



Patient Advocate Certification Board

Criteria for Certification Renewal and Continuing Education

Updated June, 2023





Board Certified Patient Advocate (BCPA)

Certification Renewal and Continuing Education Handbook

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Board Certified Patient Advocate Certification Renewal and Continuing Education Handbook

Introduction

The Patient Advocate Certification Board (PACB) is a 501(c)3 nonprofit organization focused on development and maintenance of certification for the professional practice of patient and health care advocacy. Patient and health care advocates are invited to visit the website, www.pacboard.org, for essential information about the organization, certification, and opportunities for professional development.

The Patient Advocate Certification Board (PACB) presents this handbook to stipulate the Continuing Education and Certification Renewal Requirements for the Board Certified Patient Advocate (BCPA) credential. Certification renewal is essential to ensure that Board Certified Patient Advocates keep current with the best practices, continuing education, emerging trends, and policy changes that relate to the ethical and professional practice of patient and health care advocacy.

In March 2018, PACB issued the first exam for the BCPA credential. All Board Certified Patient Advocates will be certified by passing the certification examination. Subsequent certification renewals may be achieved through either reexamination or through submission of the required amount of Continuing Education credits. Details for both options are outlined in this handbook.

Importance of Certification Renewal

Healthcare is a rapidly changing industry, especially with regard to technology and healthcare policy. Patient and health care advocates must remain well informed about the dynamic changes in healthcare issues, policies, laws, and practices that affect the healthcare consumers and the clients they serve.

Certification is a symbol of validation to the public and to other professionals that the Board Certified Patient Advocate is highly committed to these professional and ethical responsibilities to act consistently within the best practices and standards in the patient and health care advocacy field. Given the rapid change in the healthcare industry, PACB has a three (3) year renewal cycle for certification. Renewing the Board Certified Patient Advocate certification is required to continue using the BCPA credential. Advocates who choose not to renew the certification must cease using the BCPA credential after the certification expiration date.

Certification Mark Usage Policies and Procedures

PACB retains the sole and exclusive right to use the PACB Trademarks. An individual who has been granted the BCPA may list the certification on stationery, websites, business cards, and other promotional materials as:

First name, Last name, BCPA
Board Certified Patient Advocate

Should the certification be suspended or withdrawn for any reason, the individual must immediately cease the use of the title “Board Certified Patient Advocate” and acronym designation on stationery, websites, business cards, and any and all promotional materials. Certificants in good standing may also use either of the logos designating BCPA status. View the BCPA Logo and Usage Policy [here](#). PACB trademarks, logos, acronyms, and slogans are not to be used in any format outside of that demonstrated above. To clarify further, no element of PACB’s trademarked intellectual property may be used all or in part for:

- Advocate’s business name(s)
- Advocate’s domain name(s)
- Advocate products
- Advocate services

Please refer to the [Trademark Policy](#) for complete details.

Penalties

By submitting the BCPA renewal application, certificants attest that the information provided is accurate. Pursuant to the [Code of Professional Responsibility for Board Certified Patient and Health Care Advocates](#), PACB has the right to revoke or suspend certification for violations of the Code, including submission of false, misleading, or inaccurate information. Failure to renew the certification will result in the expiration of the certified status.

Privacy of Information

All candidate information submitted as part of the application to test, for continuing education or in the renewal process becomes the property of PACB and is not released to any third party unless authorized by the individual or required by law. Candidates receive an individual score report, but nothing will be shared with employers or educational institutions. Aggregate data collected during the application, examination and/or renewal process may be used for research and statistical purposes and reported anonymously.

PACB publishes a list of all Board Certified Patient Advocates on its website for use by the public and also verifies certification status by phone. The only information released is the name, city/state, and expiration date of the certification.

Personal Information Changes

It is the professional responsibility of each certificant to notify PACB of a change of address, to be aware of his or her certification expiration date, and to complete the application by the specified deadlines. Failure to receive notice from PACB does not excuse the certificant from complying with all recertification deadlines.

The BCPA (Prolydian) online portal is the primary method used for communication regarding eligibility, exam confirmations, exam results, and recertification. Candidates and certificants have 24/7 access to exam-profile details and are responsible for ensuring their information is current.

It is the BCPA's responsibility to renew their certification by the 'expiration' date on their certificate.

The entire renewal process is online, paper renewal is not available. Candidates who need online renewal assistance can contact support@pacboard.org, or by phone at 929-430-7222.

Guidelines for Renewal

The BCPA certification is valid for three (3) years. The BCPA certification renewal program allows Board Certified Patient Advocates to extend the designation for three-year intervals.

There are two renewal options:

- Option 1:** Documentation of thirty (30) clock hours of approved continuing education.
- Option 2:** Renewal by re-examination.

Renewal Option 1

Renewal of Certification Through Continuing Education Requirements

1. Continuing Education (CE) must be directly related to one of the six domains outlined in the [Competencies and Best Practices required for a Board Certified Patient Advocate](#) document or to the [Ethical Standards for a Board Certified Patient Advocate](#).

2. Continued agreement and compliance with the [Code of Professional Responsibility](#).
3. Submission of thirty (30) hours of approved Continuing Education (including six (6) hours of ethics) and three (3) hours in the area of Justice, Equity, Diversity, and Inclusion.¹

IMPORTANT: J.E.D.I. CEs are a subset of Ethics CEs. The concepts supporting Justice, Equity, Diversity, and Inclusion are incorporated into the Ethical Standards for a Board Certified Patient Advocate. Programs that support elements of Justice, Equity, Diversity, and Inclusion may also be submitted as an Ethics CE. However, sessions approved only for ethics are not interchangeable with the J.E.D.I. category.

Pre-approved programs are pre-populated in the Prolydian database and will auto-fill when the correct activity code is entered. Post-approved CEs or University courses require additional information. See pages 8-10 for more information about the submission of Post-Approved CEs or College and University courses.

CE credits must be completed as defined by the Renewal of Certification Criteria. All activities must be completed before the application deadline and before submitting the renewal application. Renewal applications may be submitted starting up to six (6) months before the certification expiration date.

Criteria

The Patient Advocate Certification Board must approve CE activities for BCPA recertification. Criteria for approved continuing education (both pre-approved and post-approved):

- The program must be at least 60 minutes in length. One clock-hour (60 minutes) equals one CE credit. Breaks, meals, and social hours where instruction is not taking place do not count toward the 60-minute clock hour.
- The session must be provided in a manner that allows for individuals with a disability to participate.
- The session must include an evaluation.

¹ The requirement for J.E.D.I. CEs begins with advocates first credentialed in 2022. Individuals with renewal dates in 2023 and 2024 may submit J.E.D.I.-related CEs but are not required to do so. Thereafter, all renewals will require a minimum of three (3) J.E.D.I.-related CEs for renewal.

- The purpose of the program must be defined in terms of learning objectives.
- The program must be designed to increase the participant’s knowledge or skill related to one of the domains of practice for patient and health care advocates.
- The program must take place or be completed within the BCPA’s current 3–year renewal cycle.

Pre-Approved Continuing Education

PACB offers educational sponsors opportunities to obtain pre-approval for their continuing education programs. When a sponsor receives pre-approval for an educational program, PACB issues an approval code. If a CE program is pre-approved, there is no additional cost to submit the certificate of completion to your [BCPA Online Access Portal](#). However, CE sponsors may charge a fee to access courses that have been ‘pre-approved’ by PACB.

For pre-approved CEs, the only required documentation for submission is the certificate of attendance (provided by the sponsor) which must include the approval code. See the sample below.



Criteria for Post-Approval of Continuing Education

Advocates who have taken a CE course that has not been PACB pre-approved, may apply for post- approval review of the course. There is a \$15 non-refundable fee due at the time of submission for each post-approved course submitted.

Items to submit for Post-Approval Review:

- The title of the course.
- The date and the location of where the course was offered.
- The number of credit hours requested.
- A description of the activity completed and to which of the Competencies and Best Practices for the BCPA or the Ethical Standards for a BCPA it best relates.
- The learning objectives or outcomes from the activity.
- Certificate of attendance.



Visit <https://www.pacboard.org/post-approved-ce/> to see a sample Post Approved submission.

Academic Coursework from a university, college, or other educational institution can be converted to contact hours.

Note: If uncertain whether a university or college course would qualify for certification, PACB recommends submitting the course description and syllabus for pre-approval before enrolling.

1 semester credit = 5 contact hours

1 quarter credit = 4 contact hours

- Repeat courses are not eligible to count toward certification.
- Courses must be related to understanding, practicing, or advancing patient and health care advocacy.

Sample Course Topics		
Health Communication	Healthcare Policy	Evidence-Based Medicine
Health Psychology	Professional Ethics	Behavioral Health Navigation
Culturally Competent Health Care	Health Advocacy	Substance Misuse and Addiction
Sociology of Health	US Healthcare System	Medical Ethics
Medical Aspects of Chronic Illness and Disability	Psychosocial Aspects of Disease and Disability	Motivational Interviewing
Case Management		

Additional Activities that MAY count toward Continuing Education include:

- National Conferences
- Online programs
- Telephone or video conference programs
- Seminars
- Webinars
- Presentations and publications by the certified advocate

Activities that DO NOT count toward Continuing Education include:

- Volunteer activities²
- Poster presentations
- Serving on boards or elected offices in organizations
- Serving as a preceptor
- Other certifications
- Research hours
- Blog entries

Securing Pre-Approval for Continuing Education at a College or University

Not all programs, courses, or offerings are appropriate for BCPA maintenance of certification. Since college or university courses are often a long-term and more costly commitment, advocates may seek pre-approval for a college or university course they may wish to take before enrolling in a course in order to be certain that the course meets the PACB guidelines for Continuing Education and recertification. A non-refundable fee of \$25 is due at the time of submission for college/university course review and pre-approval.

Items to submit for college/university course pre-approval:

- The institution where the course is being taught.
- The term the course is being taught.
- The course title, course number, course description, and the number of credits hours.
- The course syllabus and instructor information.
- A description of how the course relates to the Competencies and Best Practices for the BCPA or the Ethical Standards for a BCPA and the work of a patient or health care advocate.
- The learning objectives or outcomes for the course.

² Volunteering for certain committee roles within PACB may earn CEs, such as item writers, Subject Matter Experts, or service on a Job Task Analysis Study.

Submitting Continuing Education

All BCPAs have an account in our online portal (hosted by Prolydian). Access to the online portal becomes available on the first day after a certification is conferred. Submission of all continuing education and the renewal process, takes place within the BCPA's online portal. PACB encourages BCPAs to earn continuing education routinely over the three-year cycle. Although three years sounds like a long time, it will pass quickly. Cramming CEs at the last minute does not reflect a BCPA's commitment to lifelong learning and continued professional development.

Detailed instructions for accessing the CE portal are described in the companion 'Technical Guide to BCPA Renewal and Continuing Education' and online at <https://www.pacboard.org/bcpa-portal/>

Submitting the Renewal Application

Select the renewal application. Before submitting:

Step 1 - Review the listing of approved Continuing Education and ensure there are at least 6 Ethics hours and at least 24 hours in the General or J.E.D.I. categories.³

Step 2 - Review the listing to ensure there are no duplicates. PACB conducts random audits as required for accreditation.

Step 3 - Do not submit payment until the above two conditions are met.

Step 4 - Complete the application, including payment of the renewal fee and click SUBMIT.

The application will be reviewed within three (3) business days. Candidates are notified by email of successful certification renewal. Candidates are also notified if there are issues related to continuing education or payment of fees with instructions for remediation.

³ Beginning with 2025 Renewals, at least three (3) of the 24 general CEs must be J.E.D.I. related.

Renewal Option 2 – Recertification through Examination

To renew through Examination:

Notify the PACB Executive Director before the last day of the exam application window **before** your expiration date. The BCPA examination is offered two times per year during a four-week window. The spring cycle typically begins the first Saturday in March and concludes the first Saturday in April. The fall cycle typically begins the last Saturday in September and concludes 4 weeks later in October.

Example: If your renewal is due June 30, notify the PACB Executive Director of your intention to renew through examination no later than the last day of the Spring application window. See [this page](#) for a current schedule of application and examination dates. Refer to pages 8-9 of the [Candidate Handbook](#) for detailed application instructions.

Notice of Renewal Deadline and Reminders

Approximately six (6) months prior to the expiration of the certificant's certification, PACB will send certificants a notice and information about their current recertification application. This notice will be sent to the certificant's last email address on file with PACBs online BCPA (Prolydian) portal. It is the certificant's responsibility to keep current contact information on file. PACB is not responsible for missed communications due to incorrect email, for email messages landing in a spam folder, or for any PACB or BCPA matters for individuals who chose to opt-out or unsubscribe from messages sent by PACB. Note that email is the primary method of communication regarding your BCPA certification.

Loss and Reinstatement of Certification

Individuals who do not meet recertification requirements will lose certified status. To reinstate certified status, individuals may:

1. Submit the required number of CEs and pay the applicable late fee(s).
2. Apply for Retired Status.
3. Apply for Inactive Status.
4. Apply for Reinstatement.
5. Re-establish eligibility and pass the certification examination.

Late Renewal Requests

PACB will accept and review late renewal requests submitted up to one year after the expiration date printed on the individual's certificate. To be considered for a late renewal, the BCPA must present:

- Documentation of completion of at least 30 hours of continuing education, completed during the 3-year certification cycle, up to and including the 12 months after expiration.⁴
- Payment of a late fee assessed at \$10/month
- Continuing Education (CE) must be directly related to one of the six domains outlined in the [Competencies and Best Practices required for a Board Certified Patient Advocate](#) document or to the [Ethical Standards for a Board Certified Patient Advocate](#).
- Continued agreement and compliance with the [Code of Professional Responsibility](#).
- A documented rationale for having missed the renewal deadline.

Making a Late Renewal Request

To make a late renewal request, contact the PACB Executive Director at execdirector@pacboard.org, or by phone at 929-430-7222 to submit documented rationale for missing the renewal deadline. If the request is approved, the BCPA may submit the required continuing education, pay late fees, and submit the renewal form and renewal fee. Once completed, an updated certificate will be issued, and the individual may resume use of the BCPA credential.

Renewal Fees

Beginning with renewals due in 2023, the following fee structure will apply.

2023 Renewal Fees	
\$195	A renewal fee of \$195 is assessed for applications processed from six (6) months before expiration up to and including a 90-day grace period after expiration.
\$10/month	After the 90-day grace period, a late fee of \$10 per month will apply and will be assessed for up to twelve (12) months.
\$275	Renewal by examination.

⁴ Submission of thirty (30) hours of approved Continuing Education (including six (6) hours of Ethics) and three (3) hours in the area of Justice, Equity, Diversity, and Inclusion.

Withdrawals and Refunds

Once applications for renewal of certification by Continuing Education have been submitted to PACB, they may not be withdrawn. Fees for re-certification by CE are nonrefundable.

Rejected Applications for Recertification of the BCPA Credential

PACB may reject applications for recertification for any of the following reasons:

1. The application is incomplete or not completed properly.
2. PACB determines the applicant did not meet the eligibility requirement for recertification.
3. The application materials and/or the fee were not submitted by the designated deadline.

In the event that an application is rejected for one of the above stated reasons, the application fee, less a \$125 processing fee, will be refunded.

Filing a Recertification Extension Request

Keeping your credential active requires renewal every three (3) years. A BCPA may apply to PACB for a filing extension due to the following conditions:

- Unemployment
- Appointment or election to full-time public office on the local, state, or national level
- Service in the military
- Health related issues

A request for the filing extension must be submitted in writing to PACB within three (3) months of their recertification date. Extensions are not granted for more than one (1) year and are subject to the review of the Certification Commission. There may be an extension fee of \$125 applied to each request.

Filing a Reinstatement Request

Reinstatement of a lapsed credential is not the same process as recertification. Reinstatement of the BCPA may be available to eligible individuals who are considered "not currently certified" after their Board Certified Patient Advocate certification has expired or has been resigned, retired, or revoked.

Who is Eligible to Apply for Reinstatement of the BCPA?

- An individual whose BCPA certification expired after failing to comply with certification maintenance standards.
- An individual who decides to return to practice after resigning their BCPA certification through Inactive Status.
- An individual who decides to return to practice after retiring from their BCPA certification.
- An individual whose BCPA certification was revoked by the Compliance Commission, but who has petitioned and received approval to reinstate, as well as meeting all the Board's reinstatement conditions or requirements.

Reinstatement Policies and Procedures

Individuals seeking reinstatement of the BCPA must:

- Provide evidence of professional development activities that support the Scope of Practice for patient and health care advocates as outlined in the six domains of Competency and Ethical Standards.
- Eligible CEs must have been earned no more than 3 years prior to submitting the application for reinstatement.
- If applying for reinstatement within 1 year of expiration, provide evidence of 10 CEs earned no more than 12 months prior to application.
- Submit a reinstatement application and fee \$195.00; and
- Late fee – up to \$120 (May be prorated at \$10.00 per month for lapses of less than a year).

Reinstatement Application Instructions

Individuals seeking reinstatement of the BCPA certification must complete and submit all of the following items:

- Complete the online [Reinstatement Application](#).
- Evidence of continuing education activities based on the number of years not currently certified (i.e., 1 year=10 hours of CE; 2 years=20 hours; 3 years=30 hours).
- List professional development activities on the online application and include the (a) title of the course/activity, (b) name of sponsoring course provider, (c) date of completion, and (d) the number of hours earned.

2023 Reinstatement Fees	
\$195	As with the renewal fee, the reinstatement fee is also \$195 and applicable for any approved reinstatement application.
\$10/month	A late fee of \$10.00 per month will be assessed for approved reinstatement applications and for up to twelve (12) months.
\$275	Certifications that have expired for more than two years (24) months must meet current eligibility requirements and pass the certification examination.

Professional Development for Reinstatement

- Acceptable activities must have been completed no more than 3 years prior to submission of the reinstatement application form. If applying for reinstatement within 1 year of expiration CEs must have been earned no more than 12 months prior to application.
- Provide evidence of professional development activities/CEs that support the Scope of Practice for patient and health care advocates as outlined in the six domains of Competency and Ethical Standards.

Reinstatement Timeline

Please allow approximately 6 weeks for the review of your completed online application and all required documentation. Certification will be reinstated only after we have verified that all reinstatement requirements have been met.

Maintenance of Certification

Once the certification has been granted, all certificate holders must be aware that maintenance of certification is accomplished through abiding by the PACB Code of Ethics, payment of the recertification fee, and accrual of 30 hours of continuing education during each 3-year maintenance interval.

Loss of Certification

Individuals who have a voluntary “Expired” status, are beyond their grace period, and have made no attempt to contact PACB to fulfill their certification requirements are no longer certified. To be reinstated, they must: Complete another initial program application (with payment), re-establish eligibility to reapply, and re-take and pass the BCPA exam.

Appeals

The PACB appeals process is available to any individual who believes that PACB has unfairly or inaccurately applied the recertification criteria to an individual's application. The appeals process is designed to a.) provide an opportunity to fully review the facts of the issue raised, b.) provide a second evaluation by a different set of evaluators of the materials presented to PACB as meeting the criteria for eligibility for recertification of the BCPA credential, c.) provide due process for all parties, and d.) consistently apply the criteria for renewal of certification as set out in the BCPA Continuing Education and Renewal Handbook.

A copy of the appeals procedure will be emailed with the notice of ineligibility. If an individual decides to file an appeal, the details of the process will be clearly outlined. Appeals are only available to individuals whose applications are rejected for ineligibility. Applications rejected for being incomplete, completed incorrectly, submitted late, or for any other reason cannot be appealed.

Status Designations

Previously PACB recognized the following three statuses for BCPA Certificants:

- Current – BCPAs in good standing.
- Expired – BCPAs who fail to recertify within the established time frame.
- Revoked or suspended – BCPA's who have been censored for an infraction as outlined in the [Code of Professional Responsibility](#).

Beginning January 2023, the following additional three statuses were added.

- Honorary BCPA
- Retired BCPA
- Inactive BCPA

Honorary BCPA Status

The Honorary BCPA serves as the highest designation conferred by PACB. Recognizing that this designation is given to elevate the BCPA credential in the eyes of the public, to enhance the dignity of the profession and deepen appreciation for the value of patient and health care advocacy, the honorary BCPA is awarded to:

1. Honor an individual who has distinguished themselves through extraordinary achievements in patient and health care advocacy.
2. Honor an individual who has made outstanding contributions to the practice of patient and health care advocacy.
3. To honor meritorious and outstanding service to PACB.

Any PACB Board, staff or current BCPA may nominate a potential candidate. Nominations should include a formal nomination letter and other supporting materials. The nomination letter should describe the nominee's specific contribution(s), what makes those contributions unique or original, and why the candidate is exceptional.

Nominations should be sent to admin@pacboard.org. Confidentiality is crucial to the nomination process. Under no circumstances should the nominee be informed that his or her name has been put forward. Not all candidates can be recognized, and knowledge of a failed nomination can be hurtful. The President makes official notification to confer an honorary BCPA on behalf of the Board of Directors.

BCPA – Retired Status

Purpose

The BCPA (Retired) status is for Board Certified Patient Advocates who have permanently retired as practitioners but wish to remain connected. Individuals who qualify may use the BCPA designation followed by (Retired) after their name. The status is renewable every three years. Retired status acknowledges and recognizes individuals for their service and ongoing dedication to the certification. The status is also important because it offers a retired BCPA the opportunity to resume work as a patient or health care advocate and reactivate their certification without having to retest. This means they may return to active BCPA status and resume working full time, part time, volunteering, mentoring, or consulting as a BCPA by meeting recertification requirements at the time of their reinstatement.

Policy

- BCPA-Retired may continue to serve in leadership roles and volunteer for committee and task force work.
- Note: Individuals providing consulting or other services using the BCPA credential are not eligible for retired status and should continue to maintain the BCPA certification.

Eligibility

- A BCPA may go into 'Retired' status up to one year after the expiration date on their certificate. If a BCPA has an expired certification and elects retirement status, the start date begins the date of payment (Retired Status Application). Individuals with an active certification who choose retirement status may apply any time, the start date of Retired status begins the day after the current certification expires.

Reactivation

- A retired BCPA who re-enters the workforce within three years from the date of retirement status and wishes to reinstate the full BCPA credential, may apply for recertification by continuing education and pay the renewal fee.
- A retired BCPA who re-enters the workforce after more than three years from the date of retirement status must meet eligibility requirements at that time, pay applicable fees and achieve a passing score on the exam.

Fees

- The initial application fee for Retired Status is \$45.00. Attestation of retiree status is required annually, but no additional fees apply.
- [Application for Retired Status](#)

BCPA-Inactive

Purpose

Inactive Status recognizes BCPAs who are unable to meet the recertification requirements due to an unusual and/or extenuating circumstance.

Policy

- During the period of Inactive Status, the BCPA designation cannot be used until it has been successfully reactivated.
- Individuals holding inactive status cannot serve in leadership roles or committee work that requires the BCPA credential.
- A certificant may hold Inactive status for no more than three years from the date of confirmed approval. During this period, the certification will not lapse and the requirement to submit recertification credits and recertification fee will be suspended.
- The certificant's record will remain in good standing.
- Further extensions beyond the 3-year period will not be granted. If the credential is not reactivated within 3-years, the credential will be revoked and the certificant will be required to re-apply under the qualification criteria in place at that time and pay the applicable fee for the examination.

Eligibility:

- Applicants must hold a current BCPA certification or one that has expired within the previous 12 months.
- Current BCPAs may submit the application at any time.
- Applicants with an expired certification must submit the application for inactive status no later than 90 days before the end of 12-month expiration period. For example, a certificant whose cycle ends June 30, 2022, must apply for inactive status no later than March 1, 2023.

Reactivation:

To reactivate the credential, a certificant holding inactive status must submit thirty eligible continuing education credits* and a completed reactivation application and reactivation fee. Criteria for reactivation must be accrued within the 3-year period immediately preceding reactivation. If approved, the new certification period will become effective for three years from the time of recertification.

Fees:

- \$50 one-time fee
- [Application for Inactive Status](#)

**Board Certified Patient Advocates need 30 hours of continuing education over the three year term of certification. Of the 30 hours, at least six must be dedicated to the Ethics domain and three must be in the area of Justice, Equity, Diversity, and Inclusivity (J.E.D.I.).*

Audit Policy

PACB requires Board Certified Patient Advocates to maintain documentation of participation in all Continuing Education activities submitted for renewal. These files should be maintained by all Board Certified Patient Advocates for ONE YEAR PAST THE “VALID THROUGH” DATE on their current certificate. BCPAs may be asked to submit this documentation as part of regularly scheduled random audits of transcripts or upon the submission of a late renewal request or late renewal appeal (as described in this guide).

[See Table 1, Appendix 1 for Documentation and Submission Requirements \(Page 13\)](#)

Submitting Continuing Education Hours

Recertification can begin up to six months prior to the expiration of the certification (i.e., if the certification period ends June 30, 2022, then application for renewal by Continuing Education can be submitted beginning January 1, 2022). Refer to the Technical Guide for Renewal and Continuing Education for the most current information on how to submit CE hours and pay for recertification. PACB recommends that all Board Certified Patient Advocates maintain careful records of all Continuing Education so that they will have the necessary information at the time of recertification. PACB board certified patient advocates may be asked to submit this documentation by PACB as part of regularly scheduled random audits of transcripts or upon the submission of a late renewal request or late renewal appeal.

The cost for recertification by CE hours is \$195.00⁵ for recertification within the six (6) months prior and up to the expiration date of the BCPA certification. Recertifications received after the expiration date noted on the advocate’s certificate are subject to late fees as stipulated in the section on Lapsed or Expired Certification (pages 16–20).

⁵ A revised renewal fee structure became effective January 1, 2023, for renewals beginning in June.

Appendix 1

Category	Category Hour Definition	Documentation Required
Approved CE from organizations offering Continuing Education	60 minutes (without breaks) =1 CE hour	Documentation of course and content, including sponsoring organizations, learning objectives, hours of activity, date, instructor, Instructor CV, relationship to Domains and Ethics
Academic Coursework	1 semester credit = 5 contact hours 1 quarter credit = 4 contact hours Offered through an accredited college or University.	Supporting documents such as a transcript(s) showing the institution, course, number of credits, etc. Evidence that clearly shows content is relevant to PACB Domains and Ethics Course syllabus
Authoring Publications	Peer-reviewed articles and publications up to 10 CE per cycle Teaching and curriculum development up to 10 CE per cycle	Primary author with content related to patient/health care advocacy. Supporting documents, such as cover page that includes author's name, abstract or copy of the article or chapter, information showing peer review, publication, date of publication.
Delivering Presentations	1 CE for presentations of less than 30 min (including prep) 2 CE for presentations of 45-60 min (including prep) CEs for presentations are only for new presentations.	Primary presenter. Delivered in a structure teaching/learning environment (conference, webinar, etc.) where CE credits are awarded to attendees or at an academic conference. Supporting documents including abstract, objectives, course contents, evidence of presentation of the material.
Delivering Webinars, Video or Audio Presentations	See requirements for Presentations	See requirements for Presentations. Recordings of the event or links to the recorded event may also be used as supporting documentation.
Independent Study	Must be approved by PACB as an acceptable Independent Study. One independent study option will count as 1 Hour.	Supporting documents located on the PACB website that accompany the Independent Study options selected. Instructions and materials are specific to each Independent Study opportunity.
Volunteering	Item Writer = 1 CE per/hr. (as determined by Certification Commission) Completion of JTA Study (when conducted) – 1 CE. Service on JTA task force or as Subject Matter Expert - up to 15 CE per 3-year cycle. Up to 10 CE per 3-year cycle for work on PACB committees.	Volunteering
Reciprocity	Society of Certified Senior Advisors	Monthly Webinars – 1 CE Annual Conference – # of CEs TBD

Appendix 2

Locating Continuing Education Activities or Courses for BCPA Certification

Advocates may find pre-approved Continuing Education opportunities on the PACB website on the following pages.

List of CEs in filterable table <https://www.pacboard.org/pre-approved-ce-list/>

Patient Advocacy Organizations Offering Pre-Approved Continuing Education

1. [National Association Healthcare Advocacy Consultants](#) (NAHAC)
2. [Alliance Professional Health Advocates](#) (APHA)
3. [HealthAdvocateX](#) (formerly WASHAA)
4. [Pulse Center for Patient Safety](#)
5. [Washington Patient Safety Coalition](#)
6. [A Better Way Health Advocacy](#)
7. [Arizona Association of Patient Advocates](#)
8. [Cleveland State University](#)
9. [Society of Certified Senior Advisors](#)
10. [Stacie Lampkin](#)
11. [Texas A&M – OneOP](#)
12. [The Bridge Health Advocates](#)
13. [Triage Cancer](#)