Authorization starting approximately 11 weeks before the first day of the testing window. This email will be from notices@ptcny.com. **Candidates cannot make an appointment until a Scheduling Authorization is received.** Please ensure your correct email address has been entered on the application. If you do not receive a Scheduling Authorization at least three weeks before the beginning of the testing period, contact Professional Testing Corporation at 212.356.0660 or online at www.ptcny.com/contact.

The Scheduling Authorization includes an eligibility number and information on how to set up your examination location, date, and time with Prometric. Retain this document; you will need your eligibility number to access your score report when exam results become available. No guarantee is promised or implied that candidates will be able to make an appointment at their nearest testing center. Appointment times are first-come first-serve, so schedule your appointment as soon as you receive your Scheduling Authorization to maximize your chance of testing at your preferred location and on your preferred date. Candidates who fail to schedule an appointment will forfeit their fees.

After making your test appointment, Prometric will email to you a confirmation of the date, time, and location of your exam. Please check this confirmation carefully to be sure it is correct. Contact Prometric at 800.741.0934 if you do not receive this confirmation email or if there is a mistake with your appointment.

Note: International candidates may also schedule, reschedule, or cancel an appointment online at www.prometric.com/CPC.

IMPORTANT! Your current driver's license, passport, U.S. military ID or other government-issued ID must be presented at the test center. Expired, temporary, or paper driver's licenses or other forms of ID will NOT be accepted. The first and last name on your Scheduling Authorization must exactly match your first and last name on your photo ID. Middle names/initials do not need to be included or match – just first and last names. *Fees will not be refunded for exams missed because of invalid ID.*

Any candidate not receiving a Scheduling Authorization at least (3) weeks before the beginning of the testing period should contact Professional Testing Corporation at 212.356.0660 for a duplicate.

> **NOTE:** It is your responsibility as the candidate to contact Prometric to schedule the examination appointment. No refunds are issued for failing to make an appointment or to appear at your scheduled appointment.
>
> Candidates who are unable to attend the examination on the date for which they registered and who elect not to transfer to another testing period, will have their application closed and no fees will be refunded.

International Testing

Candidates outside of the United States and Canada will follow the same registration and appointment processes as those testing within the U.S. No additional forms or fees are required.

Rescheduling an Appointment Within the Current Testing Period

Note: Prometric does not have the authority to transfer applications from one testing period to another, to issue refunds, or to make any other decisions or promises regarding the candidate's examination status.

To cancel your appointment or reschedule to a different date within the two-week testing period:

Examination appointments may be rescheduled within the same testing period, so long as the request is submitted within the timeframe described below, by calling or online at www.prometric.com/CPC.

Timeframe	Reschedule Permitted?	Stipulation
Requests submitted 30 days or more before the original appointment	Yes	None
Requests submitted 29 to 5 days before the original appointment	Yes	Candidate must pay Prometric a rescheduling fee of $50
Requests submitted less than 5 days before the original appointment	No	Candidates who do not arrive to test for their appointment will be considered a no-show. Candidate may reapply and pay the transfer fee to the immediate next testing period or reapply and pay the full fee when applying for a later exam.

Transferring Your Application to a New Testing Period

To transfer your application to the next testing period: (see steps listed below)

- Candidates who cannot attend the examination on the date for which they have registered may reschedule their appointment with Prometric or transfer to the next testing period.

- Candidates may reschedule their appointment within the same two-week testing period as indicated above by contacting Prometric. If the rescheduling candidate is within 5-29 days of their original appointment, a $50 reschedule fee is payable to Prometric. Transferring to the next testing period requires submission of a new application and payment of the $200 transfer fee at www.ptcny.com.

- If a candidate fails to test during the original testing period and does not submit a new application and pay the transfer fee to the next immediate testing period, or fails to keep their scheduled appointment with Prometric, the application will be closed, and all fees paid will be forfeited. No refunds will be issued.

Steps taken to transfer your application to the next testing period:

- Go to http://secure.ptcny.com/apply
- Click "start new application".
- Choose the examination level for which you are applying (CPO, CPOA, CPOT-1 Written, CPOT-2 Clinical, or CPOC) in the first drop-down menu, then choose the new examination period in the second drop-down menu. Complete the rest of the information on the page. (Note the CPOT written and clinical examinations are administered only during the May and November testing periods.)
- Complete the application, making sure to answer "yes" to the question asking if you are transferring. You will need your current PTC candidate ID number (8-digits long and starts with a capital P; for example: P11112222. This number appears on the receipt of payment from PTC as well as the Scheduling Authorization.)
- When you have finished the application, click "Submit Request for Transferring Verification" in the "Examination and Certified Information" section of the application.
- PTC Support will send you an email notifying you that your transfer application was approved and that you can log back into your application and pay the one-time transfer fee. Instructions will be included.

Call Professional Testing Corporation at 212.356.0660 if you have any questions or problems with the transfer process.

PREPARING FOR ARRIVAL AT THE TESTING SITE

Preparing for Arrival

A. Gather items you will need for admission to the exam several days before your appointment (your current, unexpired driver's license, passport, U.S. military ID or other government-issued ID, and suggested textbooks for use during the CPOC exam only).
B. Get plenty of rest the night before.
C. Prior to driving to the examination location, study a map and/or directions so you aren't rushing to get to the location.
D. In the event of inclement weather, check the Prometric website for closures: https://www.prometric.com/closures.
E. Prometric's website provides information on what you can expect on your test day, including test center regulations: https://www.prometric.com/sites/default/files/TestCenterRegulations.pdf

COVID-19 Arrival and Check-in Procedures

Candidates should review the COVID-19 update and policies in effect at Prometric testing centers prior to arrival: https://www.prometric.com/corona-virus-update

During the check-in process, all Prometric test center employees will:

- Visually check the test taker's glasses and ID. Candidates wearing masks will need to lower or remove the mask momentarily for this process, specifically so that the reverse side of all test takers' masks can be inspected, by clasping the sides or strap of the mask to remove briefly and then reaffix in the same manner.

- One form of Identification will be required to be presented to the test center staff. If the primary identification presented is missing one of the following: signature, picture, or expiration date, then a second ID may be requested for verification.

- Require test takers to sign in on roster sheet with a Prometric-supplied pen.

- Provide test takers with an assigned locker number and key to place their belongings, if needed. Test takers will retain the key, and the locker area will remain under video surveillance while the center is open.

Additional information and updates to these policies may be found at:
https://www.prometric.com/covid-19-update/test-center-policies

What to Expect at the Testing Center

PTC has partnered with Prometric Testing Centers to deliver examinations to candidates. Here is what you can expect when you arrive at your Prometric Testing Center.

- Candidate Check-In
    I. Candidates will be asked to present their IDs.
    II. Candidates will be asked to empty and turn out their pockets.
    III. Candidates will be "wanded" or asked to walk through a metal detector.
    IV. Inspection of eyeglasses, jewelry, and other accessories will be conducted. Jewelry other than wedding and engagement rings is prohibited.
    V. Religious headwear may be worn into the testing room; however, it may be subject to inspection by a testing center administrator before entry into the testing room is permitted.
    VI. Prometric provides lockers for candidates to store backpacks, purses, mobile phones, jackets, food, drinks, and medicine, and personal healthcare items.
- During the Exam
    I. No breaks are scheduled during the exam. Candidates who must leave the testing room to take a restroom break will not be given extra time to complete the exam.

II.   Candidates who take an unscheduled break are subject to additional security screenings before being permitted to reenter the testing room.
III. Accessing mobile phones.
IV.   Accessing study materials during the examination is prohibited (except for the CPOC, which is an open-book examination).
V.   Smoking is prohibited at the testing center.
VI.   All examinations are monitored and may be recorded in both audio and video format

Keep in mind: other exams will be administered at the same time as your examination. Therefore, examinees may hear ambient noises such as typing, coughing, or people entering and exiting the testing room that cannot be avoided. Prometric is unable to provide a completely noise-free environment. However, headphones may be requested from the proctor to minimize impact. Visit [Prometric's website](#) for more information about what to expect on testing day.

To protect the confidentiality and security of the examination, candidates are required to sign a Non-Disclosure Agreement prior to beginning their examination.

Restroom Breaks & Accessing the Lockers During the Examination

CPC examination candidates do not have permission to access lockers during restroom breaks unless they have submitted and received accommodations due to medical necessity and in advance of their examination. Accessing cell phones and electronic devices at any time while taking the exam is prohibited. Only those who received prior permission to remove snacks, drinks, medicine, or personal healthcare items from their assigned locker should do so – no backpacks, bags, pocketbooks, or clothing can be removed while the exam is in session. Restroom breaks are not allowed for candidates participating in live remote proctored examinations. See the full Live Remote Proctored Testing information beginning on page 17.

Rules for the Examination
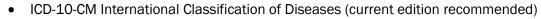
CPO, CPOA, CPOT & CPOC Candidates

- No electronic devices that can be used to record, transmit, receive, or play back audio, photographic, text, or video content, including but not limited to cell phones, laptop computers, tablets, Bluetooth devices, all wearable technology (e.g., fitness/smart watches, media players, pagers, cameras, and voice recorders are not permitted and cannot be taken into the examination room. Prometric provides lockers for your personal items.

- No books or reference materials may be taken into the examination room (*with exception of CPOC candidates – see page 26 for list of materials.*)

- No test materials, documents, or memoranda of any sort are to be taken from the examination room.

- No questions concerning the content of the examination may be asked during the examination. The candidate should carefully read the directions that are provided on-screen at the beginning of the examination session.

- Candidates are prohibited from leaving the testing room while their examination is in session, with the sole exception of using the restroom. Candidates should not access lockers while on restroom breaks.

- Bulky clothing, such as sweatshirts (hoodies), jackets, coats, and hats, except hats worn for religious reasons, may not be worn while taking the examination.

- All watches, including fitness/smart watches and similar devices cannot be worn during the exam.

- CPOT-2 Clinical exam candidates will be provided headphones to use while viewing videos with audio.

- Violation of any of the rules listed above may lead to forfeiture of fees, dismissal from the testing room, and cancellation of your test scores.

Irregular or improper behavior that is observed, made apparent by statistical analysis, or uncovered by other means before, during or after the examination will be considered a violation of these rules and may constitute grounds for invalidation of a candidate's examination. CPC will initiate an investigation and request suitable analyses and appropriate documentation.

CPOC Candidates ONLY

This is an open-book examination based on ICD-10. <u>All textbooks must be bound volumes without other added or loose materials.</u> Writing or highlighting in the book is acceptable. Frequently used pages may also be turned down or marked using a paper clip. No Post-It type notes or loose bookmarks are allowed. **Only the following bound textbooks will be permitted. May take all of them if desired.**

- CPT® (Current Procedural Terminology) Standard or Professional Edition (current edition recommended)
- Codes for Optometry (current edition recommended) (Available in AOA Marketplace – ODE231)
- ICD-10-CM International Classification of Diseases (current edition recommended)
- ICD-10-CM the Complete Official Codebook (may say "with guidelines")

Admission to Testing Site

Your current **(unexpired)** driver's license, passport, U.S. military ID or other government-issued ID must be presented to gain admission to the testing center. Temporary or paper forms of identification will not be accepted.

- Failure to present your current (unexpired) driver's license, passport, U.S. military ID or other government-issued ID will prevent you from testing.
- It is highly recommended that you become familiar with the testing site location.
- Arrival at the testing site at the appointed time is the responsibility of the candidate.
- Plan for weather, traffic, parking, and any security requirements that are specific to the testing location.
- Late arrival may prevent you from testing.

EXAM VALIDATION, SETTING THE PASSING SCORE, AND SCORING

Validation of the Examination

Every effort has been made to ensure the reliability and validity of the examinations. The examination construction process constitutes one major effort to the assurance of content validity. A major facet is the role delineation/job task analysis study to develop practice relevant test specifications for the examination. The test specifications now in use are based on the findings of the role delineation/job task analysis study.

Setting the Passing Score and Scoring

The passing score for the examinations is determined using the modified Angoff technique. This technique is a criterion referenced methodology where a panel of subject matter experts carefully evaluate each item on the examination and estimate the probability that each individual question will be answered correctly by a minimally competent/just qualified candidate. The recommended passing score is then reviewed and approved by CPC.

The anchor examination becomes the standard of knowledge to which all future forms of an examination are compared. Some forms of the examination will contain individual items that may differ in difficulty than items on other forms. To compensate for these variations, test forms are compared using a psychometric process called equating. This equating process accounts for the varying item difficulties and adjusts the passing score up or down accordingly. As a result, the required standard of knowledge for passing the examination remains consistent from test form to test form.

Scores on the examinations are reported using scaled scoring, which converts the candidates' raw score (i.e., total number of correct questions) onto a consistent and standardized scale. Scaled scores allow candidate scores to be comparable from one exam form to the next. The scale range for the examination is 200 to 800 with a passing point of 500.

Note: Hand-scoring is automatically performed on examinations that are within 1-3 points of passing to ensure that computerized scoring was correct.

AFTER THE EXAM – NEXT STEPS

Exam Experience

Any candidate who feels that their examination experience was negatively impacted by the test center conditions should notify the proctor immediately. The situation or any comments about the test itself should also be reported to PTC at www.ptcny.com/contact within three days of the test appointment.

Exam Results

Professional Testing Corporation will email a link to candidates via the personal email address on their examination application to retrieve official score reports. **The link to the exam scores will be emailed within** _approximately_ **four (4) weeks of the close of the testing period.** Official pass/fail status, score on the total exam, and feedback of performance in each domain, along with areas of weakness for failing candidates are included in the score report. The passing score is determined by the Commission on Paraoptometric Certification. The delay in scoring is necessary to allow for the psychometric review, equating, and administrative time required to ensure accurate and reliable scores. Failure to receive the report of results should be reported to Professional Testing Corporation at 212.356.0660. Candidates are not eligible to use credentials (CPO, CPOA, CPOT or CPOC) until their official score report is received.

Accessing Exam Results

When exam results are ready for viewing, candidates will be provided a link to access their scores. Reports are password protected; candidates will need their email address from their exam application as well as their PTC candidate ID number (8 digits long, starting with a capital P; for example: P11112222). Results are available for 90 days. We suggest printing a copy of the report for your records. After 90 days, candidates may request score reports by filing a _Request for Duplicate Score Report_ form available at www.ptcny.com.

Score Confidentiality

The CPC will release the individual test scores ONLY to the individual candidate. Any questions concerning test results should be referred to Professional Testing Corporation at 212.356.0660.

Retesting Policy

Retesting within the same two-week period is not allowed. Candidates who do not pass the examination are eligible to retake the examination beginning with the next regularly scheduled two-week examination period. Candidates must submit a new application and fee each time they retest.

Granting of Certification

CPC certification is recognized for a period of three years. Only individuals who receive a passing score on their examination(s) and who appropriately maintain the certification may use the credential. Candidates who receive official notification from PTC that they have passed their examination are then eligible to use the appropriate credential after their name as indicated below.

- Certified Paraoptometric Examination – CPO
- Certified Paraoptometric Assistant Examination – CPOA
- Certified Paraoptometric Technician Examinations – CPOT
- Certified Paraoptometric Coder – CPOC

Reminder: CPOT examination candidates (_including graduates and students of approved technician program_s) must pass <u>both</u> the CPOT written and clinical examination within an 18-month period before receiving a certificate. The CPOT credential is not to be used until both exams have been passed.

Passing candidates will receive a certificate suitable for framing and will be added to the CPC's Directory of Certified Paraoptometrics published on the AOA website and in its publications. Certification pins may be ordered through the AOA Marketplace.

Maintaining a Current Certification
To keep a certification current, Certified Paraoptometrics (CPO), Certified Paraoptometrics Assistants (CPOA), and Certified Paraoptometric Technicians (CPOT) and Certified Paraoptometric Coders (CPOC) are required to participate in continuing education.

- All certifications are renewable every three years.
- All credits must be earned during the 3-year renewal cycle. If unsure of the time-period in which you may earn credits toward renewal, contact cpc@aoa.org.
- Guidelines for renewal of certification (see Appendix B) are available at www.aoa.org.

For the CPO, CPOA or CPOT:

1. Certification is renewable every three years by Nov. 1 and after the completion of <u>18 hours of approved required education and submission of a recertification fee.</u> See renewal guidelines.

2. <u>A minimum of nine (9) credit hours must be CPC or AOA-approved</u>, and no more than a total of nine (9) credits from COPE, ABO, NCLE, IJCAHPO, or COVD will be accepted.

For the CPOC:

1. Certification is renewable every three years by May 31 and after the completion of <u>9 hours of approved required education and submission of a recertification fee.</u> See renewal guidelines.

2. Because the CPOC is a specialty certification, *all continuing education credits must be coding or billing related*, <u>within specific domains (topics) and from the organizations listed in the CPOC renewal guidelines only.</u>

Renewal Requirements & Guidelines
The CPC renewal program ensures certified paraoptometrics remain current in optometric assisting skills and knowledge. The purpose of renewal is to ensure that certified paraoptometrics maintain their competence to practice by increasing their knowledge, honing their skills, encouraging interaction with peers, and meeting professional standards.

All paraoptometrics who hold a certification granted by the Commission on Paraoptometric Certification (CPC) *are required to participate in eye care related continuing education for the duration of their certification. Every third year they must meet the renewal requirements in effect at that time to retain a current certification status. The requirements for renewal include acceptable and documented continuing education as outlined in the renewal guidelines and payment of the appropriate renewal fee by the renewal deadline. Credits must be earned during the 3-year renewal cycle. <u>Failure to meet all the requirements will result in loss of certification and credentials.</u>*

Exemptions / Request for Waiver of Renewal Requirements
An appeal in writing may be sent to request an exemption from CPC renewal requirements. An exemption allows the CPC to waive part or all the requirements when there is an undue hardship, incapacity or disability or other extenuating circumstances. Supporting documents must accompany the written request to provide justification. All requests for exemptions must be received by the certification staff by the May 31 CPOC renewal deadline or the November 1 renewal deadline for all other certifications. CPC@aoa.org.

Renewal Schedule and Fees
CPO™, CPOA™, and CPOT™ Guidelines: As a courtesy, renewal statements are <u>emailed </u>beginning in February of the renewal year. Renewal documents and payment are due every third year on or before Nov. 1, and the cycle is set on a calendar year. For example, if one earns a CPO certification anytime between January - December 2023, the renewal will be due on or before Nov. 1, 2026.

Renewal Fee: $95 (if received at the CPC office on or before Nov. 1)
Late Renewal Fee: $195 (if received at the CPC office between Nov 2-30)

CPO, CPOA, or CPOT certifications that are not renewed by Nov. 30 in the appropriate renewal year will be dropped and the paraoptometric's status will become "uncertified."

CPOC™ Guidelines: As a courtesy, renewal statements are emailed in February of the renewal year. Renewal documents and payment are due every third year on or before May 31, and the cycle is set on a calendar year. For example, if one earns a CPOC certification anytime between January - December 2023, the renewal will be due on or before May 31, 2026.

Renewal Fee: $95 (if received at the CPC office on or before May 31)
Late Renewal Fee: $195 (if received at the CPC office between June 1-30)

CPOC certifications that are not renewed by June 30 in the appropriate renewal year will be dropped and the paraoptometric's status will become "uncertified."

Renewals may be submitted online using the 2023 Online Renewal Submission form at https://www.aoa.org/education/paraoptometric-resources-and-certification/paraoptometric-certification-and-renewal Scroll to the bottom of the page to view the renewal requirements, then select the blue button, "Submit Credits & Fee" to begin uploading your CE forms and to submit the renewal fee payment using a debit or credit card. No refunds will be made for incomplete renewals. Resubmission of credits is allowed to meet the requirements so long as the CE was completed by the renewal deadline and within your 3-year renewal period.

Or, certification renewals may be mailed to: AOA-CPC, 243 N. Lindbergh Blvd., Floor 1, St. Louis, MO 63141.

LOSS OF CERTIFICATION / RECERTIFICATION

Upon failure to maintain a certified status, the individual will then be classified uncertified. Once classified, the individual must immediately refrain from using/displaying all related Commission on Paraoptometric Certification credentials on all certificates, resume's, business cards, logos, websites, email signatures, and pins. The consequences for anyone claiming certification misleadingly or fraudulently when not certified will be determined by the CPC. Appropriate steps up to and including legal or other actions will be taken, pursuant to written guidelines established by the Commission.

Should an individual wish to become recertified, they must retest at the certification level they held when their certification lapsed. Former CPOs who meet the experience qualifications may submit a CPOA Reference Form and resume' to the CPC for review.

Retesting Following Loss of Certification Due to Non-renewal

Immediately following lapse of a CPOA or CPOT certification, a paraoptometric may register, pay for, and retake the examination(s) at the level that was lost within one year of the lapse date. Certifications shall be considered lapsed when not renewed by November 30 of the year in which the renewal was due.
When retesting does not occur within the first year of the certification lapse, former CPOTs will be authorized to test at the CPOA level through the end of the November testing period of the second year following a lapse of their CPOT credential. Former CPOAs who do not complete retesting during the first year following lapse of their credential will then be authorized to test at the CPO level.

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 by contacting cpc@aoa.org or phoning 800.365.2219 ext. 4210 for information and assistance. (See candidate misconduct and appeals procedures section.)

PREPARING FOR THE EXAM

Preparing for the Examination

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

- Read the entire content outline as the exam will include items for every area and may include questions on the sub-categories.
- Study from one or all the recommended references or other resources.
- Gather items you will need for admission to the exam several days before your appointment (your current, unexpired driver's license, passport, U.S. military ID or other government-issued ID, and suggested textbooks for use during the CPOC exam only).
- Get plenty of rest the night before.
- Prior to driving to the examination location, study a map and/or directions so you aren't rushing to get to the location.
- In the event of inclement weather, check the Prometric website for closures: https://www.prometric.com/closures.
- Prometric's website provides information on what you can expect on your test day, including test center regulations: https://www.prometric.com/sites/default/files/TestCenterRegulations.pdf

Study Resources for 2023 Paraoptometric Examinations

Following the 2019 Job Task Analysis (JTA) survey, the Commission on Paraoptometric Certification and Professional Testing Corporation developed new paraoptometric examinations that were released in 2021. New content outlines based on the JTA survey results are available in this 2023 Paraoptometric Examination Handbook. (Note: the CPOC examination was reviewed and revised for 2021 and is still based on ICD-10.) Study resources listed below are available to AOA associate members in EyeLearn. Select courses are available to non-members for a fee in EyeLearn. <u>See also the EyeLearn courses study check list on page 31, plus the recommended study resources and study maps for each examination immediately following the content outlines for each examination in this handbook.</u>

AOA Member courses	EyeLearn course titles
Anatomy & Physiology	• Basic Anatomy and Conditions of the Eye
Ophthalmic Dispensing/Contact Lenses	• Dispensing for the Stars • Para Speaker Series: Optical Dispensing Gems Learned from Experience • Para Speaker Series: Contact Lenses and All Their Possibilities • Getting Paid for Fitting Contacts
Practice Management	• Hiring the RIGHT People! • The Words to Improve Communications with Patients • Guide to Taking Effective Patient History
Special Procedures	• Eye Care Part 1 • Eye Care Part 2 • Red Eye Emergencies: What do YOU See? • Practice Success – Diabetes 101 for Paras • Para Speaker Series: Ocular Surgeries and the Role Paraoptometrics Play
Infection Control	• Basics of Infection Control • Infection Control: Implementation in a Clinical Practice
Disease/Conditions of the Eye	• Diabetes and the Eye
Paraoptometric Skill Builder®	• Beginner • Intermediate • Advanced
General topics/information CPO, CPOA and CPOT written examinations	• CPO, CPOA, and CPOT review courses • CPO, CPOA and CPOT study hall webinars
CPOT Clinical examination	• CPOT Clinical study hall webinars

*AOA non-member courses:

Eye Care Update – Part 1
Eye Care Update – Part 2

*Note: Non-member paraoptometrics will be charged a fee to access EyeLearn content. Please visit courses in EyeLearn for details.

The listing of any resources found in this handbook does not constitute a CPC endorsement of these sources and does not imply a guarantee that candidates will be successful in passing any CPC examination if they are used in examination preparation.

Available Courses in EyeLearn – Study Checklist

To access EyeLearn you will use your AOA credentials. If you do not know your login credentials or need to have a login created, please contact AOA Member Services at memberservices@aoa.org. Access to EyeLearn is a member benefit which means non-member paraoptometrics will be charged a fee for any EyeLearn content they choose to access. Login to EyeLearn at https://www.aoa.org/education/eyelearn-professional-development-hub

Certified Paraoptometric (CPO)
Certified Paraoptometric Review Course (CPO) (plus downloads listed below)
- 2023 Candidate Handbook
- CPO exam outline
- CPO Study Guide (downloadable and printable)
  CPO Review Course Webinar (and downloadable presentation PDF)
  CPO Review Course Follow-up Webinar (and downloadable presentation PDF)
- Basic Terminology PDF
- Test Taking Tips PDF
Para Certification Study Halls
Basic Anatomy and Conditions of the Eye

Certified Paraoptometric Assistant (CPOA)
Certified Paraoptometric Assistant Review Course (CPOA) (plus downloads listed below)
- 2023 Candidate Handbook
- CPOA exam outline
- CPOA Review Course Webinar Part 1 & 2 (and downloadable presentations PDF)
- Test Taking Tips PDF
Para Certification Study Halls

Certified Paraoptometric Technician (CPOT)
Certified Paraoptometric Technician Review Course (CPOT) (plus downloads listed below)
- 2023 Candidate Handbook
- CPOT exam outline
- CPOT Review Course Webinar (and downloadable presentations PDF)
- Test Taking Tips PDF
Para Certification Study Halls

Certified Paraoptometric Coder (CPOC)
Certified Paraoptometric Review Course (CPO) (plus downloads listed below)
- 2023 Candidate Handbook (CPOC exam outline in the Candidate Handbook)
- CPO Study Guide (downloadable and printable)
- CPO Review Course Webinar (and downloadable presentation PDF)
- CPO Review Course Follow-up Webinar (and downloadable presentation PDF)
- Basic Terminology PDF
- Test Taking Tips PDF
Para Certification Study Halls
Basic Anatomy and Conditions of the Eye

The CPOC is an open-book examination. See page 26 for a list of acceptable textbooks.

Certified Paraoptometric Examination (CPO)

Outline

This outline will provide you with information on the content of the Certified Paraoptometric (CPO) Examination. The following outline includes a brief explanation of the areas covered in the examination. You should be familiar with all the terms, meanings and uses. All 100 scored questions (as well as additional pre-test questions) on the examination are of the objective, multiple-choice type. Passing score is determined by the CPC, following examination equating conducted by Professional Testing Corporation's psychometricians. <u>An expanded outline with additional detail may be found on the AOA website:</u>

https://www.aoa.org/education/paraoptometric-resources-and-certification/paraoptometric-certification-and-renewal

I. **Clinical Principles and Procedures (36%)**

   A. Prepare patient charts for workup
   B. Record case histories (including chief complaint, ocular history, current medications, allergies, family history, and height, weight, BMI, etc.)
   C. Perform clinical procedures
      1. blood pressure measurement (manual or automated)
      2. visual acuity testing and use pinhole occluder, in accordance with practice protocols
      3. stereoacuity testing (for example, using Randot stereotest, Stereo Fly, etc.)
      4. color vision assessment
      5. ocular motility testing and assess convergence, pursuits and saccades
      6. pupillary response test
      7. tonometry (contact or non-contact)
      8. confrontation visual field screening
      9. Amsler grid testing
      10. testing to evaluate retinal and optic nerve diseases and disorders (e.g. OCT, HRT, Fundus Photography, Diopsys, MPOD testing, visual field testing, etc.)
      11. slit lamp examination
      12. dry eye testing (e.g. SPEED questionnaire, Schirmer's test, TBUT, TearLab, PRT tear osmolarity, meibography, etc.)
      13. testing to evaluate the cornea (e.g. specular microscopy, corneal topography, pachymetry, keratometry)
      14. aberrometry
      15. refraction (manual or automated)
      16. contrast sensitivity tests
      17. low vision testing
      18. sports vision testing
      19. vision therapy testing
      20. chair-side scribing
   D. Test patient for traumatic brain injuries
   E. Administer, record, and transmit prescribed medications (e.g. E-prescribe, dispense prescribed samples, transmit authorized refill requests, etc.)
   F. Maintain inventory of diagnostic/therapeutic medications
   G. Provide patient education for relevant concern, diagnosis, or surgery
   H. Assist with surgical procedures (for example, safety procedures, patient education, patient preparation, etc.)
   I. Maintain ophthalmic equipment (e.g., clean and calibrate equipment, sterilize instruments and tools, perform aseptic procedures, etc.)

II. **Ophthalmic Optics and Dispensing (20%)**

    A. Meet with sales representative
    B. Order eyewear
    C. Understand components of eyeglass and contact lens prescriptions
    D. Perform lensometry (manual or automated)
    E. Perform interpupillary distance measurement
    F. Measure segment heights
    G. Educate and assist the patient in selecting eyewear (for example, frame selection, specialty eyewear, lens material, lens coatings, blue light protection, etc.)
    H. Use digital dispensing technology for as worn measurements
    I. Fabricate eyewear
    J. Edge lenses
    K. Dispense/adjust/repair eyewear
    L. Troubleshoot patient's problems with eyewear

III. **Contact Lenses (20%)**

    A. Maintain/order/inventory contact lenses
    B. Educate patients concerning contact lens options and fees
    C. Determine/verify contact lens measurements (such as base curve, diameter, thickness, and power)
    D. Perform contact lens fitting (for example, of gas permeable, soft, hybrid lenses)
    E. Use slit lamp to evaluate contact lens fit
    F. Insert and remove contact lenses (such as gas permeable, soft, hybrid, scleral lenses)
    G. Clean (and polish) gas permeable lenses
    H. Select proper care system for contact lenses
    I. Educate patients on contact lens care and handling
    J. Train new contact lens patients in insertion and removal techniques
    K. Perform progress checks on contact lens patients
    L. Troubleshoot contact lens problems

IV. **Professional Issues (24%)**

    A. Front Desk
        1. Maintain a neat, orderly, up-to-date office
        2. Welcome/greet arriving patients
        3. Resolve patient complaints and concerns
        4. Direct patient flow
        5. Perform telephone triage
        6. Document incoming calls appropriately (for example, calls from patients, vendors, other healthcare providers, etc.)
        7. Manage patient appointments (schedule, confirm, etc.)
        8. Maintain filing systems
        9. Present fees and information to patients
    B. Business Skills
        1. Assist with practice communications (for example, office newsletter, patient correspondence, etc.)
        2. Coordinate external advertising or marketing
        3. Prepare internal reports
        4. Use new software
        5. Handle employee payroll

6. Negotiate equipment maintenance contracts/agreements
7. Maintain and update office manuals (such as office procedures, policies, etc.)
8. Manage employee schedules (office hours scheduling, staff meetings, etc.)

C. Practice Management
1. Maintain examination rooms (for example, keep examinations rooms stocked and sanitized, etc.)
2. Implement and maintain Meaningful Use (MACRA/MIPS) and PQRS
3. Purchase ophthalmic (examination equipment and) supplies
4. Take office supply inventory
5. Perform staff training (one-on-one, in-house education, credentialing, etc.)
6. Contact insurance companies regarding participation
7. Comply with federal regulations (such as HIPAA, OSHA, etc.)
8. Comply with infection control procedures
9. Maintain diagnostic listings and fee schedule
10. Use computer for Electronic Health Record
11. Perform medical coding

Knowledge Areas and Skills

- ✓ Biology
- ✓ Anatomy and Physiology of the eye
- ✓ Eye Conditions
- ✓ Eye Disorders and Diseases
- ✓ Pharmacology
- ✓ Optics
- ✓ Basic Math/Algebra
- ✓ Medical Terminology and Abbreviations
- ✓ Conflict Resolution Skills
- ✓ Diversity Management
- ✓ Communication Skills (including interpersonal, linguistic, and writing skills)
- ✓ Leadership Skills
- ✓ Management Skills
- ✓ Stress Management
- ✓ Computer Skills
- ✓ Time Management Skills
- ✓ Professionalism

CPO Study Map

You may prepare for the CPO examination using study resources available through the AOA and various internet sources as well as hard-copy optometric texts. The attached map lists the subject matter of the examination content along with suggested resources with which to prepare. The study map on the following pages connects the individual sections of the examination to suggested study resources. The listing of these resources does not constitute a CPC endorsement of these sources and does not imply a guarantee that candidates will be successful in passing the CPO Examination if they are used to prepare for the examination. Please note that some websites shown may require a membership sign-in and password. Note that access to select EyeLearn courses are avaialable to non-members for a fee.

Basic Science

AOA Marketplace and EyeLearn
CPO Study Guide – (EyeLearn; printable) or AOA Marketplace - digital download (PSO4D)
CPO Flash Cards (PS11)
CPO Study Bundle (PS20_PKG)
Certified Paraoptometric Review Course (EyeLearn)

Basic Anatomy of the Eye (EyeLearn)
Red Eye Emergencies – What do YOU See? (EyeLearn)
Paraoptometric Skill Builder® – Level 1 (EyeLearn)

Other
Glossary of All Eye and Vision Conditions - aoa.org/patients-and-public/eye-and-vision-problems/glossary-of-eye-and-vision-conditions
Root Eye Dictionary - https://timroot.com/root-eye-dictionary/

Clinical Principles and Procedures

AOA Marketplace and EyeLearn
CPO Study Guide – (EyeLearn; printable) or AOA Marketplace - digital download (PS04D)
CPO Flash Cards (PS11)
CPO Study Bundle (PS20_PKG)
Certified Paraoptometric Review Course (EyeLearn)
Paraoptometric Skill Builder® – Level 1 (EyeLearn)

Other
Eye and Vision Problems – aoa.org/patients-and-public/eye-and-vision-problems
Glossary of All Eye and Vision Conditions – aoa.org/patients-and-public/eye-and-vision-problems/glossary-of-eye-and-vision-conditions

Ophthalmic Optics and Dispensing

AOA Marketplace and EyeLearn
CPO Study Guide – (EyeLearn; printable) or AOA Marketplace - digital download (PS04D)
CPO Flash Cards (PS11)
Certified Paraoptometric Review Course (EyeLearn)
Paraoptometric Skill Builder® – Level 1 (EyeLearn)

Professional Issues

AOA Marketplace and EyeLearn
CPO Study Guide – (EyeLearn; printable) or AOA Marketplace - digital download (PS04D)
CPO Flash Cards (PS11)
Certified Paraoptometric Review Course (EyeLearn)
What is an Effective HIPAA Compliance Program? What Paraoptometrics Need to Know (EyeLearn) (PS176)

Other
Basic Business Terminology – articles.bplans.com/business-term-glossary/

- Walker, II, Phernell C., ABOM
  Pure Optics, 2nd ed.
  American Association of Ophthalmologists, Inc., 2021

- Remington, Lee Ann and Goodwin, Dennis, OD
  Clinical Anatomy and Physiology of the Visual System, 4th ed.,
  Elsevier, 2022

- Bennett, Edward, OD and Henry, Vinita Allee
  Clinical Manual of Contact Lenses, 5th ed.
  Wolters Kluwer, 2020

- Stein, Harold A. et. al.
  The Ophthalmic Assistant: A Text for Allied and Associated Ophthalmic Personnel. 10th ed.
  Elsevier – Health Sciences Division, 2017

Certified Paraoptometric Assistant Examination (CPOA)

Outline

This outline will provide you with information on the content of the Certified Paraoptometric Assistant (CPOA) examination. The following outline includes a brief explanation of the expanded areas to be tested, in addition to areas inclusive of the CPO outline. You should be familiar with all the terms, meanings and uses, and with the instrumentation needed for data gathering or testing procedures. All 200 scored questions on the examination are of the objective, multiple choice type. Passing score is determined by the CPC, following examination equating conducted by Professional Testing Corporation's psychometricians.

I. Testing and Procedures (25%)
    A. Take case histories (including chief complaint, ocular history, current medications, allergies, family history, and height, weight, BMI, etc.)
    B. Administer, record, and transmit prescribed medications (e.g. E-prescribe, dispense prescribed samples, transmit authorized refill requests, etc.)
    C. Perform testing procedures
        1. visual acuity testing and assess visual acuity (e.g., using pinhole occluder)
        2. stereo acuity testing (e.g., Randot, stereo fly, etc.)
        3. blood pressure measurement (manual, automated)
        4. keratometry (manual, automated)
        5. color vision assessment
        6. ocular motility testing (pursuits and saccades)
    D. Maintain examination rooms (e.g., keeping them stocked and sanitized)
    E. Maintain ophthalmic equipment (e.g., keeping them calibrated and sanitized)
    F. Educate patients about testing procedures, prescriptions, and supplements

II. Special Procedures (25%
    A. Perform clinical procedures
        1. chair-side scribing
        2. tonometry (e.g., contact, non-contact, tonopen, Goldmann, I-care, etc.)
        3. slit lamp examination
        4. visual fields testing (e.g., confrontation, automated, etc.)
        5. cover test
        6. testing for dry eye (e.g., SPEED questionnaire, Schirmer's test, TBUT, TearLab, LoneQuick, phenol-red testing, oculus, InflammaDry, etc.)
        7. meibography
        8. corneal topography
        9. specular microscopy
        10. scanning computerized ophthalmic testing
        11. glaucoma testing (e.g., GDX, HRT, etc.)
        12. Diopsys
        13. ancillary testing (e.g. OCT, Visual Field, VEP, ERG, etc.)
        14. Macular Pigment Optical Density (MPOD)
        15. pupillary response testing (e.g., near points of accommodation and convergence, etc.)
        16. Amsler grid
        17. frequency doubling technology (FDT) fields
        18. aberrometry
        19. refractometry (manual, automated)
        20. contrast sensitivity tests

        21. anterior segment photography
        22. fundus photography
        23. low vision testing
        24. pachymetry
        25. traumatic brain injury testing
        26. vision therapy testing
- B. E-prescribe
- C. Complete/copy medication refills
- D. Administer diagnostic/therapeutic medications
- E. Assist with performing surgical tasks
- F. Coordinate referrals to other offices for surgeries or other specialty services

III. Ophthalmic Optics and Dispensing (12%)
- A. Order and maintain eyewear inventory and frame display
- B. Fabricate eyewear
- C. Educate and assist patient in selecting eyewear (e.g., frame selection, lens material, lens coatings, blue light protection, etc.)
- D. Perform interpupillary distance measurement
- E. Measure segment heights
- F. Dispense/adjust/repair eyewear
- G. Use digital dispensing technology for as worn measurements
- H. Understand and use prescriptions (e.g., writing/copying, transposition, conversion, etc.)
- I. Perform lensometry (manual, automated) to verify lab prescription against doctor's prescription
- J. Edge lenses
- K. Tint lenses
- L. Troubleshoot patients' problems with eyewear

IV. Contact Lenses (13%)

- A. Maintain/order/inventory contact lenses
- B. Educate patients concerning contact lens options and fees
- C. Insert and remove contact lenses (e.g., soft, gas permeable, hybrid, scleral, etc.)
- D. Select proper care system for contact lenses
- E. Perform and evaluate contact lens fitting (e.g., soft, gas permeable, hybrid, scleral, etc.)
- F. Educate patients on contact lens care and handling
- G. Measure base curves using radiuscope
- H. Verify contact lens diameter, thickness, and power
- I. Clean and polish gas permeable lenses or prosthetic eyes
- J. Use slit lamp to evaluate contact lens fit
- K. Troubleshoot patients' problems with contact lenses

V. Professional Issues (25%)

A. Office Operations
1. Maintain an orderly, up-to-date office
2. Welcome/greet patients
3. Prepare patient charts for optometrist to review
4. Direct patient flow
5. Perform telephone triage
6. Take telephone messages and document in the EHR if necessary
7. Schedule and confirm appointments

8. Relay communication between doctor, patient, specialists, and pharmacy if necessary
9. Provide patient education (e.g., brochures) regarding diagnoses and ophthalmic surgery
10. Maintain accounts receivable/payable
11. Present fee and payment policies

B. Business Skills
1. Use computer to enter information into records (e.g., for billing, accounting, Electronic Health Records, incorporating doctor's comments into patient charts after appointments etc.)
2. Maintain and update office manuals (e.g., office procedures and employee policies)
3. Handle employee payroll
4. Manage employee schedules (e.g., office hours scheduling, staff meetings, etc.)
5. Maintain software
6. Coordinate external advertising
7. Prepare internal reports
8. Meet with sales representatives

C. Practice Management
1. Understand and perform medical billing and coding (e.g., verifying accuracy of procedure and coding, maintaining Meaningful Use (MACRA/MIPS) and PQRS, etc.)
2. Maintain diagnostic listings and fee schedule
3. Handle insurance issues (e.g., filing claims, contacting insurance companies for eligibility, etc.)
4. Perform staff training (e.g., one-on-one, in-house education, credentialing, etc.)
5. Purchase ophthalmic examination equipment and supplies
6. Maintain inventory of diagnostic/therapeutic medications
7. Take inventory and reorder office supplies
8. Comply with federal regulations (e.g., HIPAA, OSHA, etc.)

Knowledge Areas & Skills

✓ Ocular Anatomy and Physiology
✓ Refractive Status of the Eye and Binocularity
✓ Biology
✓ Optics
✓ Algebra
✓ Medical Terminology
✓ Human Resource Management
✓ Conflict Resolution Skills
✓ Diversity Management
✓ Communication Skills (includes interpersonal skills, writing skills, etc.)
✓ Leadership Skills
✓ Management Skills
✓ Stress Management
✓ Accounting
✓ Marketing
✓ Computer Skills
✓ Time Management Skills
✓ Website Development and Social Media Skills
✓ Labor Relations and Law
✓ Professionalism

Recommended Reference Material

Listed below are general references that may be useful in preparing for the CPOA Examination. The listing of these resources does not constitute a CPC endorsement of these resources and does not imply a guarantee that candidates will be successful in passing the CPOA Examination. Please see the CPOA Study Map for additional sources.

- Walker,II, Phernell C., ABOM
  Pure Optics, 2nd ed.
  American Association of Ophthalmologists, Inc., 2021

- Remington, Lee Ann and Goodwin, Dennis, OD
  Clinical Anatomy and Physiology of the Visual System, 4th ed.,
  Elsevier, 2022

- Ledford, Janice K.
  Principles and Practice in Ophthalmic Assisting: A Comprehensive Textbook
  SLACK, Incorporated; 2018

- Stein, Harold A. et. al.
  The Ophthalmic Assistant: A Text for Allied and Associated Ophthalmic Personnel. 10th ed.
  Elsevier – Health Sciences Division, 2017

- Bennett, Edward, OD and Henry, Vinita Allee
  Clinical Manual of Contact Lenses, 5th ed.
  Wolters Kluwer 2020

- Brooks, Clifford W. and Irving M. Borish
  System for Ophthalmic Dispensing. 3rd ed.
  Butterworth-Heinemann, 2006

- Kanski, Jack J.
  Clinical Ophthalmology, A Test Yourself Atlas. 3rd ed.
  Butterworth-Heinemann, 2008

- Mannis, Mark J. et. al.
  Contact Lenses in Ophthalmic Practice
  Springer-Verlag, Inc., 2004

CPOA Study Map

You may prepare for the CPOA Examination using study resources available through the AOA and various internet sources as well as hard-copy optometric texts. Examination knowledge is cumulative. Resources used to prepare for the CPO exam may also be reviewed.The attached map lists the subject matter of the examination content along with suggested resources with which to prepare. The study map on the following pages connects the individual sections of the examination to suggested study resources. The listing of these resources does not constitute a CPC endorsement of these sources and does not imply a guarantee that candidates will be successful in passing the CPOA Examination, if they are used to prepare for the examination. Please note that some websites shown require a membership sign-in and password. Note that access to select EyeLearn courses are avaialable to non-members for a fee.

Testing and Procedures

AOA Marketplace and EyeLearn
Self-Study Course for Paraoptometric Assistants and Technicians (PS01)
CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS14, PS15, PS16, PS17)
Paraoptometric Skill Builder® Intermediate – Level 2 (EyeLearn)
Certified Paraoptometric Assistant Review Course Parts 1 & 2 (EyeLearn)

Special Procedures

AOA Marketplace and EyeLearn
Self-Study Course for Paraoptometric Assistants and Technicians (PS01)
CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS14, PS15, PS16, PS17)
Certified Paraoptometric Assistant Review Course Parts 1 & 2 (EyeLearn)
Eye Care Part 1 (EyeLearn)
Eye Care Part 2 (EyeLearn)

Ophthalmic Optics and Dispensing

AOA Marketplace and EyeLearn
Self-Study Course for Paraoptometric Assistants and Technicians (PS01)
CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS14, PS15, PS16, PS17)
Paraoptometric Skill Builder® Intermediate Level 2 (EyeLearn)
Certified Paraoptometric Assistant Review Course Parts 1 & 2 (EyeLearn)

Contact Lens

AOA Marketplace and EyeLearn
Self-Study Course for Paraoptometric Assistants and Technicians (PS01)
CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS14, PS15, PS16, PS17)
Paraoptometric Skill Builder Intermediate Level 2 (EyeLearn)
Certified Paraoptometric Assistant Review Course Parts 1 & 2 (EyeLearn)

Other
Eye and Vision Problems – aoa.org/patients-and-public/eye-and-vision-problems
Glossary of All Eye and Vision Conditions – aoa.org/patients-and-public/eye-and-vision-problems/glossary-of-eye-and-vision-conditions

Professional Issues

AOA Marketplace and EyeLearn
Self-Study Course for Paraoptometric Assistants and Technicians (PS01)
CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS14, PS15, PS16, PS17)
Paraoptometric Skill Builder® Intermediate Level 2 (EyeLearn)
Certified Paraoptometric Assistant Review Course Parts 1 & 2 (EyeLearn)
What is an Effective HIPAA Compliance Program? What Paraoptometrics Need to Know (PS176)

<u>Other</u>
Eye and Vision Problems – aoa.org/patients-and-public/eye-and-vision-problems
Glossary of All Eye and Vision Conditions – aoa.org/patients-and-public/eye-and-vision-problems/glossary-of-eye-and-vision-conditions

Certified Paraoptometric Technician Examinations – CPOT

Outline

This outline will provide you with information on the content of the Certified Paraoptometric Technician (CPOT) written examination. The following outline includes a brief explanation of the expanded areas to be tested, in addition to areas inclusive of the CPO and CPOA outlines. You should be familiar with all the terms, meanings and uses, and with the instrumentation needed for data gathering or testing procedures. All 225 questions (as well as additional pre-test questions) on the examination are of the objective, multiple choice types. Passing score is determined by the CPC, following examination equating conducted by Professional Testing Corporation's psychometricians.

CPOT Written Examination

I. Pre-Testing Procedures (23%)

    A. Take case histories (record, e.g., chief complaint, ocular/medical history, social history, medications and supplements, nutritional and smoking status, sleep history, vitals such as height, weight, and BMI, etc.)

    B. Prepare patient charts

    C. Review patient records for presence of required information

    D. Perform pre-testing procedures
1. aseptic or Infection Control techniques (e.g., handwashing, sterilizing equipment that comes into contact with patient, etc.)
2. stereopsis testing (e.g., Randot, stereo fly, etc.)
3. blood pressure measurement (manual, automated)
4. automated keratometry
5. color vision assessment
6. ocular motility testing (pursuits and saccades)
7. tonometry [indentation (e.g., I-Care, tonopen, etc.), noncontact (e.g., NCT, etc.)]
8. screening visual field testing (e.g., confrontation, automated FDT, etc.)
9. cover test
10. pupillary response testing (e.g., near points of accommodation and convergence, etc.)
11. Amsler grid
12. visual acuity testing (monocular, binocular) and assess visual acuity (e.g., using pinhole occluder, etc.)

    E. Administer, record, and transmit prescribed medications (e.g. E-prescribe, dispense prescribed samples, transmit authorized refill requests, etc.)

    F. Educate patients on proper lid hygiene

II. Clinical Procedures (27%)

    A. Maintain examination rooms (e.g., keeping them stocked, sanitized, and organized)

    B. Maintain ophthalmic equipment (e.g., keeping them calibrated and sanitized)

    C. Process new medication prescriptions or refills, or E-prescribe

    D. Provide proper instruction for prescribed medications and compliance

    E. Perform clinical procedures
1. chair-side scribing
2. slit lamp examination
3. manual keratometry
4. testing for ocular surface disease (e.g., SPEED questionnaire, Schirmer's test, TBUT, TearLab, LoneQuick, phenol-red testing, oculus keratography, meibography, InflammaDry, etc.)
5. diagnostic visual field testing
6. aberrometry

7. manual refractometry
8. contrast sensitivity tests
9. anterior segment photography
10. fundus photography
11. low vision testing
12. pachymetry
13. Goldmann tonometry
14. corneal topography
15. specular microscopy
16. scanning computerized ophthalmic testing
17. Diopsys
18. ancillary testing (e.g., OCT, Visual Field, VEP, ERG, etc.)
19. Macular Pigment Optical Density (MPOD)
20. sports vision testing
21. vision therapy testing

F. Clean and polish prosthetic eyes
G. Assist with performing surgical tasks
H. Calculate Spherical Equivalent
I. Understand use of lasers (e.g., YAG)
J. Recognize signs of traumatic brain injuries

III.   Ophthalmic Optics and Dispensing (13%)

A. Order eyewear
B. Order and maintain frame display area/inventory
C. Fabricate eyewear
D. Educate and assist patient in selecting eyewear (e.g., frame selection, lens material, lens coatings, blue light protection, etc.)
E. Measure segment heights
F. Dispense/adjust/repair eyewear
G. Use digital dispensing technology for as worn measurements
H. Transpose prescriptions
I. Write/copy prescriptions
J. Perform lensometry (manual, automated)
K. Perform interpupillary distance measurement
L. Edge lenses
M. Tint lenses
N. Troubleshoot problems with eyewear
O. Measure base curve using lens clock

IV. Contact Lenses (11%)
A. Maintain/order/inventory contact lenses
B. Educate patients concerning contact lens options and fees
C. Insert/remove contact lenses (e.g., soft, gas permeable, hybrid, scleral, etc.)
D. Select proper care system for contact lenses (soft, gas permeable)
E. Use slit lamp to evaluate contact lens fit
F. Perform contact lens fitting (e.g., soft, gas permeable, hybrid, scleral, etc.)
G. Educate patients on contact lens care and handling
H. Trouble shoot contact lens problems
I. Perform progress checks on contact lens patients
J. Clean and polish gas permeable lenses

K. Verify contact lens diameter, thickness, and power
L. Measure base curve using radiuscope

V. Professional Issues (26%)

A. Office Operations
1. Maintain a neat, orderly, up-to-date office
2. Welcome/greet arriving patients
3. Direct patient flow
4. Perform telephone triage
5. Document patient telephone calls and take messages
6. Schedule and confirm appointments
7. Maintain recall systems
8. Maintain filing systems
9. Use computer for patient registration
10. Present fee and payment policies

B. Business
1. Coordinate patient correspondence
2. Maintain accounts receivable/payable
3. Assist in publication of office newsletter
4. Assist in use of social media
5. Assist in website development and maintenance
6. Maintain and update policy and procedure manuals
7. Handle employee payrolls
8. Manage employee schedules
9. Implement new software
10. Coordinate external advertising
11. Prepare internal reports
12. Meet with sales representatives

C. Practice Management
1. Use computer for billing/accounting
2. Maintain diagnostic listings and fee schedule
3. Perform medical coding
4. Verify accuracy of procedure and medical coding
5. Provide patient education regarding diagnoses and ophthalmic surgery
6. Resolve patient complaints and concerns
7. File insurance claims
8. Implement and maintain Meaningful Use (MACRA/MIPS) and PQRS
9. Hire/terminate employees
10. Supervise personnel
11. Plan and lead staff meetings
12. Organize in-house educational offerings
13. Train personnel
14. Purchase ophthalmic examination equipment and supplies
15. Coordinate/maintain credentialing within the office
16. Contact insurance companies regarding participation
17. Take office supply inventory
18. Maintain inventory of diagnostic/therapeutic medications
19. Comply with federal regulations (e.g., HIPAA, OSHA, etc.)
20. Perform CPR in case of emergency

CPOT Clinical Examination

Outline

This outline will provide you with information on the content of the Certified Paraoptometric Technician (CPOT) clinical examination. The following outline includes a brief explanation of the expanded areas to be tested, in addition to areas inclusive of the CPO, CPOA, and CPOT written examination outlines. You should be familiar with all the terms, meanings and uses, and with the operation of instrumentation needed for data gathering or testing procedures. All 100 questions (as well as additional pre-test questions) on the examination are of the objective, multiple-choice type. Passing score is determined by the CPC, following examination equating conducted by Professional Testing Corporation's psychometricians.

I.   Pre-Testing Procedures (45%)

A. Take case histories (record, e.g., chief complaint, ocular/medical history, social history, medications and supplements, nutritional and smoking status, sleep history, vitals such as height, weight, and BMI, etc.)
B. Prepare patient charts
C. Provide proper instruction for prescribed medications and compliance
D. Administer and record eye drops
E. Administer and record diagnostic/therapeutic medications
F. Perform
    1. aseptic or infection control techniques (e.g., handwashing, sterilizing equipment that comes into contact with patient, etc.)
    2. visual acuity testing (monocular, binocular) and assess visual acuity (e.g., using pinhole occluder, etc.)
    3. stereopsis testing (e.g., Randot, stereo fly, etc.)
    4. blood pressure measurement (manual, automated)
    5. automated keratometry
    6. color vision assessment
    7. ocular motility testing (pursuits and saccades)
    8. tonometry [indentation (e.g., I-Care, tonopen), noncontact (e.g., NCT, etc.)
    9. screening visual field testing (e.g., confrontation, automated FDT, etc.)
    10. automated refractometry
    11. cover test
    12. pupillary response testing (e.g., near points of accommodation and convergence, etc.)
    13. Amsler grid

II.   Special Procedures (22%)

A. Process new medication prescriptions or refills or E-prescribe
B. Maintain ophthalmic equipment (e.g., keeping them calibrated and sanitized)
C. Perform
    1. slit lamp examination
    2. testing for ocular surface disease (e.g., SPEED questionnaire, Schirmer's test, tear breakup time evaluations, TearLab, LoneQuick, phenol-red testing, oculus keratography, meibography, InflammaDry, etc.)
    3. manual keratometry
    4. Goldmann tonometry
    5. aberrometry
    6. pachymetry
    7. anterior segment photography

8. fundus photography
9. low vision testing
10. contrast sensitivity tests
11. automated visual field testing

III. **Optical Dispensing Techniques and Recording (18%)**

A. Order eyewear
B. Educate and assist patient in selecting eyewear (e.g., frame selection, lens material, lens coatings, blue light protection, etc.)
C. Perform interpupillary distance measurement
D. Measure segment heights
E. Dispense/adjust/repair eyewear
F. Use digital dispensing technology for as worn measurements
G. Perform lensometry (manual, automated)
H. Troubleshoot problems with eyewear
I. Measure base curve using lens clock
J. Perform Goldmann tonometry

IV. **Contact Lenses (15%)**

A. Insert/remove contact lenses (e.g., soft, gas permeable, hybrid, scleral, etc.)
B. Perform contact lens fitting (e.g., soft, gas permeable, hybrid, scleral, etc.)
C. Educate patients on contact lens care and handling
D. Trouble shoot contact lens problems
E. Perform progress checks on contact lens patients
F. Clean and polish gas permeable lenses
G. Verify contact lens diameter, thickness, and power
H. Measure base curve using radiuscope

Knowledge Areas & Skills for CPOT Written and Clinical

- ✓ Biology, Anatomy and Physiology
- ✓ Refractive Status of the Eye and Binocularity
- ✓ Medical Terminology
- ✓ Human Resource Management
- ✓ Conflict Resolution Skills
- ✓ Diversity Management
- ✓ Communication Skills (including interpersonal skills, multilingual skills, and writing skills)
- ✓ Leadership Skills
- ✓ Management Skills
- ✓ Stress Management
- ✓ Accounting
- ✓ Marketing
- ✓ Computer Skills
- ✓ Time Management Skills
- ✓ Website Development Skills
- ✓ Labor Relations and Law
- ✓ Professionalism
- ✓ Social Media

- ✓ Optics
- ✓ Basic Mathematics and Algebra
- ✓ Instrumentation (including use and purpose of various testing instruments)

Recommended Reference Material for CPOT Written & Clinical

Listed below are general references that may be useful in preparing for the CPOT written examination. The listing of these resources does not constitute a CPC endorsement of these resources and does not imply a guarantee that candidates will be successful in passing the CPOT written examination. Please see the CPOT written examination Study Map for additional sources.

- Walker,II, Phernell C., ABOM
  Pure Optics, 2nd ed.
  American Association of Ophthalmologists, Inc., 2021

- Remington, Lee Ann and Goodwin, Dennis, OD
  Clinical Anatomy and Physiology of the Visual System, 4th ed.,
  Elsevier, 2022

- Ledford, Janice K.
  Principles and Practice in Ophthalmic Assisting: A Comprehensive Textbook
  SLACK, Incorporated; 2018

- Stein, Harold A. et. al.
  The Ophthalmic Assistant: A Text for Allied and Associated Ophthalmic Personnel. 10th ed.
  Elsevier – Health Sciences Division, 2017

- Bennett, Edward, OD and Henry, Vinita Allee
  Clinical Manual of Contact Lenses, 5th ed.
  Wolters Kluwer 2020

- Brooks, Clifford W. and Irving M. Borish
  System for Ophthalmic Dispensing. 3rd ed.
  Butterworth-Heinemann, 2006

- Kanski, Jack J.
  Clinical Ophthalmology, A Test Yourself Atlas. 3rd ed.
  Butterworth-Heinemann, 2008

- Mannis, Mark J. et. al.
  Contact Lenses in Ophthalmic Practice
  Springer-Verlag, Inc., 2004

CPOT Written and Clinical Study Map

You may prepare for the CPOT written examination using study resources available through the AOA and various internet sources as well as hard copy optometric texts. Examination knowledge is cumulative. Resources used to prepare for the CPO and CPOA exams may also be reviewed.The attached map lists the subject matter of the examination content along with suggested resources with which to prepare. The study map on the following pages connects the individual sections of the examination to suggested study resources. The listing of these resources does not constitute a CPC endorsement of these sources and does not imply a guarantee that candidates will be successful in passing the CPOT Written Examination if they are used to prepare for the examination. Please note that some websites shown require a membership sign-in and password. Note that access to select EyeLearn courses are avaialable to non-members for a fee.

!. Pre-Testing Procedures

AOA Marketplace and EyeLearn

Self-Study Course for Paraoptometric Assistants and Technicians (PS01)
CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS14, PS15, PS16, PS17)
Paraoptometric Skill Builder Advanced Level 3 (EyeLearn)
Eye Care Part 1 (EyeLearn)
Eye Care Part 2 (EyeLearn)

Clinical Procedures

AOA Marketplace

Self-Study Course for Paraoptometric Assistants and Technicians (PS01)
CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS14, PS15, PS16, PS17)
Paraoptometric Skill Builder® Advanced Level 3 (EyeLearn)
Certified Paraoptometric Assistant Review Course Parts 1 & 2 (EyeLearn)

Other

Eye and Vision Problems – aoa.org/patients-and-public/eye-and-vision-problems
Glossary of All Eye and Vision Conditions – aoa.org/patients-and-public/eye-and-vision-problems/glossary-of-eye-and-vision-conditions

Ophthalmic Optics and Dispensing

AOA Marketplace and EyeLearn

Self-Study Course for Paraoptometric Assistants and Technicians (PS01)
CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS14, PS15, PS16, PS17)
Paraoptometric Skill Builder Advanced Level 3 (EyeLearn)
Certified Paraoptometric Assistant Review Course Parts 1 & 2 (EyeLearn)

Other

Eye and Vision Problems – aoa.org/patients-and-public/eye-and-vision-problems
Glossary of All Eye and Vision Conditions – aoa.org/patients-and-public/eye-and-vision-problems/glossary-of-eye-and-vision-conditions

Contact Lens

AOA Marketplace and EyeLearn

Self-Study Course for Paraoptometric Assistants and Technicians (PS01)
CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS14, PS15, PS16, PS17)
Paraoptometric Skill Builder® Advanced Level 3 (EyeLearn)
Certified Paraoptometric Assistant Review Course Parts 1 & 2 (EyeLearn)

Other

Eye and Vision Problems – aoa.org/patients-and-public/eye-and-vision-problems

Glossary of All Eye and Vision Conditions –
aoa.org/patients-and-public/eye-and-vision-problems/glossary-of-eye-and-vision-conditions

Professional Issues

AOA Marketplace and EyeLearn

Self-Study Course for Paraoptometric Assistants and Technicians (PS01)
CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS14, PS15, PS16, PS17)
Paraoptometric Skill Builder® Advanced Level 3 (EyeLearn)
What is an Effective HIPAA Compliance Program? What Paraoptometrics Need to Know (PS-176)

Certified Paraoptometric Coder Examination – CPOC

Outline
This outline will provide you with information on the content of the Certified Paraoptometric Coder (CPOC) examination. The following outline includes a brief explanation of the areas covered in the examination. You should be familiar with all the terms, meanings, and use. All 125 questions (as well as additional pre-test questions) on the examination are of the objective, multiple choice type. Passing score is determined by the CPC. A passing score is 70% or 88 correct out of 125.

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 (1995 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, 92071, 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. (e.g. 92340-92371)
N. CPT Modifiers
    1. Guidelines
        a. Modifier

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-Tenth Edition (ICD-10)
    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

     e. Frame codes V2020-V2025
   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 (1995 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
  F. **Office Records**
   1. HIPAA Guidelines
   2. Payment Policies
     a. Billing
   3. Storage
     a. Scanning
     b. Off-site

VI. Claim Filing (12%)
  A. **CMS – 1500 Form**
   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

Recommended Reference Material

Listed below are general references that may be useful in preparing for the CPOC examination. The listing of these resources does not constitute a CPC endorsement of these sources and does not imply a guarantee that candidates will be successful in passing the CPOC examination.

AOA Marketplace

- Current Procedural Terminology (CPT®) Standard or Professional Edition (current edition recommended)
- Codes for Optometry (current edition recommended) (Available in AOA Marketplace ODE231)
- ICD-10-CM International Classification of Diseases (current edition recommended – NOT available in AOA Marketplace)
- ICD-10-CM the Complete Official Codebook (may say "with guidelines")

Study Map

You may prepare for the Certified Paraoptometric Coder (CPOC) examination using study resources available through the AOA and various other internet sources as well as hard copy optometric texts. The study map below lists the subject matter of the examination content along with some study resources. The study map connects available resources to individual sections of the examination. The listing of these resources does not constitute a CPC endorsement concerning these resources and does not imply a guarantee that their use will ensure candidates are successful in passing the Certified Paraoptometric Coder examination. Please note that some web sites shown require a membership sign-in and password. Note that access to select EyeLearn courses are avaialale to non-members for a fee.

Anatomy and Physiology

AOA Marketplace and EyeLearn

- Current Procedural Terminology (CPT®) Standard or Professional Edition (current edition recommended)
- Certified Paraoptometric Review Course (EyeLearn) (includes a downloadable version of the CPO Study Guide)
- CPO Study Guide – (downloadable in EyeLearn CPO Review Course) or Marketplace digital download (PSO4D)
- Self Study Course for Paraoptometric Assistants and Technicians (PSO1)
- Insurance Processing Flash Cards (PS21)

Other

- www.aoa.org/patients-and-public/resources-for-teachers/how-your-eyes-work?sso=y
- www.aoa.org/patients-and-public/eye-and-vision-problems/glossary-of-eye-and-vision-conditions?sso=y

Medical Terminology

AOA Marketplace and EyeLearn

- Current Procedural Terminology (CPT®) Standard or Professional Edition (current edition recommended)
- Certified Paraoptometric Review Course Review Course (EyeLearn) (includes a downloadable version of the CPO Study Guide)
- CPO Study Guide –(downloadable in CPO Review course in EyeLearn) or Marketplace digital download (PSO4D)
- Self-Study Course for Paraoptometric Assistants and Technicians (PSO1)

Review of CPT

AOA Marketplace

- Current Procedural Terminology (CPT®) Standard or Professional Edition (current edition recommended)
- Codes for Optometry (current edition recommended) (Available in AOA Marketplace ODE231)
- Insurance Processing Flash Cards (PS21)

Other

Centers for Medicare and Medicaid Services – Medicare Learning Network and Evaluation & Management Services Guide

- https://www.cms.gov/search/cms?keys=medicare+learning+network
- www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Downloads/97Docguidelines.pdf

ICD-10-CM International Classification of Diseases (current edition recommended)

Diagnosis Codes

AOA Marketplace

- Codes for Optometry (current edition recommended)

Other

- Centers for Medicare and Medicaid Services
    - https://www.cms.gov/Medicare/Coding/MedHCPCSGenInfo
    - https://www.cms.gov/Medicare/Coding/NCCI-Coding-Edits
    - https://www.cms.gov/Medicare/Coding/ICD10

Medical Records (electronic and paper)

AOA Marketplace

- CPO Study Guide – (downloadable in CPO Review Course in EyeLearn) or Marketplace digital download (PS04D)
- Certified Paraoptometric Assistant Review Course (EyeLearn)

Other

Centers for Medicare and Medicaid Services – Medicare Learning Network and Evaluation & Management Services Guide

- https://www.cms.gov/search/cms?keys=medicare+learning+network
- www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Downloads/97Docguidelines.pdf
- https://www.cms.gov/search/cms?keys=DME
- U.S. Department of Health & Human Services
    - www.hhs.gov/hipaa/
- Medicare Learning Network
    - www.cms.gov/MLNProducts/downloads/ABN_Booklet_ICN006266.pdf

Claim Filing

- Centers for Medicare and Medicaid Services
    - www.cms.hhs.gov/MLNMattersArticles/downloads/MM5060.pdf
    - www.cms.gov/Regulations-and-Guidance/Administrative-Simplification/NationalProvIdentStand/

Other

- www.medicare.gov/what-medicare-covers/index.html
- https://nucc.org/

Compliance

- Centers for Medicare and Medicaid Services
  - www.cms.gov/DeterminationProcess/
  - www.cms.gov/DeterminationProcess/04_LCDs.asp#TopOfPage
  - www.cms.gov/Medicare/Compliance-and-Audits/Part-C-and-Part-D-Compliance-and-Audits/ComplianceProgramPolicyandGuidance.html
  - https://oig.hhs.gov/fraud/report-fraud/
  - https://oig.hhs.gov/compliance/

HOW TO PLACE AN AOA MARKETPLACE ORDER

WEBSITE: store.aoa.org/

BY EMAIL: orders@aoa.org

TELEPHONE: 800-262-2210

FAX: 314-991-4101   Attn: AOA Marketplace

MAIL: American Optometric Association

Attn: AOA Marketplace

243 N. Lindbergh Blvd., FL 1

St. Louis, MO 63141-7881

APPENDIX A

Optometric Assistant & Technician Program Codes
(CPOA and CPOT Candidates Only)

If you have completed a formal training program, please supply the proper code number in the space indicated on the application form. If you attended a paraoptometric program that is not listed or no longer in existence, enter "100" and the program name. (Programs noted in red are no longer offering any eyecare training programs.)

<u>Optometric Assistant Programs</u>
102 – Madison Area Technical College – Optometric Assistant Program
108 – Des Moines Area Community College – Optometric/Ophthalmic Program (Discontinued)
109 – Florida Community College – Optometric Assisting Program (Discontinued)
110 – McFatter Vocational-Technical Center – Optometric Assistant Program
111 – Indiana University School of Optometry – Optician/Technician Program (Discontinued)
116 – Traviss Technical Center – Optometric Assisting Program
122 – Manatee Technical College – Optometric Assisting Program (Discontinued 5/2022)
125 – Kaiser Permanente NW – Certified Optometric Assistant Training Program
126 – Tri-Service Optician School
127 – McFatter Technical High School
128 – Community College of Philadelphia – Ophthalmic Technician Program
129 – Cape Coral Technical College – Optometric Assisting Program

<u>ACOE Approved Technician Programs</u>
202 – Madison Area Technical College – Optometric Technician Program
208 – Indiana University – Optician/Technician Program (Discontinued)
212 – Miami Valley Career Technology Center – Optometric Technician Program (Discontinued as of 9/2017)
300 – US Army Medical Center and School – Eye Specialty Program
302 – Department of the Air Force – Ophthalmic Apprentice Program

If you are using your completion of the program as the basis for eligibility to take the examination, please submit a copy of certificate of completion or associate degree with the application form.

<u>Company Verification Code (business code)</u> – applies ONLY to current MyEyeDr employees. Contact your corporate representative for more information.

Commission on Paraoptometric Certification (CPC)

CERTIFICATION RENEWAL GUIDELINES

FOR THE CPO, CPOA & CPOT—2023

Participation in continuing education assists the professional in remaining current in the field and aware of recent developments in research, theory, and practice. Maintaining a current certification through continuing education is a commitment to the principles of career-long and lifelong learning.

GENERAL MAINTENANCE REQUIREMENTS

Certified paraoptometrics must submit at least 18 hours of approved continuing education with the renewal fee every three years by the Nov. 1 deadline. All 18 hours of CE may be CPC-approved if desired, and may be a combination of online and in-person education from approved providers listed in these guidelines.

- 9 of the 18 credit hours must be CPC or AOA-approved, AND no more than 9 of the hours may be from ABO, NCLE, COPE, JCAHPO or COVD (in any combination). All hours may be CPC or AOA-approved, if desired.

- Credits must be earned during the three-year renewal cycle and prior to Nov. 1 of your renewal year. Ungraded quizzes or logs of continuing education courses taken are not accepted as proof of education. CE forms must be submitted.

- If unsure if the education is acceptable, contact the CPC office for verification before taking a course or prior to submitting for renewal.

WAYS TO EARN CONTINUING EDUCATION

- Attend oral presentations of approved lectures or workshops at national, regional, state, or local education meetings. (Contact your state optometric/paraoptometric organization for details or CPC@AOA.org.)

- Approved online education (only from education providers listed in these guidelines)

- Authorship of optometric related articles or manuscripts —requires CPC approval

- Volunteer with programs providing vision care services to underserved communities (U.S. or overseas) Documentation required. Contact CPC@AOA.org.

- CPR and/or first aid certification from American Heart Association, American Red Cross, or American Safety & Health Institute only (maximum of 4 credits awarded every three-year renewal cycle) Pediatric Advanced Life Support (PALS) and/or Advanced Cardio-vascular Life Support (ACLS) from the American Heart Association may be taken once during the three-year renewal period and will be awarded 2 CPC-approved credits for each course.

CPO, CPOA & CPOT renewals are due at the CPC office in St. Louis by Nov. 1 of your renewal year.

REQUIREMENTS:

18 hours of CE due by Nov. 1

Renewal fee between Jan. 1 and Nov. 1 —$95

Renewal fee if received after Nov. 1 —$195

Renewals received after Nov. 1 must include the full renewal fee.

Incomplete submissions will not be approved. No refund of fee will be issued.

9 CPC credits
+
No More Than
9 Other Credits

CPC@AOA.org

800.365.2219

ext. 4210

SUBMITTING RENEWAL DOCUMENTATION

- Invoices are emailed early in the renewal year. Renewals may be submitted beginning in January of your renewal year. Renew early **in your renewal year only**, to ensure all requirements have been met before the renewal deadline.

- It is your responsibility to keep the CPC informed of your email and mailing address.

- Credits must be earned during the three-year renewal cycle and prior to Nov. 1 of your renewal year.

- Credits used to renew a CPO, CPOA, or CPOT certification may not also be used to renew a CPOC certification.

- Renew online at https://www.aoa.org/education/paraoptometric-resources-and-certification?sso=y or by mail. If mailing, submit all CE with a copy of your renewal invoice and renewal fee. Documentation of credits earned, correct renewal fee, and renewal invoice must be mailed together in one envelope. Incomplete submissions will not be accepted. Refunds will not be provided.

- Keep a photocopy of your entire submission for your records.

- Renewals must be received at the CPC office in St. Louis by Nov. 1 of the renewal year to avoid late fee and possible loss of certification. A postmark is NOT a guarantee of on-time delivery.

- The fee for renewals received online or at the CPC office after Nov. 1 is $195.

- If you require notification of delivery of your documentation, use a carrier that provides tracking or signature required delivery service. The CPC is not responsible for non-receipt or on-time receipt of renewal notices or submissions.

- When renewal requirements are not met by Nov. 30 of the renewal year, the certification will be dropped and status will become "non-certified." Regaining certification will require retesting.

WHAT HAPPENS AFTER I SUBMIT MY RENEWAL?

- **Online renewal: If requirements are met**, a confirmation notice will be emailed to you and an updated certificate mailed within 8 weeks.

- **Mailed renewal: If requirements are met**, a confirmation notice will be emailed to you and an updated certificate mailed within 8 weeks.

- **If requirements are not met**, an explanation will be emailed to you. You may resubmit additional credits to meet the requirements until the Nov. 1 deadline without paying a late fee. Resubmissions received after Nov. 1 will be subject to the late renewal fee. If you choose not to resubmit, renewal fees will not be refunded. Resubmissions must be submitted online.

Certifications lost due to non-renewal: a paraoptometric may register, pay for, and retake the examination(s) at the level that was lost within one year of the lapse. Certifications are considered lapsed when not renewed by November 30 of the year the renewal was due. When retesting does not occur within the first year of the certification lapse, former CPOTs will be authorized to test at the CPOA level through the end of the November testing period of the second year following a lapse of their CPOT credential. Former CPOAs who do not complete retesting during the first year following lapse of their credential will then be authorized to test at the CPO level.

AMERICAN OPTOMETRIC ASSOCIATION

Participation in continuing education is a REQUIREMENT to maintain a current paraoptometric certification.

Failure to meet all the renewal requirements will result in loss of certification.

REQUIREMENTS:

18 hours of CE is due by Nov. 1

Renewal fee between Jan. 1 and Nov. 1 — $95

Renewal fee if received after Nov. 1 — $195

Renewals received after Nov. 1 must include the full renewal fee.

Incomplete submissions will not be processed. No refund of fee will be issued.

◊ **CPC**—Commission on Paraoptometric Certification

◊ **AOA**—American Optometric Association

◊ **ABO**—American Board of Opticianry

◊ **NCLE**—National Contact Lens Examiners

◊ **COPE**—Council on Optometric Practitioner Education

◊ **JCAHPO**—Joint Commission on Allied Health Personnel

◊ **COVD**—College of Optometrists in Vision Development

Commission on Paraoptometric

Certification (CPC)

2023 CERTIFICATION RENEWAL GUIDELINES

FOR THE CERTIFIED PARAOPTOMETRIC CODER (CPOC)

Participation in continuing education assists the professional in remaining current in the field and aware of recent developments in research, theory, and practice. Maintaining a current certification through continuing education is a commitment to the principles of career-long and lifelong learning.

GENERAL MAINTENANCE REQUIREMENTS

- To maintain a current certification, Certified Paraoptometric Coders (CPOCs) must submit at least nine (9) hours of approved continuing education every three years by the May 31 deadline (see details below) with the renewal fee.

- Credits must be earned during the three-year renewal cycle and prior to May 31 of your renewal year.

- If unsure if the education is acceptable, contact the CPC@AOA.org for verification before taking a course or prior to submitting for renewal.

NOTE: All nine hours of CE may be CPC/AOA-approved if desired, and may be online or in-person education, or a combination of online and in-person education from only the approved providers listed below.

WAYS TO EARN CONTINUING EDUCATION

- Attend oral presentations of approved lectures or workshops at national, regional, state, or local education meetings. (Contact your state optometric/paraoptometric organization for details or CPC@AOA.org.)

- Approved online education (only from education providers listed below)

- Authorship of optometric related articles or manuscripts (CPC approval required)

APPROVED EDUCATION PROVIDERS

Only the providers below and only the topics to the right are accepted.

Commission on Paraoptometric Certification (CPC)

American Optometric Association (AOA)

American Academy of Professional Coders (AAPC)

Centers for Medicare and Medicaid Services (CMS)

Council on Optometric Practitioner Education (COPE)

American Medical Association (AMA) - only billing/coding topics

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CPOC renewals are due at the CPC office in St. Louis by May 31 of your renewal year.

9 hours of CE of billing or coding related topics

Renewal fee until 5/31 — $95

Renewal fee after 5/31 — $195

Renewals received after May 31 must include the late renewal fee.

No refund will be issued for submitting an incomplete renewal.

APPROVED TOPICS

- Eye Anatomy
- Pathology & Terminology
- Medical Terminology
- Medical Records
- Compliance
- HIPAA
- CPT®
- Modifiers
- Diagnosis Codes
- Claim Filing

SUBMITTING RENEWAL DOCUMENTATION

- Invoices are emailed early in the renewal year. Renewals may be submitted beginning in January of your renewal year.

- It is your responsibility to keep the CPC informed of your current home or business email and mailing address (shared staff email address are not allowed).

- Credits must be earned during the three-year renewal cycle and prior to May 31 of your renewal year.

- Credits used to renew a CPO, CPOA, or CPOT certification may not also be used to renew a CPOC certification.

- Renew early in your renewal year only, to ensure all requirements have been met before the renewal deadline.

- Renew online at https://www.aoa.org/education/paraoptometric-resources-and-certification/paraoptometric-certification-and-renewal?sso=y or by mail. If mailing, submit all CE with a copy of your renewal invoice and renewal fee. Documentation of credits earned, correct renewal fee, and renewal invoice must be mailed together in one envelope. Incomplete submissions will not be accepted. Refunds will not be provided.

- Keep a photocopy of your entire submission for your records.

- Renewals must be received at the CPC office in St. Louis by May 31 of the renewal year to avoid late fee and possible loss of certification. A postmark is NOT a guarantee of on-time delivery.

- The fee for renewals received after May 31 is $195.

- If you require notification of delivery of your documentation, use a carrier that provides tracking or signature required delivery service. The CPC is not responsible for non-receipt or on-time receipt of renewal notices or submissions.

- If renewal documentation and fee are not received at the CPC office by June 30 of the renewal year, the certification will be dropped and status will become "non-certified."

WHAT HAPPENS AFTER I SUBMIT MY RENEWAL?

- **Online renewal:** you will receive a confirmation email of your submission and a receipt for payment. You will be contacted if the requirements have not been met. An updated certificate will be mailed within 8 weeks.

- **Mailed renewal: If requirements are met**, a confirmation notice will be emailed to you, followed by an updated certificate mailed within 8 weeks.

- **If requirements are not met,** an explanation will be emailed to you. You may submit additional credits to meet the requirements until the May 31 deadline without paying a late fee. Resubmissions received after May 31 will be subject to the late renewal fee. If you choose not to resubmit, renewal fees will not be refunded.

- **If certification is lost due to non-renewal,** paraoptometric must register, pay for, and pass the CPOC certification examination again to reacquire the lost certification.

AMERICAN OPTOMETRIC ASSOCIATION

Participation in continuing education is a REQUIREMENT to maintain a current paraoptometric certification.

Failure to meet all of the renewal requirements will result in loss of certification.

9 hours of CE of billing or coding related topics

Renewal fee until 5/31 — $95

Renewal fee after 5/31 — $195

Renewals received after May 31 must include the late renewal fee.

No refund will be issued for submitting an incomplete renewal.

CPC@AOA.org

800.365.2219

ext. 4210

APPENDIX C

Upload completed form with exam application

CERTIFIED PARAOPTOMETRIC EXAMINATION

ATTESTATION STATEMENT – CURRENTLY EMPLOYED

Candidate's Legal Name: _____
(as it appears on their Driver's License or other state or government-issued ID)

Candidate's Address: _____

As the employer of the candidate above, I acknowledge and attest that this candidate has a minimum of a high school diploma or equivalent AND a minimum of six (6) months full-time employment (40 hours per week or equivalent) in the eye care field by the time of testing.

(THE SECTION BELOW IS TO BE COMPLETED AND SIGNED BY THE CURRENT EMPLOYER)

Supervisor/Manager Name:	Supervisor/Manager Signature:
Title:	Phone:
Company:	Email
Address:	
Dates of candidate's employment: Start Date: (Required)	End Date:

ATTESTATION STATEMENT – PREVIOUSLY EMPLOYED

Candidate's Legal Name: _____
(as it appears on their Driver's License or other state-issued ID)

Candidate's Address: _____

As the candidate named above, I attest that I am not currently employed in eyecare, have a minimum of a high school diploma or equivalent AND a minimum of six (6) months previous full-time employment (40 hours per week or equivalent) in the eye care field by the time of testing.

(THE SECTION BELOW IS TO BE COMPLETED BY THE CANDIDATE THAT IS NOT CURRENTLY EMPLOYED)

Name of previous employer:	
Title:	Phone:
Company:	Email
Address:	
Dates of candidate's employment: Start Date: (Required)	End Date:

Appendix D

Commission on Paraoptometric Certification
243 N. Lindbergh Blvd., Fl 1
St. Louis MO 63141
Phone: (800) 365-2219
Email: CPC@aoa.org ● Do not fax form.

Certified Paraoptometric Assistant
CPOA REFERENCE FORM
Revised August 2021

Upon completion, *submit this form to the AOA-CPC office at least one month prior to the exam application deadline date.*
Approval status will expire one year from approval date. **Do NOT submit this form with your examination application.** Approval
must be received from the CPC *prior to* submitting the online examination application to Professional Testing Corporation.
Allow 4-6 weeks for processing. Results of the review will be e-mailed to the applicant.

APPLICANT

Last Name:	First Name:	MI:

Home Address:

Home City/State/Zip:

Birthdate: Email Address:

Telephone: Home   Work   Cell

Current Employer Name:

Employer Address:

Employer City/State/Zip:

Employed From (mo/yr):

Telephone:

Former Employer Name:

Employed From (mo/yr):   Employed To (mo/yr):

Telephone:

REFERENCE PERSON

The applicant is seeking to bypass the entry CPO level examination and attempt the intermediate Certified Paraoptometric
Assistant (CPOA) examination. Applicants must meet academic and/or experience requirements (a minimum of three years with at
least part-time positing have been held during 3 of the last 5 years) in accordance with CPOA examination domains and must pass
the CPOA examination before being awarded the credential. **The applicant's current resumé or CV must be attached.** Your
evaluation of the applicant's qualifications provides important information to the CPC in determining if the applicant meets the
requirements.

Name: Designation/License Held:

Title or Position: Email Address:

Company or Practice Name:

Address:

City/State/Zip

BASIS FOR YOUR COMMENTS

Period during which you have personal knowledge of applicant's professional capabilities:

From (mo/yr):   To (mo/yr):   Are you a relative of this applicant:

Nature of your relationship with applicant:

OBJECTIVES OF CERTIFICATION	CERTIFIED PARAOPTOMETRIC ASSISTANT EXPERIENCE
To promote excellence in the field of optometric assisting by: • Recognizing formally those individuals who meet all requirements of the Commission on Paraoptometric Certification of the American Optometric Association; • Encouraging continued professional growth of the paraoptometric; • Establishing and measuring the level of knowledge required for certification of Paraoptometrics; and • Promoting a standard of requisite knowledge required for certification; thereby assisting the employer, public, and members of the health professions in the assessment of paraoptometrics.	• To qualify for this waiver to bypass the CPO exam, paraoptometric assisting must be the <u>primary</u> function. • Positions in which paraoptometric assisting is an inherent responsibility, <u>but not the primary function</u> are not considered by the CPC as CPOA experience. • The CPOA must be able to demonstrate to the satisfaction of his peers, employer, and clients the ability to apply concepts used in optometric care. • Applicant must be proficient in examination domains. (office operations, ophthalmic optics and dispensing, contact lens dispensing, testing and procedures, special procedures, refractive status of the eye and binocularity, eye diseases/conditions, pharmacology, and basic ocular anatomy and physiology)

VALIDATION OF APPLICANT'S EXPERIENCE
(Refer to experience description above)

Applicant's Position Title

What were the average hours per week the applicant worked in this position?

What is/was the applicant's primary function in this position?

Briefly describe this position and the applicant's responsibilities in the position pertaining to the areas of responsibility listed above:

Does/did the applicant have other work activities assigned to his/her job?　　No　　Yes　(If yes, please describe.)

To your knowledge, does the applicant have any deficiencies in professional ethics?　　No　　Yes　(If yes, please describe.)

If you have additional comments about the applicant, please note them below.

Employer Signature:	Date:

For CPC Use:
Approved　　　　Denied　　　　Date　　　　Verified

Notes