



AAMA Certifying Board

Appeal Request Procedure

I. APPEAL

An appeal is defined as a request to review a decision or disciplinary action of the Certification Department and/or Certifying Board (CB) of the American Association of Medical Assistants (AAMA).

A candidate or certificant may request an appeal by completing the *AAMA Certifying Board Appeal Request* form. This form is posted on the AAMA website, www.aama-ntl.org.

II. CERTIFYING BOARD APPEALS REVIEW PANEL

The Certifying Board Appeals Review Panel consists of a public member and two other members who have not served on the Grievance Investigation Panel.

III. PROCEDURE

- A. Once the completed Appeal Request form is received, the AAMA Director of Certification will respond within five working days acknowledging receipt of the appeal request. This notice will either advise of an immediate decision to uphold the original decision or detail an action plan for further investigation of the appeal.
- B. If the candidate/certificant decides to pursue the appeal, a written rebuttal must be received by the AAMA Director of Certification within 15 working days to be forwarded to the Certifying Board Appeals Review Panel. The Review Panel is given 15 working days to make a determination. The decision of the Panel will be final.
- C. The AAMA Director of Certification will provide the decision of the Appeals Review Panel in writing to the candidate/certificant within five working days of the Panel's decision.

IV. TIMELINESS

A review may require an extension of processing time if the appeal is complex in nature. It may be necessary to extend the timescale by agreement of the AAMA Director of Certification and the CB Appeals Review Panel. If the agreed-upon time limitations are not met by the individual filing an appeal request, the appeal process will be terminated.

An appeal should be filed upon receipt of action taken by the AAMA Director of Certification or the AAMA Certifying Board. Grievances filed more than 45 days from the action or decision in question will not be considered.

V. APPEAL RIGHTS AND RESPONSIBILITIES

- A. The party filing an appeal is expected to fully cooperate with the investigation process. Failure to cooperate or respond to an inquiry may terminate the appeal process.
- B. The party initiating an appeal will be kept informed of the appeal status. Written notification will be sent at the completion of the appeal process explaining the final outcome. Documentation pertaining to the appeal will remain on file with the AAMA Certification Department.
- C. Members of the Certifying Board Appeals Review Panel are bound by confidentiality principles concerning the substance of the appeal and the identity of the party initiating the appeal.