



National Council for Prescription Drug Programs, Inc.

NCPDP Certification Program Applicant Handbook

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General Information

What is Certification?

Certification is the formal recognition of specialized knowledge and skills and meeting certain standards which have been established and verified by a third party organization.

Why YOU Should be Certified

- Establish your credibility as a certified expert for implementation and optimizing benefits of the standard
- Give yourself, and your organization, a competitive edge
- Help your organization implement some of the hidden gems in the Standard that can improve operations and patient care
- Boost your resume with NCPDP’s NSC-II and/or NTC credential

NCPDP’s Certifications are designed to help professionals achieve and showcase industry-recognized levels of proficiency and mastery of specific NCPDP standards. The NCPDP Certification Program provides members and “qualifying” non-members, an opportunity to obtain a distinguished certification based on the ability to demonstrate knowledge and understanding of implementing NCPDP Standards accurately and effectively.

Who Can be Certified?

- Any current member of NCPDP in good standing.
- Any “qualifying” non-member* (*See Eligibility section.*)

About NCPDP and the NCPDP Standard Certification Program

NCPDP is a not-for-profit, multi-stakeholder forum for developing and promoting industry standards and business solutions that improve patient safety and health outcomes, while also decreasing costs. NCPDP is an ANSI-accredited Standards Development Organization (SDO) that uses a consensus-building process to create national standards for real-time, electronic exchange of healthcare information.

The Certification Program will provide exams focused on specific NCPDP standards. The purpose of the Certification Program is to provide NCPDP’s members and “qualifying” non-members an opportunity to obtain a distinguished achievement based on the ability to demonstrate knowledge and understanding of specific NCPDP Standards and how to implement them.

NCPDP Certified – Standards Certification

Eligibility Requirement

Any NCPDP member in good standing or any "qualifying" non-member* is eligible to take the Certification Exam and become NCPDP Certified.

*"Qualifying" non-members are eligible to take the certification exam and become certified. To qualify, non-members must be recommended by an NCPDP member in their organization. Each NCPDP member can have up to 3 "qualifying" non-members registered under their NCPDP member number.

To recommend a non-member in your organization, please submit their name, email, and exam selection [here](#). Once this is complete, your "qualifying" non-member will receive an email with directions for registering online for the exam. Since non-members of NCPDP do not have access to the standards, the referring NCPDP member may need to assist by sharing information to study for the exam. Study materials are available to help each test taker focus on specific areas of the standard.

Certification applicants must apply [online](#). Further instructions will be sent via email.

NCPDP does not discriminate against candidates based on race, color, religion, sex, age, disability, national origin, or any other characteristic protected by law.

Certification Exam Fees

- NCPDP Member – \$325 per exam
- "qualifying" non-member – \$575 per exam

New Certification vs Certification Renewal

Certifications are designated for a specific standard and is valid until a new, updated version has been released and "mandated" for use for a minimum of three months. At that time, existing certification holders and the general membership will be notified of the updated standard and when the new Certification Exam is available.

There is NO renewal of an existing NCPDP Certification. NCPDP Certifications are valid only for the standard and version stated.

The Certification Exam

NCPDP offers two certification exams that are based on the use and practice of current standards:

SCRIPT Standards V2017071

- The exam scope consists of two parts, each of approximately 60 questions – multiple choice, multiple selection, and true/false.
- Each test taker will have 120 (2 hours) minutes to complete both parts of the exam.

Telecommunication Standard VF6

- The exam scope consists of 134 questions – multiple choice, multiple selection, and true/false.
- Each test taker will have 150 (2.5 hours) minutes to complete both parts of the exam.

Exams will be given in a randomized testing format resulting in a unique exam each and every time. **A passing score for the exam is 75%.**

Exam Preparation

Please check the [NCPDP website](#) for study materials. Test aides are also available for you to reference during the exam. These aides include SCRIPT Standard V2017071 and the [SCRIPT Implementation Recommendations document](#) for the SCRIPT exam and the Telecommunication Standard VF6 Implementation Guide for the Telecom exam.

New Versions of the Standards

As new versions our standards are released, each person must retake the exam to be certified in the latest version.

Certification Exam Options

Exam Taking Experience

When taking NCPDP's Certification Exam you will have options on how and where the exam will be administered.

Online Proctored Exam

The primary and preferred delivery of NCPDP exams is online. This exam format is offered anywhere there is high-speed internet access. It is taken on a personal computer or laptop via Microsoft Teams/Forms and monitored by the Manager, Membership Services. This method requires that you be at your computer 10-15 minutes prior to your scheduled exam time.

NCPDP Proctored Exam

Exam sessions are held at each NCPDP Quarterly Work Group Meeting on an *as needed* basis and will be proctored by NCPDP staff. This delivery option will require you to **bring your own laptop**. If you do not have a laptop, but still would like to take the exam at Work Groups, please notify the Manager, Membership Services.

Certification Exam Application and Scheduling

Scheduling Your Exam

When you are ready to schedule your exam, you will navigate to NCPDP's [Certification Program webpage](#) and access the specific exam link to register. After your payment is processed, you will receive an email confirmation from NCPDP. The Manager, Membership Services will then contact you to schedule a date and time for your exam.

Rescheduling or Canceling Your Exam

Once scheduled, it is important to take your exam on the scheduled date. Test takers who are a no – show will forfeit the exam fee.

Information regarding rescheduling or canceling your exam date or time is as follows:

- Contact the Manager, Membership Services via [email](#) or call 480.477.1000 ext. 109 to reschedule or cancel your exam.
- Rescheduling or cancelation must be made at least 72 hours prior to your currently scheduled exam.
- If the rescheduling or cancelation is made prior to 72 hours from the scheduled exam, a full credit or refund will be processed.
- If the rescheduling or cancelation is made less than 72 hours from the scheduled exam, a \$100 administration fee will be assessed.
- If you do not attend your scheduled exam, you are a “no-show” and will forfeit all monies paid.
- Special circumstances will be reviewed on a case-by-case situation.
- Any refunds will be mailed to the address on file within 30 days of the originally scheduled exam, unless you desire it to be credited to a future exam.

Reschedule or cancel exam:	Fee:
72 hours prior notification	Full refund; no fee
Less than 72 hours prior notification	\$100 administrative fee
No Show	Exam fee forfeited

Special Testing Accommodations:

If you require special testing accommodations for a disability covered by the Americans with Disabilities Act, provide your request to NCPDP **at least 30 days prior** to your exam date. Two forms to be completed are the [Request for Accommodations](#) (by test taker) and [Documentation of Special Exam Accommodations](#) (by a healthcare professional/provider). Information provided will only be used in the determination regarding the special request.

<h2>Certification Exam Experience</h2>
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Payment Options

For credit card payments, enter all necessary data when registering online for your exam. You will receive a confirmation email when your registration is completed.

For check payments, mail the completed registration form, along with your check, to NCPDP:

*NCPDP
ATTN: Manager, Membership Services
9240 E. Raintree Drive
Scottsdale, AZ 85260*

If you need another type of payment option, please contact Brian Goerlich via [email](#) or at 480.477.1000 ext. 109.

Getting Your Results

Scoring will be available shortly after completing your exam. Results will be emailed to you. Your emailed results will include the questions you missed and the correct answers. This will assist you if you decide to retake the exam.

Passing Your Exam

Successful applicants will be mailed the Certification Kit that contains a Certificate of Achievement, congratulatory letter from NCPDP's President & CEO, and a lapel pin.

Failing Your Exam

Applicants not successful in passing the exam will be allowed to take it again *immediately following notification* of their exam results. The registration process and fees will be the same. If the exam was taken at a Work Group, you may choose to take the Online Proctored option if you do not want to wait until the next Work Group to retake the exam.

Taking the Exam Again

There is no limit to the number of times an applicant may take an NCPDP Certification Exam. Please note that payment is due each time an applicant wishes to take an exam.

General Exam Information

Confidentiality

The computer-based test delivery system, tutorial, exam content, and survey are the unpublished, confidential, and proprietary materials of NCPDP. Communicating, publishing, reproducing, or transmitting any part of the exam in any form, by any means or for any purpose is strictly prohibited.

Non-Disclosure

Before the test session begins, you will be presented and asked to sign a Non-Disclosure Agreement regarding test content. Applicants who do not agree to the terms of the Non-Disclosure Agreement will have their test session terminated and will forfeit all monies paid.

Test Taker Conduct and Items Prohibited During Exam

For NCPDP proctored exams, all exam takers must comply with the following rules during the Certification Exam. Please see an NCPDP staff member if you have any questions.

- No weapons are permitted in any NCPDP testing areas.
- Eating, drinking (with the exception of water), chewing gum, smoking, or making noise that creates a disturbance for other candidates is prohibited during the exam.
- Unauthorized personal items may be brought into the test room and must be set aside. Such items include, but are not limited to purses, briefcases, notebooks, cell phones, recording devices, and photographic equipment.
- No written notes, published materials, or other testing aids (except for the aides provided) are permitted.
- Only soft ear plugs (with no wires/cords attached) are permitted in the test room.
- Talking to other candidates in the test room, or referring to their screens, testing materials, or written notes is prohibited.
- There are no scheduled breaks during NCPDP examinations. If you must take one, the test clock will not stop. You must inform the TCA before accessing a stored item during a break. You may not access any notes or electronic devices during a break, including cell phones.

Appeals Process

A test taker who disagrees with the results of the Certification Exam and challenges the scoring, or believes they were unjustly denied access to the Certification Exam, may request reconsideration of the decision by submitting a written appeal to NCPDP c/o Manager, Certification Program, 9240 E. Raintree Drive, Scottsdale, AZ 85260. The written letter must provide satisfactory evidence that the test taker was at a severe disadvantage during administration of the exam or the denial for access to the exam or the test taker's final scoring.

The appeal must be made within 45 days of receipt of a test taker's score report or any other official correspondence related to certification, denial or scoring from NCPDP or its agent. The written appeal must also indicate the specific relief requested. A \$100 filing fee (made payable to NCPDP), along with the written appeal, is required to activate the appeals process. This fee will be refunded to the test taker if deemed justified through action of the Appeal Board. For additional regulations related to the appeal process, contact NCPDP, Manager, Certification Program at 480.477.1000 ext. 109.