



NCPDP Certification Program FAQs

Q: Why should I get certified?

A: NCPDP is a nationally recognized leader in creating and implementing numerous industry standards for healthcare information exchange (HIE). Certifications will be awarded by NCPDP and will enhance standing and provide credibility in the industry among peers. The NCPDP Certification Program provides members and qualifying non-members, an opportunity to obtain a distinguished certification based on the ability to demonstrate knowledge and understanding of implementing NCPDP Standards accurately and effectively.

Q: What type of professionals benefit from the NCPDP exam certifications?

A: All HIE professional can benefit from becoming NCPDP Certified. Specific Standard Certifications may be of more interest to some healthcare industry segments but overall NCPDP Exams are versatile and can benefits different types of industry professionals in different ways.

Q: Do I have to be a member to take an NCPDP certification exam?

A: No, you do not. Qualifying Non-members are also eligible to take an exam.

Q: What is a Qualifying Non-member?

A: To be considered a qualifying non-member, there must be another individual within the non-member's organization who is a current member in good standing with NCPDP.

Q: Do I receive any credentials or letters to notate the designation?

A: Upon successful completion of the specified certification exam, recipients will become NCPDP Certified in the specific standard they test for. For example, NCPDP SCRIPT Standard will receive a NSC designation after their name and NCPDP Telecomm certified will receive a NST. An official embossed certificate will be received in the mail along with a lapel pin and congratulatory letter from NCPDP's President to provide proof of your new designation(s).

Q: Can I take the certification exam at NCPDP Work Groups?

A: Yes, NCPDP will offer testing dates and times at each of their 4 quarterly Work Group meetings.

Q: What is the best way to get certified if I do not attend the Work Groups?

A: There are 2 additional ways to get certified:

- (1) **Online Proctored.** This exam format is offered anywhere there is high-speed internet access. It is taken on a personal computer or laptop, monitored by webcam, by the proctor, Kryterion. Authentication is achieved using facial recognition and keystroke analytics. [Secure software is downloaded](#), which creates a locked-down testing environment on your computer preventing you from gaining access to the Internet and documents or files on your computer.
- (2) **Kryterion Testing Center.** Kryterion has many testing facilities all of the country; please visit <https://www.kryteriononline.com/Locate-Test-Center> to find the center nearest you.



Q: I have strict security around items I can download; will I still be able to take the exam online?

A: The online software used by Kryterion's WebAssessor requires complete lockdown of your computer and webcam control, see the [Kryterion Test Taker Guide](#) for more information. You can check with your company's IT department to determine if the online option would be a possible fit for you. If not check the [laptop requirements](#) for the NCPDP Proctored option at work group- this require less control of your laptop and no lockdown of the webcam etc. If this second option is still not a possibility you can visit one of the [Kryterion Testing Centers](#) near you at a scheduled date and time that is convenient.

Q: How soon will I receive my exam results?

A: You will receive your exam results immediately upon completion.

Q: Will I receive a certificate upon passing the exam?

A: Yes, a Certificate of Completion will be mailed to you after you have passed the exam. Please allow up to 2 weeks to receive your certificate.

Q: If I do not pass the exam, how long must I wait until I can retake the exam?

A: There is no wait period. You may re-apply to take an exam immediately after you receive your results.

Q: What are the fees for re-taking an exam?

A: The fees for re-taking an exam are the same as when you first registered: \$325 for members and \$575 for qualifying non-members.

Q: What if I need to reschedule or cancel an exam?

A: Information regarding rescheduling or canceling your exam date or time is as follows:

- Cancellation or changes must be made and confirmed in your Webassessor account.
- Cancellation or changes must be made at least 72 hours prior to your currently scheduled exam.
- If the cancellation or change is made within 72 hours, a full credit or refund will be processed.
- If changes are made less than 72 hours from the scheduled exam, a \$100 administration fee will be assessed.
- If you do not attend your scheduled exam, you are a "no-show" and will forfeit all monies paid.

Q: Why do I need a voucher code after I have already paid for the exam on the NCPDP website?

A: Registering for a certification exam is a 2-step process. You start by registering on the NCPDP website in order to validate membership and submit payment. You then receive a voucher code via email and can set up a new account and schedule your exam in Webassessor. After you set up your new account you will enter your voucher code on the payment screen at the time you select and schedule your exam.

Q: What is Webassessor?

A: NCPDP is partnering with Kryterion, an exam testing service that has created Webassessor, a computer-based testing tool. Webassessor software provides the interface used to schedule and deliver your exam.