

2019

HANDBOOK FOR CANDIDATES FOR BOARD CERTIFICATION



Board Certified Medication Therapy Management Specialist (BCMTMS™)

The NATIONAL BOARD of MEDICATION THERAPY MANAGEMENT



The NATIONAL BOARD *of* MEDICATION THERAPY MANAGEMENT

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This edition of the Handbook for Candidates for Board Certification supersedes all previous publications of this Handbook.

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Disclaimer

The National Board of Medication Therapy Management (NBMTM) is a registered non-profit organization, offering certification examinations and issuing voluntary certification credentials to qualified pharmacists who satisfy eligibility requirements established by the Board of Directors.

The NBMTM is dedicated to enhancing the quality of care and service to the public through a validated certification process for pharmacists providing medication therapy management services.

The NBMTM certification is not a professional license issued by a government agency and does not authorize a certified pharmacist to practice.

Certified pharmacists must comply with all legal requirements related to practice, including licensing laws.

The NBMTM reserves the right to change any aspect of the Board Certification in Medication Therapy Management, including any time limits, eligibility criteria, and supporting documentation requirements, at any time and without notice.

For the most recent updates to the program, please check the National Board of Medication Therapy Management website.

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The unauthorized receipt, retention, possession, copying or disclosure of any information materials, including but not limited to the content of any examination question, before, during, or after the examination may subject the candidate to legal action. Such legal action may result in monetary damages and/or disciplinary action including denial or revocation of certification or re-certification.

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1. Introduction

The National Board of Medication Therapy Management (NBMTM) was founded in 2017 in response to the need for a valid certification process for pharmacists providing medication therapy management.

The board certification in medication therapy management also assures that the pharmacist possesses the knowledge, skills, and experience requisite to the provision of high-quality patient care for medication therapy management.

The certification is valid for a five-year period of time. Recertification will be required to be completed every five (5) years thereafter.

All the information necessary to complete the board certification and recertification process is included in this handbook.

1.1 ABOUT THE NATIONAL BOARD OF MEDICATION THERAPY MANAGEMENT

The National Board of Medication Therapy Management (NBMTM) is a voluntary, non-profit organization established for the purpose of credentialing pharmacists providing medication therapy management. The organization was founded by individuals with years of experience who are dedicated to helping patients suffering from multiple chronic conditions.

The purpose of the National Board of Medication Therapy Management is to establish and administer a certification process to elevate the standard of care across the continuum of medication therapy management.

1.2 ABOUT THE BOARD CERTIFICATION IN MEDICATION THERAPY MANAGEMENT

The purpose of board certification by the National Board of Medication Therapy Management is to provide assurance to the public and the health profession that a Board Certified Medication Therapy Management Specialist (BCMTMS™) has successfully completed an accredited educational program and an evaluation process, including a secure, proctored examination.

Board Certification in Medication Therapy Management serves as an important benchmarker for the highest standard of care. It reflects the critical core values of compassion, patient-centeredness, and a passion for continuous learning. Patients, pharmacists, healthcare providers, insurers, and quality organizations look for board certification as the best measure of a practitioner's knowledge, experience, and skills to provide quality care.

1.3 TEST DEVELOPMENT

1.3.1 OVERVIEW

All examination questions are written and reviewed by an Exam Committee of board-certified academicians and practitioners. This is to ensure that there is adequate and appropriate coverage of all content areas on the examination.

1.3.2 QUESTION REVIEW PROCESS

New questions are written by content experts and assigned to individual members of an Exam Committee for primary and secondary review. Each question is then discussed at least twice by the committee as a whole. During the revision process, each question is also reviewed multiple times by a medical editor to ensure accuracy and by staff editors who standardize question style, format, terminology, correct grammar, and eliminate ambiguity and technical flaws, such as cues to the answer.

Once the exam committee approves a question for inclusion in the exam item pool, it is made available for selection in future exams. All approved questions are reviewed periodically for accuracy, currency, and relevance. This review also includes any questions that have been previously used on an exam.

1.3.3 SELECTION PROCESS

The exam is based on a specific blueprint, also known as a content outline. The outline defines the percentage of questions from each content category that will appear on the exam. The exam selection process incorporates new questions as well as questions that have performed well on prior exams. Special attention is also provided to ensure that multiple versions of an exam are balanced with regard to difficulty and content.

1.4 TEST STRUCTURE

Exam questions are written in a single-best-answer multiple-choice format. This is the most widely used format in the testing industry as it allows for greatest coverage of content within a specified amount of time. Most exam questions are preceded by a clinical stem that provides information about a patient (including laboratory and/or diagnostic findings). Each question is typically followed by 4 answer options, one of which is the correct and best answer. Part of the question review process is to ensure that the designated answer is clearly correct, uncontroversial, evidence-based, and a better choice than any of the other options. The other options (“distracters”) are designed to reflect plausible responses likely to be selected by less knowledgeable candidates.

Graphical illustrations, such as photographs, tables or charts, may be used in approximately 3 to 5% of questions.

1.5 OBJECTIVES OF BOARD CERTIFICATION

The objectives of board certification are to advance medication therapy management by:

- Identifying knowledge that is essential to the practice of MTM pharmacists.
- Advancing cooperation and information exchange among the many disciplines and organizations.
- Recognizing those who meet the eligibility requirements for certification.
- Encouraging continued professional growth and development of MTM pharmacists.
- Raising standards and elevating the importance of ethical behavior by requiring the certified pharmacist to adhere to a strict code of ethics and professional standards.



2. Code Of Ethical And Professional Conduct

The National Board of Medication Therapy Management is an independent board that provides direction for and administers the certification process for pharmacists providing medication therapy management. By completing and passing the certification exam, a certified pharmacist is setting a standard of quality care the public expects, demands and deserves. The codes outlined herein are to guide candidates and certified pharmacists in the performance of their professional responsibilities and to promote the mission of the NBMTM; to protect the public through the development, administration, and promotion of a certification in medication therapy management.

2.1 PROFESSIONAL CARE AND COMPETENCE

- A. Applicants and certified pharmacists shall act in a manner that justifies public trust and confidence, enhances the reputation of the profession and safeguards the interests of individuals and clients.
- B. Applicants and certified pharmacists shall act diligently in accordance with applicable technical and professional standards when providing professional services.
- C. Applicants and certified pharmacists shall pursue excellence in performing their duties.
- D. Applicants and certified pharmacists shall meet and comply with all terms, conditions, or limitations of any professional credential they hold.

2.2 PROFESSIONAL INTEGRITY AND OBJECTIVITY

- A. Applicants or certified pharmacists shall maintain a professional knowledge and skill level required to ensure that employers receive competent professional service based on current developments in practice, legislation, and techniques.
- B. Applicants or certified pharmacists shall pursue excellence in performing their duties.
- C. Applicants or certified pharmacists shall conduct all business transactions at arm's-length and free from offers and solicitation of gifts and favors, or other improper inducements.
- D. Applicants or certified pharmacists shall ensure the accuracy of information and soundness of recommendations forwarded to another involved professional, agency or institution.

2.3 FRAUD-RELATED CONDUCT

- A. Applicants or certified pharmacists shall not present fraudulent documents when applying for certification or recertification.
- B. Applicants or certified pharmacists shall not use a title designation, credential or license, company name, letterhead, publication, term, title or document which states or implies an ability, relationship or qualification that does not exist.
- C. Applicants or certified pharmacists shall cooperate with an NBMTM disciplinary investigation or proceeding.
- D. Applicants or certified pharmacists shall not attempt to prevent or interfere with a complaint being filed or NBMTM disciplinary investigation or proceeding to occur. Interference attempts may include but are not limited to:
 - The use of threats or harassment against, or an inducement to, any person in an effort to prevent or attempt to prevent a complaint from being filed, prosecuted or completed;
 - The use of threats or harassment against, or an inducement to, any consumer or witness in an effort to prevent them from providing evidence in an investigation, disciplinary proceeding or any other legal action; and
 - The willful misrepresentation of facts before the disciplinary authority or its authorized representative.



3. Certification Eligibility Requirements

3.1 REQUIREMENTS FOR BOARD ELIGIBILITY

Board eligibility is necessary to participate in the certification process and sit for the NBMTM certification examination. A candidate must meet all the following requirements:

- A. The candidate must hold a pharmacy degree from a school of pharmacy accredited by the Accreditation Council for Pharmacy Education (ACPE) or Canadian Council for Accreditation of Pharmacy Programs (CCAPP). Foreign Graduate Pharmacists (FGP) must hold an equivalent degree to the requirements of a U.S. pharmacy degree by submitting proof of U.S. pharmacy licensing or a report from Educational Credential Evaluators (ECE).
- B. The candidate must hold a valid, unexpired, and unrestricted license to practice in at least one state, commonwealth, territory, possession of the United States or province of Canada. If the practitioner is licensed outside of the United States the license must be valid, unexpired and unrestricted to meet this requirement.
- C. The candidate must complete two (2) years of practice experience, post-licensure, with experience in medication therapy in retail pharmacy, community pharmacy, or ambulatory care pharmacy. Please note practice experience in inpatient hospital pharmacy, long-term care pharmacy, infusion pharmacy, nuclear

pharmacy, or any other pharmacy specialty that does not involve direct patient care will not be eligible.

Experience can be waived if the applicant successfully completes an NBMTM-approved training program in medication therapy management. Approved training programs are:

1. APhA's Delivering Medication Therapy Management Services Certificate Training Program.
 2. Power-Pak C.E.® Certificate Program in Medication Therapy Management.
 3. University of Florida's graduate certificate in Comprehensive Medication Management (CMM).
 4. University of Florida's Master's degree in Medication Therapy Management.
 5. Residency in medication therapy management or ambulatory care pharmacy (PGY-1 or PGY-2).
- D. The candidate must agree to abide by the Code of Ethical and Professional Conduct.
 - E. Completion and filing of an online application for the certification examination, including submission of copies of the candidate's current pharmacy license or additional supporting documents.
 - F. Payment of required application fee.

Final acceptance of eligibility is subject to satisfactory review by the NBMTM.

3.2 REQUIREMENTS FOR BOARD CERTIFICATION

To be eligible for board certification in Medication Therapy Management by the NBMTM, the candidate must meet all the following requirements:

1. The candidate must be board eligible as described in section 3.1.
2. The candidate must pass the written examination

to evaluate an understanding of the clinical basis of the problems involved in medication therapy management and possession of sound judgment.

Written examinations may be taken upon board eligibility by the National Board of Medication Therapy Management.

Certification is valid for a five-year period of time. You will be required to submit approved CEs for recertification every five (5) years.

4. Before Submitting An Online Application

Before submitting your application to the NBMTM, you should ensure that you meet all board eligibility requirements. Your online application will only be considered complete if you have:

- Answered all mandatory fields in the online application,
- Uploaded all required supporting documentation,
- Read and agreed to all statements and terms of conditions, and
- Made an electronic payment of your application fee.

4.1 ACCESS MYNBMTM PORTAL

If you have never created a user account on our website, you will need to click the “APPLY NOW” link on the myNBMTM portal to create one. You must access myNBMTM Portal directly from the NBMTM website where you will find further instructions on how to register for, and apply to, the Board Certification in Medication Therapy Management.

4.2 RETURNING USERS

If you have previously created a user account on our website but do not remember your log-in information, use the “Forgot Password?” link to have the information emailed to you.



5. Application Process

Candidates can apply for the certification exam online at www.nbmtm.org.

Once the exam application is submitted, it is valid for one year. The candidate must take the certification exam within this one-year period. After one year, the application will expire, and all fees will be forfeited. The candidate will need to submit a new exam application and fee.

5.1 COMPLETING YOUR ONLINE APPLICATION

To begin your application, you must access your myNBMTM Portal. Once you have arrived at the main page of myNBMTM Portal, you can click on the “APPLY NOW” link.

You can now begin your application. You will notice 6 tabs on the top of the application page. Each tab corresponds to a section of the application and is categorized by subject.

To navigate between tabs, you can click on any tab at any time to review and complete the questions.

It will take approximately 30 minutes to complete your online application, but you are not required to complete the entire application in one session.

5.2 SAVING YOUR APPLICATION

You can save your application and return to it at any time.

There are two ways to save your application:

1. Click the “Save” icon button at the bottom right corner of each page; or

2. Click the “Next” or “Previous” buttons at the bottom of each page.

Note that saving your incomplete application does not submit your application to NBMTM. Your application will only be submitted once you have completed all mandatory fields, uploaded all required documentation, read and agreed to all declarations and authorizations, and paid your application fee.

5.3 APPLICATION TABS

The following provides information on the tabs you will navigate to complete the online application.

5.3.1 APPLICANT INFORMATION

In this section, you must provide information about yourself such as your name, date and place of birth, and gender. This information is required for program integrity purposes.

If you have used or currently use other names including your name at birth, maiden name, previous married name, alias, and nicknames, you must list them and provide details.

5.3.2 CONTACT INFORMATION

In this section, you must provide your contact information such as your phone number and mailing address.

5.3.3 NBMTM ACCESS

In this section, you must enter your current email address and create your password to access your NBMTM account.

5.3.4 EDUCATION HISTORY

In this section, you must indicate your highest level of education and provide details on all of your postgraduate education. You must include the name of the school, graduation date, type of degree, and country of education. If your studies were completed outside of the United States, you must indicate your country of education.

5.3.5 WORK HISTORY

In this section, you must list all of your paid work experience in medication therapy management. You must include your start date, job title, employer's information.

Note: Any work experience obtained after you received your Authorization to Test (ATT) through your NBMTM online account will not count towards the minimum 24 months of work experience required. You must have accumulated at least 24 months of work experience by the date that you received your ATT to qualify for board eligibility.

5.3.6 OTHER MTM TRAINING (EXCLUDING EDUCATION AND PAID WORK)

In this section, you must indicate whether you completed training through an NBMTM-approved training program in medication therapy management such as:

- APhA's Delivering Medication Therapy Management Services Certificate Training Program.

- Power-Pak C.E. Certificate Program in Medication Therapy Management.
- University of Florida's graduate certificate in Comprehensive Medication Management (CMM).

If you require additional space to list your experience or training, or you would like to include further evidence to support your application, you may upload additional documents at the end of your application.

5.3.7 RESIDENCY

In this section, you must indicate whether you completed any residencies such as residency in medication therapy management or ambulatory care pharmacy.

5.3.8 YOUR SUPPORTING DOCUMENTS

You must attach supporting documents to substantiate the information you provide in the online application and to help establish that you meet the board eligibility.

Note: *The NBMTM no longer requires original hard copies of your supporting documents. All supporting documents must be scanned and uploaded to your online application. This includes copies of your degree and transcripts for international applicants.*

Please see Appendix for the list of documents.

Reminder: *If a supporting document is not in English, you must provide a copy of the document and a complete, certified or notarized translation of the document.*

Your supporting documents must be uploaded using one of the following document formats: .pdf, or image file types: jpg. The file size limit is 5 MB per file.

Ensure that all text and images are clear, legible, and complete.

In addition, please ensure that all pages for a specific document are uploaded into one file (for example, all pages of a transcript should appear in one document, rather than a separate document for each transcript page).

5.4 PRIVACY AND CONFIDENTIALITY

The NBMTM collects your personal information to assess whether you meet board eligibility criteria and to determine that the information you have provided, including all of your supporting documentation, is true, correct and complete.

The NBMTM may also use this information to contact you to verify the information you have provided or to request additional information if needed to determine whether you meet board eligibility criteria.

The NBMTM may use this information for the purposes of quality assurance and program evaluation.

If you are uncomfortable with or disagree with any part of the declarations and authorizations contained in the application, you should not submit an application to the NBMTM.

5.5 APPLICATION FEE

Before you can submit your online application, you must pay the application fee of \$350, or \$400 for international graduates.

APPLICATION FEE	USD
Initial Certification Application Fee (U.S. and Canada graduates)	\$350
Initial Certification Application Fee (international graduates)	\$400
Certification Group Discounted Fee (+10 applicants)	\$300
Re-test Fee	\$150

You can make an electronic payment by debit or credit card only (VISA, Discover, MasterCard or American Express). Please note that the NBMTM will not accept:

- Money Order
- Cashier/Certified Check
- Postal Money Order
- Bank Draft
- Cash
- Personal Check

Once you make the payment, your application will be submitted to the NBMTM, and you will not be able to make any changes. You will receive an email acknowledging receipt of your application, as well as a payment receipt.

Please note that the application fee covers the application processing and examination. Costs incurred for services such as translation, certification, notarization, travel, accommodation, and incidentals are to be paid by the applicant. Once the NBMTM completes the assessment of your application and sends your Authorization To Test (ATT), you must schedule the examination.

5.6 CERTIFICATION GROUP DISCOUNT

U.S. or Canadian pharmacists can submit groups of 10 or more certification applications together in one packet.

Ten or more certification exam candidates each complete a special Certification Group Discount Application and give them to a designated group coordinator along with applicable fees.

The group coordinator submits all applications, documentation, and fees together in one package to NBMTM.

Once group applications are submitted and processed, exam candidates must sit for their exam within 180 days.

Complete and provide your completed exam application and fee to your group coordinator/contact person.

Schedule your exam date within 180 days after the application is processed and approved. You will receive exam scheduling information from NBMTM once your application is processed.

Designate a single contact person to represent the group. This person will:

1. Set an internal due date to receive all applications.
2. Collect all exam applications, honor statements and payments, and review them for completeness. Proper payment for each exam must accompany the applications.

3. Submit the completed cover sheet, plus all applications, honor statements and fee payment(s), in the same package to:

National Board of Medication Therapy Management
1455 Pennsylvania Ave NW
Ste 400
Washington, DC 20004

The group coordinator/contact person will be notified via email when the group applications are received and processed. An email with exam scheduling information will be sent to each applicant.



6. After You Apply

6.1 APPLICATION ASSESSMENT

You will receive an acknowledgment email to indicate that your application and payment have been received.

Once the NBMTM has received your online application, your application will be assessed. All information that you provide will be verified to ensure accuracy, legitimacy, and completeness.

Processing times are approximately 2-3 weeks. Please regularly check the website for updates.

Once the NBMTM completes the assessment of your application, you will be notified of whether your application was approved or refused.

6.2 CHECKING YOUR STATUS

After you have submitted your application, you can log into your myNBMTM Portal to check the status of your application. Look for the right column labeled "Certification Application Status" on your main page. As your application makes its way through the various processing stages, your application status will be updated.

Please ensure that you check your status online before sending an inquiry to the NBMTM.

6.3 INCOMPLETE APPLICATIONS

Your application will not be deemed complete until it is reviewed for completeness by the NBMTM. If your application is found to be incomplete, it will not be processed, and a processing fee of \$100 will not be refunded.

An application may be deemed incomplete if:

- Incorrect supporting documents are provided; or
- Documents requiring translation are not certified or notarized.

6.4 CHANGES IN PERSONAL INFORMATION

The NBMTM must be notified if there are any changes to the information provided in your application, including (but not limited to):

- Change in contact information
- Change in licensure status (expiration or suspension)
- Change in legal name due to marriage, divorce, or naturalization.

Changes to your primary telephone number, email address and mailing address can be made online by logging into your myNBMTM Portal and clicking on the "Edit My Profile" tab on your main page. After the change has been made, click "SAVE."

For all other changes, you must complete the Change of Personal Information online form.

This online form must also be used to request a correction of a data entry error (i.e., spelling mistake) in your name or your date of birth made while registering. A fee will be assessed for any corrections made to the online exam application after the application has been moved from "Received" status to "Review in Progress" or "Processed" (with the exception of address, email, or phone updates).

Failure to notify the NBMTM of any changes to personal information will impact the outcome of the application.

You must not send in additional documents and/or information to the NBMTM unless you need to notify of a change, or unless you have received a request for additional information.

Candidates can also check on the status of their application by logging in to their account using the email address and password that were created when the account was initially set up. Candidates may change their mailing address, email, and password by logging in to their account and selecting from their profile menu.

Note: *Paper documents are no longer accepted by mail, fax or in person.*

6.5 WITHDRAWING YOUR APPLICATION

If you wish to withdraw your application, you may do so by sending an email to contact@nbmtm.org asking the NBMTM to withdraw your application.

Note: *Your application fee will not be refunded.*

6.6 RECONSIDERATION

If your application is refused, you may seek a review or reconsideration of the refusal decision of your application should you feel an error was made by the NBMTM. You must send a request for reconsideration by email to reconsiderations@nbmtm.org within 30 calendar days of the date on your refusal notification. In your email, you must clearly identify what error(s) you believe was/were made in the assessment of your application. The error(s) you identify must be related to the stated reason(s) for the refusal of your application.

Reconsideration requests are reviewed by an official who was not involved in the original decision and who is independent of the original decision-maker. The reconsideration decision is final.

Please note that a reconsideration request will consider board eligibility at the time of the original application. A decision will not be reconsidered on the basis of a change in circumstances after the application was submitted and will not take into consideration new information or documentation that was not submitted to the NBMTM during the initial application assessment. In these instances, applicants should submit a new application to the NBMTM.

Note: *Written requests for reconsideration are no longer accepted by mail, fax or in person. All requests for reconsideration must be sent by email.*



7. Approved Applications

7.1 AUTHORIZATION TO TEST (ATT) LETTER

Within three (3) business days after NBMTM approves a candidate's exam application, the candidate will receive an email notification when the Authorization to Test (ATT) letter is ready. It is, therefore, important for candidates to keep their email address current with NBMTM. The ATT letter can only be accessed in the candidate's myNBMTM dashboard.

The ATT letter authorizes the candidate to schedule and to take the certification exam. It will include details on how to schedule the exam in your myNBMTM portal, as well as information on how to reschedule or cancel an exam, if necessary. If a candidate has been approved for testing accommodations, the ATT letter will contain instructions on how to proceed.

The ATT letter is active for 180 days. If the candidate does not take the exam within this time period, the ATT letter will expire, and the candidate will have to request to reissue the ATT letter for an additional 180 days. The ATT letter can be reissued as many times as necessary during the one-year exam application period, with the understanding that in order to successfully reissue a letter, the candidate must cancel any previously scheduled exam appointments. Once a candidate submits a request to reissue an ATT letter, the original ATT letter is voided. The candidate may no longer test on the original ATT letter. If an exam application is

more than one year old, the ATT letter can no longer be reissued; a new exam application and full application fee must be submitted.

If necessary, an ATT letter reissue may be requested online by selecting "I Need to Reissue My ATT Letter" through the candidate's myNBMTM account. The fee to reissue an ATT letter is \$100 for each reissue and will vary depending on the candidate's specific circumstances.

Reasons ATT letters are reissued include:

- Expiration of current ATT letter
- Implementation of a name change
- Cancellation of exam between 7-29 business days prior to scheduled exam date and inability to reschedule within current ATT letter eligibility dates
- Cancellation of exam less than 7 business days prior to the scheduled exam date
- Failure to appear for a scheduled exam
- Starting more than 15 minutes after scheduled exam start time
- Providing the improper ID

It is the candidate's responsibility to check their email and MyNBMTM account to see whether the ATT letter has been sent to them. Candidates can view and print a copy of their current ATT letter from their myNBMTM account.

7.2 SCHEDULING THE CERTIFICATION EXAM

After the ATT letter has been received, candidates can schedule their testing appointment directly from the myNBMTM portal.

All exams must be scheduled a minimum of 7 days in advance of the appointment time.

7.3 SPECIAL NEEDS

The NBMTM supports the intent of, and complies with the Americans with Disabilities Act (ADA). The Board will take steps reasonably necessary to make certification accessible to persons with disabilities covered under the ADA. Special testing arrangements may be made upon receipt of the Application, examination fee, and a completed and signed Request for Special Needs Accommodations Form, available from www.nbmtm.org or by calling our office at (202) 489-0506. This Form must be uploaded or emailed at least 4 weeks before the exam date. Please use this form if you need to bring a service dog, medicine, food or beverages needed for a medical condition with you to during the exam.

7.4 FEES

APPLICATION FEE	USD
Initial Certification Application Fee (U.S. and Canada graduates)	\$350
Initial Certification Application Fee (international graduates)	\$400
Certification Group Discounted Fee (+10 applicants)	\$300
Re-test Fee	\$150
Recertification Fee	\$150
Official Verification Letter (stamped)	\$20
Replacement of Certificate	\$75
Fee to reissue an Authorization to Test letter	\$100

7.5 GRIEVANCE PROCEDURES

Applicants that have been deemed ineligible to sit for the examination may file a grievance with the NBMTM. The individual should submit a letter to the NBMTM Appeals Committee, along with any applicable documentation. The grievance will be reviewed by the Appeals Committee, who shall deliver a final decision within 30 days via certified mail.



8. Examination

8.1 OVERVIEW

The BCMTMS™ examination is based on a job analysis (also known as a practice analysis or role delineation study) that is conducted periodically to determine the job content elements that are related to effective job performance. The results of this study are used to develop the content outline for each examination, and all versions of the examinations correspond to these specifications.

The job task analysis determines the scope of knowledge and responsibilities that are currently required by, and are representative of, pharmacists providing medication therapy management. It is important to recognize that examination content is based on this information, even though all elements of the examination may not seem to be directly relevant to every individual taking the exam.

The examination consists of 200 multiple-choice items (questions), 180 of which are used to compute candidates' scores. The examination includes 20 non-scored "pretest" items that are interspersed throughout the examination. Pretesting is a common practice for certification examinations, which allows for evaluation of the items prior to using them for scoring. Performance on the pretest items does not affect your score. The examination covers four subject areas as described in the Content Outline.

The BCMTMS™ examination is the standardized measure of the basic knowledge, skills, and abilities expected of professionals providing medication therapy management. The BCMTMS™ examination is only available in English.

The NBMTM is responsible for determining the examination content outline, developing and maintaining

an item bank of approved examination questions, approving individual exam applications, and setting the standard for minimum competency in the form of the exam passing score.

8.2 TIME ALLOCATION FOR THE EXAMINATION

Candidates are allowed up to four (4) hours to answer 200 multiple choice questions for the examination.

8.3 WHAT TO BRING TO THE EXAM

You should be ready at least 30 minutes before your scheduled exam appointment. You will be required to present one valid, government-issued ID (e.g., driver's license or passport, other federal or military ID), with your signature and a recognizable photograph. The identification document must be in Latin characters.

Important

- If you do not provide correct identification at the time of the exam, it is considered a missed appointment. You will be required to pay an additional fee of \$30 to schedule a new appointment.
- If you arrive more than 30 minutes late for an appointment, you will be required to pay an additional fee of \$30 to schedule a new appointment.

8.4 NEW ACCESSORIES POLICY

- Jewelry outside of wedding and engagement rings is prohibited. Candidates may not wear other jewelry during the test.
- Candidates should refrain from wearing ornate clips, combs, barrettes, headbands, and other hair accessories.
- If a candidate is caught with a camera device, Mettl® won't be able to test.
- If a candidate is caught with a camera device while testing, the exam will be terminated by Mettl®.

8.5 METTL®

Certification exams are administered and proctored by Mettl®. NBMTM has partnered with Mettl®, a secure online proctoring service, to protect the integrity of certification exams. Online proctoring means that exams can be taken from any location, without travel to a test center.

Mettl® is engaged in educational and occupational measurement and provides examination administration to a variety of client organizations.

Mettl® assists NBMTM in the administration, scoring, and analysis of the examinations.

The examination is administered by appointment only, every Tuesday, Thursday, and Saturday. Sunday appointments may be scheduled based on availability. Available dates will be indicated when scheduling your examination. Candidates are scheduled on a first-come, first-served basis.

8.6 TEST PROVIDER REGULATIONS

To ensure that all candidates are tested under equally favorable conditions, the following regulations and procedures will be observed. Failure to follow any of these

security procedures may result in the disqualification of your examination.

Mettl® reserves the right to record any examination session via webcam.

No reference materials, papers or study materials are allowed. If you are found with these or any other aids, you will not be allowed to continue the exam, and your answers will not be scored. Candidates do not need to bring a calculator with them as an on-screen calculator is provided for your convenience.

8.7 VISITORS

No guests, visitors or family members are allowed during the examination.

8.8 MISCONDUCT OR DISRUPTIVE BEHAVIOR

Candidates who engage in any kind of misconduct or disruptive or offensive behavior may be dismissed from the examination. Examples are: giving or receiving help, taking part in an act of impersonation.

8.9 COPYRIGHTED EXAMINATION QUESTIONS

All examination questions are the copyrighted property of NBMTM. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these examination questions by any means, in whole or in part. Doing so may subject the candidate to civil and criminal penalties. Candidates are forbidden from describing or sharing examination content.



9. After The Exam

9.1 REPORT OF RESULTS

After you have finished the exam and completed the evaluation of your testing experience, you will receive your score report notification by email within 2-3 weeks. Final scoring audits will be conducted, the passing score will be set, and the score reports will be posted to your myNBMTM account.

The methodology used to set the minimum passing score for each examination is a criterion-referenced method known as the Angoff method, established through a passing point study by the Exam Committee. The committee evaluated each question to determine how many correct answers are necessary to demonstrate the knowledge required based on practice analysis. The candidate's ability to pass the examination depends on the knowledge displayed during the examination, not on the performance of other candidates. To adjust for the differences in difficulty, a procedure called "equating" is used. The goal of equating is to ensure fairness to all candidates.

The examination is designed to provide a consistent and precise determination of your overall performance and is not designed to provide complete information regarding your performance in each content area. You should remember that areas with a larger number of items will affect the overall score more than areas with a fewer number of items. The precision and consistency of scores diminish with fewer items, and therefore, sub-scores should be interpreted with caution, especially those that correspond to content areas with very few items.

Note: *Examination results will NOT be provided over the telephone or by facsimile by our test provider or NBMTM under any circumstances.*

9.2 CANDIDATES WHO PASS THE EXAMINATION

If you pass the exam, you will be considered Board Certified by the NBMTM. You will receive a Welcome Packet from the NBMTM approximately three to four weeks after passing the exam. The Welcome Packet will include a letter congratulating you on your accomplishment, an employer advocacy letter, and additional information on recertification. You will also be issued a certificate by the NBMTM.

Candidates who pass their examination are allowed to use the designation BCMTMS after their name for the five-year period in which their certification is valid.

9.3 CANDIDATES WHO DO NOT PASS THE EXAMINATION

Candidates who do not pass the initial certification examination must submit a Re-test application, including appropriate documentation and fees, and be determined eligible to retake the exam. An individual may retake the initial certification exam a maximum of four times per year, and no more than once every 30 days.

9.4 RE-TESTING POLICIES

Candidates who do not pass the examination are eligible to re-take it 30 days after the date of their last examination, and up to one year after the date of their first examination. Candidates must file an NBMTM Re-test Application and pay a \$150 re-application fee each time they re-test. Those who do not re-test within

one year of their first examination must re-submit the application and examination fee in full.

9.5 SCORES CANCELLED BY NBMTM

NBMTM is responsible for the integrity of the scores that are reported. On occasion, occurrences such as computer malfunction or misconduct by a candidate may cause a score to be suspect. NBMTM and Mettl® are committed to rectifying such discrepancies as expeditiously as possible. NBMTM may void examination results if, upon investigation, violation of its regulations is discovered.

9.6 APPEAL POLICY

No appeal may be taken from an adverse decision based on an individual's receipt of a failing grade on an NBMTM examination absent extraordinary circumstances, as determined solely by the NBMTM.

The NBMTM is committed to assuring that aggrieved candidates for certification have access to an appeal process concerning the administration of the certification examination.

The NBMTM will allow a candidate to appeal an examination if the candidate feels the actions of the NBMTM, with regard to any part of the examination, constitute unequal application of the regulations and requirements or standards; unwarranted discrimination, prejudice or unfairness; or improper conduct of the examination.

The NBMTM will not consider appeals based on the content of an examination, the sufficiency or accuracy of answers, scoring of the examination, scoring of answers to individual questions, and/or the determination of the minimum passing score.



10. Maintaining Certification

10.1 RENEWAL ELIGIBILITY REQUIREMENTS & FEES

Maintenance of certification is required in order to maintain the BCMTMS designation.

Renewal requirements run in 5-year cycles. After each cycle, the certified individual reports on these requirements by completing a brief online form, the CE Status Form. Check your CE status anytime at nbmtm.org.

1. A current, unrestricted license is required. An unrestricted license is not currently being subjected to formal discipline by any state board of pharmacy and has no provisions or conditions that limit the pharmacist's practice in any way.
2. Completion of 50 CEs relevant to medication therapy management over a 5-year cycle
3. Renewal fee of \$150.

The form is due 2 months before the end of the 5-year cycle. You will first enter your CE activities into the CE Status Form. The number of CEs due will be posted to your myNBMTM account.

10.2 RENEWING LAPSED/ EXPIRED CERTIFICATION

If you fail to maintain your certification when you are due and later decide that you would like to be once

again certified, you must meet the criteria for initial certification and reapply as a new candidate.

10.3 RENEWAL CYCLE

The certification renewal cycle is five years from your certification date. In the example below, you will need to renew your certification by January 15, 2018, if you passed your initial certification date is January 15, 2013.

10.4 RENEWAL NOTICE PROCESS

The NBMTM will send out renewal notices/invoices two (2) months prior to the credential expiration date. Renewal fees must be paid and, if audited, CE documentation must be approved no later than two months prior to the date of expiration.

There is a 60 calendar day grace period for individuals who miss the renewal deadline. Certified professionals may renew an expired credential by paying the renewal fee, a \$50 late fee, and submitting CEs (regardless of audit status) no later than 60 calendar days after the credential's expiration date.

Individuals who do not meet renewal requirements within 60 calendar days of the credential's expiration date will automatically be placed on inactive status and must complete the Reinstatement Process to recertify.

It is critical that certified pharmacists understand the following NBMTM policy related to renewal.

Payment of certification-related fees is an individual responsibility. The NBMTM invoices the individual who holds the credential. If a certified individual works for an employer that pays some or all renewal fees, the certified individual is responsible for ensuring that fees are paid in a timely manner to the NBMTM. The NBMTM will not waive late fees or extend timelines for failure to renew.

Awareness of certification expiration date(s) is an individual responsibility. The NBMTM will send a renewal notice/invoice to the mailing and email addresses on file with the NBMTM. Ensuring the NBMTM has current mailing and email addresses is the responsibility of the certified individual. If a certified individual does not receive a notice/invoice at least 30 days prior to the credential's expiration date, the certified individual must call the NBMTM to request a new notice/invoice. The NBMTM will not waive late fees or extend timelines for failure to update contact information or if invoices were "lost" in hard copy or email.

The NBMTM randomly audits approximately 5% of the certified population after the renewal cycle has closed. If you are selected for CE Audit, please use this CE Audit Cover Sheet when you submit CE documentation.

10.5 HOW TO EARN CES

Your activities must meet the following requirements to qualify for CEs:

1. **Timing:** Activities must be completed during your five-year renewal cycle.
2. **Relevance:** At least 50 percent of the activity content must relate to one or more exam objectives for the certification you're renewing.
3. **Documentation:** You'll need to provide documentation to receive CEs.

10.6 CE FORM AUDIT

The NBMTM audits a percentage of the forms submitted each year to verify the information entered. If you are selected for audit, you will be contacted and asked to submit documentation of the information in your form (e.g., CE certificates, etc.). Once your documentation is received and approved, you will be in compliance with CEs.

10.7 CE COMPLIANCE

Individuals who do not submit the CE Status Form when required, fail to respond to an audit of their form, or otherwise, do not meet CE requirements are considered not in compliance with CEs and will be reported as "Not Meeting CE Requirements." They also cannot certify or recertify until requirements are met.



11. Content Outline

The following table identifies the proportion of questions from each domain that will appear on the examination. These percentages are used to determine the number of questions related to each domain that should appear on the multiple-choice format examination.

DOMAIN	PERCENTAGE OF ITEMS
I. Defining Medication Therapy Management and Translating Medication Therapy Management into Practice	10%
II. Medication Therapy Management Pharmacotherapy	70%
III. Patient Care Advocacy in Medication Therapy Management	10%
IV. MTM Documentation and Billing	10%

The examination for board certification in medication therapy management addresses the following subject matter. Candidates are required to demonstrate proficiency by answering examination questions that evaluate their knowledge of facts, concepts, and processes required to complete the tasks described below.

DOMAIN ONE

Professional Role in MTM (10%)

TASK 1: Develop, plan and implement MTM services

- A. Apply Core Elements of an MTM Service Model in Pharmacy Practice
 - Medication Therapy Review (MTR)
 - Comprehensive Medication Record (CMR)
 - Medication-Related Action Plan (MAP)
 - Intervention and/or Referral
 - Documentation and follow-up
- B. Incorporate URAC Accreditation Provisions
 - URAC Standards – Pharmacy Core Standards, Version 3.1
 - URAC Measurements (e.g. Mandatory Measures, Exploratory Measures)

TASK 2: Identify basic Medicare provisions with MTM

- A. Identify Medicare Part D criteria for enrollment in MTM
- B. Evaluate patient's situations that would indicate potential benefit from MTM services
- C. Evaluate and use techniques in targeting potential MTM candidates

TASK 3: Apply MTM in today's complex healthcare system

- A. Differentiate methods and forms of MTM used in current practice
- B. Differentiate services provided and types of practice models

TASK 4: Conduct Clinical Epidemiology, Biostatistics, and Literature Evaluation

- A. Evaluate and interpret elements of clinical trial design
- B. Critically analyze clinical trials and identify strengths and limitations both statistically and clinically
- C. Facilitate incorporation of applicable primary literature in clinical decision making

DOMAIN TWO

Medication Therapy Management

Pharmacotherapy (70%)

A. Cardiovascular Disorders

1. Therapeutic approaches to chronic cardiovascular conditions

- Hypertension
- Systolic and Diastolic Heart Failure
- Ischemic Heart Disease
- Arrhythmias
- Venous Thromboembolism
- Stroke
- Dyslipidemia
- Peripheral Arterial Disease

B. Pulmonary Disorders

1. Therapeutic approaches to chronic pulmonary conditions

- COPD
- Asthma
- Pulmonary Hypertension

2. Difference between acute vs. maintenance therapies

C. Endocrine Disorders

1. Therapeutic approaches to common endocrine conditions

- Diabetes Mellitus
- Thyroid Disorders
- Adrenal Disorders

2. Administration, Monitoring, and Patient counseling on major Diabetes drug classes

D. Gastrointestinal Disorders

1. Therapeutic approaches to common GI conditions

- Gastroesophageal Reflux Disease (GERD)
- Peptic Ulcer Disease (PUD)

- Inflammatory Bowel Disease (IBD)
- Viral Hepatitis

2. Understand the risk, benefits, and appropriate use of OTC acid reflux medications

E. Urologic Disorders

1. Therapeutic approaches to common urologic disorders

- Erectile dysfunction
- Benign prostatic hyperplasia
- Urinary incontinence

F. Psychiatric Disorders

1. Therapeutic approaches to common Psychiatric disorders

- Major depressive disorder
- Bipolar disorder
- General Anxiety
- Insomnia
- Eating disorders
- Schizophrenia
- Substance Abuse

2. Smoking Cessation techniques

G. Bone, Joint Disease, and Women's Health

1. Therapeutic approaches to Bone and Joint Diseases

- Osteopenia and Osteoporosis
- Rheumatoid and Osteoarthritis
- Gout

2. Women's Health

- Hormone Replacement
- Post-Menopausal Management

H. Dementia Related Disorders

1. Therapeutic approaches to common Dementia Related Disorders

- Alzheimer disease
- Various types of Dementia

I. Pain Disorder

1. Therapeutic Approaches to Pain Disorder

- Chronic Pain
- Peripheral Neuropathy

J. Infectious Disease

1. Therapeutic Approaches to certain Infectious Disease

- Human Immunodeficiency Virus
- Viral Hepatitis

DOMAIN THREE

Patient Care Advocacy in Medication Therapy Management (10%)

TASK 1: Perform patient assessment

1. Assess patient's compliance to medication therapy regimen
2. Assess patient's willingness to change (motivational interviewing)
3. Assessing patient's barrier to appropriate pharmacotherapy care

TASK 2: Overcome barriers

1. Cultural competency and how it may impact care of the patient
2. Pharmacoeconomic implications for the patient

TASK 3: Execute changes

1. Apply humanistic factors when developing MTM plan of action
2. Appropriate communication techniques to other healthcare providers
3. Appropriate visual/written techniques to patient according to patient's educational level
4. Monitor and evaluate patient's response to therapy

DOMAIN FOUR

Medication Therapy Management Billing and Documentation (10%)

TASK 1: Clinical documentation

1. Integrate standardized documentation in accordance with HIPPA
2. Communicate with healthcare providers to obtain specific clinical documentation
3. Document claims for completed services (method of delivery, service provided, outcome of service)

TASK 2: Apply billing procedures

1. Comply with professional billing standards (e.g. CMS, insurance)
2. Recognize and use applicable billing codes (e.g. CPT, IDC-9, ICD-10, HCPCS)
3. Differentiate types of billable services (e.g. CMR, medication reconciliation, patient adherence consultation)



12. Appendix

Table 1: *Required Supporting Documents*

CURRENT LICENSING	Required Documents
Copy or online printout of your professional license(s)	✓
PROFESSIONAL EXPERIENCE RELATED TO MTM	Required Documents
A completed Employment Verification Form indicating the required two years of experience in medication therapy management and direct patient care.	✓
SUBSTITUTION TO PROFESSIONAL EXPERIENCE RELATED TO MTM (ONLY ONE OF THE FOLLOWING)	Required Documents
Proof of completion of APhA's Delivering Medication Therapy Management Services Certificate Training Program.	✓
Proof of completion of Power-Pak C.E.® Certificate Program in Medication Therapy Management.	✓
Proof of completion of a master's degree in Medication Therapy Management.	✓
Proof of completion of a pharmacy residency in MTM or Ambulatory Care Pharmacy.	✓
TESTING ACCOMMODATIONS (OPTIONAL)	Required Documents
If you need testing accommodations, complete and submit a Request for Testing Accommodations Form.	✓



The National Board of Medication Therapy Management, Inc.

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<http://www.nbmtm.org/certification>



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