BCMTMS™
Candidate Handbook
2022
This edition of the Handbook for Candidates for Board Certification supersedes all previous publications of this Handbook.
Disclaimer

The National Board of Medication Therapy Management (NBMTM) is a registered 501(c)(3) non-profit organization, offering certification examinations and issuing voluntary certification credentials to qualified pharmacists who satisfy eligibility requirements established by the NBMTM 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. Board 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. This guide is made available free to everyone by the National Board of Medication Therapy Management and is not to be sold.

NBMTM provides equal opportunity to all applicants without regard to race, color, religion, age, sex, national origin, sexual orientation, physical or mental disability, veteran status, or other legally protected categories.

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 recertification.

In accordance with federal and state laws, NBMTM and its testing partner, Scantron do not discriminate among individuals based on color, race, religion, sexual orientation, gender, national origin, gender identity, age, genetic information, disability, veteran status, or any other protected characteristic.

NBMTM adheres to principles of fairness and due process and endorses the principles of equal opportunity. In administering the certification programs, NBMTM does not discriminate nor deny opportunity to anyone on the basis of race, color, creed, age, gender, national origin, religion, disability, marital status, parental status, ancestry, sexual orientation, military discharge status, source of income, or any other status protected by applicable law. All certification candidates and certificants will be judged solely on the published eligibility and/or re-certification requirements determined by NBMTM.
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Glossary

ACPE
Accreditation Council for Pharmacy Education

ADA
Americans with Disabilities Act

APhA
American Pharmacy Association

BCMTMS
Board Certified Medication Therapy Management Specialist

BUSINESS DAYS
Monday through Friday excluding holidays

CCAPP
Canadian Council for Accreditation of Pharmacy Programs

CE
Continuing Education

CMM
Comprehensive Medication Management

ECE
Educational Credential Evaluators

ELIGIBILITY PERIOD
Period when the candidate is eligible to take the certification exam.

FGP
Foreign Graduate Pharmacists
**IMMEDIATE FAMILY**

A parent, spouse or child. Other relatives, even when living permanently in the same household as the candidate, will not be considered to be part of the “immediate family.”

**LEGAL NAME**

The first and last name (including any suffix such as Jr, Sr, I, II, III, etc.) as it appears on a valid, government-issued photo ID (i.e., driver’s license, passport, state-issued ID).

**MTM**

Medication Therapy Management

**NBMTM**

National Board of Medication Therapy Management

**NTS**

Notice To Schedule

**OFFICE HOLIDAY CLOSURES**

- Martin Luther King Day
- Presidents Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Winter Holidays

**PGY**

Postgraduate Year

**RCU**

Recertification Credit Unit

**SCANTRON**

NBMTM’s professional testing vendor
1. INTRODUCTION

The National Board of Medication Therapy Management 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 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 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 benchmark 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 Exam Development

1.3.1 Overview

All examination questions are written and reviewed by an Exam Committee. 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 the 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 Exam 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. Each question is 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.

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.

1.5 Exam Item Updates
Exam items are reviewed every six months. They are updated twice a year on February 1st and August 1st of each year to reflect new or updated guidelines relevant to medication therapy management and pharmacology. Any changes that affect the objective domain and the existing questions are incorporated into the exam. Specifically, technically inaccurate questions are removed from the exam; some items are modified, and new items may be created to assess new related skills.

The board reserves the right to update content for any reason at any time to maintain the validity and relevance of our certification.

1.6 Exam Administration
The BCMTMS exams are administered at Scantron worldwide. Scantron is a full-service testing company providing licensure, certification, and specialty examinations, including practical and written simulation tests, for associations, state boards, government agencies, and corporations. Scantron works with the NBMTM to develop, administer, and score the BCMTMS examination. It delivers tests flexibly via the web or by utilizing a robust network of more than 500 testing locations throughout the United States and Canada and another 400 locations internationally.

For more information, please visit www.scantron.com.
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. Candidates 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. Candidates and certified pharmacists shall act diligently in accordance with applicable technical and professional standards when providing professional services.

C. Candidates and certified pharmacists shall pursue excellence in performing their duties.

D. Candidates and certified pharmacists shall meet and comply with all terms, conditions, or limitations of any professional credentials they hold.

2.2 Professional Integrity and Objectivity
A. Candidates and 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. Candidates and certified pharmacists shall pursue excellence in performing their duties.

C. Candidates and 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. Candidates and 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. Candidates and certified pharmacists shall not present fraudulent documents when applying for certification or recertification.

B. Candidates and 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. Candidates and certified pharmacists shall cooperate with an NBMTM disciplinary investigation or proceeding.

D. Candidates and 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 of 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 an educational credential evaluator (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 years of practice experience, post-licensure, with experience in medication therapy in retail pharmacy, community pharmacy, or ambulatory care pharmacy. Please note that pharmacy practice experience 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.


3. University of Florida's graduate certificate in Comprehensive Medication Management (CMM).


5. University of Southern California’s Advanced Practice Pharmacist Certificate in Comprehensive Medication Management (CMM).

6. Residency in Community Practice or Ambulatory Care (PGY-1 or PGY-2).

D. The candidate must agree to abide by the Code of Ethical and Professional Conduct.

E. The candidate must complete and fill an online application for the certification examination, including submission of copies of the candidate's additional supporting documents.

F. The candidate must pay the 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 BCMTMS examination.

**Note:** The BCMTMS examination may be taken upon payment of the required fee.

**Reminder:** Certification is valid for a five-year period of time. You will be required to submit approved RCUs 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 certification application is approved, candidates are eligible for the next 4 upcoming tests windows. The candidate must take the certification exam within the 4 eligible testing windows. After the 4 eligible testing windows have passed, 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 3 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 15 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 and Continue Later” 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 Sections

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

5.3.1 Personal Identification Details

In this section, you must provide information about yourself such as your name and title. 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 Demographics Information

In this section, you must provide your date of birth and gender. This information is required for program integrity purposes.

5.3.3 Contact Information

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

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 Experience

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

**Note:** Any work experience obtained after you received your Notice To Schedule (NTS) from Scantron 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 NTS to qualify for board eligibility.

### 5.3.6 Other Pharmacy Training (Excluding Education and Paid Work)

In this section, you may 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.

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

### 5.3.7 American with Disabilities Act

In this section, you must indicate whether you need any accommodations in testing conditions.

### 5.3.8 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 pharmacy license 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.

### 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 $450.

<table>
<thead>
<tr>
<th>APPLICATION FEE</th>
<th>USD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Certification Application Fee</td>
<td>$450</td>
</tr>
<tr>
<td>Re-test Fee</td>
<td>$200</td>
</tr>
</tbody>
</table>

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 Scantron sends your Notification To Schedule, you must schedule the examination within one year from the start date of your eligibility period.
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 has been approved or rejected.

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
- Required documents have not been submitted; 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, or any other circumstances.

Changes to your primary telephone number and mailing address can be made online by logging into your myNBMTM Portal and clicking on the “Update Contact” button on your dashboard. After the change has been made, click “Submit.”

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

This online form must also be used to request correction of a data entry error (i.e., spelling mistake) in your name or your date of birth made while registering.

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 and phone number by logging in to their account and selecting 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 submitting your request from your dashboard.

You must withdraw your application in your myNBMTM Portal. **NBMTM will not accept withdrawal requests by mail, email, or phone.**

Once your withdrawal is confirmed, you are no longer eligible for admission to the certification exam.

**Note:** After your application has been processed, your application fee will not be refundable.

### 6.6 Reconsideration

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

### 6.7 Refund Policy

Any candidate who desires a refund of examination fees can request return of payment from NBMTM less a $100 administrative fee. If the candidate does not schedule an exam by the end of the defined eligibility period, no refund will be provided. A candidate must log in the Scantron scheduling system and pay the $50.00 cancellation of appointment fee to be eligible for a refund. If this deadline is not met or the candidate is absent for a scheduled exam without notification of the vendor, no refund will be provided.
7. APPROVED APPLICATIONS

7.1 Testing Window
Starting January 1, 2022, the BCMTMS™ examination will be administered in testing windows.

<table>
<thead>
<tr>
<th>Application Deadline</th>
<th>Testing Window</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 16, 2021</td>
<td>January 18 - February 28, 2022</td>
</tr>
<tr>
<td>March 6, 2022</td>
<td>April 8 - May 15, 2022</td>
</tr>
<tr>
<td>June 9, 2022</td>
<td>July 12 - September 1, 2022</td>
</tr>
<tr>
<td>September 6, 2022</td>
<td>October 9 - December 18, 2022</td>
</tr>
</tbody>
</table>

The desired testing window must be selected on your NBMTM dashboard prior to the beginning of the window.

If the candidate misses the application deadline, the candidate will be assessed a $100 Late Registration Fee. The late registration period extends 14 days following the regular registration deadline.

7.2 Notice To Schedule (NTS)
Fifteen days prior to the beginning of the selected testing window, the candidate will receive an email notification from Scantron. Candidates may need to add contact@nbmtm.org and candidatesupport@scantron.com to their list of approved senders so important messages do not get sent to their spam folder. The email will be sent to the email address on file with NBMTM. It is, therefore, important for candidates to keep their email address current with NBMTM.

It is the candidate’s responsibility to check their email and MyNBMTM account to see whether the NTS has been sent to them.

7.3 Scheduling the Exam
After the NTS has been received, candidates can schedule their exam appointment directly from Scantron.

The email will include a unique username and password and a link to access Scantron’s online test scheduling system to select an exam appointment, based on seating availability, at one of Scantron’s worldwide test sites. Candidates will select from a listing of available test sites by geographical location and exam date. Due to COVID-19 pandemic, candidates may choose Scantron Pass (remote proctoring platform) as well.

Candidates must submit their scheduling request at least four business days prior to their preferred exam date. Candidates will schedule a 4-hour block for the exam. In addition, candidates should arrive at the testing center at least 15 minutes before the exam appointment.

Upon the candidate’s completion of scheduling an exam appointment, Scantron will email the candidate a confirmation notice, which must be printed by the candidate and taken to the test site on the scheduled exam date. The confirmation notice will provide the following information:

1. The date, time, and location of the exam appointment.
2. The candidate password and username.
3. A list of items that candidates should and should not bring to the test site.
4. Information regarding an online tutorial for candidates so that candidates may familiarize themselves with Scantron’s online test delivery system prior to the scheduled exam date. Candidates may access the online demonstration free of charge through Scantron’s website.

7.4 International Exam Scheduling
The candidate’s notice to schedule will permit candidates to test at available international locations. Scantron cannot guarantee the availability of exam appointments at specific international locations, and the international testing locations are subject to change. International sites are defined as those outside of the United States and Canada.
Candidates wishing to test at an international site may do so according to the following procedure:

- View the list of international sites/dates that are available during the candidate’s designated eligibility period through a URL link to the online scheduling system provided in the NTS email.
- If an acceptable site/date is available, select and submit the preferred test site and date.
- Provide payment for the international testing surcharge by secure e-commerce (credit card) in U.S. funds. Payment will be processed immediately, and a confirmation notice for the exam appointment will be issued.

If sites/dates are not available at the preferred international location during the candidate’s designated eligibility period, candidates may submit a request for the preferred locations according to the following procedure:

- Through the online scheduling system, candidates may submit up to three preferred international sites/dates for test scheduling during the candidate’s designated eligibility period. Scantron cannot guarantee availability of the preferred sites/dates during the candidate’s designated eligibility period.
- Upon submission of the request for a preferred location, candidates will provide payment for the international testing surcharge by secure e-commerce (credit card) in U.S. funds. Payment will be processed immediately.
- Within five business days, Scantron will issue a confirmation notice to the candidate for one of the preferred sites/dates, if it is available.
- If none of the preferred sites/dates are available, Scantron will offer an alternate site/ date for the candidate’s approval. Upon candidate approval, Scantron will issue a confirmation notice to the candidate.
- If Scantron is unable to schedule the candidate at an international location, Scantron will refund the candidate the international testing surcharge.

### 7.5 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) 831-0033. 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 the exam.

#### 7.5.1 Reasonable Accommodations

Reasonable accommodations provide disabled candidates with a fair and equal opportunity to demonstrate their knowledge and skill in the essential functions being measured by the exam.

Reasonable accommodations are decided on the basis of the individual’s specific request, disability, documentation submitted, and the appropriateness of the request.

Reasonable accommodations do not include steps that fundamentally alter the purpose or nature of the exam. The most frequent requests involve providing the candidate with extended time, a reader, a writer, and/or a separate room.

#### 7.5.2 Qualified Individual with a Disability

A “qualified individual with a disability” is one who has a disability and satisfies the requisite skill, experience, education, and other requirements of the service, program, or activity of which the individual is being measured and, with or without accommodations, can perform the essential functions of the service, program or activity.

An essential function is one that individuals are required to perform, and removing that function would fundamentally change the service, program or activity. A person must be a “qualified individual with a disability” to be protected under the ADA.

#### 7.5.3 Proper Documentation

Candidates requesting a change in exam procedures or processes due to disability, handicap or other reasons must complete the Request for Testing Accommodations Form. The candidate is responsible for demonstrating that the request should be granted. Medical documentation of specific needs must accompany the request. Specifically,
the candidate must submit documentation from an appropriate licensed professional or certified specialist who diagnosed their disability and is recommending reasonable accommodations. These recommendations should be based on testing that is not older than 4 years prior to the application. The documentation must be on the professional’s letterhead. It must provide a diagnosis of the disability and the exam used to determine the disability.

The confidentiality of all documentation submitted by the candidate is protected. The NBMTM will review the request and notify the candidate in writing of its determination within 7 business days of receipt.

### 7.5.4 Requests for Reasonable Accommodations

In order to be given consideration, appropriate documentation (including the Request for Testing Accommodations Form) must be received by the NBMTM at least 30 calendar days prior to their preferred test date. Candidates approved for reasonable accommodations are notified via email of the accommodations granted to them. Candidates not approved for reasonable accommodations are notified via email of the denial of their request.

If a candidate’s request for accommodations is not approved, the candidate may initiate an appeal. Appeals must be made in writing to the following address:

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

The candidate is responsible for demonstrating that the appeal should be granted. Appeals must be received at least 30 days before the scheduled exam date the candidate is requesting. Failure to appeal within the allotted time will render the original decision final.

The NBMTM will not pay any costs that a candidate may incur in obtaining the required diagnosis and recommendation.

### 7.6 Fees

<table>
<thead>
<tr>
<th>DESCRIPTION OF FEE</th>
<th>USD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Certification Application Fee</td>
<td>$450</td>
</tr>
<tr>
<td>Re-test Fee</td>
<td>$200</td>
</tr>
<tr>
<td>Recertification Fee</td>
<td>$200</td>
</tr>
<tr>
<td>Official Verification Letter (stamped)</td>
<td>$20</td>
</tr>
<tr>
<td>Replacement of Certificate</td>
<td>$75</td>
</tr>
<tr>
<td>Administration Fee</td>
<td>$100</td>
</tr>
<tr>
<td>Recertification Late Fee</td>
<td>$50</td>
</tr>
<tr>
<td>Late Registration Fee</td>
<td>$100</td>
</tr>
</tbody>
</table>

### 7.7 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.
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) and is split into two parts with 100 questions each. The candidate has up to two hours to complete each part. If the candidate is allowed to finish each part before 2 hours. After submitting part one of the exam for completion, the candidate will not be able to return to part one of the examination.

The examination covers five 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 use subject matter experts to determine the examination content outline, develop and maintain an item bank of approved examination questions, and set the standard for minimum competency in the form of the exam passing score.

8.2 Thirty Minute Guideline

Occasionally, candidates may experience a delay or technical issue with an internet based exam. If the delay exceeds 30 minutes, the candidate may request to reschedule their appointment if they are unable to wait any longer.

8.3 Late Arrival to the Exam

Candidates who arrive late to the exam may not be permitted to take the exam on that day if the center is no longer able to accommodate the full exam time. Candidates who are not permitted to take the exam on that day will be considered a Failure to Appear (No Show).

8.4 What to Bring to the Exam

You should be ready at least 15 minutes before your scheduled exam appointment. You will be required to present the following items.

- 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.
- Print out of your confirmation email from Scantron.

8.5 Scantron®

Certification exams are administered and proctored by Scantron®. NBMTM has contracted with Scantron, a secure proctoring service, to protect the integrity of certification exams. Scantron is engaged in educational and occupational measurement and provides examination administration to a variety of client organizations.

The examination is administered by appointment only. Available dates will be indicated when scheduling your examination with Scantron.
8.6 Required Identification for Examination Admission

Bring a current, government-issued photo identification (ID) with signature (driver’s license, immigration card, passport, U.S. passport card, state ID card, or military ID card). You will NOT be admitted without proper identification. Candidates who fail to provide proper identification will be considered a no-show and will forfeit exam fees. Original documents are required. Your first and last name on the confirmation notice must match the first and last name on your identification exactly. Unacceptable forms of identification include gym memberships, warehouse memberships, school identification cards, credit cards, and identification with signature only (no photo). Failure to provide appropriate identification at the time of the examination is considered a missed appointment. There will be no refund of examination fees.

8.7 Test Center Locations

Scantron-affiliated testing centers have been selected to provide accessibility to most candidates in all states and major metropolitan areas. Specific address information will be provided when you schedule your examination appointment.

8.8 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 while testing, the exam will be terminated by the proctor.

8.9 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.

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.

The NBMTM and Scantron maintain examination administration and security standards designed to ensure all candidates are provided the same opportunity to demonstrate their abilities. The Test Center is continuously monitored for security purposes. The following security procedures apply during the examination:

- Examinations are proprietary. No cameras, notes, tape recorders, pagers or cellular/smart phones are allowed in the Test Center. Use of a cellular/smart phone or other electronic devices is strictly prohibited and will result in dismissal from the examination.
- No calculators are permitted as an on-screen calculator is provided for your convenience.
- Personal items will NOT be allowed in the exam room and must be left outside of the exam room AT YOUR OWN RISK.
- No hats or large coats are allowed in the exam room.
- Bring earplugs if you are sensitive to ambient noise. If you choose to bring earplugs, they will be subject to examination by the testing center staff.
- Please refrain from wearing colognes or perfumes as scents may disturb others in the testing center.
- Sweaters and sweatshirts without pockets or hoods are permitted to be worn.
- Computer-based testing facilities offer exam services to multiple agencies. There may be other individuals in the testing room with you who are sitting for exams from different organizations. The rules for their exam may be slightly different than the rules for your exam in terms of exam time and what is and is not allowed at their station.

8.10 Examination Restrictions

- Cell phones are NOT permitted at the exam site. Any examination candidate with a cell phone in the exam room will be dismissed from the exam room immediately and denied re-entry.
- The proctor will provide a dry erase board or scratch paper and a pencil for making notes. No items or
papers may be removed from the testing center. You may NOT bring your own scratch paper, etc.

- No questions concerning test content may be asked during the examination.
- Food and beverages are NOT allowed in the exam area.
- Smoking is NOT permitted at the exam site.
- Candidates are strictly prohibited from attempting to access any outside information, programs, or websites while testing.

8.11 Visitors
Friends and relatives, including children, will NOT be allowed in the exam building.

8.12 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.

8.13 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.

8.14 Inclement Weather Policy for Exam
In the event of potentially inclement weather, the closing of a Scantron testing center will be up to the discretion of the Scantron testing center proctor in conjunction with radio reports and local media.

If a Scantron testing center is closed by a Scantron testing center proctor, every attempt will be made to contact the candidate by telephone to let them know the Scantron testing center is closed. The candidate will be notified to contact Scantron to reschedule their exam at no cost to the candidate. In addition, candidates can view all testing center closures using the inclement weather link included in the scheduling confirmation notice email.

8.15 Live Online-Proctored (LOP) Administration
NBMTM offers live online-proctored (LOP) administrations through its testing vendor, Scantron Assessment. LOP test administration allows candidates to complete their examinations from their own computers via an internet connection at a time and place of their choosing. Testing sessions are available 24/7/365, based on seating availability. No international testing fee is assessed for LOP administrations.

Scantron uses its proprietary software, Scantron PASS™, to deliver examinations to candidates. Scantron partners with Examity for the online, real-time monitoring of testing candidates. The candidate’s computer must have webcam capability as well as a microphone and speakers, and the environment should be quiet to avoid distractions and to ensure that the online proctor can hear everything at the candidate’s location. There are technical requirements, such as an adequate internet connection, to ensure that the proctor can access the candidate’s computer and that the session can proceed without internet disruption. For LOP test administrations, candidates are responsible for ensuring their testing environment meets the minimum requirements to take the exam.

As part of the scheduling process, candidates first confirm their demographic information, attest to Scantron’s privacy policy, and test their computer for both examination delivery and live proctoring system requirements. Candidates whose
computers fail the check of system requirements receive feedback on the hardware or software issues. The candidate must correct the issue, update the computer, or obtain another computer to complete the testing appointment. Following these administrative tasks, the candidate selects “Schedule” to proceed to testing appointment scheduling.

8.16 Internet Outage and Disruption

Computer-based tests are delivered via secure Internet connections. Internet connections are subject to local Internet providers. While it is not the norm, Internet connections can on occasion be lost momentarily, requiring the proctor to log you back into your exam. If you lose your Internet connection, inform the proctor, who will assist you in logging back into your exam. Upon logging back into your exam, you will resume at the first unanswered question. Your exam time remaining will be exactly the same as it was when the Internet connection was lost.

8.17 Rescheduling an Exam

8.17.1 Rescheduling Within the Eligibility Period

You may reschedule a testing appointment up to 4 business days prior to your testing appointment within the eligibility period. (Please see the table below.) To reschedule, locate your Scheduling Confirmation email and follow the instructions and link under the RESCHEDULE/CANCEL AFTER YOU HAVE SCHEDULED YOUR EXAM section. You will be required to pay a $50 non-refundable directly to Scantron when signing into the scheduling system to reschedule your test. Please note: Testing appointments may not be rescheduled less than 4 business days in advance of the testing appointment.

<table>
<thead>
<tr>
<th>Day of Testing Appointment</th>
<th>Must Schedule/Cancel By</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Tuesday of the previous week</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Wednesday of the previous week</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Thursday of the previous week</td>
</tr>
<tr>
<td>Thursday</td>
<td>Friday of the previous week</td>
</tr>
<tr>
<td>Friday</td>
<td>Monday of the current week</td>
</tr>
<tr>
<td>Saturday</td>
<td>Tuesday of the current week</td>
</tr>
</tbody>
</table>

Not appearing for your testing appointment or rescheduling your examination fewer than four (4) business days before your testing appointment will count as your original testing appointment. You will be marked as a no-show candidate and your entire examination fee will be forfeited.

8.17.2 Rescheduling Due to Extenuating Circumstances

Candidates needing to reschedule their exam due to an extenuating circumstance must send Scantron a written request directly to candidatesupport@scantron.com as soon as possible. The written notification must explain the extenuating circumstance and include supporting documentation. Scantron may recognize the following as acceptable extenuating circumstances:

- Serious illness – either you or an immediate family member
- Death in the immediate family. The list of immediate family normally includes spouse, parent, child, sibling, grandparent, uncle or aunt, mother- or father-in-law or stepchild.
- Other relations will be reviewed on a case-by-case basis
- Disabling accident
- Court appearance
- Jury duty
- Unexpected military call up

Please email directly to candidatesupport@scantron.com with your supporting documentation. If the request is granted, the candidate will pay the $50 fee with a credit card on the Scantron website.

8.18 Cancellation of an Application

If a candidate would like to cancel an exam, a written request must be emailed to the NBMTM. A 50% refund of the exam fee will be issued if the candidate has not yet scheduled an exam site, date and time. No refund of the exam fee will be issued if the candidate has scheduled an exam site, date and time.

If a candidate would like to cancel an exam, you must withdraw your application in your myNBMTM Portal, NBMTM
will not accept withdrawal requests by email or phone. Once your withdrawal is confirmed, you are no longer eligible for admission to the board exam. Refunds will be determined by the following.

<table>
<thead>
<tr>
<th>REASON FOR WITHDRAWAL</th>
<th>REFUND AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incomplete application or determined not board eligible by NBMTM</td>
<td>Application fee minus $100</td>
</tr>
<tr>
<td>After application processing and found board eligible by NBMTM</td>
<td>No refund</td>
</tr>
<tr>
<td>Documented illness/death (for personal or immediate family member)</td>
<td>Up to a 50% refund</td>
</tr>
<tr>
<td>Practice exam</td>
<td>No refund</td>
</tr>
<tr>
<td>Replacement of Certificate</td>
<td>$75</td>
</tr>
<tr>
<td>Administration Fee</td>
<td>$100</td>
</tr>
</tbody>
</table>

8.19 Failure to Appear (No Show)

If you fail to appear for an exam, you will forfeit the examination registration fees and the following policies will be enacted:

- A refund is not issued. You wish to reschedule an examination but fail to contact Scantron at least 4 business days before the scheduled testing session, or you fail to report for an examination appointment. You will be marked as a no-show candidate and your entire testing fee will be forfeited. If you have existing eligibility remaining, you will be able to pay the re-test fee again to test. If you have no eligibility remaining, you must complete a new application to test.

- The NBMTM reserves the right to request additional evidence to support a candidate’s reason for failure to appear.

- Retake candidates have the remaining eligible testing windows to take the examination. If there is no remaining eligible window left, then the candidate has to reapply. When submitting a new application, candidates must satisfy the current eligibility and fee requirements.

8.20 Breaks

The BCMTMS examination is split into two parts with 100 questions each. You have up to two hours to complete each part. If you wish to finish each part before 2 hours, you will be allowed to do so. Please note that after submitting part one of the exam for completion, you will not be able to return to part one of the examination. After completing part one of the examination, you will have the option of taking a 15-minute break or move on to part 2.
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 4-6 weeks following the close of the testing window. 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 candidates pass the exam, they will be considered Board Certified by the NBMTM. They will receive a certificate Packet from the NBMTM approximately six to eight weeks after passing the exam. The certificate packet will include a letter congratulating you on your accomplishment, an employer advocacy letter, and additional information on digital badge and recertification. Candidates will also be issued a certificate and a lapel pin 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 fee during the eligibility period.

9.4 Re-take Policies
Candidates who do not pass the examination are eligible to re-take it within their next eligible testing window(s) if they submit their re-test fee before the window registration deadline. Regarding retaking the exam, certification candidates have a 12-month period (4 testing windows) to initially sit for the exam or retake it should they fail. This 12-month testing window starts the date the initial application is submitted. Candidates failing the exam for the first time wishing to retake are allowed to do so only once during their initial 12-month period. Candidates failing the exam a second time will be required to wait a full year.
from the time they failed the exam to sit for the third time. Should a candidate fail the exam for a third time, he/she must wait a full year to sit for the exam again, and so forth.

9.5 Scores Canceled 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 Scantron® 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.

Appeals must be made within 30 days of receiving notification of an adverse decision. Examples of adverse decisions would be application rejection or obtaining a “no show” status with our testing provider. Appeals are handled by NBMTM’s Appeals Committee and may be escalated to the NBMTM Board of Directors under the discretion of the appeals committee. The appeals process may take four to six weeks.

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.

NBMTM Exception Request/Appeal Form can be accessed at https://www.nbmtm.org/appeal_form/
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 pharmacist reports on these requirements by completing a brief online form, the RCU Status Form. Check your RCU 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 RCUs relevant to medication therapy management over a 5-year cycle.


The form is due 2 months before the end of the 5-year cycle. You will first enter your RCU activities into the RCU Status Form. The number of RCUs due will be posted to your myNBMTM account. The earliest a candidate can submit his or her recertification application would be 1 year prior to the end date of his other 5-year cycle.

The earliest a candidate can submit his or her recertification application would be 1 year prior to the end date of his or her 5-year cycle.

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 14, 2023, if you passed your initial certification date is January 15, 2018.

10.4 Renewal Notice Process

The NBMTM will send out renewal notices/invoices two months prior to the credential expiration date. Renewal fees must be paid and, if audited, RCU 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 pharmacists may renew an expired credential by paying the renewal fee, a $50 late fee, and submitting RCUs (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 is an individual responsibility.
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 RCU Audit, please use this RCU Audit Cover Sheet when you submit RCU documentation.

10.5 How to Earn RCUs

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

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 the current BCMTMS™ examination content.

3. **Documentation:** You will need to provide documentation to receive RCUs.

Please see the BCMTMS Recertification Handbook for more information by using the following link: http://www.nbmtm.org/board-certification/recertification-handbook/

10.6 RCU 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 RCUs.

10.7 RCU Compliance

Individuals who do not submit the RCU Status Form when required, fail to respond to an audit of their form, or otherwise, do not meet RCU requirements are considered not in compliance with RCUs and will be reported as “Not Meeting RCU 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.

<table>
<thead>
<tr>
<th>Domain</th>
<th>Percentage of Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. Defining Medication Therapy Management and Translating Medication Therapy Management into Practice</td>
<td>13%</td>
</tr>
<tr>
<td>II. Pharmacotherapy</td>
<td>62%</td>
</tr>
<tr>
<td>III. Fundamentals of Pharmacogenomics</td>
<td>5%</td>
</tr>
<tr>
<td>IV. Patient Care Advocacy</td>
<td>13%</td>
</tr>
<tr>
<td>V. Documentation and Billing</td>
<td>7%</td>
</tr>
</tbody>
</table>

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**

**Defining Medication Therapy Management and Translating Medication Therapy Management into Practice (13%)**

**TASK 1: Develop, plan, and implement MTM services**

- Apply Core Elements of the AphA/NACDS MTM service model in pharmacy practice
  - Knowledge of
    1. Medication Therapy Review (MTR) which includes Comprehensive Medication Review (CMR) and Targeted Medication Review (TMRs)
    2. Personal Medication Record (PMR)
    3. Medication-Related Action Plan (MAP)
    4. Intervention and/or referral
    5. Documentation and follow-up
- Differentiate MTM from other Medication Management Services

**TASK 2: Identify basic Medicare provisions with MTM**

- Determine CMS guidelines and Medicare Part D criteria for enrollment in MTM services
  - Knowledge of
    1. Management Program Guidance and Submission Instructions
    2. Differences between Medicare Part A, B, C, and D
    3. Other supplemental plans
**TASK 3: Apply MTM in an evolving healthcare system**

- Differentiate models and approaches of MTM in practice settings
  
  » Knowledge of
  1. Hybrid MTM-DM
  2. Care Teams
  3. Required Collaboration
  4. Multi-Mode, Comprehensive MTM
  5. In-house versus contracted vendors
  6. Out-of-pocket
  7. Enhanced MTM
  8. Remote Patient Monitoring (RPM)
  9. Local community pharmacy (e.g. OutcomesMTM)

- Improve health outcomes (e.g. HEDIS measures, Medicare star ratings)
  
  » Knowledge of
  1. HEDIS measures (e.g. gaps in care, screening, adherence, BMI)
  2. Medicare star ratings including impact on health plans (e.g. readmission rates)

**TASK 4: Evaluate and Incorporate literature into clinical decision making**

- Evaluate and interpret elements of clinical trial design
  
  » Knowledge of
  1. Basics of biostatistics (e.g. variables, null hypothesis, p-value)
  2. Clinical trial designs (e.g. double blind)

- Assess statistical methods and analyze data presented in clinical trials
  
  » Knowledge of
  1. Black box warning
  2. Statistical significance
  3. Superiority and inferiority trials
  4. Post marketing surveillance data

**DOMAIN TWO**

Pharmacotherapy (62%)

**TASK 1: Manage cardiovascular conditions (e.g. counseling, evaluation, medication reconciliation)**

» Knowledge of
1. Hypertension
2. Heart failure
3. Ischemic heart disease
4. Arrhythmias
5. Venous thromboembolism
6. Stroke
7. Dyslipidemia
8. Peripheral arterial disease
9. Anticoagulation
10. Cardiovascular testing
11. Other conditions

**TASK 2: Manage pulmonary conditions (e.g. counseling, evaluation, medication reconciliation)**

» Knowledge of
1. Chronic Obstructive Pulmonary Disease (COPD)
2. Asthma
3. Pulmonary Hypertension

**TASK 3: Manage endocrine conditions (e.g. counseling, evaluation, medication reconciliation)**

» Knowledge of
1. Diabetes mellitus
2. Thyroid disorders
3. Adrenal disorders
4. Hormone replacement therapy
5. Nutrition and diet management

**TASK 4: Manage common gastrointestinal conditions (e.g. counseling, evaluation, medication reconciliation)**

» Knowledge of
1. Gastroesophageal Reflux Disease (GERD)
2. Peptic Ulcer Disease (PUD)
3. Inflammatory Bowel Disease (IBD)
4. Hepatitis diseases
5. Cirrhosis

**TASK 5: Manage common urologic conditions (e.g. counseling, evaluation, medication reconciliation)**

» Knowledge of
1. Erectile dysfunction
2. Benign prostatic hyperplasia
3. Urinary incontinence

**TASK 6: Manage common behavior disorders (e.g. counseling, evaluation, medication reconciliation)**

» Knowledge of
1. Major depressive disorder
2. Bipolar disorder
3. General anxiety
4. Insomnia
5. Eating disorders
6. Schizophrenia
7. Addictions (e.g. substance abuse, smoking)
**TASK 7: Manage bone and joint diseases (e.g. counseling, evaluation, medication reconciliation)**

- Knowledge of
  1. Osteopenia and osteoporosis
  2. Rheumatoid and osteoarthritis
  3. Gout

**TASK 8: Manage obstetrics and gynecologic health (e.g. counseling, evaluation, medication reconciliation)**

- Knowledge of
  1. Post-Menopausal management
  2. Birth control and contraceptives
  3. Prenatal care and pregnancy
  4. Other conditions

**TASK 9: Manage common neurological disorders (e.g. counseling, evaluation, medication reconciliation)**

- Knowledge of
  1. Alzheimer’s disease
  2. Various types of dementia
  3. Epilepsy
  4. Parkinson’s disease

**TASK 10: Manage pain disorder (e.g. counseling, evaluation, medication reconciliation)**

- Knowledge of
  1. Chronic pain
  2. Peripheral neuropathy

**TASK 11: Manage infectious disease (e.g. counseling, evaluation, medication reconciliation)**

- Knowledge of
  1. Human Immunodeficiency Virus and AIDS
  2. Viral hepatitis
  3. Urinary tract infection

**TASK 12: Manage autoimmune diseases (e.g. counseling, evaluation, medication reconciliation)**

- Knowledge of
  1. Drug allergy
  2. Psoriasis

**TASK 13: Manage use of herbals, over-the-counter, and dietary supplements (e.g. counseling, evaluation, medication reconciliation)**

- Knowledge of supplements for anemic disorders

**TASK 14: Manage drug interactions, polypharmacy and overprescribing**

- Knowledge of
  1. Types of drug interactions (e.g. drug-drug, drug-disease, drug-food)
  2. Doctor and pharmacy shopping

**TASK 15: Manage other chronic conditions, diseases, disorders (e.g. counseling, evaluation, medication reconciliation)**

- Knowledge of
  1. Basics Transplant
  2. Chronic Kidney diseases
  3. Pediatrics
  4. Geriatrics
  5. Ophthalmic disorders
  6. Dermatological disorders
  7. Oncologic disorders specific to side effect management, screening, testing, and adherence
  8. Immunization recommendations

**DOMAIN THREE**

**Fundamentals of Pharmacogenomics (5%)**

**TASK 1: Apply fundamentals of pharmacogenomics**

- Apply the fundamentals of pharmacogenomics related to the impact on therapeutic outcomes

- Knowledge of
  1. Biomarkers
  2. Genetic polymorphisms (e.g. CYPD enzyme, ultra rapid, intermediate, and poor metabolizers)

- Identify qualified candidates for pharmacogenomics services

- Knowledge of
  1. Adverse drug reaction
  2. Family history
  3. Therapeutic failures (e.g. ceiling effect)

- Incorporate the test results into the patients’ medication review

- Knowledge of
  1. Gene related diseases
  2. Genetic testing and techniques (e.g. Genesight *, NeoGeonomics *, Genelex *, Polymerase Chain Reaction [PCR])
  3. Pharmacogenomics guidelines (e.g., Guidelines from the Clinical Pharmacogenetics Implementation Consortium)

- Comply with the legal ethical aspects of pharmacogenomics

- Knowledge of
1. Genetic Information Nondiscrimination Act (GINA) (Public Law 110-233)
2. HIPPA and HIPAA Electronic Protected Health Information (ePHI)
3. CLIA certification guidelines
4. Ethical, Legal, Social, Implications program (ELSI)
5. APoA Foundation on Pharmacogenomics Ethical References

**TASK 2: Apply pharmacogenomics to chronic and acute conditions**
- Asthma
- Hematology and oncology
- Cardiovascular
- Diabetes
- Infectious diseases
- HIV/AIDS
- Psychiatry
- Toxicogenomics
- Pain management
- Other conditions

**DOMAIN FOUR**
**Patient Care Advocacy (13%)**

**TASK 1: Examine the patient's comprehensive profile (e.g. medical and prescription history, socioeconomic state)**
- Apply the fundamentals of pharmacogenomics related to the impact on therapeutic outcomes
  - Knowledge of
    1. Discrepancies and inaccuracies that can occur during a comprehensive medication review or targeted medication review
    2. Extraction of information
    3. Patient's concerns of medication history
    4. Sources of medication (e.g. country, organization)
- Implement approaches for assessing patient's adherence (e.g., Motivation interviewing)
  - Knowledge of
    1. Teach back method
    2. Reminders/apps
    3. Utilization of fill history (e.g. PDMP)
    4. Screening, Brief, Intervention, and Referral to Treatment (SBIRT)

**TASK 2: Manage individualized recommendations**
- Apply humanistic factors when developing MTM plan of action (e.g., patient's level of understanding, health literacy)
  - Knowledge of
    1. Communication to individual caring for patient/patient representative
    2. End of life decisions (e.g., power of attorney)
    3. Difficult topics (e.g., weight management, sexual education, drug addiction)
    4. Techniques aligned with patient's health literacy level (e.g., Single Item Literacy Screener [SILS])
- Communicate recommendations to other healthcare providers
  - Knowledge of
    1. SBAR Framework with checkback strategy
    2. SOAP notes
- Evaluate patient's response to therapy
  - Knowledge of
    1. Management of vital health signs and parameters (e.g., blood pressure, A1C, BMI)
    2. Interviewing techniques (e.g., open versus closed questions)
    3. Outcomes (e.g., emotional states, physical states)
4. Clinical lab results (e.g., anticoagulatory, Sert syndrome, CrCl)
5. Patient reported side effects

DOMAIN FIVE
Billing and Documentation (7%)

TASK 1: Document Medication Therapy Management Services
- Integrate standardized documentation in accordance with all legal and regulatory requirements
  - Knowledge of
    1. Power of attorney and end of life decision review
    2. CMS guidelines for documenting MTM
- Communicate recommendations to healthcare providers
  - Knowledge of
    1. Electronic healthcare records systems
    2. Health Level-7 (HL7) standards
- Document claims for services (method of delivery, service provided, outcome of service)
  - Knowledge of
    1. PSBAR and SOAP
    2. Optimization of time allocated for MTM services
    3. Outreach tracking
- Review therapeutic failures to improve the quality of the medication therapy management services (e.g., claims review, medication error, medication regimen, patient safety outcomes, rehospitalizations)
  - Knowledge of
    1. Root cause analysis
    2. Accident causation model (Swiss Cheese Effect)
    3. Failure mode and effects analysis (FMEA)

TASK 2: Apply billing procedures
- Comply with billing standards (e.g. CMS, Insurance)
  - Knowledge of Medicare fraud, waste, and abuse prevention
  - Recognize and use applicable billing codes (e.g., CPT, ICD-10, HCPCS)
  - Knowledge of
    1. Billing methods (e.g., pharmacy based versus physician based billing [incident to])
    2. CPT codes for MTM
  - Differentiate types of billable services (e.g., CMR, TIPS [pain management, patient adherence consultation], Immunization recommendations)
  - Knowledge of
    1. CMR
    2. TIPS (e.g., pain management, patient adherence consultation)
    3. Immunization recommendations
    4. Remote patient monitoring
  - Review pending and/or rejected claims to maintain quality assurance (e.g., DURs)
  - Knowledge of
    1. Procedures to access rejected claims
    2. Milchak’s primary care clinical pharmacy peer review data collection sheet
12. BCMTMS SAMPLE EXAM QUESTIONS

Sample question 1: Which antidepressant is approved for major depressive disorder in children and adolescent?

A. Fluoxetine  
B. Vortioxetine  
C. Citalopram  
D. All of the above

Answer: A

Sample question 2: MT is a 45-year-old man who suffered from severe depression for many years. There has been concern about his risk of suicide. Which of the following class of antidepressants is safest for him?

A. TCA  
B. MAOI  
C. Atypical agents  
D. SSRI

Answer: D

Sample question 3: Which is a part of the Comprehensive Medication Review (CMR), specifically designed to outline the patient’s responsibility in helping to solve various identified problems?

A. Medication Action Plan  
B. Patient Educational Inserts  
C. Manufacturer Package Inserts  
D. Comprehensive List

Answer: A

Sample question 4: While conducting a telephonic comprehensive medication review for a pharmacy benefit manager, the patient mentions that she had a liver transplant two years ago. While looking at the claims data for her Medicare Part D plan, you do not see any claims for immunosuppressants. Which of the following is most likely correct?

A. MD discontinued the medications because it was needed for only two years.  
B. The patient has been getting the medications from Canada due to the expense.  
C. The patient was using a coupon savings card instead of her Medicare Part D card.  
D. The immunosuppressants were paid by her Medicare part B plan.

Answer: D

Sample question 5: Which of the following is NOT the AMA’s (American Medical Association) position on MTM?*

A. Funds should be allocated for MTM services only if there is substantial evidence for better patient outcomes and cost-effectiveness with pharmacist-led MTM.  
B. Physicians should be fully informed when their patient is in an MTM program.  
C. The physician should be kept apprised at every step if a pharmacist recommends any medication changes or counseling patient about anything beyond adherence.  
D. The pharmacist must be physically present in the physician’s office when conducting a Comprehensive Medication Review (CMR).

Answer: D

Sample question 6: Which of the following is the main goal of treatment of bipolar disorder?*

A. Manage acute attacks and decrease its severity  
B. Increase energy for patients  
C. Treat negative symptoms  
D. All of the above

Answer: A
# 13. APPENDIX

## Table 1: Required Supporting Documents

<table>
<thead>
<tr>
<th>Category</th>
<th>Required Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CURRENT LICENSING</strong></td>
<td></td>
</tr>
<tr>
<td>Copy or online printout of your professional license(s) for foreign candidates ONLY</td>
<td>✔</td>
</tr>
<tr>
<td><strong>PROFESSIONAL EXPERIENCE RELATED TO MTM</strong></td>
<td></td>
</tr>
<tr>
<td>A completed Employment Verification Form indicating the required two years of experience in medication therapy management or direct patient care.</td>
<td>✔</td>
</tr>
<tr>
<td><strong>SUBSTITUTION TO PROFESSIONAL EXPERIENCE RELATED TO MTM (ONLY ONE OF THE FOLLOWING)</strong></td>
<td></td>
</tr>
<tr>
<td>Proof of completion of APPhA’s Delivering Medication Therapy Management Services Certificate Training Program.</td>
<td>✔</td>
</tr>
<tr>
<td>Proof of completion of Power-Pak C.E.* Certificate Program in Medication Therapy Management.</td>
<td>✔</td>
</tr>
<tr>
<td>Proof of completion of University of Florida’s graduate certificate in Comprehensive Medication Management (CMM).</td>
<td>✔</td>
</tr>
<tr>
<td>Proof of completion of University of Southern California’s Advanced Practice Pharmacist Certificate in Comprehensive Medication Management.</td>
<td>✔</td>
</tr>
<tr>
<td>Proof of completion of a master’s degree in Medication Therapy Management.</td>
<td>✔</td>
</tr>
<tr>
<td>Proof of completion of a pharmacy residency in Community Practice or Ambulatory Care.</td>
<td>✔</td>
</tr>
<tr>
<td><strong>TESTING ACCOMMODATIONS (OPTIONAL)</strong></td>
<td></td>
</tr>
<tr>
<td>If you need testing accommodations, complete and submit a Request for Testing Accommodations Form.</td>
<td>✔</td>
</tr>
</tbody>
</table>
The National Board of Medication Therapy Management, Inc.

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