

2020 Initial & Continuing Certification Cycle FAQs

Updated April 20, 2020. Will be updated as necessary.

Initial Examination FAQ

1. Will HMDCB be holding the initial exam as scheduled in 2020?

HMDCB's Board of Directors is committed to providing an exam for those interested in becoming HMDCB-certified in 2020.

Currently, HMDCB plans to extend the 2020 initial certification exam window to provide flexibility and more time for applicants to prepare for and schedule their exam. The new initial exam window will now take place **June 15-September 15, 2020**. We are closely monitoring developments and staying in close communication with PSI, our testing vendor, should it become necessary to extend these dates even further.

2. Will HMDCB extend the initial application close date?

Yes, to accommodate the additional workload facing many applicants, the 2020 initial application close date has been extended to **June 12, 2020**.

3. Will HMDCB be extending its Early Bird deadline for the initial applications?

To provide support to applicants during this unparalleled time, the late fee for the 2020 initial examinations has been eliminated, allowing all applicants to receive the Early Bird rate.

4. What should someone do if they have already scheduled their initial exam and need to reschedule? Are all applicants able to reschedule their exam within the new window?

All initial applicants are eligible to reschedule their exam for a later date. To reschedule, please contact PSI at www.goAMP.com or call 888-519-9901. Be sure to have your ID# ready (included in your eligibility email sent by PSI). All exams must be scheduled/rescheduled 48 hours prior to your exam date.

5. What should someone do if they'd like to withdraw their application for 2020 due to COVID-19?

To withdraw your 2020 initial application, please contact HMDCB staff at info@hmdcb.org. We cannot accept cancellations over the phone, so please email us to ensure your request is processed.

6. How do I find out if my exam site is closed or inaccessible?

Our testing partner, PSI, has currently closed all their U.S. testing centers through April 30, 2020. We will update this FAQ once testing centers begin to reopen. You can also review PSI's site closures (including tentative reopen dates for locations) by visiting <https://www.psonline.com/closures>.

7. When will exam results be released for the initial exam?

Due to the extension of the exam window, exam results will not be provided until late fall in order to allow all exams to be scored together.

2020 Initial & Continuing Certification Cycle FAQs

Continuing Certification Program (CCP) Examination FAQ

1. Will HMDCB be holding the CCP exam as scheduled in 2020?

Currently, HMDCB plans to hold the 2020 CCP examination from **September 12 – October 22, 2020**. We are closely monitoring developments and staying in close communication with PSI, our testing vendor, should it become necessary to extend or change these dates.

2. Will HMDCB change the CCP application dates?

Yes, to provide current certificants flexibility due to COVID-19, the 2020 CCP application dates have been changed to **June 22 – August 20, 2020**.

3. Will HMDCB be extending its Early Bird deadline for the CCP applications?

To provide support to applicants during this unparalleled time, the late fee for the 2020 CCP examination has been eliminated, allowing all applicants to receive the Early Bird rate.

4. How am I able to streamline my application process to make it easier?

All certificants may log into their My HMDCB Certification Center profile (link to My HMDCB) at any time during their certification. In their profile, they may manage and upload their Continuous Learning credits, as well as complete the Professional Development Tool, two of the application's requirements. Doing this early will significantly streamline the application process when the cycle opens.