ACHIEVING YOUR PROFESSIONAL DESIGNATION

CREDIT AND COLLECTION COMPLIANCE PROFESSIONAL (CCCP)

CREDIT AND COLLECTION COMPLIANCE OFFICER (CCCO)

HEALTHCARE COLLECTION MANAGER (HCM)

1.

MEET ELIGIBILITY REQUIREMENTS

- Complete the required courses for the desired designation: **CCCP**, **CCCO** or **HCM**.
- Purchase the courses online, then must contact Member Services to get eLearning courses assigned. Training Zone subscribers can add the courses to their Training Zone Library.

2.

SUBMIT APPLICATION

- Visit **ACA's Designations page**.
- Select desired designation tab: CCCP, CCCO or HCM.
- Download and complete application.
- Send to Member Services with fee payment ($168 member, $336 non-member).

3.

APPLICATION PROCESSING

- Member Services verifies applicant's academic records and confirms exam fee payment.
- Capstone assignment and Designation Exam Certification form is sent to applicant.

4.

COMPLETE CAPSTONE ASSIGNMENT

- Submit completed Capstone assignment and Designation Exam Certification form to Member Services.
- Applicant must sign the Designation Exam Certification form before Capstone is graded.

Continues on next page.

5.

GRADING PROCESS

- Capstone assignment graded by ACA Certified Instructor.
- Education sends results to Member Services.

6.

RESULTS NOTIFICATION

- **Pass:** Receive certificate and badge access instructions.
- **Fail:** Receive second attempt instructions. If already second attempt, must reapply with new application.

7.

MAINTAIN DESIGNATION

- Valid for two years from achievement date.
- Renew every two years to keep current.

8.

RENEWAL PROCESS

- 60-day renewal window before expiration.
- Reminders sent at 60 and 30 days prior.
- 60-day grace period after expiration.
- Failure to renew after the 60-day grace period, the designation will expire and may require the holder to start over with required courses and assessments.

9.

TO RENEW

- Complete renewal application.
- List earned PDUs for current designation cycle (CCCP: 8, CCCO/HCM: 12). Earn PDUs through qualifying **ACA education resources and events**. 1 clock hour = 1 PDU.
- Submit renewal application to Member Services with fee ($63 member; $126 non-member).
- Member Services will process renewal application; confirm payment; and send an email regarding the successful renewal.

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