



# MRMC



MEDICAL REHABILITATION  
MANAGEMENT CERTIFICATION

AMRPA



## Medical Rehabilitation Management Certification (MRMC) Candidate Handbook



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## Introduction

The American Medical Rehabilitation Providers Association (AMRPA) is the nation's only trade organization dedicated solely to the interests of inpatient rehabilitation and represents more than 650 freestanding rehabilitation hospitals and rehabilitation units of general hospitals.

In 2018, AMRPA began an effort to expand educational offerings and opportunities for the growth and development of our members in the medical rehabilitation industry. After conducting an Educational Needs Assessment Survey of our membership, it was determined that there was an interest and need for the development of medical rehabilitation managers. AMRPA gathered a group of subject matter experts (SMEs) from among our member organizations to volunteer to participate in a Job Task Analysis (JTA). During this JTA process, volunteers identified the necessary knowledge, skills, job tasks and abilities needed to successfully fill the role of a medical rehabilitation manager, resulting in an exam blueprint to guide the development of the Medical Rehabilitation Management Certification. AMRPA's goal was to create a credible and meaningful certification that will provide candidates with the opportunity to exhibit their skill and dedication to the medical rehabilitation profession while advancing their careers.

## Medical Rehabilitation Management Certification (MRMC)

Throughout 2020, a group of volunteers participated in writing exam items and collectively completing a technical review of each item, with the guidance of our exam development partner, Certification Management Services, Inc. Each item was reviewed for congruence to the testing objectives, technical accuracy, appropriate level of difficulty and relevance. The exam is designed not only for current medical rehabilitation managers, but for clinicians and professionals who wish to advance their careers by moving into rehabilitation management roles. Successful candidates should demonstrate knowledge and skills in leadership, strategy, customers, workforce, operations and results related to medical rehabilitation.

This handbook outlines the policies and procedures for the Medical Rehabilitation Management Certification program. AMRPA recommends that applicants read the complete handbook before beginning the application process.

Individuals moving through the certification process are referred to as:

- **Applicants** – those who have completed the application process, but have not yet received approval to sit for the exam.
- **Candidates** – those who's application has been approved, but have yet to pass the exam.
- **Certificants** – those who have passed the exam and been awarded the MRMC credential.

# Applying for Certification

## Eligibility Requirements

### Overview



### Education Requirement

Applicants must hold an associate's degree or higher in a rehabilitation related field or related business disciplines.

\*Rehabilitation related fields include Nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Alternative Therapies, Case Management, Public Health, and related-business disciplines such as Accounting.

Applicants will be asked to upload a copy of their diploma or transcript (unofficial transcripts are acceptable) during the application process.

### Professional Work Experience Requirement

Applicants with a bachelor's degree must exhibit at least one (1) year of experience in a rehabilitation setting AND one (1) year of experience in a supervisory position.

Applicants with an associate's degree must exhibit at least three (3) year of experience in a rehabilitation setting AND one (2) year of experience in a supervisory position.

### Professional References

Applicants are required to provide two (2) professional references. The first reference must be from the applicant's supervisor, the second may be from a professional colleague or co-worker.

A professional reference form is provided on the [AMRPA website](#). It may be uploaded into the application system, or the applicant can opt to email the form directly from the application system. \*If you send the reference request email through the application system, the response must be received from your reference before you can submit the application for approval.

## Application Process

Applications can be submitted electronically, directly through the AMRPA website. The application does **not** need to be completed in one sitting. Applicants may begin their application and choose to save it in 'draft' status.

Applicants will be required to demonstrate their adherence to the eligibility requirements by entering supporting information and/or documentation.

The following information will need to be entered or uploaded when completing the application.

- Education
    - Applicants will be required to enter the name of the institution, date of completion and major.
    - Applicants will be required to upload a copy of their diploma or transcript (unofficial transcripts are acceptable) demonstrating completion of a bachelor's degree in rehabilitation related field, or related business discipline.
  - Professional Work Experience
    - Applicants will be required to enter the name of employer, name of supervisor or HR contact, and email address for each employer necessary to demonstrate the required work experience:
      - With a Bachelor's Degree or Higher: one (1) year in a rehabilitation setting and (1) year in a supervisory position
      - With an Associate's Degree: three (3) years in rehabilitation setting and two (2) years in a supervisory position.
  - Professional References
    - Applicants are required to have two (2) professional reference forms completed;
      - One (1) professional reference from a supervisor
      - One (1) professional reference from a colleague
- Professional reference forms are available to download on the [AMRPA website](#). Forms must be prepared in advance and uploaded in the online application.

Please allow up to two weeks for your application to be approved. Upon approval, candidates will be provided instructions to schedule their online proctored certification exam.

## Eligibility Period

Candidates are eligible to sit in either of the next two upcoming exam windows following the approval of their application (thirteen months based on the current AMRPA application and testing window schedule).

Candidates are eligible for one retake attempt if they fail their first attempt. There is a waiting period of five business days required between exam attempts and both must be completed within the eligibility period.

Retesting fees apply. For more information on retesting and cancellation of exams, see the Exam Policies & Procedures section of this handbook.



## Fees

### Application Fees

- AMRPA Member — \$395
- Non-member — \$495

### Multiple Candidate Discount

AMRPA is also offering a Multiple Candidate Discount to facilities paying for multiple applicants. Please visit the [AMRPA website](#) for more information.

- 2-4 candidates — 10% discount
- 5-9 candidates — 15% discount
- 10+ candidates — 20% discount

Applications will not be reviewed until after payment is received. The exam fee is included with your application fee.

### Retesting Fees

- AMRPA Member — \$70
- Non-member — \$70

For more information on retesting and cancellation of exams, see the Exam Policies & Procedures section of this handbook.

### Renewal Fees

- AMRPA Member — \$195
- Non-member — \$245
- Late renewal fee — \$50

Certificants will have a grace period of five business days after their renewal date before the late fee is assessed.

## Refund Policy

Refunds may be requested prior to sitting for the exam. Once an exam is scheduled, it can be cancelled no later than 24 hours prior to the scheduled time, without incurring exam fees. No refunds will be issued after the candidate has taken the exam.

## Exam Overview

### Exam Development

The development of exam items begins with comprehensive item writing training that is based on the latest research regarding exam item effectiveness and resulting information. AMRPA's exam development partner, Certification Management Services, Inc., provided expert coaching and guidance from experienced psychometricians to assist item writers during the development process. This combination of SME expertise and proper training results in superb item quality. This quality strengthens the validity of AMRPA certification decisions.

Each exam item has been critically discussed and reviewed for congruence to the testing objectives, technical accuracy, appropriate level of difficulty and relevance during a technical review process led by an experienced psychometrician. After the initial offering of the exam, our exam development partner will conduct an item analysis to rate the performance of each item and identify trends and statistics that indicate a poorly performing item. After completing this analysis, standard setting will be conducted using the Bookmark/Hofstee standard setting procedure to identify a fair cut point for the exam form.

The certification exam consists of 120 multiple choice items (plus an additional 50 unscored items during beta-testing and use on future exam forms). Items are divided into six main sections, each containing multiple testing objectives.

- Foundations of Rehabilitation
- Compliance and Ethics – Accreditation & Regulatory
- Hospital Processes
- Electronic Medical Records (EMR)
- Strategic Plan – Tactical Components
- Leadership Skills

Exam items are designed to test both recall of knowledge, with declarative testing objectives, and application of knowledge, with application testing objectives.

### Time Allowed

Candidates will have three hours to complete the online proctored exam.

## Content Outline

<b>1</b>	<b>Foundations of Rehabilitation</b>
1.1	Declarative: Identify elements of the 2014 WHO International Classification of Functioning, Disability and Health
1.2	Application: Given a patient scenario, identify the appropriate element from the 2014 WHO ICF model
1.3	Declarative: Identify components of an interdisciplinary team model
1.4	Application: Given a scenario, select appropriate action for effective collaboration
1.5	Declarative: Identify appropriate interdisciplinary team members
<b>2</b>	<b>Compliance and Ethics: Accreditation &amp; Regulatory</b>
2.1	Declarative: Identify key information regarding the regulation and accreditation standards applicable to medical rehabilitation
2.2	Application: Given a scenario, apply the appropriate intent of the CMS regulation
2.3	Declarative: Identify requirements to demonstrate conformance to CARF accreditation conditions for survey readiness
2.4	Application: Given a scenario, identify how an organization can demonstrate conformance to a given CARF standard
2.5	Declarative: Identify how an organization can demonstrate compliance to The Joint Commission (TJC) standards
2.6	Application: Given a scenario, identify the appropriate legislative act
2.7	Application: Given a scenario, identify appropriate actions when preparing for either a regulatory or an accreditation survey
2.8	Declarative: Identify causes of reimbursement denial
2.9	Application: Given a scenario, select the appropriate ethical action
<b>3</b>	<b>Hospital Processes</b>
3.1	Declarative: Identify the key element of the at-will employment policy
3.2	Declarative: Identify key components of the annual budget process
3.3	Declarative: Identify the type of staff needed to provide patient care in an inpatient rehab facility
3.4	Declarative: Identify the orientation and training requirements for contracted clinical staff by regulatory and accreditation standards
3.5	Application: Given a scenario, predict what will happen when employees are engaged and satisfied
3.6	Application: Given a scenario, select the appropriate option to increase staff retention rates
3.7	Application: Given a scenario, assess strategies that improve staff recruitment
3.8	Declarative: Specify the TJC annual mandatory requirements on education and training (staff development)
3.9	Declarative: Define succession planning in the medical rehab environment
3.10	Application: Given a scenario, describe succession planning
3.11	Declarative: Define components of the performance management process
3.12	Declarative: Select the compliant use of physician extenders in IRFs / IRUs
3.13	Application: Given a scenario, identify approaches to increase appropriate IRF referrals



<b>3</b>	<b>Hospital Processes (continued)</b>
3.14	Application: Given a scenario, describe the medical rehab manager's role in physician education regarding compliance
3.15	Declarative: Describe handwashing strategies to ensure infection prevention
3.16	Declarative: Explain the National Patient Safety Goal initiative
3.17	Declarative: Define the role of OSHA in protecting employees in the workplace
3.18	Application: Given a scenario, describe approaches to lifting that minimizes risk of injury to an employee
3.19	Declarative: Identify actions taken when a patient incident occurs in a facility
3.20	Declarative: Define outcomes that measure success of a rehab program
3.21	Application: Given a data set, identify outcomes that indicate positive program performance
3.22	Declarative: Define the Plan, Do, Check, Act (PDCA) methodology as it relates to the medical rehab setting
3.23	Application: Given a scenario, identify an effective method to advocate for rehabilitation/disabilities
3.24	Application: Given a scenario, identify an approach to improve patient satisfaction
3.25	Application: Given a problem situation, analyze and identify resources to consider when deciding which course of action to take
<b>4</b>	<b>Electronic Medical Records (EMR)</b>
4.1	Application: Given a scenario, identify a common issue for medical rehab concerning implementation of EMRs
4.2	Application: Given a scenario, identify a solution to a common EMR issue
4.3	Application: Given a scenario, identify potential adaptations to an EMR system
4.4	Application: Given a scenario, identify critical input to advocate for rehab EMR
<b>5</b>	<b>Strategic Plan: Tactical Components</b>
5.1	Declarative: Define the parts of a SWOT analysis (Strengths, Weaknesses, Opportunities, Threats)
5.2	Declarative: Identify approaches to influence the strategic plan
<b>6</b>	<b>Leadership Skills</b>
6.1	Declarative: Identify components of effective communication
6.2	Declarative: Define active listening
6.3	Application: Given a scenario, describe how an individual would use active and reflective listening

## Exam Policies & Procedures

### Online Proctored Exam

The examination will be offered online through Certification Management Services, Inc.'s TestWise™ testing system, with proctors provided by MonitorEDU. Upon approval of the certification application, AMRPA will provide candidates with a detailed scheduling guide, provided by Certification Management Services and MonitorEDU®. This guide will include all the information required to schedule the MRMC Certification Exam and meet the technical and testing environment requirements for participating in the online proctored exam.

### Scheduling & Cancellations

Upon application approval, candidates will receive a URL to login to the CMS TESTWise System and schedule their proctored exam. This is the same URL that will be used on your exam date.

Exam appointments are available 24 hours a day, seven days a week. Candidates should schedule their exam at least 24 hours in advance. If you schedule your exam with less than 24 hours notice, you will be charged a \$5 late scheduling fee by MonitorEDU, which will be payable upon scheduling.

You may cancel or reschedule your exam using the same URL. If you cancel or reschedule your exam less than 24 hours before your appointment time, you will be charged a \$5 cancellation fee by MonitorEDU, which will be payable the next time you schedule a proctor.

### Technical Requirements

You will need to verify your computer and testing location both meet the minimum requirements. It is important to perform all of these verification steps **from the same location and room** where you will take your exam, **using the same computer** you will use when you take your exam.

#### Computer Requirements

Your computer must be a Windows or Mac OSX computer. Meet supports the current version and the two previous major releases of Apple macOS and Microsoft Windows. You must also use a supported browser:

- Chrome (<https://www.google.com/chrome>)
- Firefox (<https://www.mozilla.org/firefox/new>)
- Edge (<https://www.microsoft.com/edge>)
- Safari (<https://www.apple.com/safari/>)
- Do not use Internet Explorer

**IMPORTANT:** Make sure your computer has installed all updates BEFORE your exam day. If your computer installs updates while you are taking your exam, it will interrupt your testing event and you will most likely NOT be able to continue.

#### Test Delivery Verification

Verify you can take this 5-question quiz. You may have issues if you are using a company computer or sitting at work: <https://sei.caveon.com/launchpad/cms-sample-exam-2>

If you have issues, you may need to use a different computer or take your exam from a different location. If you are using a company computer or sitting at work, you can ask your IT department to follow the instructions in this guide (<https://www.certmanserv.com/assets/help/Whitelist-Process-for-Test-Delivery.pdf>), which may resolve the issues. Make sure you can successfully take the above quiz before your appointment date.

### Meeting Software Verification

You will NOT be sent a meeting number or appointment. Instead, on the day you take your exam, you will click the “Connect to proctor” link to automatically connect to your proctor and enter a chat room. You will need two cameras for the exam. One that shows your face and one that shows your screen. You may choose to use a mobile device camera to show your screen (the proctor will help you with that process). If you do not have a mobile device with a camera, you may use a laptop or additional computer.

MonitorEDU uses Google Meet to proctor the exam. You will need to download the Google Meet app on a mobile device.

To setup your mobile device:

Step 1 – Add Google Meet App to your phone from the App Store (it is free)

Step 2 – Open the Google Meet App

Step 3 – Click New Meeting

Step 4 – Start an Instant Meeting

Step 5 – Make sure you can see yourself in your camera in the bottom right corner. If you can, you are all good and can close the app.

Verify that your sound, camera, and microphone all function. If you have any trouble, work with your IT department to fix the issue.

### Internet Speed Verification

If your internet bandwidth is too slow, the proctor will NOT let you take your exam. The bandwidth MUST be at least 2Mbps down and 2Mbps up. 10Mbps down and 3Mbps up are recommended. A wired connection is almost always faster than a WiFi connection. You can test your bandwidth here: <http://www.speedtest.net>

Note: It is common to have low bandwidth at home if someone is streaming video.

### On the Day of the Exam

1. You must show the proctor a valid (not expired) government issued photo ID. You will be required to hold the ID in front of your webcam. The proctor will need to clearly see your name, photo, and expiration date.
2. You must be alone in the room.
3. Your desk and area around the desk must be clear. The proctor will ask you to do a complete 360 degree room pan and desk sweep with your mobile device to ensure your workspace is clear of any materials unauthorized by your test sponsor. (No papers, post-it's, books, electronic devices, phones, drinks, etc.)
4. Your computer must be connected to a power source.
5. ***You must use a laptop or desktop computer running Microsoft Windows or Mac OSX for the exam and a mobile device for the second camera.***
6. The only software that is allowed to run on your computer is the meeting software (Google Meet in a web browser), and the web browser where you are logged in to MonitorEDU's proctoring portal.
7. You can only use one display. If you have a second display, it must be unplugged.
8. You cannot leave your seat.
9. You cannot use headphones or a phone during the exam.
10. You cannot talk except when communicating with the proctor.
11. You must have a mobile device, webcam, microphone, and speakers, which must function and remain on the entire time.
12. The proctor must be able to see you and your screen for the duration of the exam.

## Taking Your Exam

**IMPORTANT:** The time you spend connecting to the proctor and going through the authentication process does NOT count towards your exam time. The exam time starts when you see your first question.

The following instructions are included with screen shots in the scheduling guide provided after your certification application is approved.

To take your exam:

1. You are required to have a nonexpired government issued identification.
2. Use a Windows or Max OSX desktop or laptop computer (not a phone, tablet, or Chromebook) for your exam. You will also need a mobile device with a Google Meet app available. Two cameras are required during this proctored exam.
3. On your computer, use the Chrome, Firefox, Edge, or Safari browsers. Chrome is the most compatible. Do not use Internet Explorer.
4. Click on this link to log into CMS TESTWise: [TESTWise Dashboard](#).
5. The Start Exam button will be enabled up to 30 minutes before your scheduled appointment date/time.
6. If popup blockers are enabled, they must be disabled in order to connect to the proctor.
7. Click the green 'Start Exam' button.
8. The MonitorEDU proctoring portal will open in a new web browser tab.
9. Click "Connect to Proctor". This notifies MonitorEDU that you have arrived.
10. If you have an issue connecting with a proctor, call 629-235-7026 or click "Live Chat" for proctor support.
11. Click "New Conversation" and fill in your name and email.
12. Click [Start Chat] 13. The proctor will instruct you from here

**IMPORTANT:** The soonest the proctor will arrive is 15 minutes before your appointment, however, the proctor may not arrive until your appointment time. When the proctor arrives, the graphic at the top will change to the proctor's name. The proctor will chat with you and provide all remaining instructions to begin your exam. A proctor usually proctors multiple appointments simultaneously. If you talk to the proctor during your exam, it may take a few minutes for them to respond if they may be helping other candidates.

During the exam, you can move freely between pages. If you intend to come back to a question, use the flag this page feature in the top right corner to keep track of the questions you skip. There is an Exam timer in the top left corner for your reference. You may add a comment about any question.

The screenshot displays the CMS TESTWise exam interface. At the top, a dark blue header bar contains a clock icon and the text "Exam: 04m 35s", followed by buttons for "Scratch Pad" and "Calculator". On the right side of the header, it says "CMS Sample Exam" with a menu icon. Below the header, a navigation bar shows "Page: 1 2 3 4 5" with the third page highlighted, and a "FLAG THIS PAGE" button on the right. The main content area is a white box with a question: "3. What is the largest organ of the body?". Below the question are four radio button options: "Brain", "Heart", "Kidney", and "Skin". The "Skin" option is selected. Below the options, it says "Choose 1 option." and there is a button that says "Send a comment about this question". At the bottom of the interface, there are two buttons: "← SAVE & GO TO PREVIOUS PAGE" and "SAVE & GO TO NEXT PAGE →".

## Exam Results

Your exam score will be displayed on screen after you have submitted your exam. AMRPA will contact you via email when they have received your exam score and updated your certification status.

## Retake Attempts

Candidates are allowed one retake attempt. There is a retesting fee of \$70, charged by MonitorEDU to cover the cost of the proctored exam, due to scheduling of the retake attempt. There is a waiting period of 5 business days required between exam attempts. Upon failure of a first exam attempt, the candidate will receive official notification from AMRPA within 5 business days with instructions to pay the retesting fee and schedule their retake exam.

## Certificate

Certificants will be able to print their MPMC certificate through their AMRPA Profile page once their certification status has been updated.

## Preparing for the Exam

The MPMC exam is designed for candidates with one year of experience in the role of medical rehabilitation manager. Candidates should carefully review the exam content outline and prioritize areas where they require additional study beyond their professional work experience. AMRPA will recommend exam preparation materials on the [AMRPA website](#) including relevant AMRPA educational offerings and certification exam guide.

## Certification Maintenance & Renewal

Active certificants are required to maintain their credential with professionalism and meet the continuing education (CE) requirements for renewal. CE reporting and renewal payment are required at the end of the three-year renewal cycle. Renewal dates are set on an annual cycle beginning the following January after you are awarded your initial certification.

### Renewal Timeline

Example of Certification Renewal Timeline	
If candidate is awarded certification...	September 2021
Certificant's 3-year Renewal Cycle will begin on...	January 1, 2022
Certificant's CE Reporting and Renewal Application will be due on...	December 31, 2024

## CE Requirements

The continuing education requirement for renewal is based on a point system. AMRPA takes great pride in its efforts to advocate for the interests of inpatient rehabilitation hospitals and rehabilitation units. To encourage the continued involvement, professional growth and advocacy of rehabilitation leaders, AMRPA has identified a variety of activities eligible to meet the continuing education requirement, in addition to CE courses.

Certificants are required to earn 15 points per year of the three-year certification cycle (45 points total).

*\*At least half of the required points must be completed through participation in approved continuing education activities/courses.*

Activities Eligible for CE Requirement for Renewal of Certification	Points Assigned
<b>Continuing Education Activities/Courses</b>	
Participation in AMRPA offered educational activities, including webinars, regional events and conferences, both in-person and online	1 Contact Hour = 1 Point
Participation in educational activities approved by ACCME, ANCC, ACHE, AOTA, APTA, ASHA, ARN, CARF, TJC, CMS	1 Contact Hour = 1 Point
Preparation for an educational presentation, including in-person and online activities and poster presentations (Presentation can be offered at any healthcare organization.)	For Presenting: 1 Contact Hour = 2 Points
<b>Publications</b>	
Any publications in professional journals	5 Points
Participation in a Scientific/Formal Research Project (published or unpublished)	5 Points
<b>Volunteer Activities</b>	
Volunteer Participation in the AMRPA Credentialing Committee, AMRPA Education Committee, or AMRPA Legislative and Regulatory Policy Committee	Committee Member = 3 Points
Volunteer Participation in a National, State or Local Professional Healthcare Association in an ongoing committee/task force.	Officer/Chair: 3 Points Committee Member = 1 Point
<b>Performance Improvement Activities</b>	
Participation in a performance improvement activity for your organization with a proven positive impact.	2 Points

## CE Reporting & Renewal

Certificants will be sent renewal reminders three (3) months in advance of their renewal date. Certificants will be able to report CE and renew their certification through their profile on the AMRPA website.

Certificants will be able to enter and track their points for individual activities in their profile throughout their renewal cycle; however, only the point totals in each category will be required for renewal.

Please note – Renewal applications will be subject to audit. If your application is audited, you will be required to provide supporting documentation of CE points claimed. Instructions will be provided upon audit.

## Renewal Fees

- AMRPA Member – \$195
- Non-member – \$245
- Late renewal fee – \$50
- Reactivation fee – \$295 member/\$345 nonmember

## Late Renewal

There is a five (5) day grace period after your expiration date to complete your renewal fee and CE reporting. After January 5th, a late fee of \$50 will be applied. At this time your certification will be inactive. Renewals may still be submitted with the late fee up to six (6) months after your expiration date before your certification is officially expired.

## Reactivating an Expired Certification

If your certification has been expired for a period of less than one (1) year, you may reactivate your certification with a reactivation fee (regular renewal rate plus \$100) and an additional 15 points to meet the CPE requirement (45 points due at the end of your cycle, plus 15 points for a total of 60 points).

If your certification has been expired for one (1) year or more, you will be required to reapply.



## Special Accommodations Policy

Applicants requiring special assistance to apply or sit for the certification exam should contact Elizabeth Katsion at [info@amrpa.org](mailto:info@amrpa.org) at AMRPA Headquarters to inform us of your special needs.

Exams requiring special accommodations must be scheduled at least one week in advance. AMRPA will require one week to arrange special accommodations with Certification Management Services, Inc., and MonitorEDU®.

## Grievance Policy

AMRPA will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, application processes, exam content and in the treatment of program participants. The monitoring and assessment of compliance with these standards will be the responsibility of the AMRPA Operations Director in consultation with the AMRPA Executive Director, Education Manager and AMRPA Board. We do our best to anticipate problems and, when they do present themselves, will attempt to alleviate complaints as quickly as possible.

- (1) Complaints relative to certification program administration, AMRPA Staff and/or our certification testing vendors or systems should be submitted in writing to [info@amrpa.org](mailto:info@amrpa.org) and will be addressed on a case-by-case basis.
- (2) If an applicant or candidate wishes to appeal the denial of a certification application, or challenge exam results, the request should be submitted in writing within 30 days of the adverse decision. The individual is requested to place his/her request in writing to the attention of the Operations Director, American Medical Rehabilitation Providers Association 529 14th Street NW, Suite 1280, Washington, DC 20045.

The request will be reviewed in consultation with the AMRPA Executive Director, Education Manager and AMRPA Board. A written response will be issued within 30 days of receipt of a written complaint or appeal request.

## Resources

### Forms

All forms can be located on the [AMRPA website](#).

### FAQ

Frequently asked questions are available to view on the [AMRPA website](#).

## Candidate Support

### AMRPA Support

For help with any certification related questions, please contact AMRPA Headquarters via email at [info@amrpa.org](mailto:info@amrpa.org)

### Certification Management Services/ MonitorEDU® Customer Support

For help with all scheduling, rescheduling, cancellation and testing issues:

Email: [delivery.support@itemexperts.com](mailto:delivery.support@itemexperts.com)

Phone: 1-435-395-8313

If you have difficulty connecting with your proctor, call 629-235-7026 or click “Live Chat” for proctor support.