



NCCAOM  
*Diplomate*  
*E-News You Can Use*  
*Spring 2019*



## Message From CEO Desk

*By Kory Ward-Cook, Ph.D., CAE, Chief Executive Officer*



*“The Only Thing That Is Constant Is Change”– Heraclitus*

As I look back at the nearly 15 years I have served as the CEO of the NCCAOM, I am proud to recall an amazing journey that involved a transformation of an organization in every aspect to include NCCAOM’s examination development and administration activities, governance structure, services and products provided and even our operations and headquarters. Last year, I was delighted to announce the organization’s move to Washington D.C., which allows more financial resources to be focused more on valued services such as advocacy and public education to promote our NCCAOM National Board-Certified Acupuncturists™. This year, we also embarked on a major branding campaign that resulted in a fresh and contemporary look for the NCCAOM and a new, more user-friendly website. See more in this issue of the newsletter.

These past 10 to 15 years have been breakthrough years for the NCCAOM as we continue to be an organization that has positively affected so many people and remains positioned to continue the growth of our external capacity based on the decisions and the oversight of the Board of Commissioners, and the management support of our staff, consultants, vendors, and subject-matter experts serving on the NCCAOM committees, taskforces, and panels.

Click here to read the [full article](#).



## Advocacy Center



The NCCAOM® Advocacy Committee has been hard at work in 2019, engaging with the Department of Health and Human Services (HHS) and the Centers for Medicare & Medicaid Services (CMS), as well as launching our new [Advocacy hub](#) on the redesigned NCCAOM website.

We saw some exciting developments with the Medicaid program, as our communication with Medicaid leadership resulted in the publication of guidance focusing heavily on acupuncture and ways for state Medicaid programs to offer coverage for acupuncture treatment. You can read our full statement on this work [here](#).

Our [Spring Advocacy Update](#), released in March, covered updates on our other advocacy work in the first quarter of 2019. The Advocacy Committee worked with the American Society of Acupuncturists to provide evidence and support for acupuncture coverage through Medicare, as CMS examines whether to offer reimbursement for chronic lower back pain patients. You can read our submission [here](#).

Just a few days ago, the Advocacy Committee submitted feedback to HHS' Pain Management Task Force, who released a draft report outlining recommendations for improving pain management across the country. Our comments (which you can read [here](#)) provided additional support and focus on targeted provisions in the report, and we expect the final report to be an important launching pad for future work in promoting acupuncture and other complementary and integrative pain treatments. We also called on Diplomates to submit their own feedback on the report and show the federal government how strong the voice of our NCCAOM Board-Certified Acupuncturists™ can be.

We're excited to continue our advocacy work throughout the rest of 2019 and beyond. We expect to continue our outreach and engagement with the federal government and regulatory agencies, and to explore new ways to promote acupuncture and our



profession. Be on the lookout for more resources to help support our Diplomates in their own state and local advocacy efforts as well. As always, feel free to reach out to the Government Relations Department at [advocacy@thenccaom.org](mailto:advocacy@thenccaom.org) with any questions or feedback on our work.

## New NCCAOM Website

*By Chris Minar, Coordinator, Digital Marketing and Communications*



NCCAOM recently unveiled a [new website](#) to go hand-in-hand with the new NCCAOM brand. With this update to the website came the opportunity to make improvements. Our top improvement priority is making sure you know about the work NCCAOM is doing for you. Another priority is to help you find the resources and information that NCCAOM provides. Great strides have been made to do both. Features such as the [Press Center](#) and [Advocacy Center](#) have been redesigned with you in mind. You can also find the new NCCAOM Logos, Credentials and [Diplomate Service Marks](#) which are in line with the new NCCAOM brand. The [Recertification](#) Hub has been updated as well. Take a moment to explore some of these pages. You might just find exactly what you're looking for.

Much thought and consideration for the NCCAOM constituency was put into the new website design. Providing users with the simplest path to their desired information is of the highest priority. An example of this concise and intuitive layout is the [NCCAOM Advocacy Center](#). As you will see, easy to navigate buttons and quick links make it easy to see the fruits of NCCAOM's labor on your behalf. Information such as [State Relations](#), [National Advocacy](#) updates and the [Opioid Crisis Timeline](#) are more accessible than ever. Note the [Acupuncture Pain Management Research](#) section. To make this section available to you, the NCCAOM consulted with subject matter experts and researchers to identify the



most common pain conditions in the US, and collect several studies supporting the effectiveness of acupuncture for each of those conditions. Other features like the [Press Center](#) have been updated to make resources such as the [Efficacy of Acupuncture Informational Archive](#) simpler to find. Enabling readers with easy access to articles and studies about the effectiveness and safety of acupuncture. The result is a more user-friendly experience and a better-informed constituency and public.

Read the full article [here](#).

## New Association Management System



In the fall of 2018 the NCCAOM introduced a new Association Management Systems (AMS) platform with full cycle automation for NCCAOM certified Diplomates in areas outlined below. This AMS implementation completed NCCAOM's goal of achieving a 100% paperless corporate environment. This means that only electronic forms, transcripts and transactions made through the NCCAOM website portal will be accepted for processing and paper applications will no longer be available to Diplomates.

We encourage all of you to start preparing for the move toward a paperless environment by visiting our website and becoming familiar with our online application process:

1. **Online Portal for Recertification.** This portal offers an online [Certification Renewal](#) process to Certified Diplomates as well as [Conversion to OM](#), [Certification Reinstatement](#) and [Certification Retirement](#) options. Continuing Education (CE) reporting process for recertification also is available to NCCAOM Diplomates in their online portal including certificate upload



option. This reporting process allows for automatic generation of the Diplomate's Recertification Transcript reflecting CEU/PDA points completed by the Diplomate as well as CEU/PDA points remaining. CE reporting can be completed by Diplomates at any point of their recertification cycle or right before the recertification application submission. [Click here](#) for short instructions on how to report your Continuing Education Courses.

All Diplomates relocating to a new state can request their state verification from the convenience of their own online portal as well.

Please note: If you do not remember your login credentials, and having problems logging into your Online Portal, please contact NCCAOM at (888) 382-1140 or [info@thennccaom.org](mailto:info@thennccaom.org). Creation of a new duplicate account will cause delays in locating your certification record and application processing.

2. **Online PDA Provider platform** offers a variety of services ranging from applying to become an NCCAOM PDA Provider (instructions [here](#)) to tracking course applications, reviews and approvals, and course renewals (instructions [here](#)). One major benefit for PDA Providers is the automatic online advertising services in the largest AOM course listing; the [PDA Search Engine](#). A second, optional advertising service is available in the monthly edition of the [PDA Course Spotlight](#). Interested in becoming an NCCAOM PDA Provider? Check out the PDA Home page at [www.nccaom.org/education/](http://www.nccaom.org/education/) or email [PDA@TheNCCAOM.org](mailto:PDA@TheNCCAOM.org).
3. **Online Portal for ACAOM Accredited School Officials and CCAOM** provides a real-time Integration between the ACAOM Schools, CCAOM and NCCAOM Candidates through the online database, allowing for increased efficiency in testing approvals. Final graduation transcripts submitted by ACAOM schools and CNT certificates submitted by CCAOM are now uploaded directly to the Candidate profile with NCCAOM which helps expedite application processing and test approvals.
4. **Online Portal for State Licensure Agencies** is another progressive Real Time Integration that introduces a new approach in NCCAOM credential verification. This is a process where NCCAOM Credential Verification Reports are posted to the secure online environment for each state which helps expedite processing times and improve state verification deliverability rates



## Diplomate Spotlight: Esther Moux



In this Spring issue of the NCCAOM Diplomate Newsletter, we recognized March as Brain Injury Awareness month by spotlighting one of our distinguished NCCAOM National Board-Certified Acupuncturists, Esther Moux, Dipl. OM (NCCAOM), L.Ac. who is an Acupuncturist at the Intrepid Spirit Center at the Fort Belvoir Community Hospital in Northern Virginia. Ms. Moux also serves on the NCCAOM Veterans Affairs-Department of

Defense Certificate of Qualification Taskforce.

**Question 1:** It is wonderful that you are an NCCAOM National Board-Certified Acupuncturist at Ft. Belvoir Community Hospital. How were you able to obtain your position at the Intrepid Spirit Center as an acupuncturist?

**Esther Moux:** I applied through usajobs.com. During my school training and in practice in San Diego, I often worked with service members. There are seven military bases there, which consist of a large population who found this medicine useful for their care. We had outreach programs and volunteer opportunities for veterans and active duty patients during my training as well. I think a combination of this prior experience, and a need to be of service is why I got hired. I am passionate about Traditional Chinese Medicine and treating/educating others on how it can help them.

**Question 2:** As March is Brain Injury Month, how do you see your role as an NCCAOM National Board-Certified Acupuncturist at Ft. Belvoir Hospital making a difference in improving lives of active military and their family?

**Esther Moux:** Acupuncture is powerful medicine. I have seen first-hand the success it can have with acute and chronic pain, sleep, and gut issues. Many service members will tell me that after treatment their Traumatic Brain Injury related headaches have gone from 8/10 to 0/10; or perhaps they slept better than they had in years. Some simply find they have more energy, are more positive, less anxious, and stressed. I am usually booked out one month in advance for new patients so the services are in demand. More acupuncturists are needed in the care of this population!

To read Esther's full interview with NCCAOM click [here](#).