

The page features decorative geometric shapes. In the top-left corner, there are two overlapping diagonal bars, one in a darker blue and one in a lighter blue. At the bottom, there is a large, stylized zigzag shape composed of several segments in light blue, dark blue, and orange. The text is centered on the white background.

NHA Proctor Process Guide

**All Proctored Assessments-
Paper Version**

STEP ONE: Before Exam Day

Check NHA Exam Roster for number of booklets:

- Verify NHA exam roster for number of booklets.
- An exam booklet should never be extended to an individual who isn't on the roster.
- If a candidate's name is not on the roster, their registration was not received by NHA and they are not eligible to test.
- Contact NHA with any shipping discrepancies between number of shipped items and number of students to be tested prior to exam day.
- For more on best practices during an exam and exam room setup requirements, review the [Proctor Handbook](#)

STEP TWO: Day of the Exam - Candidate Check-In

Verify Exam Roster and Identification:

- Verify that all candidates present are eligible to take the exam.
- The roster must be verified for both candidate name and exam type.
- Proper identification must be provided at the time of the exam.
- IDs must be government-issued with a current photograph, candidate's signature, and permanent address.

Assign Scratch Paper:

- Every candidate is allowed two (2) sheets of scratch paper.
- For auditing purposes, hand out numbered sheets of paper in an order corresponding to the roster.
- The first name on the sheet will have scratch papers #1 and #2; the second name will have #3 and #4, continuing through the last candidate.
- When the exam is complete, verify that all scratch paper is returned.
- If any sheets are missing, refer to the roster to see which student did not return his or her scratch paper and secure missing scratch paper immediately. If this paper cannot be secured, this is an incident that must be reported using the Incident Form found in the [Forms](#) section of the [Help Center](#).

Reminders about Personal Items:

- All personal items must be stored out of reach.
 - This includes coats, hats, cell phones, purses, and sunglasses as examples.
 - Discretionary allowances may be made for religious apparel.
- Candidates are not allowed to bring any additional materials into the testing area.

- No textbooks, reference books or electronics of any kind are allowed.
**Subject to change for the Certified Billing and Coding Specialist (CBCS) Exam in Fall 2021*
- Food or drink is prohibited unless predetermined as medically necessary.
- Candidates may bring two (2) #2 pencils.

Announcements:

- Advise candidates to use restroom prior to the start of the exam.
- Candidates may not leave the testing room without proctor approval.
- Restroom breaks are permitted; however, candidates will not be allowed to make up the time missed.

STEP THREE: Starting the Exam

Read the Proctor Script:

- Refer to the proctor script at the end of this guide.
- Read the greeting, copyright information, and instruction sections aloud to the examinees.
- The number of scored questions and pretest questions, as well as the length of time a candidate has to complete an exam is available on our website, www.nhanow.com.
- To review the number of questions and the time limit for the exam, the candidate should select the specific exam from the “Get Certified” option on the websites home page and downloading the free exam test plan at the bottom.
- The number of exam questions and the time limit for that exam can be found under [Test Plans by Profession](#).

STEP FOUR: During the Exam

Maintain Physical Presence:

- Actively monitor testing room at all times while the candidates are taking the NHA exam.
- It may be beneficial to move about the room during testing.
- Monitoring candidates from the back of the testing room can provide a good point of view for observing student activity.

Communication inside the Testing Room:

- No communication is permitted among candidates while taking the exam.
- Candidates are expected to work independently.
- As the proctor, you may not answer any questions concerning the content of the exam.

Restroom Breaks & Leaving the Testing Area:

- A candidate may be granted permission to use the restroom during the exam.
- Time missed during the exam for a restroom break is lost and cannot be made up.
- If there is only one proctor available, only one candidate may use the restroom at a time.
- If more than one proctor is available, a second proctor may escort multiple candidates to the restroom at the same time during the exam.
- Proctor should monitor the length of any unscheduled bathroom break and watch for suspicious behavior.
- If a candidate leaves during testing, ALL testing materials should be turned into the proctor.
- Candidates may not take exam materials or any personal belongings outside of the room during an unscheduled break.

STEP FIVE: After the Exam

As Candidates Finish the Exam:

- If it does not conflict with an institution's exam policy or procedure, when candidates complete the exam early they may be excused from the exam room if they can do so without disturbing other candidates.
 - If a candidate finishes early the proctor can determine approval to be dismissed. The candidate is suggested to raise their hand, return any/all scratch paper, and exit the room without disturbing the other candidates.
 - This is true in all instances except during the last ten (10) minutes of the exam period. Candidates who finish within this time period should wait until the exam time has expired to be excused.
- Once a candidate completes the exam and exits the exam room, he/she may not re-enter the exam room until all candidates have completed the exam. Candidates may not leave the room once testing begins except for emergencies.

Report any Irregularities from this Exam Administration:

- Any deviations or irregularities in the exam administration should be reported to NHA through the Incident Form found in the [Forms](#) section of NHA's [Help Center](#).
 - A printable version of this form and where to send it is available at the end of this document if necessary.
- A test irregularity could be, but is not limited to the following:
 - Any incident resulting in candidates being unsupervised with exam materials.
 - Suspected misconduct.
 - Illness or medical emergencies during exam.
 - Any alert requiring evacuation during exam administration (fire, weather related, security related, etc.).
 - Any disruptive behavior by a candidate (excessive coughing, etc.).

- Problems with room temperature, excess heat or extreme cool.
- Any candidate who finishes an exam in an unusually short amount of time.

STEP SIX: Submit for Scoring

Submit Exams for Scoring:

- Once the exams have been completed and collected, the candidates have been released, and scratch paper has been destroyed, it is time to submit the exams for scoring.
- Exam materials must be shipped within three (3) business days of the exam date.
- Include a copy of the signed roster.
- Make sure all answer sheets are removed from booklets before they are returned. Exam booklets are destroyed upon receipt.
- Return ALL booklets – USED or UNUSED to NHA.
 - Shipments with missing booklets **WILL NOT BE SCORED** until all exam materials have been returned.
- Before mailing, ensure the package is properly closed.
 - NHA is not responsible for answer sheets damaged or lost during transit.

Use the Provided Pre-paid Label to Send Exams Back:

- NHA will provide a pre-printed FedEx return label in each exam booklet shipment.
- It is important remember to document the tracking number of the pre-printed label for any tracking purposes or needs.
- Send all materials to:

National Healthcareer Association – Scoring Department
11161 Overbrook Road
Leawood, Kansas 66211
- Apply the label to return package as needed to ensure traceable shipping and delivery to the NHA office.

Other Traceable Delivery Service:

- If you prefer, you may use an alternate delivery service, however materials must be sent through a traceable delivery service, such as FedEx or UPS.
- Send all exam materials to:

National Healthcareer Association – Scoring Department
11161 Overbrook Road
Leawood, Kansas 66211

Assessment Results:

Results from today’s examination will be available three (3) business days AFTER the exam booklets are received by NHA and will be posted within the candidate’s account on NHA’s website, www.nhanow.com. Examinees will receive an email once scores are posted and those with passing results can download and print their certification confirmation through their NHA account in their My Achievements link. One complimentary printed copy of their certification ID card and certificate can be

requested in this field and if requested will arrive approximately ten (10) business days after the request was received by NHA. Results are posted within the candidate's account on NHA's website, www.nhanow.com as well as in the Results portion of the Administrative Login for the Institution.

Candidates that did not pass the exam may also view their score report via their account. If a candidate would like to retake the exam, they may apply and retake after thirty (30) days for the first three (3) attempts. After a third non-passing attempt, candidates must wait one (1) year before challenging the exam again. For more questions, please see the [NHA Candidate Handbook](#).

Proctor Scripts

Read aloud the information below for the following:

Before Approving the Exam:

Good morning/afternoon. The _____ exam you are about to participate in is a timed exam which has _____ minutes to complete _____ questions. If you need to use the restroom, you should do so now. If you must use the restroom during the exam, please raise your hand for permission to leave. Please note that you will not be permitted to make up the time missed and that you may not remove your personal belongings from this room during breaks.

We will begin the exam momentarily. If you need to use the restroom, please do so now.

Signing Roster Sheet and #2 Pencils:

At this time, each of you must sign the exam sign-in/roster sheet. Make sure you read the instructions carefully and fill out the sheet completely. Failure to complete this sheet may result in a delay of the scoring of your exam. The assessment you are about to take must be completed using a #2 pencil. Does anyone need a #2 pencil?

Putting Away Materials:

**Alternative wording for Certified Billing and Coding Specialist (CBCS) Exam only will be available Fall 2021.*

Textbooks, notes and all other reference materials, as well as calculators and personal electronic devices are prohibited during the exam. Please put away all reference materials. Cell phones and other electronic devices should be turned off or silenced and put away at this time.

Distributing the Exam:

The exam will now be distributed. Do not open the exam until you are told to do so.

Test Misconduct:

Before beginning this exam, it is important to note that test misconduct is taken seriously. You may be disqualified from taking or continuing in the examination process, or from receiving exam results, if NHA and/or any proctors, including myself, have determined through either proctor observation or statistical analyses that you were engaged in collaborative, disruptive or other unacceptable behavior before, during, or following the administration of the exam.

Any attempt to cheat, remove questions from this room, or act in other academically dishonest ways will result in an incident report being sent to NHA and subsequent investigations being conducted.

Confidentially Statement & Copyright Information:

The next statement is Assessment Technologies Institute's Confidentiality and Copyright Information. Assessment Technologies Institute (ATI) is the parent company of NHA.

All assessment questions are the copyrighted property of Assessment Technologies Institute®, LLC. Removing or attempting to remove, record or otherwise retain questions or other assessment material from the test site is prohibited. It is forbidden under federal copyright law to copy, reproduce, record, distribute, or disclose these assessment questions by any means, in whole or in part. This includes memorizing questions and options and discussing these questions before, during or after an ATI or NHA assessment. A violation of this type can result in civil and criminal penalties.

ATI has and will continue to bring legal action against infringers, which can include criminal prosecution and arrest of students involved in this illegal activity. In addition, ATI may subpoena records of purchasers, so students who buy illegally obtained ATI or NHA tests also may be involved in legal proceedings, which may result in notice to the school, disciplinary measures, and could impact a student's education and or licensure. Students should not participate in any way in this illegal activity.

- 1) Hereby swear that the valid current photo identification presented was a true representation of your identity;
- 2) Have met the eligibility requirements needed to sit for this exam; and
- 3) Understand the confidentiality statement and copyright information and agree to keep all contents of this assessment confidential.

Completing Information on Side of the Answer Sheet Titled Student Enrollment Sheet:

You may now break the seal of your exam booklet, remove the answer sheet, and turn to the inside cover of your booklet. **DO NOT CONTINUE TO ANY OTHER PAGE OF THE BOOKLET UNTIL I INSTRUCT YOU TO DO SO.**

We will now complete the upper portion of the answer sheet. You may follow along with the directions given on the inside cover of your exam booklet as I read the instructions aloud.

To guarantee the accuracy of the grading process, it is critical that the included answer sheet is accurately completed.

The following will assist you in that process:

- Use a #2 pencil.
- Fill in bubbles completely, making the make as dark as possible.
- If you use a check mark or an “X” to mark a bubble, the response will be counted incorrect.
- If you leave a question blank or inadequately marked, the response will be counted incorrect.
- Avoid stray marks on the answer sheet and erase mistakes as cleanly as possible.
- Questions are multiple-choice with only one correct answer per question.
- When the examination is complete, the proctor will collect your answer sheet and test booklet separately.

Print your FIRST NAME in the empty boxes and completely fill in the circles below with the corresponding letter. If your name contains more letters than there are spaces, please only use the first initial.

Print your MIDDLE INITIAL in the empty box and completely fill in the circles below the corresponding letter.

Print your LAST NAME in the empty boxes and completely fill in the circles below with the corresponding letter. If your last name is hyphenated, please leave a blank square between the two names.

Enter your nine-digit PAPER PENCIL ID in the empty boxes. Then, completely mark the corresponding number or letter in the circle below each digit (found on student roster).

Next, enter your ten-digit Assessment ID in the empty boxes. Then, completely mark the corresponding number in the circle below each digit (found on student roster).

Sample Questions:

Turn the page and look at the page titled “Sample Questions”. Read the sample question labeled S1.

The correct answer is D. Locate the question numbered S1 on your answer sheet, located on right side of the answer sheet. Completely fill in the bubble labeled D. The proper way to fill the bubble is shown in the diagram. Now, read the question labeled S2.

The correct answer is B. Locate the question numbered S2 on your answer sheet. Completely fill in the bubble labeled B.

Final Comments:

Since you will be completing a _____ item assessment, please completely fill in your answer in the first _____ numbered spaces provided. As listed in the ‘MARKING INSTRUCTIONS’ box on your answer sheet, please use a #2 pencil to make dark marks for your answer. Erase your marks completely if you are changing your answer, and completely fill in the boxes as shown in the example.

Questions are multiple-choice with only one correct answer per question. **If you leave a question blank or have multiple marks for a question, the response will be counted as incorrect.** There is no penalty for guessing.

The next page is titled “Instructions for the Assessment.” Take a few minutes to silently read the instructions provided on this page. When you have finished reading, please look up and sit quietly. If you have any questions about the instructions, please raise your hand.

DO NOT BEGIN THE ASSESSMENT UNTIL I INSTRUCT YOU TO DO SO.

Beginning the Exam

You are now ready to begin the exam. You will have ____hours and ____minutes to complete the ____questions. I will notify you when there are 60 minutes, 30 minutes, 15 minutes, and 5 minutes remaining. If you finish the assessment before time is complete, sit quietly.

If you encounter an issue with exam conditions, notify the proctor(s) immediately.

If you encounter issues with exam content, provide the proctor(s) with the question number only – not any part of the question – along with your name and type of issue on the scratch paper provided. Give to the proctor(s) at the end of the exam before leaving the room.

You may now turn the page and begin working on this exam.

Collecting Extra Materials and Dismissing Students:

Stop working. You have completed the assessment. Please close your exam booklet and turn your answer sheets upside down. I will collect your answer sheets first. Then, I will collect your exam booklets and scratch paper. No one may leave the testing room until I have collected all of these materials.

Your results will be posted on your account on NHA’s website, www.nhanow.com approximately three (3) days after the exam booklets are received by NHA.

You will receive an email once your exam scores are posted and those with passing results can download and print their certification confirmation through their NHA account in the My Achievements link that will now be visible. One complimentary printed copy of the certification ID card and certificate can be requested in this field and if requested will arrive approximately ten (10) business days after the request was received by NHA.

You are dismissed.

* If necessary, address any testing irregularities and forward report to testsecurity@nhanow.com.



Report of Testing Irregularity

If possible and for the most efficient response time, please complete the online form found [HERE](#)

(Must be filed within 24 hours of test administration)

Proctor's First and Last Name:	Institution Name:
School Street Address:	Daytime Phone Number:
	Email Address:
Exam Name:	Exam Date:

Please provide a detailed description of the incident: (Attach pertinent documentation or further description if necessary.)

If specific candidates were involved, please provide a list of the candidates' First and Last names and identification numbers (if available).

As the test Proctor for the exam described above, I believe I have witnessed a testing irregularity during a test administration.

Signature of Test Proctor: _____

Date: _____

(If Applicable)

Signature of Secondary Test Proctor: _____

Date: _____

One copy of this form must be retained by the test Proctor. A copy should be emailed immediately to National Healthcareer Association Test Administration at testsecurity@nhanow.com. NHA will conduct an investigation of the irregularity and examine any suspect exam results. If any irregularity has affected exam results, the school will be notified by NHA. NHA has the right to declare exam results non-valid or take other action deemed necessary by NHA to resolve the issue and/or prevent future incidents.
