



# Candidate Application Guide

## Advanced Value Analysis Professional Board Certification (AVAP-BC™)

**AHVAP Certification Center**  
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## Section 1: Introduction and Purpose

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The AHVAP Certification Center is pleased to present this Candidate Application Guide for the Advanced Value Analysis Professional Board Certification (AVAP-BC™). This guide provides candidates with all information necessary to understand the certification program, prepare and submit an application, and maintain the credential once earned.

This handbook has been developed in compliance with the Standards for the Accreditation of Certification Programs established by the National Commission for Certifying Agencies (NCCA) of the Institute for Credentialing Excellence (ICE).

### 1.1 Purpose of the AVAP-BC Credential

The Advanced Value Analysis Professional Board Certification (AVAP-BC™) recognizes healthcare value analysis professionals who have demonstrated exceptional competency in leadership, strategic planning, financial acumen, quality improvement, evidence-based decision making, and collaboration. This certification represents the highest level of professional achievement within the value analysis specialty and signifies that the certificant has met rigorous standards of advanced practice.

### 1.2 About the AHVAP Certification Center

The AHVAP Certification Center operates as an autonomous credentialing body within the organizational structure of the Association of Healthcare Value Analysis Professionals (AHVAP). The Certification Center maintains independent decision-making authority over all essential certification activities, including eligibility requirements, assessment development, scoring standards, certification decisions, and disciplinary actions. This governance structure ensures the integrity, fairness, and independence of all certification decisions in accordance with NCCA standards.

### 1.3 Certification Board Governance

The AVAP-BC™ Certification Board is composed of qualified professionals who represent the diverse stakeholders of the healthcare value analysis profession, including at least one public member. Board members are selected through a defined process outlined in the Certification Center's bylaws and are subject to conflict-of-interest policies that safeguard the objectivity and credibility of all certification decisions.

### 1.4 Scope of the AVAP-BC™ Credential

The AVAP-BC credential certifies that an individual has demonstrated advanced-level competence in healthcare value analysis through a rigorous portfolio-based assessment process. The credential is voluntary and is not a licensure or regulatory requirement. It is designed to serve the following purposes:

- Recognize professionals who have achieved advanced competency in healthcare value analysis
- Protect the public interest by establishing measurable standards of advanced practice
- Promote continued professional development and excellence in the field
- Provide employers, colleagues, and patients with assurance of a certificant's advanced qualifications

## Section 2: Eligibility Requirements

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To be eligible for the AVAP-BC™ certification, candidates must meet all of the following prerequisites at the time of application submission. The AHVAP Certification Center reserves the right to verify all eligibility claims and to request additional documentation as needed.

### 2.1 Prerequisite Credentials

- **Current CVAHP Certification:** Candidates must hold a current, valid Certified Value Analysis Healthcare Professional (CVAHP™) certification in good standing. The CVAHP™ must remain active throughout the application review period and AVAP-BC™ certification cycle if successfully awarded. Failure to maintain a valid CVAHP™ credential will result in immediate revocation of the AVAP-BC™ credential.

### 2.2 Professional Experience

- **Minimum Experience:** Candidates must have a minimum of five (5) years of documented healthcare value analysis experience. This experience must be verifiable through employment records, professional references, or other acceptable documentation.
- **Leadership Experience:** Candidates must demonstrate leadership experience within value analysis programs, including but not limited to program management, committee leadership, team supervision, or strategic initiative development.

### 2.3 Eligibility Verification

All eligibility requirements are subject to verification by the AHVAP Certification Center. Candidates found to have misrepresented or falsified eligibility information will be denied certification and may be subject to disciplinary action as outlined in Section 13 of this handbook. Candidates whose eligibility documentation is incomplete will be notified and given thirty (30) calendar days to provide supplemental documentation.

**IMPORTANT:** CVAHP™ certification must remain in good standing through the entire application review and evaluation process. If a candidate's CVAHP lapses during the review period, the application will be placed on hold until reinstatement is confirmed.

## Section 3: Application Procedures

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The AVAP-BC™ application process is designed to be thorough, fair, and transparent. Candidates should carefully review all requirements before beginning their application.

### 3.1 Application Components

A complete application must include all of the following components:

- **Completed Application Form:** Official AVAP-BC™ application form with all fields completed, including professional history, employment history, and attestation of eligibility.
- **Evidentiary Source 1 – Project Evidence:** Documentation of a completed value analysis project demonstrating leadership competencies across the five competency domains (see Section 5).
- **Evidentiary Source 2 – Professional Development Evidence:** Documentation demonstrating ongoing professional development and commitment to excellence (see Section 5).
- **Professional References:** Contact information for professional references who can verify the candidate's qualifications and leadership experience. At least one letter is required, and up to three are accepted.
- **Application Fee Payment:** Full payment of the applicable application fee (see Section 4).
- **Signed Attestation:** Signed candidate attestation statement affirming the accuracy of all information provided and agreement to abide by the AVAP-BC™ Code of Conduct.

### 3.2 Application Submission

Applications may be submitted electronically through the AHVAP Certification Center's online portal. All application materials must be received by the published deadline for the applicable review cycle. The Certification Center is not responsible for lost, incomplete, misdirected, or late submissions. All completed application packets will be confirmed via email.

### 3.3 Application Review Cycles

The AHVAP Certification Center conducts application reviews on a periodic basis. Application deadlines, review periods, and notification dates are published on the AHVAP Certification Center website and are subject to change with reasonable advance notice. Candidates are encouraged to check the website regularly for the most current schedule.

### 3.4 Application Completeness Review

Upon receipt, each application undergoes an initial completeness review by the AHVAP Certification Center staff. This administrative review verifies that all required components have been submitted and that eligibility prerequisites are met. Candidates with incomplete

applications will be notified within fifteen (15) business days and will have thirty (30) calendar days to submit missing materials. Applications that remain incomplete after the supplemental deadline will be closed, and the application fee will not be refunded. No applications or supplemental application materials will be accepted after the final deadline for the respective submission period. Applicants are encouraged to apply early in the application cycle.

### **3.5 Application Withdrawal**

Candidates may withdraw their application at any time prior to the commencement of the evaluation review. Requests for withdrawal must be submitted in writing to the AHVAP Certification Center. Refund eligibility for withdrawn applications is addressed in Section 4.

## Section 4: Fees and Payment

### 4.1 Application Fees

The following non-refundable application fees apply:

Applicant Category	Application Fee
AHVAP Member	<b>\$499.00</b>
Non-Member	<b>\$650.00</b>

AHVAP membership status is verified at the time of application submission. Candidates who are not current AHVAP members at the time of submission must pay the non-member fee. Retroactive membership adjustments will not be applied to previously submitted applications.

### 4.2 Payment Methods

The AHVAP Certification Center accepts payment by credit card (Visa, MasterCard, American Express, Discover) or organizational check. Personal checks are not accepted. All fees are payable in U.S. dollars. Applications will not be processed until full payment has been received and verified.

### 4.3 Refund Policy

Application fees are generally non-refundable. Exceptions may be granted under the following circumstances:

- **Withdrawal Before Review:** If a candidate submits a written withdrawal request before the application enters the evaluation phase, a partial refund of seventy-five percent (75%) of the application fee may be issued.
- **Duplicate Payment:** Fees paid in error or duplicate will be refunded in full upon verification.
- **Program Cancellation:** In the event that the Certification Center cancels a review cycle, a full refund will be issued to all affected candidates.

No refunds will be issued after the evaluation of an application has commenced, regardless of the outcome. Applicants should ensure that they submit a compelling professional application.

### 4.4 Additional Fees

Service	Fee
Reapplication (after unsuccessful attempt)	\$499.00
Appeal Review Fee	\$150.00
Verification Letter	\$25.00

## Section 5: Competency Domains and Evidentiary Requirements

The AVAP-BC™ assessment is based on five (5) competency domains that were identified through a comprehensive job/practice analysis conducted in accordance with NCCA standards. Each domain carries equal weight (20%) in the overall evaluation. Candidates must demonstrate competence across all five domains through the submission of evidentiary materials. Evaluators will only rate the submitted narrative and supporting evidentiary materials.

### 5.1 Domain 1: Strategic Planning and Leadership (20%)

This domain evaluates the candidate's ability to develop and execute strategic plans aligned with organizational goals and healthcare value analysis principles. Evaluators assess the following competencies:

- Development of comprehensive strategic plans aligned with organizational goals
- Leadership skills in guiding teams to achieve improvements in cost savings, quality, and efficiency
- Mentorship and development of future leaders within the profession
- Demonstration of strategic thinking and vision for value analysis programs

### 5.2 Domain 2: Financial Acumen and Cost Management (20%)

This domain assesses the candidate's expertise in healthcare financial principles and ability to achieve measurable cost savings and resource optimization. Evaluators assess the following competencies:

- Application of healthcare financial principles to value analysis decisions
- Achievement of quantifiable cost savings and/or resource optimization
- Use of financial analysis techniques (total cost of ownership, return on investment, business case development)
- Quality of financial reports and recommendations to senior leadership

### 5.3 Domain 3: Quality and Performance Improvement (20%)

This domain evaluates the candidate's ability to design and implement quality improvement initiatives that enhance patient care and operational efficiency. Evaluators assess the following competencies:

- Design and implementation of quality/performance improvement initiatives
- Enhancement of patient care and operational efficiency
- Use of performance metrics to track and evaluate quality improvement projects
- Sharing of best practices within and outside the organization

#### **5.4 Domain 4: Evidence-Based Decision Making (20%)**

This domain assesses the candidate's data analysis skills and ability to use evidence-based approaches in strategic decision making. Evaluators assess the following competencies:

- Data analysis skills and evidence-based decision-making approaches
- Integration of complex data sets to identify trends and opportunities
- Quality of data-driven insights and recommendations
- Communication of findings to leadership and external stakeholders

#### **5.5 Domain 5: Communication and Collaboration (20%)**

This domain evaluates the candidate's communication skills and ability to foster collaboration across departments and disciplines. Evaluators assess the following competencies:

- Communication skills conveying complex information to diverse audiences
- Fostering collaboration across multiple departments and disciplines
- Leadership of cross-functional projects and initiatives
- Engagement of both clinical and non-clinical stakeholders

## 5.6 Evidentiary Source Requirements

### Source 1: Project Evidence (Required)

The primary evidence source must be a completed value analysis project that demonstrates the candidate's leadership competencies across the five domains. Acceptable project types include:

- Product standardization initiatives with documented outcomes
- Cost savings projects with quantifiable financial impact
- Quality improvement initiatives with measurable results
- Supply chain optimization projects
- Evidence-based product evaluation implementations
- Cross-functional collaboration initiatives

Project evidence should include a clear problem statement with strategic alignment, evidence of leadership and team engagement, quantifiable outcomes, data-driven decision making throughout the project, stakeholder collaboration across departments, and demonstrated sustainability and ongoing impact.

### Source 2: Professional Development Evidence (Required)

The secondary evidence source must demonstrate ongoing professional development and commitment to excellence. Acceptable evidence includes:

- Advanced certifications earned beyond CVAHP™
- AHVAP Certification Center micro-credentials completed
- Leadership training programs or fellowships
- Presentations at professional conferences
- Published articles or white papers in peer-reviewed or professional publications
- Committee leadership or professional service
- Documented mentorship activities

## Section 6: Assessment and Scoring Methodology

The AVAP-BC™ certification assessment uses a portfolio-based evaluation methodology. All applications are scored by trained evaluators using a standardized rubric. This section describes the scoring process, scale, and passing standards.

### 6.1 Evaluation Process

Each application is independently reviewed and scored by a minimum of three (3) qualified evaluators. Evaluators are trained in the application of the scoring rubric and participate in calibration sessions to ensure inter-rater reliability. Evaluators are required to recuse themselves from evaluating any candidate with whom they have a personal, professional, or financial conflict of interest.

### 6.2 Scoring Scale

Each competency domain is scored using the following five-level scale:

Level	Score	Range	Description
<b>Exemplary</b>	5	90–100%	Exceptional demonstration; exceeds all expectations
<b>Proficient</b>	4	80–89%	Strong demonstration; meets all expectations
<b>Satisfactory</b>	3	70–79%	Adequate demonstration; meets minimum expectations
<b>Needs Improvement</b>	2	60–69%	Limited demonstration; does not meet expectations
<b>Unsatisfactory</b>	1	Below 60%	Fails to demonstrate competency; significant gaps

### 6.3 Passing Standards

To achieve the AVAP-BC™ certification, candidates must meet ALL of the following criteria:

- **Domain Minimum:** A minimum score of 70% (Satisfactory or above) in each of the five competency domains
- **Overall Average:** An overall average score of at least 80% across all five domains
- **Numeric Threshold:** An average numeric score of 4.0 or higher on the 5-point scale

These passing standards were established through a defensible standard-setting process and are periodically reviewed by the AHVAP Certification Board and professional credentialing staff to ensure they remain appropriate and reflective of the competencies required for advanced practice in healthcare value analysis.

## **6.4 Score Calculation**

For each domain, evaluators assign a score from 1 to 5 based on the rubric criteria. The final score is calculated as follows: each domain score is converted to a percentage (score divided by 5, multiplied by 100), domain percentages are averaged to produce the overall score, and both the numeric average (must be 4.0 or above) and the percentage average (must be 80% or above) are evaluated against passing standards.

## Section 7: Results and Notification

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### 7.1 Notification Timeline

Candidates will be notified of their certification decision in writing within sixty (60) calendar days following the close of the applicable review cycle. Notification will be sent to the email address and/or mailing address provided on the application form. It is the candidate's responsibility to ensure that current contact information is on file with the AHVAP Certification Center. All communications will be sent from [certification@ahvap.org](mailto:certification@ahvap.org). Certification decisions will not be provided over the phone.

### 7.2 Successful Candidates

Candidates who meet all passing standards will receive formal notification of certification, including:

- An official certification letter confirming the AVAP-BC™ credential
- A digital certificate suitable for display and access to Credly digital badge
- Information regarding the use of the AVAP-BC™ credential and post-nominal designation
- Recertification requirements and timeline
- Listing in the AHVAP Certification Center public directory of certificants

### 7.3 Unsuccessful Candidates

Candidates who do not meet the passing standards will receive a deficiency report that identifies:

- Competency domains that scored below the 70% minimum threshold
- Specific areas within each domain requiring improvement
- Guidance for strengthening future applications

Unsuccessful candidates are encouraged to review the deficiency report carefully and may contact the AHVAP Certification Center to request clarification of the feedback provided. The specific scores assigned by individual evaluators are confidential and will not be disclosed.

### 7.4 Confidentiality of Results

All candidate scores and certification decisions are confidential. The AHVAP Certification Center will not disclose individual scores or pass/fail status to any third party without the written consent of the candidate, except as required by law. Aggregate, de-identified data may be used for program evaluation and quality improvement purposes.

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## Section 8: Reapplication and Remediation

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### 8.1 Reapplication Eligibility

Candidates who do not achieve certification may reapply after a minimum waiting period of six (6) months from the date of the certification decision. There is no limit on the number of times a candidate may reapply, provided all eligibility requirements continue to be met at the time of each subsequent application.

### 8.2 Remediation Guidance

Candidates who receive a deficiency report are encouraged to take the following steps before reapplying:

- Address identified deficiencies through additional professional development activities
- Gather additional evidence that more clearly demonstrates competency in the areas identified as weak
- Seek mentorship or peer consultation to strengthen portfolio materials
- Contact the AHVAP Certification Center for feedback clarification

### 8.3 Reapplication Requirements

Reapplications require submission of a new, complete application package, including updated evidentiary materials and payment of the reapplication fee. Previously submitted materials will not be retained or carried forward from a prior application cycle.

## Section 9: Appeals and Grievance Procedures

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The AHVAP Certification Center is committed to providing fair and equitable certification processes. Candidates who believe that a certification decision was made in error or that the evaluation process was conducted unfairly have the right to appeal.

### 9.1 Grounds for Appeal

Appeals may be filed on the following grounds:

- **Procedural Error:** The certification process was not conducted in accordance with published policies and procedures.
- **Evaluator Bias:** There is evidence that an evaluator had a conflict of interest or failed to maintain objectivity.
- **New Evidence:** The candidate has significant new evidence that was not available at the time of application and that could materially affect the certification decision.

Disagreement with the professional judgment of evaluators, without evidence of procedural error or bias, is not grounds for appeal.

### 9.2 Appeal Process

- **Step 1 – Written Notice:** The candidate must submit a written notice of appeal to the Certification Center within thirty (30) calendar days of receiving the certification decision. The notice must clearly state the grounds for appeal and include any supporting documentation.
- **Step 2 – Fee Payment:** An appeal review fee of \$150.00 must accompany the written notice of appeal. This fee is refundable if the appeal is upheld.
- **Step 3 – Appeals Committee Review:** An independent Appeals Committee, composed of individuals who were not involved in the original certification decision, will review the appeal. The committee will review all relevant documentation and may request additional information from the candidate or evaluators.
- **Step 4 – Decision:** The Appeals Committee will render a written decision within forty-five (45) calendar days of receiving the complete appeal. The decision of the Appeals Committee is final.

### 9.3 Grievance Procedures

Candidates or other stakeholders who have concerns about the certification program's policies, procedures, or operations that do not relate to an individual certification decision may submit a written grievance to the AHVAP Certification Center Chief Credentialing Officer at any time. Grievances will be reviewed and a written response will be provided within thirty (30) business days. The AHVAP Certification Center maintains confidential records of all grievances and their resolutions.

## Section 10: Recertification and Credential Maintenance

The AVAP-BC™ certification is valid for a period of three (3) years from the date of initial certification. To maintain the credential, certificants must meet the recertification requirements outlined in this section.

### 10.1 Recertification Requirements

To be eligible for recertification, certificants must meet all of the following requirements within the three-year certification cycle:

- **Active CVAHP:** Maintain current CVAHP™ certification in good standing throughout the certification period.
- **Continuing Professional Development:** Complete a minimum number of continuing professional development hours as established by the Certification Board. Activities must be relevant to the AVAP-BC™ competency domains.
- **Professional Practice:** Maintain active professional practice in healthcare value analysis during the certification period.
- **Code of Conduct Compliance:** Remain in compliance with the AVAP-BC™ Code of Conduct (see Section 12).
- **Recertification Fee:** Submit the applicable recertification fee by the recertification deadline. The recertification fee is \$350.

### 10.2 Recertification Application

Certificants must submit a recertification application, including documentation of completed continuing professional development activities, prior to the expiration of their current certification period. The Certification Center will send recertification reminders beginning ninety (90) days prior to expiration; however, it is ultimately the certificant's responsibility to submit timely recertification materials.

### 10.3 Lapsed Certification

Certificants who do not complete recertification requirements by the expiration date will have their certification placed in lapsed status. Individuals with lapsed certification must not represent themselves as holding the AVAP-BC™ credential and must not use the AVAP-BC™ post-nominal designation. Reinstatement of a lapsed certification requires resubmission of all criteria for initial board certification.

### 10.4 Retired Status

Certificants who have retired from active professional practice may apply for retired status. Retired status certificants may use the designation "AVAP-BC (Retired)" but are not considered active certificants. Requirements for retired status are available from the AHVAP Certification Center.

## **Section 11: Accommodations and Accessibility**

### **11.1 Commitment to Accessibility**

The AHVAP Certification Center is committed to providing equal access to the certification process for all qualified candidates, including those with documented disabilities. The Certification Center will provide reasonable accommodations in accordance with the Americans with Disabilities Act (ADA) and other applicable federal and state laws.

### **11.2 Requesting Accommodations**

Candidates who require accommodations in the application or evaluation process must submit a written request to the AHVAP Certification Center at the time of application submission.

Accommodation requests must include:

- A description of the disability or condition requiring accommodation
- Supporting documentation from a qualified healthcare professional or appropriate authority
- A description of the specific accommodation(s) requested

Accommodation requests will be reviewed on a case-by-case basis. The AHVAP Certification Center will work with the candidate to identify reasonable accommodations that do not fundamentally alter the nature or standards of the certification assessment. Candidates will be notified of the decision regarding their accommodation request within fifteen (15) business days.

### **11.3 Confidentiality of Accommodation Requests**

All accommodation requests and supporting documentation are treated as confidential and are maintained separately from the candidate's application file. Accommodation status is not disclosed to evaluators or other parties.

## Section 12: Code of Conduct and Ethical Standards

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All candidates and certificants are required to adhere to the AVAP-BC™ Code of Conduct as a condition of certification. The Code of Conduct establishes the ethical standards and professional responsibilities expected of individuals who hold or are seeking the AVAP-BC™ credential.

### 12.1 Code of Conduct Principles

- **Integrity:** Provide accurate, truthful, and complete information in all certification-related communications and documentation.
- **Competence:** Maintain and continuously improve professional knowledge and skills relevant to healthcare value analysis.
- **Professionalism:** Conduct all professional activities in a manner that upholds the dignity and reputation of the healthcare value analysis profession.
- **Confidentiality:** Protect the confidentiality of proprietary, patient, and organizational information in accordance with applicable laws and regulations.
- **Accountability:** Accept responsibility for professional actions and decisions and report any violations of this Code of Conduct.
- **Compliance:** Comply with all applicable federal, state, and local laws and regulations, as well as all policies and procedures of the AHVAP Certification Center.

### 12.2 Obligation to Report

Certificants and candidates have an obligation to report any known or suspected violations of the Code of Conduct to the AHVAP Certification Center. Reports may be submitted confidentially and will be investigated in accordance with the disciplinary procedures described in Section 13.

## Section 13: Disciplinary Policies and Procedures

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### 13.1 Grounds for Disciplinary Action

The Certification Board may take disciplinary action against a candidate or certificant for any of the following:

- Falsification, misrepresentation, or omission of information on a certification application or recertification application
- Violation of the AVAP-BC™ Code of Conduct
- Conviction of a felony or other crime related to professional practice
- Loss or suspension of professional licensure required for practice
- Unauthorized use of the AVAP-BC™ credential, designation, or certification mark
- Failure to cooperate with the Certification Center in the investigation of a complaint or disciplinary matter
- Any conduct that, in the judgment of the Certification Board, brings discredit to the AVAP-BC™ credential or the healthcare value analysis profession

### 13.2 Disciplinary Process

When the Certification Center receives a complaint or becomes aware of conduct that may warrant disciplinary action, the following process will be followed:

- **Investigation:** The Certification Center will conduct a confidential investigation of the allegations, which may include requesting a written response from the individual and gathering additional information.
- **Notice:** The individual will be notified in writing of the allegations and given thirty (30) calendar days to submit a written response.
- **Review:** The Certification Board or its designated disciplinary committee will review all evidence and render a decision.
- **Decision:** The individual will be notified in writing of the disciplinary decision and any sanctions imposed.

### 13.3 Possible Sanctions

Sanctions may include, but are not limited to:

- Written warning or reprimand
- Required completion of additional professional development or remediation
- Suspension of certification for a specified period
- Revocation of certification
- Denial of certification application or recertification application

- Permanent bar from future certification

### **13.4 Right to Appeal Disciplinary Action**

Individuals who are subject to disciplinary action have the right to appeal the decision to the Appeals Committee in accordance with the procedures outlined in Section 9. The appeal must be filed within thirty (30) calendar days of receiving the disciplinary decision. The full AHVAP Certification Center appeals policy is available on the AHVAP Certification Center website.

## Section 14: Use of the AVAP-BC™ Credential

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### 14.1 Post-Nominal Designation

Individuals who have earned the AVAP-BC™ certification are authorized to use the post-nominal designation “AVAP-BC” after their name. The designation may be used in professional correspondence, business cards, publications, résumés, and other professional materials, provided that the individual’s certification remains in active, good standing.

### 14.2 Proper Use of the Credential

The AVAP-BC™ credential and associated marks are the property of the AHVAP Certification Center. Use of the credential is subject to the following conditions:

- The AVAP-BC™ designation/postnominals must be used only by individuals who currently hold active certification.
- The designation must be used exactly as specified: “AVAP-BC” (with hyphen, no spaces).
- Individuals whose certification has lapsed, been suspended, or been revoked must immediately cease using the AVAP-BC™ designation.
- Use of the AVAP-BC™ designation in a manner that is false, misleading, or deceptive is prohibited and may result in disciplinary and/or legal action.

### 14.3 Certification Mark

The AHVAP Certification Center may provide an official AVAP-BC™ certification mark (logo) for use by active certificants. The certification mark may only be used in accordance with the Certification Center’s trademark usage guidelines. Unauthorized modification, reproduction, or use of the certification mark is prohibited. The certification mark is prohibited for use for sales and marketing purposes, or for promotion of a commercial entity or product.

### 14.4 Public Verification

The AHVAP Certification Center maintains a publicly searchable directory of individuals who hold active AVAP-BC™ certification (with certificant consent). Employers, colleagues, and members of the public may verify an individual’s certification status by contacting the Certification Center or accessing the online directory. All certificants are provided with a complimentary Credly digital badging account upon initial certification.

## Section 15: Non-Discrimination Policy

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The AHVAP Certification Center does not discriminate against any candidate or certificant on the basis of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity, marital status, genetic information, or any other characteristic protected by applicable federal, state, or local law. All certification decisions are based solely on the candidate's demonstrated competence as evaluated against the published standards and criteria.

The AHVAP Certification Center's non-discrimination policy applies to all aspects of the certification process, including eligibility determination, application review, evaluation, scoring, certification decisions, recertification, and disciplinary proceedings. Any candidate or certificant who believes they have been subjected to discrimination may file a grievance in accordance with the procedures outlined in Section 9.3 of this handbook.

## Section 16: Confidentiality and Data Protection

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### 16.1 Candidate Information

The AHVAP Certification Center collects personal and professional information from candidates and certificants solely for the purpose of administering the certification program. All candidate and certificant information is treated as confidential and is protected by administrative, technical, and physical safeguards.

### 16.2 Information Sharing

Candidate and certificant information will not be disclosed to third parties without the individual's written consent, except in the following circumstances:

- As required by law, court order, or regulatory requirement
- To verify certification status when authorized by the certificant
- In connection with disciplinary proceedings
- In de-identified, aggregate form for program evaluation and improvement purposes

### 16.3 Evaluator Confidentiality

All evaluators are required to sign confidentiality agreements and must maintain the confidentiality of all candidate information and application materials. Evaluators may not retain, copy, or distribute candidate materials. Violations of evaluator confidentiality obligations will result in removal from the evaluator panel and may result in additional consequences.

### 16.4 Records Retention

The Certification Center maintains candidate and certificant records in accordance with its records retention policy. Application materials, scoring records, correspondence, and other

certification-related documents are retained for a minimum of seven (7) years. Records may be retained in electronic or physical format.

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## Section 17: Contact Information

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Candidates and certificants are encouraged to contact the AHVAP Certification Center with any questions, concerns, or requests related to the AVAP-BC™ certification program.

<b>Organization:</b>	AHVAP Certification Center
<b>Email:</b>	certification@ahvap.org
<b>Website:</b>	<a href="https://www.ahvap.org/ahvap-certification-center">https://www.ahvap.org/ahvap-certification-center</a>

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### AHVAP Certification Center

*This Candidate Application Guide is a controlled document of the AHVAP Certification Center.*

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