2020 Paraoptometric Examination (CPO, CPOA, CPOT, CPOC)
Candidate Handbook

CPC™ | 243 N. LINDBERGH BLVD, FLOOR 1 | ST. LOUIS, MO 63141-7881
Attention Candidates!

This handbook has been produced to help you better understand what paraoptometric certification is, the four levels of certification, the process and procedures to become certified, and how to stay certified by renewing your certification. It is required reading for those applying and taking a paraoptometric examination. All individuals applying for a paraoptometric examination must comply with the policies, procedures and deadline in this handbook and attest to this by signing the Candidate Attestation found on the online application. Please retain this handbook for future reference. See www.aoa.org or www.pteny.com for handbook updates.

It also 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 below.

This handbook is subject to change without notice.

Revised November 2019
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2020 EXAMINATION SCHEDULE

- Applications are accepted until 9 pm Eastern time on the application deadline date.
- Late applications are accepted until 9 pm Eastern time on the late application deadline and in addition to the examination fee, a $50 late fee will apply.
- Payment must be submitted to Professional Testing Corporation (PTC) with your application.
- The 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.
- It is the candidate’s responsibility to make their appointment with Prometric. (See page 13)
- 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.

<table>
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<th>Testing Dates</th>
<th>Application Deadline</th>
<th>Late Application Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 2 – 16, 2020</td>
<td>March 18, 2020</td>
<td>April 1, 2020</td>
</tr>
<tr>
<td>August 1 – 15, 2020</td>
<td>June 17, 2020</td>
<td>July 1, 2020</td>
</tr>
<tr>
<td>November 7 -21, 2020*</td>
<td>September 23, 2020</td>
<td>October 7, 2020</td>
</tr>
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</table>

*Paraoptometrics whose renewal is due in 2020 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, 2020 so that eligibility can be verified by the November application deadline. CPO and CPOA certifications must be current at the time of testing when attempting the next level examination. (Certifications expire on Oct. 31 and therefore must be renewed prior to the November application deadline before eligibility can be verified.)

All paraoptometrics who hold a certification granted by the Commission on Paraoptometric Certification (CPC) are required to participate in approved 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 Page 18 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 purpose of the examinations is to assure 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 one and 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 the paraoptometric.
- Establishing and measuring the level of knowledge required for certification; thereby, assisting the employer, public, and members of the health professions in the assessment of paraoptometrics.
ELIGIBILITY
Applications are randomly audited and verified.

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 (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, one of the following requirements must be met:

A. Hold a current CPO designation at the time of testing 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 8) 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*. Form must be approved by CPC prior to applying for examination.

Certified Paraoptometric Technician (CPOT) Written Exam
To be eligible for the CPOT written examination, one of the following requirements must be met:

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

B. Be a graduate or student** (see note page 8) 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, one of the following requirements must be met:

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

B. Graduates or students** (see note page 8) 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.
NOTE: 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 considered a Certified Paraoptometric Technician.

**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.**

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.

TESTING LOCATIONS AND FEES
The 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. Scheduling is done on a first-come-first-served basis.

Test Locations
- To find a testing center, visit [www.prometric.com/cpc](http://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 PTC.
- 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 - 2020

The CPC examinations are composed of objective multiple-choice questions. The number of questions on each exam is noted in the table below. The pretest questions are randomly distributed throughout the examination and do not count towards 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 the scored items count towards the candidate’s final score.

<table>
<thead>
<tr>
<th>Examination</th>
<th>Application Fee</th>
<th># of Scored Items on Exam</th>
<th># of Additional Pre-test Items</th>
<th>Time Limit to Complete Exam</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certified Paraoptometric (CPO)</td>
<td>$280</td>
<td>100</td>
<td>20</td>
<td>1.5 hours</td>
</tr>
<tr>
<td>Certified Paraoptometric Assistant (CPOA)</td>
<td>$300</td>
<td>200</td>
<td>20</td>
<td>2.5 hours</td>
</tr>
<tr>
<td>Certified Paraoptometric Technician Written (CPOT)</td>
<td>$300</td>
<td>225</td>
<td>25</td>
<td>2.5 hours</td>
</tr>
<tr>
<td>Certified Paraoptometric Technician Clinical (CPOT)</td>
<td>$300</td>
<td>100</td>
<td>13</td>
<td>2 hours</td>
</tr>
<tr>
<td>Certified Paraoptometric Coder (CPOC)</td>
<td>$280</td>
<td>125</td>
<td>0</td>
<td>2 hours</td>
</tr>
</tbody>
</table>

**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**
$95

This portion of the exam fee is non-refundable.

**Application Transfer Fee**
$200

Applies when candidate requests to transfer to the next available testing period. See page 14 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 13-14. Payable directly to Prometric. Appointments may be rescheduled with Prometric online or by phone.

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.

**Exam Fees & Refunds**

- 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 end of the testing period for which the candidate has applied.
- The administrative fee portion of the examination application fee ($95) is non-refundable.
Refunds will be processed by Professional Testing Corporation within 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.

EXAMINATION INFORMATION & APPLICATION PROCEDURES

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. Applications that are 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. Candidates for the CPO examination only must complete the “CPO Attestation Statement” and upload it with their application. Random audits to verify employment history may 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 one of the following:
   a. A copy of their current, unexpired CPOA certificate, or
   b. A copy of their graduation certificate (see note below) 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 5). Fees must be received by Professional Testing Corporation 14 days prior to the beginning of the testing period.

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.

**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
- your email address (and not someone else’s from the office) has been entered correctly so you receive all exam and results-related information
- the correct examination and the correct examination 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.

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 it 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.**

**Payment of Examination Fee**
The completed application must be submitted online by the application deadlines shown on page 5 of this handbook.

- Payment must be submitted at the time of application.
- Applications received without payment will not be reviewed until payment has been received.
- Checks and money orders must be made payable in U.S. fund to **Professional Testing Corporation.**
- Be certain that payment clearly indicates candidate name and appropriate examination level. Print the payment from provided by PTC and include it with your payment.
- Payments made by check or money order must be mailed immediately to:

  CPC Examinations
  Professional Testing Corporation
  1350 Broadway, Suite 800
  New York, NY 10018

**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 misdirected mail or mail that is not forwarded.
Special Needs 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. Appropriate and effective modification and/or auxiliary aids will be provided to persons with such disabilities unless doing so would impose an undue burden on the Commission’s programs or fundamentally alter the measurement of skills or knowledge that the programs are intended to test.

Special testing arrangements may be made upon receipt of the application, examination fee, and a completed and signed Request for Special Needs Accommodations Form, available from www.ptcny.com or by calling PTC at 212.356.0660. This form must be uploaded with your application at the time your application is submitted. Forms received after your application has been submitted may not be able to be processed for the testing period you have applied for. Information supplied on the Request for Special Needs Accommodations Form will only be used to determine the need for special accommodations and will be kept confidential.

Only those requests made and received on the official Request for Special Needs 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, religion, gender, national origin, age, disability or any other characteristic protected by law.

Preparing for the Exam

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

- 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.
- Take the free sample examination on the CPC website (if available).
- 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 a walkthrough of check-in security procedures: www.prometric.com/test-center/security.
Scheduling Your Examination Appointment

Beginning as early as 11 weeks prior to the beginning of the testing period for which you have applied, you will be emailed a Scheduling Authorization from notices@ptcny.com. Please ensure your correct email address has been entered on the application. Add the ‘ptcny.com’ domain to your email safe list. If you do not receive a Scheduling Authorization at least six 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 will indicate how to schedule your examination appointment with Prometric as well as the dates during which testing is available. Appointment times are first-come first-serve, so schedule your appointment as soon as you receive your Scheduling Authorization in order to maximize your chance of testing at your preferred location and on your preferred date. Candidates who wait until the last minute run the risk of missing out on their preferred date, time, and testing center. Candidates unable to schedule an appointment will forfeit their fees.

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

Note: International candidates may also schedule, reschedule, or cancel an appointment online at Prometric.com.

IMPORTANT! You MUST present your current driver’s license, passport, U.S. military ID or other government-issued ID at the test center. Expired, temporary, or paper driver’s licenses will NOT be accepted. The name on your Scheduling Authorization MUST exactly match the name on your photo ID. Fees will not be refunded for exams missed because of invalid ID.

Any candidate not receiving a Scheduling Authorization at least (6) 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:

Candidates may reschedule their examination appointments within the same testing period so long as the request is submitted within the timeframe described below. Reschedule within the permitted timeframe by calling or going to www.prometric.com/CPC to make changes.
<table>
<thead>
<tr>
<th>Timeframe</th>
<th>Reschedule Permitted?</th>
<th>Stipulation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests submitted 30 days or more before the original appointment</td>
<td>Yes</td>
<td>None</td>
</tr>
<tr>
<td>Requests submitted 29 to 5 days before the original appointment</td>
<td>Yes</td>
<td>Candidate must pay Prometric a rescheduling fee of $50</td>
</tr>
<tr>
<td>Requests submitted less than 5 days before the original appointment</td>
<td>No</td>
<td>Candidates who do not arrive to test for their appointment will be considered a no-show and all their examinations fees will be forfeited. Candidates will need to reapply and pay fees for a future testing period.</td>
</tr>
</tbody>
</table>

**Transferring Your Application to a New Testing Period**

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

- Candidates unable to take the examination during their scheduled testing period, may request a one-time transfer to the next immediate testing period. The candidate must submit a new application for the next testing period by the application deadline and pay the **$200 application transfer fee** when your application has been approved for transfer. Applications received by the late application date must include the additional $50 late application fee, payable to PTC.

- Requests to transfer to a new testing period must be received within 30 days of your originally scheduled testing period.

- The candidate is responsible for contacting Prometric to cancel their examination appointment, if one had been scheduled.

- If a candidate fails to test during the original testing period and does not submit a transfer application and pay the required fee as outlined in this handbook, or fails to keep their scheduled appointment with Prometric, the application will be closed and all fees that were paid will be forfeited. No refunds will be issued.

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

2. Click “start new application”
3. 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.
4. 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.)
5. When you have finished the application, click “Submit Request for Transferring Verification” in the “Examination and Certified Information” section of the application.
6. 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.
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
  o Candidates will be asked to present their IDs
  o Candidates will be asked to empty and turn out their pockets
  o Candidates will be “wanded” or asked to walk through a metal detector
  o Inspection of eyeglasses, jewelry, and other accessories will be conducted. Jewelry other than wedding and engagement rings is prohibited.
  o 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.
  o Prometric provides lockers for candidates to store backpacks, purses, mobile phones, jackets, food, drinks and medical supplies.

• During the Exam
  o No breaks are scheduled during the exam. Candidates who must leave the testing room to take a break will not be given extra time on the exam
  o Accessing mobile phones or study materials during the examination is prohibited (except for the CPOC, which is an open-book examination)
  o Smoking is prohibited at the testing center
  o All examinations are monitored and may be recorded in both audio and video format

Please 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 to minimize impact.

Please see Prometric’s website for more information about what to expect on testing day.

Rules for the Examination
CPO, CPOA, CPOT & CPOC Candidates
A. All 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 such as smart watches, MP3 players such as iPods, pagers, cameras, and voice recorders are not permitted to be used and cannot be taken into the examination room.

B. No books or reference materials may be taken into the examination room (with exception of CPOC candidates – see below.)

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

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

E. Candidates are prohibited from leaving the testing room while their examination is in session, with the sole exception of using the restroom.

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

G. All watches and “Fitbit” type devices cannot be worn during the examination. It is suggested that these items are not brought to the test center.
CPOC Candidates ONLY

This is an open-book examination based on ICD-10. Only the following bound text books will be permitted.

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

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

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 book marks are allowed.

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.

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

AFTER THE EXAM – NEXT STEPS

Exam Results

Candidates will receive an email from Prometric immediately after their examination with their unofficial pass/fail test result. Candidates are not eligible to use credentials (CPO, CPOA, CPOT or CPOC) until their official score report is received. Professional Testing Corporation will email official score reports to candidates via the personal email address used on their examination applications. The scores will be emailed within four (4) weeks of the close of the testing period and will notify candidates on whether they have officially passed or failed the examination. Scores on the major areas of the examination and on the total examination will also be reported. The passing score is determined by the Commission on Paraoptometric Certification. Failure to receive the report of results should be reported to Professional Testing Corporation at 212.356.0660.

Accessing Exam Results

Candidates will receive an email from PTC notifying them that the results are ready for viewing. Candidates will be provided a link to access their scores. The scores are password protected; candidates will need their email address from their examination application as well as their PTC candidate ID number (8 digits long, starting with a capital P (for example: P11112222). Results are available for 30 days. After this period candidates needing to access their score reports will need to file a Request for Duplicate Score Report form available at www.ptcny.com.

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.

Attaining Certification
After the examination, the CPC will mail a certificate suitable for framing to passing candidates. Certification pins are available for order through the CPC office. Those who pass the examination will be added to the roster of certified paraoptometrics of the Commission on Paraoptometric Certification.

Reminder: CPOT examination candidates (including graduates and students of approved technician programs) must pass both the CPOT written and clinical examination within an 18-month period before receiving a certificate.

After receiving official notification by mail from Professional Testing Corporation:

- Candidates who achieve a passing score on the CPC Certified Paraoptometric Examination are eligible to use the CPO designation after their name.
- Candidates who achieve a passing score on the CPC Certified Paraoptometric Assistant (CPOA) Examination are eligible to use the CPOA designation after their name.
- Candidates who achieve a passing score on both the CPC Certified Paraoptometric Technician Written and Clinical (CPOT) Examinations are eligible to use the CPOT designation after their name.
- Candidates who achieve a passing score on the CPC Certified Paraoptometric Coder (CPOC) Examination are eligible to use the CPOC designation after their name.

CPC certification is recognized for a period of three years. A database of certified paraoptometrics is maintained by the CPC and may be reported in its publications and website.

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:

1. Place the welfare of the patient above all else.
3. Treat patients with respect and a caring attitude regardless of their backgrounds, preferences, or prejudices.
5. Promote ways for maintaining visual health and eye care to both patients and the public.
6. Continue an ongoing educational process to upgrade and enhance paraoptometric skills.
7. Conduct oneself in a professional manner in the office and be an exemplary citizen within the community.
8. Support colleagues in efforts to achieve maximum level of certification.
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 the CPC office.
- Guidelines for renewal of certification (see Appendix B) are always available on the AOA website, www.aoa.org.

For the CPO, CPOA or CPOT:

1. Certification is renewable every three years by Nov. 1 and subsequent to the completion of 18 hours of approved required education and submission of a recertification fee.
2. A minimum of nine (9) credit hours must be CPC-approved, and no more than a total of nine (9) credits from COPE, ABO, NCLE, or IJCAHPO will be accepted.

For the CPOC:

1. Certification is renewable every three years by May 31 and subsequent to the completion of 9 hours of approved required education and submission of a recertification fee.
2. Because the CPOC is a specialty certification, all continuing education credits must be coding or billing related, within specific domains (topics) and from the organizations listed in the CPOC renewal guidelines only.

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

Renewal Schedule and Fees

CPO™, CPOA™, and CPOT™ Guidelines: As a courtesy, renewal statements are emailed 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 2020, the renewal will be due on or before Nov. 1, 2023.

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."
CPOCTM Guidelines: As a courtesy, renewal statements are emailed in January 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 2020, the renewal will be due on or before May 31, 2023.

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."

Mail certification renewals to: AOA-CPC, 243 N. Lindbergh Blvd., Floor 1, St. Louis, MO 63141

LOSS OF CERTIFICATION

Upon failure to maintain a certified status, the individual will then be classified "non-certified." Once so classified, the individual must immediately refrain from using/displaying all related Commission on Paraoptometric Certification abbreviations on all certificates, cards, logos, and pins. Consequences for anyone claiming certification when not certified will be determined by the CPC, pursuant to written guidelines established by the Commission. Should an individual wish to become recertified, they must retest at the level they had previously attained within three (3) years of the lapse of their certification. Under no circumstances will an individual be allowed to test for a level they have not previously attained.

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.

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.

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 proceeding.
- The panel will convene within 60 days of its appointment. A record will be kept of all testimony. Upon conclusion of the hearing, the panel shall deliberate and render its written decision within 30 days. The panel’s decision shall be final unless appealed within 30 days 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.
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 on 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.

I. Basic Science (27%)
   A. Anatomy
      1. Definitions of Anatomical Parts
      2. Function
   B. Common Eye Disorders
      1. Definitions
      2. Causes
   C. Terminology
      1. Prefixes
      2. Suffixes
      3. Root Words
   D. Basic Pharmacology

II. Clinical Principles and Procedures (35%)
   A. Eye Examination
      1. Case History
      2. Visual Acuity
      3. Automated Keratometry/Topography
      4. Retinoscopy
      5. Subjective Refraction
      6. Ophthalmoscopy
      7. Binocular Vision
      8. Tonometry
      9. Visual Fields
      10. Biomicroscopy
      11. Fundus Photography
      12. Tomography
      13. Blood Pressure Measurements
   B. Refractive Status
      1. Emmetropia
      2. Myopia
      3. Hyperopia
      4. Astigmatism
      5. Presbyopia
      6. Accommodation
   C. Contact Lenses
      1. Soft
      2. Gas Permeable
      3. Care and Handling
      4. Patient Education
      5. Base Curve Radius
      6. Lens Power
      7. Overall Diameter
      8. Optical Zone Diameter
      9. Peripheral Curves
10. Edge and Center Thickness

III. Ophthalmic Optics and Dispensing (20%)

A. Ophthalmic Prescriptions
   1. Components of a Lens Prescription
   2. Add Power
   3. Prism
   4. Optics

B. Ophthalmic Lenses
   1. Types of Lenses
   2. Lens Materials
   3. Neutralization

C. Ophthalmic Dispensing
   1. Frame Anatomy
   2. Sizes and Measurements
   3. Basics of Frame Selection
   4. PD/Segment Height
   5. Ordering
   6. Basic Adjustments

IV. Professional Issues (18%)

A. Eye care Specialists and Ancillary Personnel

B. Practice Management
   1. Telephone Techniques
   2. Appointments
   3. Record Filing Systems
   4. Recalls
   5. Fee Presentation
   6. Collections
   7. Third Party Payments
   8. HIPAA
   9. Hygiene and Infection Control
   10. Ethics

C. Business Skills
   1. Computer Applications
   2. Basic Business Technology
   3. Health Information Technology (HIT)
      a. HIT definitions

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 require a membership sign-in and password.

1. Basic Science

   AOA Marketplace
   • CPO Study Guide Book (PS-04B) or CPO Study Guide CD (PS-04CD)
   • CPO Flash Cards (PS-11)
   • CPO Review Course (PS19)
   • Anatomy & Physiology Education Module (PS-07)
   • Paraoptometric Skill Builder – Level 1 (PS-25)
• CPO Study Bundle (PS-20)

Other
• Root Eye Dictionary - [www.rooteyedictionary.com/](http://www.rooteyedictionary.com/)

2. Clinical Principles and Procedures

AOA Marketplace
• CPO Study Guide Book (PS-04B) or CPO Study Guide CD (PS-04CD)
• CPO Flash Cards (PS-11)
• CPO Review Course (PS-19)
• Special Procedures Education Module (PS-09)
• Soft Contact Lens Wear and Care Education Module (PS-10)
• Fitting Toric Soft Contact Lenses Education Module (PS-12)
• Paraoptometric Skill Builder – Level 1 (PS-25)
• CPO Study Bundle (PS-20)

Other

3. Ophthalmic Optics and Dispensing

AOA Marketplace
• CPO Study Guide Book (PS-04B) or CPO Study Guide CD (PS-04)
• CPO Flash Cards (PS-11)
• CPO Review Course (PS-19)
• ABCs of Optical Dispensing Education Module (PS-03)
• Ophthalmic Dispensing Education Module (PS-08)
• Optimizing Efficiency in the Optical Dispensary Education Module (PS-13)
• CPO Certification Study Bundle (PS-20)
• Paraoptometric Skill Builder Level 1 (PS-25)

Other
• AOA Sports Vision – [aoa.org/optometrists/membership/aoa-sections/sports-vision-section](http://aoa.org/optometrists/membership/aoa-sections/sports-vision-section)

4. Professional Issues

AOA Marketplace
• CPO Study Guide Book (PS-04B) or CPO Study Guide CD (PS-04)
• CPO Flash Cards (PS-11)
• CPO Review Course (PS-19)
• Practice Management 101 Education Module (PS-06)

Other
Certified Paraoptometric Assistant – 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.

I. Office Operations (15%)
   A. Practice Management
      1. Patient Education
   B. Records Management
      1. Filing
      2. Confidentiality/Safeguards
      3. Ownership/Release
      4. Legal/Ethical Issues
   C. Telephone Techniques
      1. Scheduling
      2. Emergencies/Urgencies
      3. Triage
      4. Message Taking
      5. Handling Complaints
   D. Recall
   E. Office Finances
      1. Accounts Receivable/Payable
      2. Banking Procedures
      3. Billing
      4. Insurance
   F. Professional Issues
      1. Scope of Roles and Functions
      2. Liability and Malpractice
      3. Conduct, Confidentiality, Ethics
      4. Hygiene and Infection Control
   G. Health Information Technology
      1. Electronic Health Records/Electronic Medical Records (EHR/EMR)
      2. Basic Terminology

II. Ophthalmic Optics and Dispensing (20%)
   A. Prescriptions
      1. Components
         a. Sphere, cylinder, axis
         b. Add power
         c. Prism
         d. Measurements
      2. Optical Crosses
      3. Transposition
      4. Decentration Calculations
      5. Vertex and Effective Power
      6. Verification
         a. Instruments
         b. Prentice’s prism formula
         c. Optics
   B. Lenses
1. Lens Forms
2. Lens Types
3. Lens Styles
4. Powers/Focal Length
5. Lens Materials
6. Index of Refraction
7. Impact Resistance
8. FDA/ANSI Standards
9. Special Prescription Considerations
   a. High powers
   b. Fresnel prisms
   c. Industrial/occupational
10. Tints and Coatings

C. Frame Selection
    1. Types of Frames
    2. Parts of Frames

D. Adjustment and Dispensing
    1. Alignment
    2. Procedures
    3. Tools
    4. Techniques
    5. Pliers
    6. Pads
    7. Repair

III. Testing and Procedures (18%)
A. Purpose and Preliminary Testing
    1. Visual Skills
    2. Interpupillary Distance
    3. Near Point of Convergence
    4. Near Point of Accommodation
    5. Cover Testing
    6. Fusion/Suppression
    7. Worth Four Dot
    8. Maddox Rod

B. Pupillary Responses
C. Case History
D. Visual Acuity
    1. Procedures
    2. Monocular and Binocular
    3. Pinhole Acuity
    4. Measurement Systems/Charts
    5. Recording Results

E. Color Vision
    1. Procedures and Recording
    2. Types of Tests

F. Stereo Acuity
    1. Purpose of Test
    2. Types of Tests
    3. Procedures

G. Examination Instrumentation
    1. Retinoscope
    2. Ophthalmoscope
    3. Biomicroscope/Slit Lamp
    4. Phoropter
5. Automated Keratometer
6. Photography
7. Optical Coherence Tomography
8. Other

IV. Special Procedures (17%)

A. Contact Lenses
   1. Terminology
   2. Materials
   3. Soft and Gas Permeable Comparisons
   4. Care and Handling
   5. Patient Instruction
   6. Verification/Measurements
   7. Special Lens Designs and Uses

B. Tonometry
   1. Instrumentation/Types
   2. Procedures/Causes

C. Visual Fields
   1. Instrumentation/Types
   2. Procedures/Measurements
   3. Defects
   4. Physiological Blind Spot
   5. Recording

D. Sphygmomanometry

E. First Aid/CPR/Emergencies

F. Vision Rehabilitation

G. Surgery

V. Refractive Status of the Eye and Binocularity (13%)

A. Refractive Errors
   1. Types
      a. Myopia
      b. Hyperopia
      c. Astigmatism
   2. Presbyopia
   3. Causes
   4. Corrective Lenses
   5. Photophobia

B. Refractive Conditions
   1. Types
      a. Aphakia
      b. Anisometropia
      c. Aniseikonia
      d. Amblyopia
   2. Causes

C. Eye Movements
   1. Versions, Ductions, Rotations, Pursuits and Saccades
   2. Convergence and Divergence
   3. Binocular Vision
   4. Accommodative Mechanism
   5. Stereopsis

VI. Basic Ocular Anatomy and Physiology (17%)

A. General Anatomy and Physiology
   1. Anterior Adnexa
2. Orbit
3. Bones
4. Anterior Segment
5. Posterior Segment
6. Crystalline Lens
7. Aqueous/Vitreous
8. Retina
9. Extra-Ocular Muscles
10. Visual Pathway
11. Cornea

B. Basic Functions of Anatomical Structures
1. Lacrimal System
2. Anterior Chamber
3. Anterior Angle
4. Posterior Chamber

C. Common Pathological and Functional Disorders
1. Lids
2. Conjunctivitis
3. Glaucoma
4. Cataracts
5. Corneal Problems
6. Retinal Disorders
7. Legal Blindness
8. Macular Degeneration

D. Basic Ocular Pharmacology
1. Types
   a. Mydriatics
   b. Miotics
   c. Cycloplegics
   d. Anesthetics
2. Instillation/Instruction
   a. Solutions
   b. Ointment

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.

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

- Kanski, Jack J.
  Butterworth-Heinemann, 2008

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

- Stein, Harold A. et. al.
  Ophthalmic Assistant: A Text for Allied and Associated Ophthalmic Personnel, 9th ed.
  Mosby, 2013
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. 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.

1. Office Operations
   **AOA Marketplace**
   - Practice Management 101 Education Module (PS-06)
   - CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS-14, PS-15, PS-16, PS-17)
   - Self-Study Course for Paraoptometric Assistants and Technicians (PS-01)
   - Paraoptometric Skill Builder Intermediate – Level 2 (PS-26)

2. Ophthalmic Optics and Dispensing
   **AOA Marketplace**
   - Ophthalmic Dispensing Education Module (PS-08)
   - Optimizing Efficiency in the Optical Dispensary Education Module (PS-13)
   - Introduction to Freeform® Education Module (PS-18)
   - ABCs of Optical Dispensing Education Module (PS-07)
   - CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS-14, PS-15, PS-16, PS-17)
   - Self-Study Course for Paraoptometric Assistants and Technicians (PS-01)
   - Paraoptometric Skill Builder Intermediate Level 2 (PS-26)

3. Testing and Procedures
   **AOA Marketplace**
   - CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS-14, PS-15, PS-16, PS-17)
   - Self-Study Course for Paraoptometric Assistants and Technicians (PS-01)
   - Paraoptometric Skill Builder Intermediate Level 2 (PS-26)

4. Special Procedures
   **AOA Marketplace**
   - Special Procedures Education Module (PS-09)
   - Fitting Toric Soft Contact Lenses Education Module (PS-12)
   - Soft Contact Lens Wear and Care Education Module (PS-10)
   - CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS-14, PS-15, PS-16, PS-17)
   - Self-Study Course for Paraoptometric Assistants and Technicians (PS-01)

5. Refractive Status of the Eye and Binocularity
   **AOA Marketplace**
   - CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS-14, PS-15, PS-16, PS-17)
   - Self-Study Course for Paraoptometric Assistants and Technicians (PS-01)
   - Paraoptometric Skill Builder Intermediate Level 2 (PS-26)

**Other**
6. Basic Ocular Anatomy and Physiology

**AOA Marketplace**
- Anatomy and Physiology Education Module (PS-07)
- CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS-14, PS-15, PS-16, PS-17)
- Self-Study Course for Paraoptometric Assistants and Technicians (PS-01)
- Paraoptometric Skill Builder Intermediate Level 2 (PS-26)

**Other**
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.

I. Pre-Testing Procedures (20%)
   A. Case History
      1. Components
         a. Chief complaint
         b. Medical and ocular history
            (1) patient
            (2) family
         c. Occupation and avocation
   B. Visual Acuity
      1. Types and Charts
      2. Procedures
      3. Conversion
   C. Vision Screening and Preliminary Testing Techniques
      1. Visual Skills
      2. PD – Interpupillary Distance
      3. Muscle Balance
         a. Cover test
         b. Hirschberg test
         c. Maddox rod
         d. Other
      4. Near Point of Convergence
      5. Pursuits, Rotations, Saccades
      6. Eye Dominance
      7. Fusion
      8. Pupillary Responses
   D. Color Vision
      1. Types of Tests
         a. Pseudoisochromatic plates
         b. Hue discrimination
         c. Anomaloscope
         d. Other
      2. Procedures
      3. Significance of Testing
         a. Incidence
         b. Causes
      4. Classification of Disorders
   E. Stereo Acuity
      1. Types of Tests
      2. Procedures
      3. Significance of Testing

II. Clinical Procedures (28%)
   A. Corneal Topography/Automated Keratometry
1. Procedure
2. Interpretation

B. Tonometry
   1. Instrumentation
      a. Applanation
      b. Indentation (impression)
      c. Noncontact
   2. Procedures

C. Visual Fields
   1. Instrumentation
      a. Confrontation
      b. Flat central field screening
      c. Flat central field testing
      d. Perimetry
   2. Procedures
   3. Classification of Defects
   4. Purpose
   5. Terminology

D. Sphygmonanometry
E. Contact Lenses
   1. Types
      a. Parameters
      b. Materials
   2. Pre-Fitting Evaluation
   3. Ordering Procedures
   4. Verification
   5. Care and Handling Techniques
      a. Patient
         (1) application and removal
         (2) solutions
         (3) adaptation
      b. Office
   6. Fitting Theories
   7. Special Lens Designs
   8. Progress Evaluation
   9. Modification
  10. Related Ocular Problems
      a. Giant papillary conjunctivitis
      b. Keratitis
      c. Abrasion
      d. Pseudomonas
      e. Acanthamoeba
      f. Other

F. Vision Therapy
   1. Anomalies and Associated Procedures
   2. Equipment and Techniques

G. Triage/First Aid
   1. Non-Ocular Involvement
   2. Ocular Involvement

H. Vision Rehabilitation
   1. Classification
   2. Aids
   3. Patient Instruction

I. Special Ocular Procedures
1. Ocular Photography
2. Ophthalmic Ultrasound
3. Potential Acuity Measurement
4. Contrast Sensitivity
5. Biomicroscopy
6. Surgery
7. Other

III. Ophthalmic Optics and Dispensing (18%)

A. Optical Principles of Light
1. Lenses
2. Mirrors
3. Refraction
4. Reflection
5. Focal Length Calculations

B. Prescriptions
1. Components
   a. Lens power
   b. Major reference point
   c. Prism
   d. Other
2. Ordering
3. Optical Crosses
4. Transposition
5. Decentration
6. Verification and Neutralization
7. Equivalent Power
8. Refractive vs. Effective Power
9. Vertex Distance

C. Lenses
1. Materials
   a. Characteristics
   b. Thickness and weight
   c. Impact resistance
2. Forms
   a. Convex and concave
   b. Sphere, cylinder, spherocylinder
   c. Base curves
3. Types
   a. Single vision
   b. Multifocals
      (1) characteristics
      (2) add, intermediate powers
      (3) segment design
   c. Special prescription considerations
      (1) Aphakic
      (2) high minus
      (3) industrial/occupational
      (4) other
4. Blank Size
5. Tints and Coatings
   a. Colors
   b. Photochromic
   c. Polarized
   d. Ultraviolet
e. Anti-reflection
f. Scratch coat
g. Other
6. Index of Refraction
7. Prisms
   a. Purpose, use, function
   b. Optics of prism
   c. Prentice’s rule
D. Frame Selection
   1. Materials
   2. Styling
   3. Sizing and Measurement
      a. Frame fit
      b. Segment placement
      c. Major reference point
   4. Frame Repair
E. Adjustment
   1. Frame Alignment
   2. Adjustment Procedures
      a. Frame materials
      b. Tools
      c. Techniques
   3. Patient Instruction
   4. Frame Repair
IV. Refractive Status of the Eye and Binocularity (12%)
   A. Refractive Errors
      1. Types
         a. Myopia
         b. Hyperopia
         c. Astigmatism
      2. Causes
      3. Corrective Lenses
   B. Refractive Conditions
      1. Types
         a. Aphakia
         b. Anisometropia
         c. Aniseikonia
         d. Amblyopia
      2. Causes
      3. Corrective Lenses
   C. Eye Movements
      1. Versions
      2. Vergence
   D. Binocular Vision
      1. Fusion
      2. Disorders
         a. Phoria
         b. Tropia
         c. Other
      3. Accommodative Mechanism
      4. AC/A Ratio
V. Anatomy and Physiology (15%)
   A. General Anatomy and Physiology
1. Major Systems
2. Functions of Major Systems
3. Extra-Ocular Muscles

B. Eye
   1. Structure
   2. Function
   3. Pathology
      a. Glaucoma
      b. Cataracts
      c. Corneal problems
      d. Retinal problems
      e. Conjunctiva
      f. Iris
      g. Ocular adnexa
      h. Visual pathway
      i. Dry eye
   4. Pharmacology
      a. Diagnostic agents
      b. Therapeutic agents
      c. Techniques

VI. Practice Management (7%)
A. Office Management
B. Professional Issues
   1. Professional and Paraprofessional Functions
   2. Liability and Malpractice
   3. Conduct, Confidentiality, and Ethics
   4. Hygiene and Infection Control
C. Government Rules and Regulations
D. Health Information Technology

Recommended Reference Material

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.

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

📚 Kanski, Jack J.
   Butterworth-Heinemann, 2008

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

📚 Stein, Harold A. et. al.
   Ophthalmic Assistant: A Text for Allied and Associated Ophthalmic Personnel, 9th ed.
   Mosby, 2013
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. 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.

1. Pre-Testing Procedures

<AOA Marketplace
- CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS-14, PS-15, PS-16, PS-17)
- Self-Study Course for Paraoptometric Assistants and Technicians (PS-01)
- Paraoptometric Skill Builder Advanced Level 3 (PS-27)

2. Clinical Procedures

<AOA Marketplace
- Special Procedures Education Module (PS-09)
- Fitting Toric Soft Contact Lens Education Module (PS-12)
- Soft Contact Lens Wear and Care Education Module (PS-10)
- CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS-14, PS-15, PS-16, PS-17)
- Self-Study Course for Paraoptometric Assistants and Technicians (PS-01)
- Paraoptometric Skill Builder Advanced Level 3 (PS-27)

Other
- AOA Contact Lens and Cornea – aoa.org/optometrists/membership/aoa-sections/contact-lens-and-cornea-section
- AOA Vision Rehabilitation – aoa.org/optometrists/membership/aoa-sections/vision-rehabilitation-section

3. Ophthalmic Optics and Dispensing

<AOA Marketplace
- Special Procedures Education Module (PS-09)
- Fitting Toric Soft Contact Lens Education Module (PS-12)
- Soft Contact Lens Wear and Care Education Module (PS-10)
- CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS-14, PS-15, PS-16, PS-17)
- Self-Study Course for Paraoptometric Assistants and Technicians (PS-01)
- Paraoptometric Skill Builder Advanced Level 3 (PS-27)

Other
- AOA Contact Lens and Cornea – aoa.org/optometrists/membership/aoa-sections/contact-lens-and-cornea-section
- AOA Vision Rehabilitation – aoa.org/optometrists/membership/aoa-sections/vision-rehabilitation-section
4. Refractive Status of the Eye and Binocularity

**AOA Marketplace**
- CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS-14, PS-15, PS-16, PS-17)
- Self-Study Course for Paraoptometric Assistants and Technicians (PS-01)
- Paraoptometric Skill Builder Advanced Level 3 (PS-27)

**Other**

5. Anatomy and Physiology

**AOA Marketplace**
- Anatomy and Physiology Education Module (PS-07)
- CPOA/CPOT Study Flash Cards (Sets 1, 2, 3 & 4) (PS-14, PS-15, PS-16, PS-17)
- Self-Study Course for Paraoptometric Assistants and Technicians (PS-01)
- Paraoptometric Skill Builder Advanced Level 3 (PS-27)

**Other**
CERTIFIED PARAOPTOMETRIC TECHNICIAN CLINICAL EXAMINATION – CPOT CLINICAL

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.

I. Case History Scenarios (10%)
   A. Patient Communication
      1. Eye Contact
      2. Intonation
      3. Language
   B. Content/Documentation
      1. Chief Complaint
      2. Ocular/Medical History
      3. Allergies and Medications
      4. Family Ocular/Medical History

II. Pretesting Procedures (30%)
   A. Visual Acuity
      1. Patient Explanation/Communication
      2. Unaided Near and Far
      3. Aided Near and Far
      4. Lighting
      5. Recording
   B. Stereopsis (Stereo Fly)
      1. Patient Explanation/Communication
      2. Lighting
      3. Distance
      4. Recording
   C. Color Vision
      1. Patient Explanation/Communication
      2. Lighting
      3. Distance
      4. Monocularly
      5. Recording
   D. Ocular Motility
      1. Patient Explanation/Communication
      2. Lighting
      3. Distance
      4. Recording
   E. Confrontation Visual Fields
      1. Patient Explanation/Communication
      2. Distance
      3. Proper Monocular Procedure
      4. Recording
   F. Pupillary Response
      1. Patient Explanation/Communication
      2. Lighting
      3. Direct
4. Consensual
5. Swinging Flashlight Test
6. Recording (Example: PERRLA)

G. **Cover Test**
   1. Patient Explanation/Communication
   2. Lighting
   3. Near
   4. Far
   5. Recording

III. **Special Procedures (30%)**

A. **Manual Blood Pressure Measurement**
   1. Patient Explanation/Communication
   2. Proper Positioning of Arm and Sphygmomanometer
   3. Recording

B. **Insertion and Removal of Soft Contact Lenses**
   1. Patient Explanation/Communication
   2. Asepsis
   3. Proper Solution
   4. Various Techniques, Materials/Designs

C. **Insertion and Removal of Gas Permeable Lenses**
   1. Patient Explanation/Communication
   2. Asepsis
   3. Proper Solution
   4. Proper Technique

D. **Tonometry Techniques**
   1. Patient Explanation/Communication
   2. Asepsis
   3. Proper Technique
   4. Recording

E. **Pachymetry Technique**
   1. Patient Explanation/Communication
   2. Asepsis
   3. Proper Technique
   4. Recording

F. **Instillation of Eye Drop Medications**
   1. Patient Explanation/Communication
   2. Asepsis
   3. Proper Medication
   4. Proper Technique
   5. Recording

G. **Automated Visual Fields**
   1. Patient Explanation/Communication
   2. Proper Technique
   3. Terminology

H. **Imaging**
   1. Internal
      a. Patient explanation/communication
      b. Proper technique
      c. Terminology
   2. External
      a. Patient explanation/communication
      b. Proper technique
      c. Terminology
IV. Optical Dispensing Techniques and Recording (30%)

A. Manual Lensometry and Neutralization Techniques
   1. Single Vision Rx
   2. Bifocal Rx
   3. Trifocal Rx
   4. Progressive Rx
      a. Standard
      b. High definition
         (1) face form
         (2) vertex distance
   5. Specialty Rx

B. Prism Measurements
   1. Identification
   2. Direction/Orientation
   3. Recording

C. Lens Measurements
   1. Seg Height
   2. Optical Centers
   3. Center Thickness
   4. Base Curve Measurement
      a. Proper technique
      b. Recording

D. Pupillary Distance
   1. Standard Millimeter Ruler
   2. Pupillometer
   3. Binocular
   4. Monocular

E. Frame Measurements
   1. Eye Size
   2. Bridge Size
   3. Temple Length

F. Frame Adjustments
   1. Common Adjustment Problems
   2. Tools and Techniques

Recommended Reference Material

Listed below are general references that may be useful in preparing for the CPOT clinical 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 clinical examination. Please see the CPOT clinical examination study map for additional sources.

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

- Kanski, Jack J.

- Mannis, Mark J. et. al.
  Contact Lenses in Ophthalmic Practice.
Study Map

You may prepare for the CPOT clinical 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 CPOT clinical examination if they are used to prepare for the examination. Please note that some websites shown require a membership sign-in and password.

1. Case History

   **AOA Marketplace**
   - CPO Study Guide (PS04B or PS04CD)
   - Paraoptometric Skill Builder Beginner Level 1 (PS-25)
   - Self-Study Course for Paraoptometric Assistants and Technicians (PS-01)
   - Practice Management 101 Education Module (PS-06)

2. Pre-Testing Procedures

   **AOA Marketplace**
   - Paraoptometric Skill Builder Beginner Level 1 (PS-25)
   - Paraoptometric Skill Builder Intermediate Level 2 (PS-26)
   - Paraoptometric Skill Builder Advanced Level 3 (PS-27)
   - Self-Study Course – Paraoptometric Assistants and Technicians (PS-01)
   - CPOA & CPOT Study Flash Cards Set Three (PS-15)

3. Special Procedures

   **AOA Marketplace**
   - CPO Study Guide (PS04B or PS04CD)
   - Paraoptometric Skill Builder Beginner Level 1 (PS-25)
   - Paraoptometric Skill Builder Intermediate Level 2 (PS-26)
   - Self-Study Course for Paraoptometric Assistants and Technicians (PS-01)
   - CPOA & CPOT Study Flash Cards Set Three (PS-15)
   - Special Procedures Education Module (PS-09)
   - Fitting Toric Soft Contact Lenses Education Module (PS-12)
   - Soft Contact Lens Wear & Care Education Module (PS-10)

4. Optical Dispensing Techniques and Recording

   **AOA Marketplace**
   - CPO Study Guide (PS04B or PS04CD)
   - Paraoptometric Skill Builder Beginner Level 1 (PS-25)
   - Paraoptometric Skill Builder Intermediate Level 2 (PS-26)
   - Paraoptometric Skill Builder Advanced Level 3 (PS-27)
   - Self-Study Course for Paraoptometric Assistants and Technicians (PS-01)
   - The ABCs of Optical Dispensing Education Module (PS-03)
   - Ophthalmic Dispensing Education Module (PS-08)
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 on 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.

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
   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

O. Category II Modifiers
   1. Definitions
   2. Types of Modifiers
      a. 1P, 2P, 3P, 8P

IV. Diagnosis Codes (24%)
   A. Development of Diagnostic Codes
      1. Initial Purpose
      2. Evolution of the System
      3. Current Maintenance
   B. International Classification of Diseases-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  
   3. Review of CCI Edits Table  

E. Overview of ICD-10  
   1. Purpose  
   2. Implementation Date  

V. Medical Records (paper/electronic) (14%)  
      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**
   - Codes for Optometry (current edition recommended)

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.

1. Anatomy and Physiology
   **AOA Marketplace**
   - CPO Review Course (PS-19)
   - CPOA Review Course (PS-142)
   - Anatomy and Physiology Education Module (PS-07)
   - CPO Study Guide (PS-04)
   - Self Study Course for Paraoptometric Assistants and Technicians (PS01)
   - Insurance Processing Flash Cards (PS21)
   **Other**

2. Medical Terminology
   **AOA Marketplace**
   - CPO Review Course (PS-19)
   - Anatomy and Physiology Education Module (PS-07)
   - CPO Study Guide (PS-04)
   - Self-Study Course for Paraoptometric Assistants and Technicians (PS-01)
3. Review of CPT

**AOA Marketplace**
- Codes for Optometry (current edition recommended)
- Insurance Processing Flash Cards (PS21)

**Other**
- **Centers for Medicare and Medicaid Services** - Evaluation & Management Services Guide
- ICD-10-CM International Classification of Diseases (current edition recommended)

4. Diagnosis Codes

**AOA Marketplace**
- Codes for Optometry (current edition recommended)

**Other**
- **Centers for Medicare and Medicaid Services**
  - [www.cms.gov/nationalcorrectcodinited/](http://www.cms.gov/nationalcorrectcodinited/)

5. Medical Records (electronic and paper)

**AOA Marketplace**
- CPO Study Guide (PS-04)
- CPOA Review Course (PS-142)

**Other**
- **Centers for Medicare and Medicaid Services** - Evaluation & Management Services Guide
- **U.S. Department of Health & Human Services**
  - [www.hhs.gov/hipaa/](http://www.hhs.gov/hipaa/)
- **Medicare Learning Network**

6. Claim Filing

- **Centers for Medicare and Medicaid Services**
- **Other**

7. Compliance
• Centers for Medicare and Medicaid Services
  o www.cms.gov/DeterminationProcess/
  o www.cms.gov/DeterminationProcess/04_LCDs.asp#TopOfPage
  o www.cms.gov/Medicare/Compliance-and-Audits/Part-C-and-Part-D-Compliance-and-
    Audits/ComplianceProgramPolicyandGuidance.html
  o www.oig.hhs.gov/fraud/report-fraud/index.asp
  o www.oig.hhs.gov/compliance/101/index.asp
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.

**Optometric Assistant Programs**
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
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

**ACOE Approved Technician Programs**
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.
CERTIFICATION RENEWAL GUIDELINES
FOR THE CPO, CPOA & CPOT—2020

Participation in continuing education assists the professional in remaining current in his/her 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.

- Nine of the 18 credit hours must be CPC-approved, **AND** no more than nine of the hours may be from ABO, NCLE, COPE or JCAHPO (in any combination).
- Credits must be earned during the three-year renewal cycle and prior to Nov. 1 of your renewal year. *Ungraded quizzes are not accepted as proof of education.*
- 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 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 above)
- Oral presentation of lectures or workshops approved by the CPC
- 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 Cardiovascular 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 processed. No refund of fee will be issued.

9 CPC credits +
No More Than
9 Other Credits

CPC@AOA.org
800.365.2219 ext. 4210
Commission on Paraoptometric Certification (CPC)

CERTIFICATION RENEWAL GUIDELINES
FOR THE CPO, CPOA & CPOT—2020

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WAYS TO EARN CONTINUING EDUCATION

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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 processed. No refund of fee will be issued.

9 CPC credits
No More Than
9 Other Credits

CPC@AOA.org
800.365.2219
ext. 4210
2020 CERTIFICATION RENEWAL GUIDELINES
FOR THE CERTIFIED PARAOPTOMETRIC CODER (CPOC)

Participation in continuing education assists the professional in remaining current in his/her 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 office for verification before taking a course or prior to submitting for renewal.

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

WAYS TO EARN CONTINUING EDUCATION

♦ Attend national, regional, state, or local optometric/paraoptometric education meetings. (Contact your state organization for details or CPC@AOA.org.)
♦ Approved online education (only from education providers listed below)
♦ Oral presentation of lectures or billing/coding workshops approved by the CPC
♦ Authorship of optometric related articles or manuscripts (CPC approval required)

APPROVED EDUCATION PROVIDERS

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

Commission on Paraoptometric Certification (CPC)
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

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

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, don’t wait! Once you have earned the required credits, submit them with a copy of your renewal invoice and renewal fee to ensure all requirements have been met before the renewal deadline.
- Documentation of credits earned, renewal fee, and renewal invoice must be mailed together in one envelope in your renewal year. Incomplete submissions will not be processed.
- 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.
- The fee for renewals received after May 31 is $195.
- A postmark is NOT a guarantee of on-time delivery.
- 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?

- CPC staff review all items to determine if they are acceptable.
- If requirements are met, a confirmation notice will be emailed to you, followed by an updated certificate that will be mailed within 8 weeks.
- If requirements are not met, an explanation will be emailed to you. If renewal was received by May 15 you will be allowed to submit additional credits to meet the requirements until the May 31 deadline. 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.

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

CPC@AOA.org
800.365.2219
ext. 4210

AMERICAN OPTOMETRIC ASSOCIATION
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.

<table>
<thead>
<tr>
<th>Name:</th>
<th>Signature:</th>
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<tbody>
<tr>
<td>Title:</td>
<td>Phone:</td>
</tr>
<tr>
<td>Company:</td>
<td>Email</td>
</tr>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>Dates of employment: Start Date:</td>
<td>End Date</td>
</tr>
</tbody>
</table>

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 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.

<table>
<thead>
<tr>
<th>Name of previous employer:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title:</td>
<td>Phone:</td>
</tr>
<tr>
<td>Company:</td>
<td>Email</td>
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<tr>
<td>Address:</td>
<td></td>
</tr>
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