



NATIONAL CERTIFICATION COMMISSION
FOR ACUPUNCTURE AND ORIENTAL MEDICINE

Recertification Handbook

*Maintaining National Standards
of Continued Competence*

January 2023

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Table of Contents

NCCAOM Mission, Vision, Core Values	3
Non-Discrimination Policy	3
About NCCAOM®	4
NCCAOM Certification Programs	4
NCCAOM® Code of Ethics	5
NCCAOM® Grounds for Professional Discipline	6
NCCAOM® Diversity, Equity and Inclusion (DEI) Statement	9
Benefits of NCCAOM® Certification.....	10
NCCAOM Recertification Philosophy	11
Tracking the Growth of the AHM Profession	11
NCCAOM® Recertification Requirements	12
NCCAOM Suggested Core Competency Curricula	13
NCCAOM Recertification Professional Enhancement Categories	16
Professional Enhancement Coursework	16
Professional Enhancement Activities	16
Non-PDA Approved Coursework Accepted by NCCAOM	20
Recertification for Active Statuses	21
Active Diplomates.....	21
Conversion to Oriental Medicine Certification	24
Overlapping Certification(s) for Oriental Medicine Diplomates (Optional)	24
NCCAOM Emeritus-Retired Diplomat Designation	25
Recertification for Non-Active Statuses	27
Lapsed Status	27
Inactive Status	28
Reinstatement to Active Status for Former Diplomates	29
Checklist of Recertification Policies	30
NCCAOM <i>Recertification Fee Schedules (Website)</i>	33
NCCAOM Requests and Petitions.....	34



NCCAOM Mission, Vision, Core Values

NCCAOM[®] Mission

To assure the safety and well-being of the public and to advance and advocate for the professional practice of NCCAOM Board-Certified Acupuncturists™ by promoting established national standards focused on competence and credentialing.

NCCAOM[®] Vision

NCCAOM Board-Certified Acupuncturists™ will be globally recognized and integral to person-centered healthcare and accessible to all members of the public. NCCAOM Board Certification will be nationally recognized by all employers and government entities as the standard for acupuncturists.

NCCAOM[®] Core Values

Through its commitment to lifelong learning and the highest quality of credentialing standards for public safety, the NCCAOM upholds the values of integrity, community, service, inclusiveness, advocacy, and accountability in all of its interactions and relationships.



The NCCAOM programs in Oriental Medicine, Acupuncture, and Chinese Herbology are accredited by the National Commission for Certifying Agencies (NCCA) and carry the NCCA seal.

Non-Discrimination Policy

The NCCAOM does not discriminate on the basis of race, color, age, gender, sexual orientation, political or religious beliefs, handicap, marital status, national origin, or ancestry.



About NCCAOM®

Founded in 1982 as a non-profit certification organization, the National Certification Commission for Acupuncture and Oriental Medicine (NCCAOM®) is widely accepted as the most influential leader in the field of certification for acupuncture and herbal medicine. There are currently over 20,500 active NCCAOM Diplomates (NCCAOM certificate holders) practicing with a current NCCAOM Certification. The NCCAOM is responsible for the development and administration of the Acupuncture, Chinese Herbology, and Oriental Medicine Certification Programs. The NCCAOM evaluates and attests to the competency of its National Board-Certified Acupuncturists™ through rigorous eligibility standards and demonstration and assessment of the core knowledge, skills and abilities expected for an entry level practitioner of acupuncture and herbal medicine. To learn more about the NCCAOM visit the [About](#) tab on the NCCAOM website.

NCCAOM Certification Programs

The NCCAOM certification programs include Oriental Medicine (OM), Acupuncture (Ac), and Chinese Herbology (CH). The Asian Bodywork Therapy (ABT) program no longer offers examinations, however the current ABT Diplomates may keep their NCCAOM board certification by maintaining their continued competencies. The three certification programs are accredited by the National Commission for Certifying Agencies (NCCA), [whose standards are consistent with The Standards for Educational and Psychological Testing \(AERA, APA, & NCME, 1999\) and are applicable to all professions and industries.](#)



Oriental Medicine
Dipl. O.M. (NCCAOM)®



Acupuncture
Dipl. Ac. (NCCAOM)®



Chinese Herbology
Dipl. C.H. (NCCAOM)®



Asian Bodywork Therapy
Dipl. ABT (NCCAOM)®



NCCAOM® Code of Ethics

All practitioners certified by the NCCAOM are committed to responsible and ethical practice, to the growth of the profession within the broad spectrum of American healthcare, and to their own professional growth. All Diplomates, applicants and candidates for certification are bound by the [NCCAOM® Code of Ethics \(PDF\)](#).



CODE OF ETHICS

As an NCCAOM® Certified Diplomate, I hereby pledge my aspiration and on-going commitment to the following principles to maintain the highest level of competency and ethical standards of my profession:

- *Respect the rights and privacy of my patients by maintaining confidentiality and professional boundaries at all times.*
- *Respect my colleagues, employees, students and mentees by maintaining appropriate boundaries.*
- *Treat within my lawful scope of my practice and training and only if I am able to safely, competently and effectively do so.*
- *Assist those seeking my services in a fair, nondiscriminatory and unbiased manner.*
- *Allow my patients to fully participate in decisions related to their healthcare by documenting and keeping them informed of my treatments and outcomes.*
- *Render the highest quality of care and make timely referrals to other health care professionals as may be appropriate.*
- *Continue to advance my knowledge through education, training and collaboration with my colleagues.*
- *Participate in activities that contribute to the betterment and wellness of my community.*
- *Support in the care and access of my medicine to underserved populations.*
- *Promote my profession's access to all people and its growth in the broad spectrum of health care.*



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NCCAOM® Grounds for Professional Discipline

[NCCAOM® Grounds for Professional Discipline \(PDF\)](#).

Protection of the public is the highest responsibility and priority of the NCCAOM. This protection of the public also extends to those within the profession, including practitioners, students, and mentees. To fulfill this mission, the NCCAOM reserves the right to initiate and investigate complaints and publish disciplinary actions taken against Respondents, [as defined by Section 1 of the [Procedures for Upholding Professional Conduct \(PDF\)](#)], in accordance with its Procedures for Upholding Professional Conduct for violation(s) of the following:

1. Failing to cooperate with a disciplinary investigation.
2. Withholding information or providing false or deceptive information on an application for NCCAOM certification, recertification, PDA Providership, or disciplinary investigation.
3. Failing to notify the NCCAOM within thirty (30) calendar days of any of the following:
 - a. Notice of a disciplinary investigation in any jurisdiction pertaining to a healthcare practice.
 - b. Any order (including private or confidential) issued by any jurisdiction pertaining to a healthcare practice.
 - c. Violent felony charges.
 - d. Any felony convictions.
 - e. Misdemeanor criminal convictions related to a healthcare practice.
4. Being convicted of a serious or violent felony. (Note: Pursuant to Section 3, #10 of the *Procedures for Upholding Professional Conduct*, serious violent felonies may deem a candidate permanently ineligible for NCCAOM certification, recertification, or PDA Providership).
5. Being convicted of a misdemeanor related to a healthcare practice.
6. Being the subject of disciplinary or administrative action taken by a licensing board or health-related regulatory agency or school.
7. Violating NCCAOM policies, regulations, or procedures, including but not limited to complying with testing security protocols and continuing education requirements.
8. Misrepresenting professional credentials or titles.
9. Advertising false or misleading information.
10. Exceeding the scope of practice as defined by state or federal statute or regulation.



11. Obtaining or attempting to obtain compensation or reimbursement for services not rendered or via deception or fraud.
12. Failing to maintain proper records as required by state or federal statute or regulation.
13. Performing services without informed consent as required by state or federal statute or regulation.
14. Failing to maintain patient/practitioner confidentiality.
15. Failing to maintain professional boundaries in relationships with patients, or in any way exploiting the practitioner/patient trust.
16. Engaging in sexual contact with a current patient if the contact commences after the practitioner/patient relationship is established.
17. Engaging in sexual contact with a former patient unless a period of six (6) months has elapsed since the date that the professional relationship ended.
18. Failing to maintain professional and/or appropriate boundaries in relationships with colleagues, employees, students, interns, apprentices.
19. Gross negligence or a pattern of negligence in your practice or under your supervision.
20. Being unable to safely and effectively engage in practice due to substance abuse, physical or psychological impairment. *

*(**Summary of PEDC Substance Abuse Policy Statement:** A Respondent whose capacity to safely and effectively treat patients has been diminished as a result of drug or alcohol abuse which has not resulted in harm to a patient, may temporarily and voluntarily surrender NCCAOM certification by contacting the [Professional Ethics and Disciplinary Review team](#) and temporarily withdrawing from practicing in order to complete an agreed upon treatment plan as decided by the PEDC. Upon the PEDC's receipt of a certificate of disposition from the pre-approved treatment facility, Respondent shall be allowed to return to certified status and resume practice. A surrender of certification under this provision shall be confidential and shall not be considered an admission of abuse, disability, or a violation of the Ground for Professional Discipline # 21. However, this surrender shall not confer immunity upon Respondent with respect to any other Grounds for Professional Discipline and is unilaterally



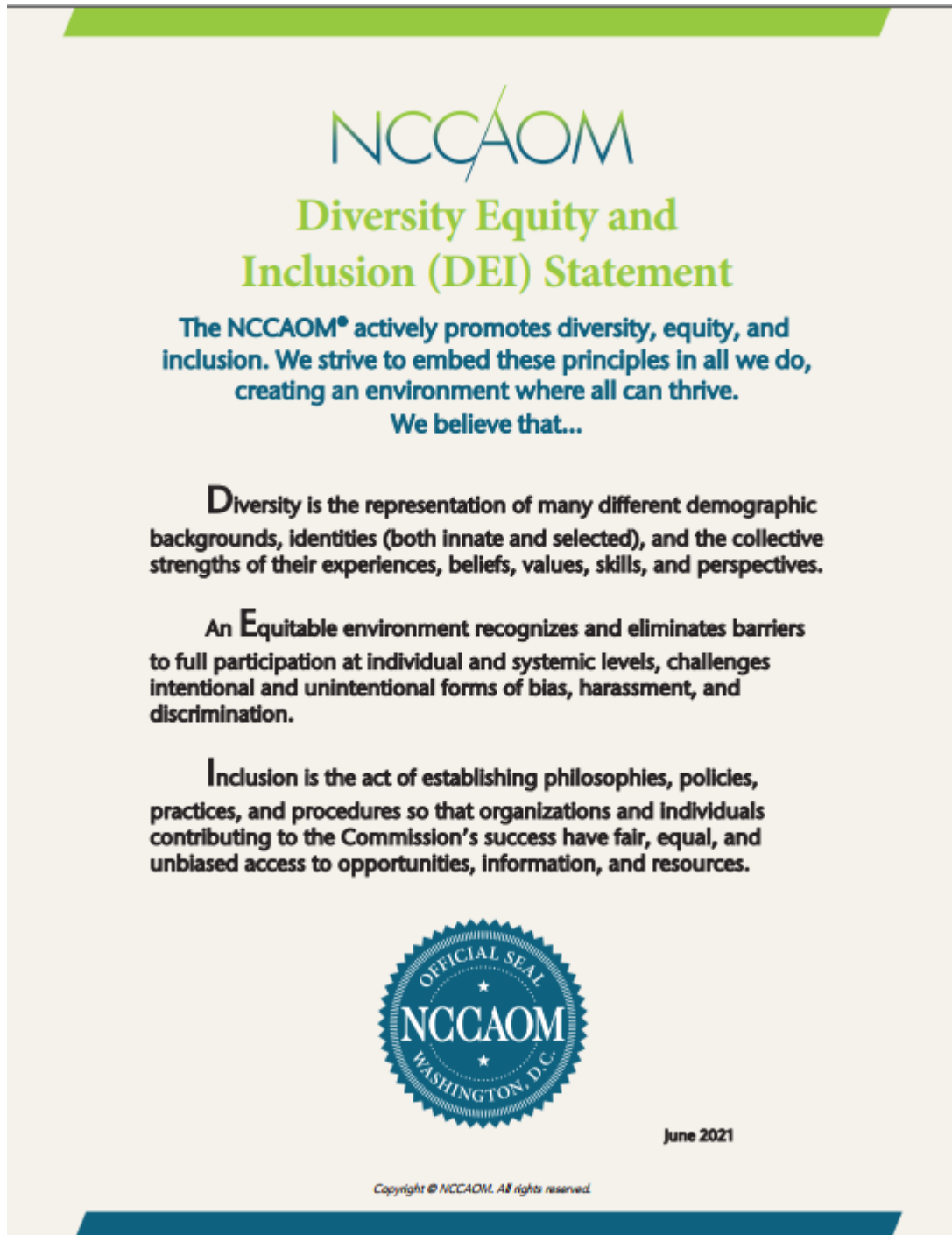
revocable by PEDC in the event the agreed treatment was not completed or harm to a patient has occurred.)

21. Discrimination, bias, or harassment on the basis of race, ethnicity, religion, color, sex and/or sexual orientation, disability, national origin, or age
 - a. Harassment may include racial or other slurs, offensive or derogatory remarks about one of the aforementioned criteria, racially offensive symbols. Some individual actions may not singly rise to the level of harassment; however, behavior that rises to the standard of disciplinary action occurs when it is so frequent or severe that it creates a hostile, unsafe, or offensive school or work environment.
22. Engagement in human trafficking of any kind, including sex or forced labor trafficking, or retaliation against individuals who report trafficking. Forced labor violations may include threats to withhold or manipulate documentation that may affect visa status, employment compensation, or other similar unlawful practices as determined by the Immigration Reform and Control Act of 1986 (IRCA).
 - a. The Immigration Reform and Control Act of 1986 (IRCA) makes it illegal for an employer to discriminate with respect to hiring, firing, or recruitment or referral for a fee, based upon an individual's citizenship or immigration status.
23. Violating any federal or state statute, regulation or code relating to a healthcare practice
24. Violating any other standard of reasonable and appropriate care as determined by the Professional Ethics and Disciplinary Committee.



NCCAOM® Diversity, Equity and Inclusion (DEI) Statement

The NCCAOM committed to ensuring Diversity, Equity, and Inclusion (DEI) within the acupuncture and herbal profession and formed the [NCCAOM Diversity, Equity and Inclusion Statement \(PDF\)](#).



The graphic features a light beige background with a green horizontal bar at the top and a dark blue horizontal bar at the bottom. The NCCAOM logo is centered at the top, followed by the title 'Diversity Equity and Inclusion (DEI) Statement' in green. Below this is a blue text block stating the organization's commitment to DEI. Three paragraphs define Diversity, Equitable environment, and Inclusion. At the bottom, there is a circular official seal, the date 'June 2021', and a copyright notice.


NCCAOM
Diversity Equity and Inclusion (DEI) Statement

The NCCAOM® actively promotes diversity, equity, and inclusion. We strive to embed these principles in all we do, creating an environment where all can thrive.
We believe that...

Diversity is the representation of many different demographic backgrounds, identities (both innate and selected), and the collective strengths of their experiences, beliefs, values, skills, and perspectives.

An **E**quitable environment recognizes and eliminates barriers to full participation at individual and systemic levels, challenges intentional and unintentional forms of bias, harassment, and discrimination.

Inclusion is the act of establishing philosophies, policies, practices, and procedures so that organizations and individuals contributing to the Commission's success have fair, equal, and unbiased access to opportunities, information, and resources.



June 2021

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Benefits of NCCAOM® Certification

- Proudly designate yourself as an NCCAOM National Board-Certified Acupuncturist™ by using one or more of the new [Digital Badges \(electronic icon\)](#).
- Consumers and professionals can find your information in the [NCCAOM® Find a Practitioner Directory \(NCCAOM Website\)](#) and the NCCAOM® [Registry \(NCCAOM Website\)](#).
- Be promoted as a *NCCAOM National Board-Certified Acupuncturist™* to the media and public through the national public educational campaign.
- Be promoted by the *NCCAOM® Advocacy Team* advancing NCCAOM Certification at federal and state levels.
- Be eligible to apply for a job at the Veteran’s Health Administration, which requires NCCAOM Board Certification as an essential part of ensuring safe and high-quality acupuncture treatments.
- Create a free ADA compliant website from Chi Online and access discounted wall-mounted frames for displaying your *NCCAOM® Certificate*.
- Join NCCAOM as a Volunteer & serve on a committee, panel, or taskforce with your peers.
- Receive issues of the NCCAOM newsletter [The Diplomat: E-news You Can Use \(website\)](#) and the [NCCAOM® Advocacy Update \(website\)](#).
- Be eligible for reduced fees for services offered by NCCAOM and its strategic partners.

All the benefits of Certification can be found at [Diplomat Benefits \(NCCAOM Website\)](#).



NCCAOM Recertification Philosophy

Achieving NCCAOM certification demonstrates the mastery of specific core competencies and confirms the knowledge, skills, and abilities that provide for safety and trust of the public within a professional practice. Therefore, the focus of NCCAOM recertification is to maintain the core competencies and advance the professional growth and development of the Diplomate to assure the credentialed practitioner is integral to healthcare and accessible to all members of the public.

The goal of NCCAOM’s recertification program is to foster life-long learning while emphasizing safe and ethical performances in critical job functions. Recertification is also designed to encourage ongoing professional development which assists Diplomates in staying current with evolving technology, healthcare trends, and advances in the acupuncture and herbal medicine (AHM) profession. Diplomates are expected to engage in activities that foster a holistic approach to patient care that is grounded in the foundation of acupuncture and herbal medicine practice.

To that end, the Professional Development Activity or “PDA” program was created to provide an avenue for NCCAOM Diplomates to earn “PDA Points” (continuing education units [CEUs]) for participating in recognized programs that apply toward NCCAOM recertification requirements. In turn, the NCCAOM PDA Department partners with individuals and organizations to provide these quality education programs.

Tracking the Growth of the AHM Profession by Surveying NCCAOM Diplomates

The NCCAOM recognizes that the AHM profession is a unique and vital health profession and is committed, on behalf of its Diplomates, to collect demographic and practice-setting information. To achieve this goal, Diplomates are asked to complete the *NCCAOM® Diplomate Demographic Survey* that is distributed at the completion of the recertification process. The aggregate data collected from this survey is used for several important initiatives. This data is needed to communicate demographic and clinical practice characteristics to government agencies and other professional organizations for purposes of advancing the AHM profession.



NCCAOM® Recertification Requirements

Sixty (60) PDAs points or CEUs are required in a four-year NCCAOM recertification cycle.

Mandatory Core Competencies: PDA points are awarded for active learning that is earned in a classroom or e-learning environment in specific areas. One (1) PDA point is equal to one (1) hour of instructor-led learning. Diplomates are required to complete a minimum of 30 PDA points in any of the areas listed below. All 60 points may be earned in the Core Competency section.

22 Points/Hours <u>Must be</u> in one or a combination of these Core* categories	*AOM-OM	Oriental Medicine Foundation & Theory
	*AOM-AC	Acupuncture
	*AOM-CH	Chinese Herbology
	*AOM-ABT	Asian Bodywork Therapy
	*AOM-BIO	Biomedicine/Western Medicine
2 Points/Hours minimum	SA	Safety
2 Points/Hours minimum	ET	Ethics
4 Points	CPR	Current Cardiopulmonary Resuscitation Certificate

Optional Professional Enhancement: Coursework in integrative therapies and/or participation in professional activities. A maximum of 30 PDA points is available. Remaining PDAs from the Core Competency section may be applied here.

PE-CW Coursework accepted in integrative therapies, practice management, etc.

PE-AT Approved Professional Activities

AOM Volunteer Service Opportunities

Serve on a Professional Board	10 PDA points maximum (5 per year)
Advocate Legislation	10 PDA points maximum
Donate Acupuncture and OM Services	10 PDA points maximum
NCCAOM® Subject Matter Expert	20 PDA points Core Category maximum
ACAOM Site Visitor	10 PDA points maximum

AOM Teaching, Research and Publication Opportunities

Teaching or Lecturing	20 PDA points maximum
Clinical Supervision	10 PDA points maximum
Research in Acupuncture & Herbal Medicine	20 PDA points maximum
Publications	Varies

AOM Knowledge and Skills Opportunities

Peer Reviewed Posters or Exhibits	10 PDA points maximum
Passage of NCCAOM Certification Exam	20 PDA points maximum
Clinical Experience	10 PDA points maximum
Self-Directed Learning	4 PDA points maximum
Tai Chi/Qigong Exercise	4 PDA points maximum

NOTE: All documents must be submitted in the English language.



NCCAOM Suggested Core Competency Curricula

Below are examples of course topics in the Core Competency section of the NCCAOM recertification requirements. The subject areas are not all-inclusive and meant as examples for guidance as Diplomates select course subjects and PDA Providers develop new course curriculum.

Core Competencies in Oriental Medicine, Acupuncture, Chinese Herbology, Asian Bodywork Therapy, and Biomedicine

AOM: Theory and foundation of acupuncture and herbal medicine including diagnosis, treatment, patient management and education, medical qigong, and nutrition.

Biomedicine: Established and evolving clinically relevant biomedicine and its application to AHM patient care.

1. Clinical Application of Biomedical Sciences
2. Patient History and Physical Examination
3. Clinical Assessment Process
4. Clinical Decision-Making and Standard of Care
5. Office Safety and Professional Responsibilities
6. Pharmaceuticals and supplements
7. Interpretation of clinical reports
8. Evidence-based practice to improve AHM medical treatments

Patient Communication: Effective information exchange using active listening skills and verbal/non-verbal communication.

1. Professional communication with patients, families, caregivers, and other healthcare professionals.
2. Patient counseling & lifestyle intervention
3. Compassionate care for patients
4. Practice in an integrative care setting
5. Patient referral

Legal and Regulatory Compliance: Legal aspects of treatments in practice

1. Federal
 - A. Regulatory compliance (HIPPA, CDC, OSHA, etc.)
 - B. Professional liability
 - C. Documentation and reporting requirements
2. State
 - A. Rules & Regulations
 - B. Scope of Practice
 - C. Documentation and reporting requirements



SA: SAFETY: The quality or condition of being safe; freedom from danger, injury, or damage; security. A mechanism on equipment/buildings designed to prevent accidents.
[Webster's New World College Dictionary \(Internet\).](#)

Herbal Safety: Knowledge and skills in the safe handling and use of Chinese herbs.

1. Regulatory agencies and requirements
2. Documentation and reporting
3. Equipment and calibration
4. Compounding
5. Cautions and contraindications (condition-dependent, incompatibility)
6. Labeling & dispensing (lot numbers, expiration dates and procedures)
7. Management & storage
8. Toxicity
9. Herb-drug interactions & potential adverse effects

Professional Safety:

1. Federal and state requirements (OSHA, CDC, JACHO, State Board of Health)
2. Pathogens
 - A. Definition-infectious agent (micro-organism) that causes disease in host
 - B. Types (viral, bacterial, prion, fungus, protozoan)
 - C. Routes or pathways of transmission (air, blood, soil)
3. Communicable and infectious diseases (Hepatitis, HIV, MRSA, Ebola, etc.)
4. Infection Control
 - A. Universal precautions
 - B. Personal protective equipment (PPE)
 - C. Sterilization techniques
 - D. Medical waste management (Bio-hazardous)
5. Clean needle protocols – see CNT Manual
6. Patient Safety
 - A. Equipment and techniques
 - B. First aid stations
 - C. Documentation and reporting
7. Facility Safety
 - A. ADA accommodations
 - B. Emergencies
 1. Plans and procedures
 2. Patient assistance
 3. Staff training
 - C. Staff competence and training



ET: ETHICS: A branch of philosophy regarding concepts of right and wrong conduct, often addressing disputes of moral diversity. A decision-making process that determines a moral course of action a person is obligated to do in a specific situation. [Webster's New World College Dictionary \(Internet\)](#).

Patient Ethics:

1. Diversity, Equity, Inclusion (DEI)
2. Patient's right to treatment
3. Informed consent
4. Confidentiality – HIPPA and patient information
5. Boundaries and relationships
6. Documentation and records
7. State scope of practice
8. Patient referrals
9. Sexual contact

Professional Ethics:

1. Diversity, Equity, Inclusion (DEI)
2. Standards of the profession
3. Hierarchical relationships
4. Accurate and truthful information
5. Change in professional status
5. Patient relationship power differential
7. National and state regulatory policies
8. Respect of practitioners of AHM and other medical professions
9. Ethical business practices: insurance billing and coding, taxes

Public Ethics:

1. Comply with state laws
2. Truthful information and advertising
3. Proper use of credentials and designations
4. Efficacy in treatment outcomes
5. State regulatory reporting



NCCAOM Recertification Professional Enhancement Categories

Professional Enhancement Coursework (PE-CW): Coursework accepted in this category relates to integrative therapies, treatments, modalities, and other areas that enhance the Diplomate’s practice, does not originate from the core competencies requirements (e.g., meditation, yoga, chakras, energy medicine, injection therapy, practice management, etc.). One (1) PDA point is equal to one (1) hour of active learning.

The required documentation includes a certificate of completion from the sponsor of the educational event, or the course listed on a school transcript. To be accepted for NCCAOM recertification, the certificate/transcript must contain the Diplomate’s name, course completion date, course title, and the number of hours/points completed.

Professional Enhancement Activities (PE-AT): Professional activities are approved for recertification because they demonstrate the growth and development of the Diplomate. Each activity is described below and lists the required documentation. A maximum number of points/hours of participation is provided for each activity.

NOTE: All documents must be submitted in the English language.

AHM Volunteer Services

Service on a Professional Board: A maximum of ten (10) PDA points may be submitted for serving on a state, regional or national board or committee related to the acupuncture and/or herbal medicine (AHM) profession. The NCCAOM® Exam Development Committees are excluded from this activity category as they have their own professional development category. One (1) PDA point is equal to one (1) hour of professional board service. A maximum of five (5) points may be earned per service year. The required documentation includes a letter, printed on letterhead from the organization’s chief elected officer verifying the Diplomate’s name, dates of service, membership role, and hours of participation.

Advocate Legislation: A maximum of ten (10) PDA points may be submitted for advocating legislation related to the AHM profession. One (1) PDA point is equal to one (1) hour of advocating legislation. The required documentation includes a letter, printed on letterhead from the state association or the state regulatory board chair verifying the Diplomate’s name, legislative dates, activities experienced, and hours of participation.

Donate Acupuncture and Herbal Medicine (AHM) Services: This professional enhancement activity supports the humanitarian efforts of the AHM profession. Diplomates may earn one (1) PDA point for



every two (2) hours of donated time with a maximum of ten (10) PDA points in a four-year recertification cycle. The service must be provided on a pro bono basis through an organization offering humanitarian missions to:

- a. domestic and/or international victims in an emergency situation or disaster area,
- b. low income and/or underserved areas and/or populations,
- c. special needs populations, or
- d. United States military personnel.

Diplomates will provide the delivery of AHM treatments while obtaining new clinical, emotional and/or psychological skills. Included are services with new patients in unfamiliar cultures and/or languages located in new, non-traditional settings. The required documentation includes a letter, printed on letterhead and signed by the organization's chair or director. The letter must include the Diplomat's name, the location and description of the setting where the services were performed, dates and hours of service, the population and culture served, and a written statement of the new knowledge or skill(s) acquired.

New! Service as an NCCAOM® Subject Matter Expert

A Diplomat who serves as a subject matter expert (SME) on an *NCCAOM® Examination Development Committee* (EDC) may earn a maximum of 20 PDA points in the Core Competency Section within a four-year recertification cycle.

EDC SME Members: PDA points can be earned in a combination of writing exam items and active examination committee participation.

- Writing exam items: For every four (4) items accepted that meet the exam item criteria, one (1) PDA point is awarded.
- Serving as a full member on an *NCCAOM® Examination Development Committee*: One (1) hour of active committee service is equal to one (1) PDA point.
 - Participation in an annual examination committee meeting does not qualify for PDA points.
 - SMEs will only get PDA points for serving on one (1) EDC committee.

EDC Guests: PDA points can be earned in writing accepted exam items.

- Writing exam items: For every four (4) items accepted by the EDC committee that meet the exam item criteria, one (1) PDA point is awarded.

NCCAOM will provide documentation to verify the SME's examination item writing and participation hours are posted directly to their *NCCAOM® Recertification Transcript*.

ACAHM Accreditation Site Visitor: A maximum of ten (10) PDA points may be submitted for participating in an Accreditation Commission for Acupuncture and Herbal Medicine (ACAHM) as a team member for an accreditation site visit. The required documentation includes a letter, on



letterhead from ACAHM listing the name of the Diplomate, name of the school and the dates of the site visit.

AHM Teaching, Research and Publication Opportunities

Teach/Lecture: A maximum of twenty (20) PDA points may be submitted for teaching or lecturing in a core competency or professional enhancement subject. One (1) PDA point is equal to one (1) hour of teaching/lecturing. The required documentation includes a letter, on letterhead from the providing organization outlining the course/presentation title, the instructor/speaker's name, and the number of hours taught/lectured. NCCAOM PDA Providers teaching continuing education course(s) must provide a copy of the course approval received from the NCCAOM's PDA Department. For Diplomates teaching at a school, a transcript is accepted with the required information.

Clinical Supervision: A maximum of ten (10) PDA points may be submitted for supervising a clinical experience in an acupuncture, Chinese herbology, Oriental medicine or Asian bodywork therapy educational program. Diplomate activities include directing students in observations, case discussions, and/or supervised practices. The experience must be conducted in a licensed clinical setting and be part of a formal education or preceptor program. The preceptor must have five (5) years of practical/clinical experience in the healthcare field. One (1) PDA point is equal to one (1) hour of supervision. The required documentation includes a letter, on letterhead from the school, organization or practitioner indicating the Diplomate's name, dates, supervision activities, and hours they provided clinical supervision.

Research in Acupuncture and/or Herbal Medicine: A maximum of twenty (20) PDA points may be submitted for documented research in acupuncture and/or herbal medicine. The researcher should be listed as the principal investigator or co-investigator. The researcher's duties include, but are not limited to, design, execution, analysis, and evaluation of the research outcomes. The research should be associated with an educational or health-related institution and must not be self-funded. The required documentation includes a letter, on letterhead from the institution and an abstract listing the name of the Diplomate as the contributor.

Publications: Includes writing and editing books and writing articles in professional journals or publications, about acupuncture and/or herbal medicine. Please see the individual categories listed below for descriptions and documentation.

Author a Book: A maximum of thirty (30) PDA points may be submitted for authoring a book in the field of acupuncture and/or herbal medicine that is at least 300 pages in length. The required documentation includes a copy of the book cover and introduction pages showing the name of the author, the publication date and the ISBN number.



Author a Chapter in a Book: A maximum of twenty (20) PDA points may be submitted for authoring a chapter in a book in the field of acupuncture and/or herbal medicine. Ten (10) PDA points may be submitted for one chapter with a maximum of two (2) chapters per recertification cycle. The required documentation includes a copy of the book cover and introduction pages showing the names of the authors, publication date and ISBN number.

Edit a Book or Professional Journal: A maximum of twenty (20) PDA points may be submitted for editing a professional book or journal. Ten (10) PDA points may be submitted for each book or professional journal with a maximum of two (2) books/journals per recertification cycle. The required documentation includes a letter, on letterhead from the author of the book or the editor-in-chief of the journal. The letter should include the Diplomate's name, description of the Diplomate's participation in the editing process including the title of the book/journal, publication date and ISBN number.

Publication of a Peer-Reviewed Journal Article: A maximum of twenty (20) PDA points may be submitted for authoring an article in a professional, peer-reviewed journal in the field of acupuncture and/or herbal medicine. Ten (10) PDA points may be submitted for each article with a maximum of two (2) articles per recertification cycle. The required documentation includes a copy of the article, the cover of the journal, and the table of contents that show the article title, review date, and author's name.

Author an Article: A maximum of ten (10) PDA points may be submitted for writing an acupuncture and/or herbal medicine article that is published. Five (5) PDA points may be submitted for each article with a maximum of two (2) articles per recertification cycle. The required documentation includes a copy of the article including the author's name, the cover of the newspaper or magazine, the publication date, and the article listed in the table of contents.

Additional AHM Knowledge and Skills Opportunities

Peer Reviewed Posters and/or Exhibits: A maximum of ten (10) PDA points may be submitted for peer-reviewed posters and/or exhibits in acupuncture and/or herbal medicine that demonstrates research that has been reviewed by a peer organization. The required documentation includes an abstract and photograph identifying the poster session, the program brochure, and a letter from the event organizer documenting the Diplomate's name, date, and location of the event.



NCCAOM Certification Examination to Meet State Requirements: A maximum of twenty (20) PDA points may be submitted for successfully passing an NCCAOM certification examination required by a state regulatory board to obtain a license to practice. Taking an NCCAOM examination for a NCCAOM Certification requirement is not eligible for recertification. The required documentation includes a copy of the official letter notifying the Diplomate of their test score. The exam date must be within the Diplomate’s four-year recertification cycle.

Clinical Experience: A maximum of ten (10) PDA points may be submitted for completing a supervised clinical experience that is part of a formal educational program and is conducted in a licensed clinical setting. The experience must be in acupuncture, Chinese herbology, Oriental medicine or Asian bodywork therapy. The experience should include observation, case discussions, and/or supervised practice. The preceptor must have five (5) years of practical/clinical experience in a healthcare field. One (1) PDA point is equal to one (1) hour of clinical experience. The required documentation includes a letter, on letterhead from the institution or preceptor with the Diplomate’s name, dates, clinical activities, and hours of participation.

Self-Directed Learning: A maximum of four (4) PDA points may be earned for completing a written report on an article from a research journal or book review reflecting how the material influences the Diplomate’s knowledge and practice. One (1) point is awarded per clinical research article or book review. The required documentation includes a written narrative of the book/article submitted on the [NCCAOM® Self-Directed Learning Template \(Adobe Form\)](#).

Tai Chi / Qigong Exercise: A maximum of four (4) PDA points may be submitted for participation in a Tai Chi or Qigong exercise class. One (1) PDA point is equal to one (1) hour of class-time. The required documentation includes a letter, on letterhead from the providing organization or a certificate of completion that includes the name of the Diplomate, the course/event title, instructor’s name, date(s), and hours of participation.

Non-PDA Approved Coursework Accepted by NCCAOM

Coursework that is not approved through the NCCAOM PDA program will be accepted in the following areas:

1. Coursework in a subject that is reviewed and approved by a third-party organization or state acupuncture regulatory board.
2. Coursework in a biomedicine (BIO), safety (SA) or ethics (ET) subject that is reviewed and approved by a healthcare professional organization.
3. Coursework completed by a Diplomate enrolled in an acupuncture or herbal medicine post-graduate program (e.g., DAOM, DACM) that is accredited or in candidacy status by the



Accreditation Commission for Acupuncture and Herbal Medicine (ACAHM).

4. Coursework completed by a Diplomate enrolled in a Chinese Herbology Certificate program recognized by the Accreditation Commission for Acupuncture and Herbal Medicine (ACAHM).
5. A certificate of completion or official transcript for coursework completed in another country must be reviewed and approved by a third-party organization or meet NCCAOM's Route Two eligibility requirements ([NCCAOM® Certification Handbook \[PDF\]](#)). The certificate of completion or transcript is accepted in the English language only.

Recertification for Active Statuses

Active Diplomates

A Diplomate at Active status may recertify online up to one (1) year in advance of their Certification expiration date. However:

1. the expiration date of the certification is not altered, and
2. the PDAs/CEUs earned during the early application time frame may not be applied to the next, four-year recertification application.

As a courtesy, the NCCAOM distributes recertification reminders to Diplomates prior to their certification expiration date by the following schedule:

- 365 days by email
- 180 days by email
- 90 day by a letter sent via the United States Postal Service
- 60 days by email
- 30 days by email

The [Certification Renewal Page \(NCCAOM Website\)](#) provides detailed recertification information and [Video Instructions](#).

Note: Diplomates wishing to go to inactive status, convert to an Oriental Medicine certification, retire, or reinstate to Active status are required to submit a separate online application.

Online Recertification Process

Step 1: On the [NCCAOM Home Page \(NCCAOM Website\)](#) at the top right corner, click 'Log In'.



FIND A PRACTITIONER

SEARCH

LOG IN

Scroll down and click on 'Login' to enter the online [NCCAOM Certification portal \(NCCAOM Website\)](#).

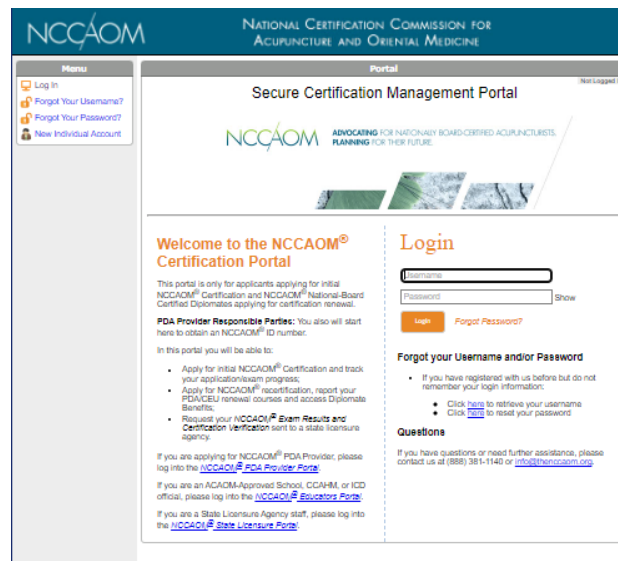
NCCAOM® ONLINE PORTAL

Please Note: If you applied with NCCAOM at any point of time, you already have an online account. If you need help logging in, contact our help center at (888) 381-1140 or at info@thenccaom.org.

<p>Certification Online Portal for Certified Diplomates, Candidates and Applicants Login</p>	<p>PDA Providers Online Portal for PDA Providers who delivers approved courses to NCCAOM Diplomates. Login</p>	<p>Educators Online Portal for ACAOM Approved Schools, CCAOM and ICD. Login</p>	<p>States Online Portal for State Regulatory Agencies for State Verification. Login</p>
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Enter the username and password.

If you forgot your username and/or password, click on the orange 'Forgot Password'.



Step 2: Continuing Education Reporting – NCCAOM® Recertification Transcript

The online system tracks a Diplomate’s completed PDAs/CEUs. To add new courses or activities, click on ‘Report CE’. Course work and activities may be uploaded to the *NCCAOM® Recertification Transcript* any time during the four-year recertification cycle. A helpful [Reporting a Course from Approved/Non-Approved Provider \(PDF\)](#) is available as well as many ‘How To’ instructions at [PDA/CE Reporting Instructions](#) (NCCAOM Website) for different reporting processes.



Recertification 1							
Specialty	Accrual Period	CE Required	CE Remaining	Completion	Recert Available	Status	Action 2
OM	10/01/2016-09/30/2020	60	60	0%	10/01/2019	Open	Report CE Inactive Retire Details

Step 3: Submit the NCCAOM® Recertification Application

To ensure recertification is processed before a Diplomate’s NCCAOM Certification expires, upload the PDAs/CEUs and submit the application four (4) to six (6) weeks before the expiration date. Click either one of the links below to start the recertification application.

Account Overview							
Profile Update							
Recertification							
Specialty	Accrual Period	CE Required	CE Remaining	Completion	Recert Available	Status	Action
OM	06/01/2015 - 05/31/2019	60	58	3%	06/01/2019	Recert Available	Report CE Recertify Inactive Retire Details

1. Answer the Legal and Health questions.
2. Review demographic and contact information.
3. Carefully read the Acknowledgement and be prepared to select ‘Agree’.
4. Enter the electronic signature as it appears on the Diplomate’s profile.
5. Follow the steps to pay online. Recertification fees are non-refundable and must be paid in U.S. currency via a Visa, MasterCard, or American Express credit card. Checks are not accepted.

NCCAOM staff will contact the Diplomate if there are errors in the recertification category or PDA point designations. A maximum of six (6) weeks will be allowed for the Diplomate to resolve the error from the application submission date. Unresolved applications will be canceled.



Conversion to Oriental Medicine Certification

✿ Requires a separate online NCCAOM application

A Diplomate in Acupuncture and/or Chinese Herbology may apply for a Conversion to Oriental Medicine. Active or inactive Diplomates who wish to apply may be subject to meeting eligibility requirements, passing an exam and/or submission of PDAs/ CEUs. The fee, payable when the application is submitted, is \$125 and is non-refundable.

NCCAOM Diplomates of Acupuncture who are applicants using apprenticeship training for Conversion to NCCAOM Oriental Medicine Certification must complete a one-year apprenticeship in Chinese Herbal Medicine. A minimum of 1,000 contact hours must take place over a minimum of one (1) year and no more than two (2) years. Each 1,000 contact hours must incorporate didactic and clinical training related specifically to Chinese herbology knowledge and treatments.

The NCCAOM® *Application for Certification* is valid for four years. For additional information on this route of eligibility please contact NCCAOM by email at info@thenccaom.org.

Diplomates Converting to Oriental Medicine Resources:

- ✓ [Eligibility Requirements for Conversion from Acupuncture and/or Chinese Herbology Certification to Oriental Medicine Certification Handbook \(PDF\)](#)
- ✓ [Step-by-step Process for Conversion to Oriental Medicine \(NCCAOM Website\)](#).
- ✓ [How to complete an online Conversion application \(PDF\)](#)

Overlapping Certification(s) for Oriental Medicine Diplomates (Optional)

An Active Diplomate who originally held an NCCAOM Certification in Acupuncture or an NCCAOM Certification in Chinese Herbology and converted to an NCCAOM Certification in Oriental Medicine has the option to recertify in their initial program (AC and/or CH) for \$125 each. Each program has its own wall-mount NCCAOM Certificate, a wallet ID card, and posting of the Diplomate's information in the [NCCAOM Find A Practitioner \(website\)](#) and in the [NCCAOM Registry \(website\)](#).

Note: This option is for Diplomates who initially certified in Acupuncture and/or Chinese Herbology and converted to Oriental Medicine. It is not an option for Diplomates who are originally certified in Oriental Medicine.



NCCAOM Emeritus-Retired Diplomate Designation

✿ **Requires a separate online NCCAOM application**

The NCCAOM is indebted to its long-standing Diplomates who have devoted many years to the practice of acupuncture and herbal medicine (AHM) and contributed immensely to the NCCAOM and the profession. The Emeritus-Retired Diplomate designation allows veteran Diplomates to stay involved with the AHM profession and continue their affiliation with NCCAOM. The one-time fee for a retired status designation is \$150.

The Emeritus-Retired Diplomate Designation provides the following important benefits and privileges:

- Describe themselves as having been “nationally board-certified” according to the credential(s) previously earned, and to use one or more of the following designation(s):
 - Diplomate of Oriental Medicine, Emeritus-Retired (NCCAOM) or Dipl. O.M., Emeritus-Retired (NCCAOM)
 - Diplomate of Acupuncture, Emeritus-Retired (NCCAOM) or Dipl. Ac., Emeritus-Retired (NCCAOM)
 - Diplomate of Chinese Herbology, Emeritus-Retired (NCCAOM) or Dipl. C.H., Emeritus-Retired (NCCAOM)
 - Diplomate of Asian Bodywork Therapy, Emeritus-Retired (NCCAOM) or Dipl. ABT, Emeritus-Retired (NCCAOM)
- Be listed in the NCCAOM® Registry as “Emeritus-Retired”, which is accessible on the NCCAOM website;
- Receive a complimentary subscription to the NCCAOM newsletter – The Diplomate E-New You Can Use;
- Be considered to participate in national board examination development activities;
- Be considered to serve on NCCAOM committees and taskforces;
- Be considered by the NCCAOM Board Development Committee for appointment to the NCCAOM Board of Commissioners as a Professional Member;
- Hold an NCCAOM certificate reflecting designation achieved; Diplomate (program name), Emeritus-Retired (NCCAOM).



Emeritus-Retired Eligibility Requirements

The Diplomate:

- must have held active NCCAOM certification for eight years OR has become disabled and can no longer perform AHM tasks,
- be currently at active or inactive NCCAOM certification status,
 - An NCCAOM Diplomate who has become disabled and was certified active or holding inactive status with the NCCAOM at the time of their disability
- is no longer providing direct clinical patient care including acupuncture services, herbal treatments, or Asian Bodywork treatments, and
- is free and clear of any and all disciplinary actions.

Emeritus-Retired Application and Documentation Requirements

The Diplomate must:

- complete the online NCCAOM® Emeritus-Retired Designation Application Form,

Recertification							
Specialty	Accrual Period	CE Required	CE Remaining	Completion	Recert Available	Status	Action
OM	01/01/2017 - 12/31/2020	60	60	0%	01/01/2019	Recert Available	Report CE Recertify Inactive Retire

- sign the Attestation on the application form,
- submit the application form with the lifetime emeritus-retired designation non-refundable application fee of \$150,
- provide information to demonstrate the applicant is currently free and clear of any disciplinary action, and
- disabled applicants must submit medical proof of disability which includes the date of when the disability commenced.

Emeritus-Retired Continuing Requirements

Once granted Emeritus-Retired Designation, the Diplomate must abide by the NCCAOM® *Code of Ethics*, and other related NCCAOM policies to maintain the Emeritus-Retired designation. Failure to do so will result in penalties and actions that will result in the loss of the Emeritus-Retired designation.

Emeritus-Retired Diplomates can perform the following activities as long as the work does not involve direct clinical patient care.

- pro bono work
- research
- teaching



In order for a Diplomate to maintain the Emeritus-Retired designation, the Diplomate must not perform AHM or ABT activities that involve direct clinical patient care, now or at any time in the future.

Sometimes individual life circumstances may change. If there is any change in employment status, the Emeritus-Retired Diplomate must notify the NCCAOM of any change in employment circumstances that would render the individual ineligible for Emeritus Diplomate designation so that reactivation to active status can proceed.

Reactivation to Diplomate Active Status

Any Emeritus-Retired Diplomate who wishes to return to active Diplomate status must submit a *NCCAOM® Application for Recertification* or *NCCAOM® or Application for Reinstatement to Active Diplomate Status Form*; whichever is applicable.

Complete the *NCCAOM® Application for Recertification* form to return to Diplomate active status if it is within three years of the last date of being a Diplomate in active status. The individual may submit the required number of PDA points earned in the preceding six years to recertify to active status under the lapsed status rules located in the [NCCAOM® Recertification Handbook](#).

If more than three years has passed since the last date of being a Diplomate in active status, the individual must complete *NCCAOM® Application for Reinstatement to Active Diplomate Status Form* and submit the meet eligibility requirements for former Diplomates terminated status as determined by the number of years expired from active status based on recertification policy located in the [NCCAOM® Reinstatement Handbook](#).

NCCAOM Retired Designation Resources

[NCCAOM® Retired Designation Handbook \(PDF\)](#)

[Step-by-Step Process for Retired Status \(NCCAOM Website\)](#)

[How to Submit an Online Application for Retired Designation \(PDF\)](#)

Recertification for Non-Active Statuses

Lapsed Status

A Diplomate who does not renew their certification by their expiration date forfeits all benefits and services provided by the NCCAOM Certification. The certification is moved into 'Lapsed' status and the Diplomate is required to submit additional PDA points and increased fees. Additional resources are available at [Step-by-Step Process for Lapsed Constituents \(NCCAOM Website\)](#).



All PDA/CEU credits must be reported no later than six (6) weeks from the recertification application submission date. If the recertification requirements are not satisfied after six (6) weeks, the application is canceled, and certification is subject to lapsed/terminated policies. Former Diplomates must return to Active status within three (3) years of their last active certification expiration date. If they do not, their NCCAOM Certification is terminated.

- A. Required PDA points/CEUs and late fees are determined on a yearly basis; they are not prorated by month.
 1. To stay on track with continuing education requirements, 15 PDA points/hours are required per lapsed year.
 2. Lapsed fees are calculated in the amount due to recertify as shown below:

Months Lapsed	Recertification PDA Pts	Lapsed PDA Pts	Recertification Fee	Lapsed Fee	Total PDA Points & Fee Required to Recertify
1-12	60	15	\$325	\$50	75 pts + \$375
13-24	60	30	\$325	\$100	90 pts + \$425
24-36	60	45	\$325	\$150	105 pts + \$475

How to Return to Active Status

- A. [Report the PDA coursework and activity](#) documentation to your online NCCAOM® *Recertification Transcript*.
- B. Submit the *Application for NCCAOM Recertification* from your online portal and pay the fee.

For your protection, only VISA, MC & AMEX payments are accepted online for applications submission.

All payments are non-refundable.

Inactive Status

*** Requires a separate online NCCAOM application**

An NCCAOM Diplomat who is experiencing a life changing circumstance and is not practicing as an AHM professional, may qualify for inactive status. Inactive individuals may return to active status at any time during the two (2)-year inactive period, provided all current recertification requirements are documented.



Inactive Status Qualifications:

1. An applicant for Inactive status must be an Active NCCAOM Diplomate.
2. Reasons accepted for Inactive status include situations affecting life circumstances (i.e., personal, family, medical, etc.).
3. Living and/or working in a state that does not require NCCAOM certification is NOT an acceptable reason for qualification of inactive status.
4. Diplomates may not be practicing as an AHM professional during the Inactive period.
5. The Inactive status fee is \$125 and is non-refundable.

Inactive Status Terms:

1. During Inactive status, all benefits and services of the NCCAOM Certification are discontinued including the use of the term Diplomate, the NCCAOM designation, posting of the NCCAOM Diplomate Digital Badge, etc. The Diplomate Newsletter continues to be delivered to individuals in Inactive status.
2. Inactive status is valid for a period of two (2) years. The Diplomate may come back to Active status any time during the (2) two-year period through the recertification process.
3. If the Inactive status individual does not return to Active status after the two (2) year Inactive period, they are moved to Lapsed status and will owe an additional 45 PDA points (105 total) and a \$150 lapsed fee (\$475 total).
4. If the Diplomate does not return to Active status within one (1) year following Inactive status their NCCAOM Certification is terminated.
5. An individual at Inactive status may not apply for a second, consecutive Inactive period.

Applying and Returning from Inactive Status Resources

[NCCAOM Inactive Status \(NCCAOM Website\).](#)

[How to Submit an Online Application for Inactive Status \(PDF\)](#)

Reinstatement to Active Status for Former Diplomates

*** Requires a separate online NCCAOM application**

A former Diplomate (anyone who was once certified by the NCCAOM) is able to apply for reinstatement under the [NCCAOM Reinstatement Route](#). The Reinstatement Route application expires twelve (12) months from the date of submission. All reinstatement requirements must be met within the twelve (12) month application period, or a new application must be submitted when the original application expires. The application fees are based on time and are non-refundable.

Former Diplomates in terminated status should use the [NCCAOM Requirements Calculator](#) prior to applying for Reinstatement to Active Status to determine the number of PDAs required.



Reinstatement to Active Status – Terminated former Diplomates

3 years + 1 day to 4 years	\$490
4 years + 1 day to 8 years	\$590
8 years + 1 day to 12 years	\$690
12 years +1 day and over	\$790

For your protection, only VISA, MC & AMEX payments are accepted online for application submission. [Step-by Step instructions](#) can be found on the NCCAOM website.

All payments are non-refundable.

NCCAOM Reinstatement Route Resources

[Reinstatement Route Requirements \(NCCAOM Website\)](#)

[NCCAOM® Reinstatement to Active Diplomate Certification Status Handbook \(PDF\)](#)

[How to Submit an NCCAOM Reinstatement Application \(PDF\)](#)

Checklist of Recertification Policies

- An Active Diplomate’s NCCAOM ‘expiration date’ is exactly four years from their prior certification date. Sixty (60) PDA points must be earned during the four-year period immediately preceding the certification expiration date.
- Diplomates are responsible for completing the continuing education requirements and the timely submission of the *NCCAOM® Application for Recertification*.
- Diplomates should submit their recertification application at least 4 to 6 weeks prior to the expiration of their NCCAOM certification.
- Applications may be submitted up to one (1) year early. However:
 - 1) the expiration date of the certification is not altered, and
 - 2) the PDA pts/ CEUs earned during the early application time frame may not be applied to the next, four-year recertification application.
- Diplomates who do not renew their NCCAOM Certification by the expiration date are automatically moved to ‘Lapsed’ status and forfeit all NCCAOM benefits.
- PDA or continuing education courses must be completed exactly within the four (4)-year recertification cycle; from the prior certification date to the future expiration date.



- To be accepted for NCCAOM recertification, a certificate of completion must include the Diplomate's name, course title, course completion date, the number of points/ hours completed and the provider's signature.
- The official *NCCAOM® PDA Certificate of Completion* certificate is the only certificate accepted for NCCAOM PDA approved courses.
- The wall-mount NCCAOM certificate and wallet ID card are sent by USPS mail to the Diplomate and delivered within 4 to 6 weeks after the receipt of the recertification confirmation e-mail notice. This time may vary greatly for international deliveries.
- International events must distribute a certificate of completion that states a third-party has reviewed and approved the course content and required documents.
- Courses may be presented in another language; however, all documentation must be submitted in English.
- Continuing education units (CEUs) are called PDA points. One (1) PDA point is equal to one (1) hour of active, instructor-led learning or participation in a professional activity.
- Submitting the 'same course' twice in one (1) four (4)-year recertification cycle is not allowed. 'Same course' is defined as having an identical course title, number of PDA points/hours of participation, and the same instructor.
- Courses that are audited cannot be submitted for recertification credit.
- Coursework or professional activities may not be rolled over to the next recertification cycle.
- Pre-approval of coursework is not available.
- Recertification staff will contact the Diplomate if the recertification documentation has errors in the recertification category or PDA point designation. A maximum of six (6) weeks will be allowed for the Diplomate to resolve the error.
- A recertification application that is still lacking the required 60 PDA pts/CEUs of documentation, or portions thereof, 6 weeks from the recertification application submission date will be canceled.
- The recertification fee is paid at the time the application is submitted. The fee is non-refundable and payable by a Visa, MasterCard or American Express credit card. Checks are not accepted.

Reminder! Diplomates have an NCCAOM online account that allows them to manage their information on the NCCAOM website. Diplomates now have online access to apply for



recertification, track PDA points, retrieve their NCCAOM professional designation and digital badge, update their contact information, and much more!

Check out the [NCCAOM® PDA Search Engine \(NCCAOM Website\)](#) to access information about currently active PDA courses!



NCCAOM *Recertification Fee Schedules* [\(Website\)](#)

Recertification and other fees are paid online at the time the application is submitted. Fees are non-refundable and payable by U.S. Currency by a Visa, MasterCard or American Express credit card. Checks are not accepted.

Active Diplomate Recertification	\$325
Application for Inactive Status	\$125
Application for Emeritus-Retired Diplomate Designation	\$150
Lapsed to Active Status	
1 year (1 to 12 months) lapsed	\$325 + \$ 50 = \$375
2 years (13 to 24 months) lapsed	\$325 + \$100 = \$425
3 years (25 to 36 months) lapsed	\$325 + \$150 = \$475

Lapsed fees are not prorated.

Reinstatement to Active Status – Terminated former Diplomates

3 years + 1 day to 4 years	\$490
4 years + 1 day to 8 years	\$590
8 years + 1 day to 12 years	\$690
12 years +1 day and over	\$790

Exam/Certification Verification to State Acupuncture Board

Active Diplomate	\$ 50
Inactive Status	\$ 80
Lapsed Status	\$110
Terminated Status	\$160

Other Fees

Recertification Assistance	\$225
Expedited Recertification Review	\$150
Replacement Wall Certificate or ID Card	\$150
Copy of Records	\$ 35

For your protection, only VISA, MC & AMEX payments are accepted online.

All payments are non-refundable.



NCCAOM Requests and Petitions

NCCAOM provides for a fair and equitable process to review and resolve a request or complaint. A person may submit a request or file a complaint to NCCAOM if they believe there has been an error in a decision; or if they have comments about specific aspects of the process.

How to Submit a Request or Complaint

1. If a person believes there has been an error in an NCCAOM decision or has comments about specific aspects of a process, they may submit the online [NCCAOM Request Form \(NCCAOM website\)](#).
2. The person should be specific when outlining the request or complaint and be prepared to submit documentation, if requested.
3. Grievous complaints that jeopardize the safety of a patient, the public, or an approved PDA course participant are forwarded to the Professional Ethics & Discipline Department for their review and potential investigation.
4. NCCAOM staff will research the request or complaint and, if necessary, seek counsel from senior management for a resolution that meets compliance with the policies of NCCAOM.
5. NCCAOM staff will communicate the decision in writing to the person within 30 days of the receipt of the request.

How to Petition an NCCAOM Staff Decision

1. If the person is not satisfied with the decision made by the NCCAOM staff, they may petition it, in writing by emailing a letter to info@thenccaom.org.
2. The NCCAOM must receive the petition letter within 30 days of the person's receipt of NCCAOM's initial decision. A rational justification is required for filing a petition.
3. The appeal will be reviewed by senior management, and if necessary, the members of the appropriate NCCAOM panel at the next scheduled meeting. The person will be notified of the final decision in writing, within 30 days of the NCCAOM's decision.