



Certified Denial Recovery Specialist (CDRS) Credential Application & Examination Requirements

Denial Recovery Specialists fill a unique role among patient financial services professionals. These individuals are responsible for the accurate, timely review, and follow-up of all outstanding or denied medical insurance claims. Specifically, they analyze the account history to determine why the patient's insurance claim was denied, conduct activities necessary to reverse the denial, and resubmit the corrected claim for payment. responsible for the accurate, timely review, and follow up of all outstanding or denied medical insurance claims.

The FCB recognizes that CDRS' work in a wide range of settings, including hospital patient financial services offices, insurance providers, and health care administration management and consultant firms. As such, the CDRS program identifies and defines the core job functions, responsibilities, and knowledge/skills necessary to provide denial recovery services regardless of employer or educational background.

This document provides details about the scope of the CDRS credential, training, and supervised work experiences required to take the CDRS exam, the exam application process, and the credential award. **Please carefully review this document BEFORE applying for certification.**

Certified Denial Recovery Specialist (CDRS) Credential

The Certified Denial Recovery Specialist credential requires a minimum of a high school diploma or General Equivalence Degree, training, work experience, and on-the-job supervision that reflect the CDRS performance domains and core competencies specified by the FCB.

The CDRS performance domains are:

- Medical Billing Foundations
- Hospital and Clinical Billing Cycle
- Denied Claims Resolution
- Information Systems
- Professional Responsibility

Applicant Eligibility and Fees

Eligibility & Fees: CDRS applicants must have the formal education, training, work experience, and supervision established for certification by the FCB. In general, qualified applicants must have: (1) a high school diploma or General Equivalency Degree; (2) 100 hours of content specific training; (3) 1,000 – 3,000 hours of direct experience recovering denied claims (tiered based on academic degree); and, (4) 25 - 75 hours of documented on-the-job supervision (tiered based on academic degree).

Fee Type	Fee Amount	Notes
Application Fee	\$100	One-time fee If CDRS credential is not earned within 12 months of application, a 12-month extension can be obtained with an extension fee
Exam Fee	\$125	Fee is due with each exam attempt
Proctoring Fee	\$30	Fee is due with each exam attempt
Annual Renewal Fee	\$75	Fee is due every 12 months, on or before the CDRS expiration date
Application Extension Fee	\$100	Fee is assessed for each 12-month application extension request

Application, Exam, and Certification Processes



Application: The first step is to apply for the CDRS, which requires:

- an online account
- an electronic application
- application fee payment
- supporting documents submitted by the applicant
- supporting documents submitted directly to the FCB by others on your behalf



Examination: The second step is to register for the CDRS exam, which requires:

- official approval from the FCB to register for the exam (sent via email)
- an electronic exam confidentiality agreement, testing month request, and exam fee payment
- an electronic exam registration & proctor fee payment



Certification: The CDRS credential is issued within seven (7) business days of passing the exam. Applicants who do not pass may re-take the exam; directions to retest will be provided if necessary.

Application and Exam Timelines

Applicants have a maximum of 12 months from the date that their application and certification fee is received to earn the CDRS credential. Within this time, their application must be approved, and the exam must be passed. Applicants who do not pass the exam may re-take it within this same 12-month period. After that, a 12-month extension can be obtained by paying a fee equal to the original application fee.

It is important to understand the sequence and steps of each component of the certification process, as well as the individuals who will be involved.

The length of time it takes for an application to be processed depends on the timeliness and quality of the documents submitted in support of the CDRS application. The persons involved in the processing of an application are the applicant, the individuals providing documentation for the applicant, and the FCB Certification Specialist, who process the application, supporting documents, and examination requirements, and issue the CDRS credential.

CDRS Credential Requirements

Application Requirements		
Topic	Requirement or Standard	Applicant Actions and/or Notes
Application Fee	\$100	Applicants are assigned a dedicated Certification Specialist for a 12-month period to process the application, supporting documents, and examination requirements, and issue the CDRS credential.
Formal Education	High School Diploma/General Equivalency Degree or higher. Work experience and on-the-job supervision requirements vary based on the highest level of formal education completed.	Applicants enter information about the highest level of formal education completed and may upload a copy of the diploma, certificate, or university transcript into their electronic application.
Content Specific Training	<p>100 hours of training related to the CDRS core competencies. A minimum of 10 hours of training must be completed in each performance domain, the remaining hours may be used across any domain.</p> <p>CDRS Performance Domains:</p> <ul style="list-style-type: none"> • Medical Billing Foundations • Hospital and Clinical Billing Cycle • Denied Claims Resolution • Information Systems • Professional Responsibility 	<p>Applicants enter information about their content specific training and upload supporting documentation into their electronic application.</p> <p><u>Eligibility notes:</u> Eligible training occurred in the 5 years prior to application and was offered by an FCB recognized or approved education and training provider. There is no time limit on college coursework claimed for training credit, as long as the course was taken as part of the degree program. Recognized training providers are listed online on FCB's website at www.flcertificationboard.org.</p>

Application Requirements		
Topic	Requirement or Standard	Applicant Actions and/or Notes
Related Work Experience	<p>Work experience must be directly related to the CDRS performance domains and competencies. The amount of related experience varies based on the highest level of formal education completed.</p> <p>High School Diploma or General Equivalency Degree – 3,000 hours of work experience</p> <p>Associate’s degree (A.A.) - 2,000 hours of work experience</p> <p>Bachelor’s degree or higher - 1,000 hours of work experience</p>	<p>Applicants download the <i>CDRS Work Experience Verification Form</i> and send it to current and/or former employers to complete and return directly to the FCB.</p> <p><u>NOTES:</u> Eligible work experience occurred in the 5 years prior to application, is supported by an official position description, and demonstrates that the applicant had primary responsibility for resolving denied insurance claims and related tasks.</p> <p>Work experience submitted by the applicant is not eligible for application purposes.</p>
On-the-Job Supervision	<p>On-the-job supervision must be delivered and documented by an FCB-approved qualified supervisor. Supervision hour requirements vary based on the highest level of formal education completed; for each a minimum of 5 hours of supervision must be provided in each performance domain.</p> <p>High School Diploma or General Equivalency Degree - 70 hours of supervision.</p> <p>Associate’s degree (A.A.) - 45 hours of supervision.</p> <p>Bachelor’s degree or higher - 25 hours of supervision.</p>	<p><u>Eligibility notes:</u> Eligible supervision occurred in the 5 years prior to application.</p> <p>Multiple observations may not take place on the same day or involve the same work event.</p> <p>Eligible supervision is individual, one-on-one observation of skills and feedback.</p>
Examination Requirements		
Exam Pre-Registration	<p><i>Agree to follow exam confidentiality policies and identify the requested testing month.</i></p>	<p><i>When the application is approved in the system, an automatic email is sent to the applicant, directing them to login to their account and complete the Exam Pre-Registration activities.</i></p>
Exam Fee	<p>\$125</p>	<p><i>An exam fee is required for each exam attempt. DO NOT PAY THE EXAM FEE WITHOUT COMPLETING THE EXAM PRE-REGISTRATION STEPS.</i></p>
Proctoring Fee	<p>No more than \$35</p>	<p><i>A proctoring fee is required for each exam attempt. The fee is paid directly to the test site when you complete your exam registration.</i></p>
Complete Exam Registration	<p><i>Click on the link in the EXAM INSTRUCTIONS email to complete the exam registration process (select a test site, date, and time and pay the proctoring fee).</i></p>	<p><i>When the exam pre-registration is processed and the exam/proctoring fees are paid, the FCB will send an email with EXAM INSTRUCTIONS in the subject line.</i></p>

Application Requirements		
Topic	Requirement or Standard	Applicant Actions and/or Notes
Exam	Earn a passing score on the 100-item multiple-choice test.	CDRS applicants will log on at the appointed testing time to meet the remote proctor. The remote proctor will guide the remainder of the testing process.
Retest	Decide if you wish to request a re-test if you fail the exam.	Applicants who fail the exam may re-test every 30 calendar days. Please contact your Certification Specialist for re-testing directions and fees.
When a passing score is earned on the exam, the CDRS credential is awarded.		

Credentialing Checklist

- Online account created
- Online application created
- Formal education documentation uploaded into e-application
- Content Specific Training documentation uploaded into e-application
- CDRS Observation and Consultation Verification Form* downloaded and provided to employers to submit to the FCB
- Application fee paid
- Exam registration information submitted online*
- Exam fee paid*
- Exam proctoring fee paid*
- Exam registration complete*
- Take the exam*
- Request a retest, if necessary*

Once you earn your CDRS, you will want to keep in mind what comes next ...

- Comply with CDRS continuing education requirements
- Follow the Code of Ethical and Professional Conduct
- Renew the CDRS prior to expiration

Credential Award, Maintenance, and Renewal

The CDRS credential is awarded within seven (7) business days of passing the CDRS exam. Generally, the CDRS credential is issued for a one-year period. Because credentials renew on June 30th of the renewal year, (versus one year from the date of award), the first expiration date will be pro-rated as follows. After the first renewal, the credential will be issued for a one year period, expiring on June 30th of each year.

Two-Year Credentials – October Renewal		
Issue Date	First Expiration Date	Ongoing Expiration Date
July 1 st – March 31 st	June 30 th of the year following the current renewal period	June 30 th every year
April 1 st – June 30 th	June 30 th two years following the current renewal period	June 30 th every year

CDRS credential holders must complete at least 10 continuing education (CE) credits every 12 months after earning the credential, with 10 CE units due each renewal period. Payment of renewal fees carries an attestation that CEs are complete and documentation is available in case of audit. The FCB will conduct a CE audit the quarter after the renewal period closes to verify compliance with CE requirements. The FCB does not dictate CE content; credential holders are expected to ensure that their training is directly linked to one or more of the CDRS competencies. Credential holders are subject to the FCB Code of Ethical and Professional Conduct. The FCB accepts and investigates allegations of misconduct by certified professionals. Failure to follow the Code of Ethical and Professional Conduct may result in disciplinary action.