



NCPDP Certification Program FAQs

Q: Why should I get certified?

A: 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 and it will also enhance standing and provide credibility in the industry among peers.

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

A: All HIT professionals 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 benefit 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 with NCPDP.

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

A: Upon successful completion of a certification exam, recipients will become NCPDP Certified in the specific standard they test for. For example, if you pass the NCPDP SCRIPT Standard V2017071 exam, you will receive the NSC-II credential. An official embossed certificate will be sent in the mail along with a lapel pin and congratulatory letter from NCPDP's President & CEO to provide proof of your new designation.

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

A: Yes, NCPDP will offer testing dates and times at each of their quarterly Work Group meetings. To register, please visit your [MyNCPDP portal](#) or contact the Manager, Membership Services via [email](#) or call 480.477.1000 ext. 109.

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

A: This exam can be taken online, anywhere there is high-speed internet access. It is taken via Microsoft Forms on a personal computer or laptop, and monitored by the Manager, Membership Services.

Q: Are there test aides available for the certification exam?

A: Yes, both the SCRIPT Standard V2017071 and the SCRIPT Implementation Recommendations document will be available to you to reference during the SCRIPT exam and the Telecommunication Standard VF6 will be available to you during the Telecom exam. However, search functionality will be



turned off so you will still have to be familiar with the documents to find the answers in a timely manner.

Q: How will the certification exam be administered?

A: The exam will be administered via Microsoft Forms and you will be sent a Teams invite shortly after registration. Once you have joined the Team meeting, the Manager, Membership Services will share his screen, give you control, and you will take the exam from his screen.

Q: How long will I have to take both parts of the exam?

A: You will have 120 minutes to complete the SCRIPT exam and 150 minutes to complete the Telecom exam.

Q: How soon will I receive my exam results?

A: You will receive your results shortly after completion. An email will be sent with a breakdown of your results along with an attached Word document that displays the questions you missed with the correct answers marked.

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:

- Contact the Manager, Membership Services via [email](#) or call 480.477.1000 ext. 109 to reschedule or cancel your exam.
- Rescheduling or cancelation must be made at least 72 hours prior to your currently scheduled exam.
- If the rescheduling or cancelation is made prior to 72 hours from the scheduled exam, a full credit or refund will be processed.
- If the rescheduling or cancelation is 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.