

# Multiple Sclerosis Healthcare Associate Certification Examination



Multiple Sclerosis  
HEALTHCARE ASSOCIATE

## Candidate Handbook 2026

Application Deadline*	Testing Window
December 5, 2025	January 3 – January 17, 2026
May 6, 2026	June 6 – June 20, 2026

**\*Applications will not be accepted after this deadline**

Administered by:



[www.ptcny.com/contact](http://www.ptcny.com/contact)

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*This Handbook contains necessary information about the Multiple Sclerosis Healthcare Associate Certification Examination, retain it for future reference. Candidates are responsible for reading these instructions carefully. This Handbook is subject to change.*

## CONTACT INFORMATION

<p style="text-align: center;"><b>Professional Testing Corporation (PTC)</b>  <a href="http://www.ptcny.com">www.ptcny.com</a>                  (212) 356-0660</p>	<ul style="list-style-type: none"> <li>• Apply for examination</li> <li>• Obtain general application policy and procedure information</li> <li>• Obtain information about testing policies and procedures</li> <li>• Transfer to a new testing period</li> <li>• Request Special Accommodations</li> <li>• Request Score Validation</li> <li>• Questions about score reports</li> <li>• Miscellaneous inquiries</li> </ul>
<p style="text-align: center;"><b>Prometric</b>  <a href="http://www.prometric.com/CMSC">http://www.prometric.com/CMSC</a>                  (800) 741-0934</p>	<ul style="list-style-type: none"> <li>• Schedule test appointment</li> <li>• Reschedule test appointment (within a testing period)</li> <li>• Cancel test appointment</li> <li>• Find directions to test site</li> <li>• Questions regarding testing sites and appointments</li> </ul>
<p style="text-align: center;"><b>Consortium of Multiple Sclerosis Centers (CMSC)</b>  <a href="http://www.mscares.org">www.mscares.org</a>                  (201) 487-1050</p>	<ul style="list-style-type: none"> <li>• General information</li> <li>• Electronic certificates</li> </ul>

## ATTENTION CANDIDATES

This handbook contains necessary information about the Multiple Sclerosis Healthcare Associate (MSHA) Certification Examination. It is required reading for those applying for and taking the Examination. All individuals applying for the examinations must comply with the policies, procedures, and deadlines in this Handbook and attest to this by signing the Candidate Attestation found on the application. Retain this handbook for future reference. This handbook is subject to change. See [www.ptcny.com](http://www.ptcny.com) for handbook updates.

**ACCESSING CELL PHONES AND ELECTRONIC DEVICES AT ANY TIME WHILE YOU ARE TAKING THE EXAMINATION IS PROHIBITED. YOU MAY ONLY REMOVE SNACKS, DRINKS, MEDICINE OR PERSONAL HEALTHCARE ITEMS FROM YOUR LOCKER- NO BACKPACKS, BAGS, POCKETBOOKS OR CLOTHING CAN BE REMOVED WHILE YOUR EXAMINATION IS IN SESSION.**

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## **PURPOSES OF MULTIPLE SCLEROSIS CERTIFICATION**

Multiple Sclerosis is a complex and lifelong disease that affects many aspects of an individual's life. Management across the lifetime of multiple sclerosis will require the expertise of multiple disciplines working together to meet the dynamic needs of the person and the family. Rapid advances in the treatment of multiple sclerosis require that health professionals have the basic knowledge and skills necessary to provide optimal care. The Consortium of Multiple Sclerosis Centers supports a voluntary certification process that reflects the knowledge of multiple disciplines in the specialized area of multiple sclerosis care. The Multiple Sclerosis Healthcare Associate Certification provides formal recognition of a specialized body of knowledge felt to be necessary to provide optimal care to those individuals and families living with multiple sclerosis.

Certification is intended to promote quality and consistent care to those living with multiple sclerosis by:

1. Formally recognizing knowledge across the multiple disciplines that are necessary for multiple sclerosis care delivery.
2. Establishing a level of knowledge required for Multiple Sclerosis Healthcare Associate Certification.
3. Providing encouragement for continued personal and professional growth in the care of individuals with multiple sclerosis.
4. Providing a standard of knowledge requisite for certification, thereby assisting the employer, public, and members of the health professions in the assessment of healthcare professionals involved in multiple sclerosis care.

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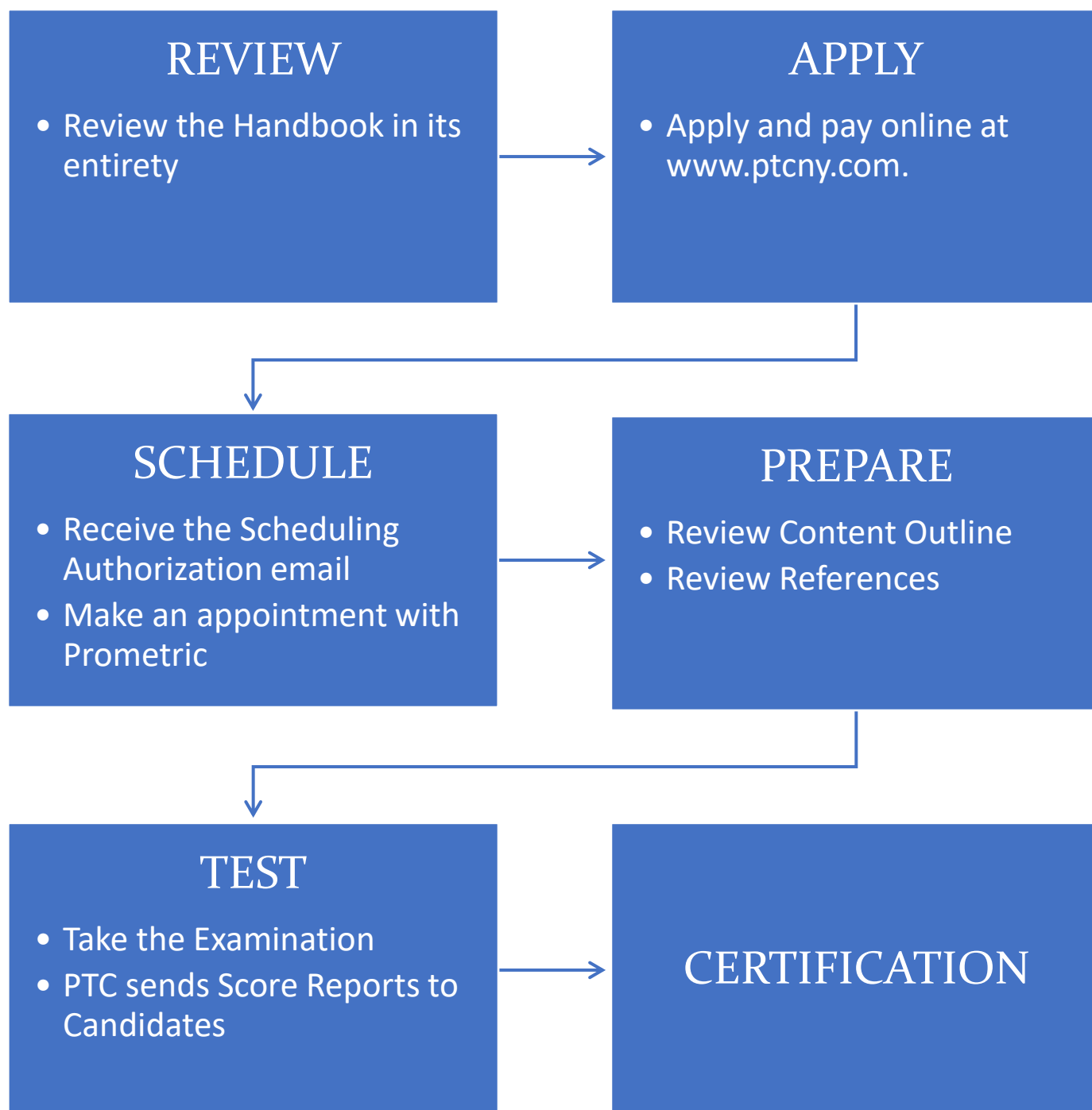
## **DEFINITION OF MULTIPLE SCLEROSIS CARE**

Multiple sclerosis care may cover clinical practice concepts underlying clinical practice, assessment and interventions in clinical practice, advocacy, education, and research. This may include but is not limited to health professionals who practice in the following settings:

- ◆ Private Medical Practices
- ◆ Rehabilitation Centers (acute or sub-acute)
- ◆ Hospitals
- ◆ Multiple Sclerosis Centers or Clinics
- ◆ Home or Community Care Programs
- ◆ Nursing Homes
- ◆ Assisted Living Facilities
- ◆ Pharmaceutical or other Commercial Organizations
- ◆ Academic Programs
- ◆ Research Facilities

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## THE CERTIFICATION PROCESS



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## ELIGIBILITY REQUIREMENTS

It is suggested that candidates have a minimum of one year of experience in providing services for or interacting with individuals with multiple sclerosis. Candidates must meet the following requirements:

1. Have completed a healthcare associate program (e.g. medical assistant, physical therapy assistant, nursing assistant, exercise specialist, personal trainer, health coach, etc.) and be currently practicing in your field. **A copy of your transcript, diploma, letter of completion, etc. must be submitted with your application.**
2. Complete and file an Application for the Multiple Sclerosis Healthcare Associate Certification Examination.
3. Pay the required fee.

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## COMPLETION OF APPLICATION

### ***Step 1 – Fill Out the Application***

- Go to <http://www.ptcny.com/test-sponsors/CMSC>
  - View testing periods and application deadlines
  - Fill out online application completely and upload supporting documentation.
    - Use your first and last name exactly as it appears on your current driver’s license, passport, state issued non-driver ID or military ID.
    - Applications are not complete until all information, documentation, and payment has been provided.
    - When you start a new application you will be asked to create a user account and password. This account will be used to access your score report after the exam, so keep this information for later use.

### ***Step 2 – Submit Exam Fee and Application for Review***

PTC will send you an email that says that your payment and application have been received and are being reviewed. Allow up to 10 business days for review.

### ***Step 3 – Receive Application Status Update***

- After your application is reviewed PTC will update you with another email.
  - **REOPENED FOR MORE DOCUMENTS**
    - This means we are missing the required documentation. Follow the directions in the email.
    - Applications that are incomplete as of 14 days before the start of the testing window will be refunded minus the administration fee (see fees page 10).
  - **REJECTED**
    - This means you are not eligible to take the exam. The reason will be explained in the email.
    - Rejected applications will be refunded minus the administration fee (see fees page 10).
  - **APPROVED**
    - This means your application is approved. You will move on to Step 4.

#### **Step 4 – Receive Scheduling Authorization and Schedule Testing Appointment**

- Approved candidates will receive an email with their Scheduling Authorization, within 11 weeks before the start of the testing window. Scheduling Authorization emails come from notices@ptcny.com. Do not lose this email.
- If you don't receive your Scheduling Authorization email 3 weeks before the start of your testing window, contact PTC.

The Scheduling Authorization includes important information including:

- Your PTC Candidate ID number
- Instructions on how to make your Exam appointment with Prometric.

**Applicants who are not approved to sit for the examination or whose applications are incomplete 21 days prior to the first day of the testing window will receive a refund of their application fee minus the \$75 administrative fee. Refunds will be processed approximately 30 days after the end of the testing period.**

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## **EXAMINATION ADMINISTRATION AND SCHEDULING**

The Multiple Sclerosis Healthcare Associate Certification Examination is administered during an established two-week testing window on a daily basis, excluding holidays, at computer-based testing facilities and via live remote proctoring managed by Prometric.

### **Scheduling Examination Appointments**

Follow the steps on your Scheduling Authorization to schedule your examination appointment with Prometric.



- Appointment times are first-come, first-served, so schedule your appointment as soon as you receive your Scheduling Authorization.
- **Candidates who wait until the last minute run the risk of missing out on their preferred date, time, and/or testing center. Candidates unable to schedule an appointment will forfeit their fees.**

After you make your test appointment, Prometric will send you a confirmation email with the date, time, and location of your exam. Check this confirmation carefully and contact Prometric at (800) 741-0934 if you do not receive this email confirmation or if there is a mistake with your appointment.

**Note: International candidates may also schedule, reschedule, or cancel an appointment online at <http://www.prometric.com/CMSC>.**

## Scheduling a Remotely Proctored Examination Appointment

If you prefer to test via live remote proctoring in your home or another quiet distraction-free location, you must provide:

- a computer
- a camera
- a microphone
- a stable internet connection

See our Live Remote Proctoring FAQs for more info: <https://ptcny.com/remote-proctor-faqs/>

- It is the candidate's responsibility to be sure their equipment and workspace meet all of the requirements for Live Remote Proctoring.
- If a candidate makes an appointment for remote proctoring and is unable to test due to not meeting technical requirements or physical requirements of the workspace, the candidate will forfeit their examination fees and will need to follow the transfer policies in place for their exam. See your exam's transfer policies on page 9.

### **IMPORTANT!**

You **MUST** present your current driver's license, passport, or U.S. military ID at the test center. Expired, temporary, or paper driver's licenses will **NOT** be accepted.

The first and last name on your Scheduling Authorization **MUST** exactly match the first and last name on your photo ID.

**Fees will not be refunded for exams missed because of invalid ID.**

## Test Center or Live Remote Proctoring: What's the Difference?

	Test Center Exam	Live Remote Proctored Exam
<b>Additional cost</b>	No	No
<b>ADA Accommodations offered</b>	Yes	Yes – Extra time and private room accommodations only
<b>Breaks allowed</b>	Unscheduled breaks are permitted, however the exam timer will continue counting down.	No breaks are permitted. Candidates must NOT leave camera view until the exam has ended.
<b>Equipment needed</b>	None – Computer provided at test center	Candidate provides their own laptop or desktop computer to take the exam. The computer must have: <ul style="list-style-type: none"> <li>• Webcam</li> <li>• Microphone</li> <li>• Secure, reliable internet</li> </ul> For complete requirements: <a href="http://www.prometric.com/proproctorcandidate">www.prometric.com/proproctorcandidate</a>
<b>Testing space needed</b>	None – testing space provided by the test center	Candidates must test alone at a desk or table in a room with a door and no distractions or interruptions. Other people or pets are not permitted in your testing area.
<b>Check-in procedure</b>	Candidates must show their current Government-issued photo ID; walk through a metal detector or be wanded by staff; and roll up sleeves and turn out pockets for a visual inspection.	Prior to check-in, the candidate's equipment needs to pass a compatibility check.  During check-in, candidates must show their current Government-issued photo ID; perform a 360° scan of the room using their camera; and roll up sleeves and turn out pockets for a visual inspection.
<b>Monitoring</b>	Proctors monitor candidates through video and physical walkthroughs in the testing room.	Remote proctors monitor candidates through video and audio, as well as ProProctor security software.

*This information is provided as a courtesy summary and may not represent full requirements or specifications for in-person testing or live remote proctored testing. For Live Remote Proctored FAQs, visit <https://ptcny.com/remote-proctor-faqs/>*

## Rescheduling Examination Appointments within a Testing Period

Candidates can reschedule their examination appointments within the same testing period as long as the request is submitted within the timeframe described below. Reschedule within the permitted time frame by calling or going to the Prometric website: <http://www.prometric.com/CMSC>.

Time Frame	Reschedule Permitted?	Stipulations
Requests submitted 30 days or more before the original appointment	Yes	None
Requests submitted 29 to 5 days before the original appointment	Yes	Candidate must pay Prometric a rescheduling fee of \$50.
Requests submitted less than 5 days before the original appointment	No	Candidates who do not arrive to test for their appointment will be considered a no-show and all their examinations fees will be forfeited. Candidates will need to reapply and pay full examination fees for a future testing period.
Requests to reschedule due to technical difficulties during a Live Remote Proctoring appointment	No	Candidates who have technical difficulties during their Live Remote Proctoring appointment will need to transfer to a new window following the policies in this handbook.

## Transferring to a New Testing Period

Candidates unable to take the examination during their scheduled testing period may request a **ONE-TIME** transfer to a future testing period. **There is a transfer fee of \$216.00.** After you have transferred once by paying the \$216.00 fee, you will need to pay the full examination fee in order to transfer a second time; so, ***plan carefully.***

**Note:** requests to transfer to a new testing period must be received within 30 days of your originally scheduled testing period.

Candidates wishing to transfer to a new testing period need to follow the steps below:

1. Go to <http://secure.ptcny.com/apply>.
2. Click "Transfer Existing Application."
3. PTC Support will send you an email letting you know your transfer application was approved and that you can log back into your application and pay the one-time \$216.00 transfer fee.

Call 212-356-0660 if you have any questions regarding the transfer process.

If candidates are unable to attend the examination on the date for which they registered and elect not to transfer to another testing period, the application will be closed and all fees will be forfeited. There will be no refund of fees.

The transfer fee is based on costs and is not punitive in nature. The transfer fee must be paid at the time the request is approved.

Note: Transferring your Examination only refers to instances when a candidate is unable to take their exam during a testing period for which they have already applied. Candidates who did not pass their examination and are retaking the examination need to pay the full Examination Fee.

### Failing to Report for an Examination



If you fail to report for an examination, you will forfeit all fees paid to take the examination. A completed application form and examination fee are required to reapply for the examination.

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## EXAMINATION FEES

Fee Type	Amount	Details
Application Fee	US \$235.00	<ul style="list-style-type: none"> <li>• Non-refundable</li> <li>• Non-transferable</li> <li>• Includes testing center fees</li> <li>• Includes non-refundable \$75 administrative fee</li> </ul>
Rescheduling Fee (29-5 days prior to scheduled appointment; see page 9)	US \$50.00	<ul style="list-style-type: none"> <li>• <b>Applies to candidates who need to move their appointment within their current testing period</b></li> <li>• Payable directly to Prometric</li> <li>• Reschedule with Prometric online or over the phone</li> </ul>
Transfer Fee (Moving to a new testing window; see page 9)	US \$216.00	<ul style="list-style-type: none"> <li>• <b>Applies to candidates who need to move to a new testing period</b></li> <li>• Must submit new application &amp; fee to PTC</li> </ul>

**There will be no refund of fees unless applicants are ineligible for the examination.**

**Ineligible candidates will be refunded their fees minus an administrative fee.**

**No refunds will be issued for applying for the incorrect examination or testing period, for failing to make an examination appointment, or for failing to appear at your scheduled appointment.**



**Be advised: Prometric does not have the authority to grant transfers to another testing period or refunds.**

## **Veterans Administration Employees**

Current employees of the Veterans Administration may sit for the MSHA Examination for a \$50 discount.

If you are currently employed by the VA, you will be asked to upload a copy of your VA ID card at the time of application.

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## **TEST ACCOMMODATIONS**

CMSC and PTC support the intent of and comply with the Americans with Disabilities Act (ADA) and will take steps reasonably necessary to make testing accessible to persons with disabilities covered under the ADA. According to the ADA, an individual with a disability is a person who has a physical or mental impairment that substantially limits a major life activity (such as seeing, hearing, learning, reading, concentrating, or walking) or a major bodily function (such as neurological, endocrine, or digestive system).

The information you provide and any documentation regarding your disability and test accommodations is confidential and is not included in scoring or reporting.

All approved testing accommodations must maintain the psychometric nature and security of the examination. Accommodations that fundamentally alter the nature or security of the exam will not be granted. Note that accommodations for an examination (test accommodations) may not be the same as accommodations provided by your employer for your job. You can find more information about testing accommodations under the Americans with Disabilities Act ([www.ada.gov](http://www.ada.gov)).

Requests for Test Accommodations must be uploaded with the candidate's application and fees at least 8 weeks before the start of your testing period. You must complete and upload both Part 1 and Part 2 of this Form at the same time. Missing information or incomplete Forms will result in a delay in processing. **If your Form is incomplete and/or not received at least 8 weeks before the start of the testing period, we cannot guarantee that we can make these test accommodations in time for you to test and you may need to transfer to another testing period and pay the transfer fee.**

To request test accommodations, follow these 3 steps:

1. Download the Request for Test Accommodations Form, available from [www.ptcny.com](http://www.ptcny.com) or by calling PTC at (212) 356-0660.
2. Complete Test Accommodations Form with your doctor/healthcare professional.
3. Upload the completed and signed Request for Test Accommodations Form with the online exam application. Submit your application at least 8 weeks prior to the start of your chosen testing period.

### **NOTES:**

- Only those requests made and received on the official Request for Test Accommodations Form will be reviewed.

- All requests must be made at the time of application. Accommodations cannot be added to an existing exam appointment.
- Do not go to [www.prometric.com](http://www.prometric.com) or contact Prometric to request test accommodations as they are not authorized to approve accommodations. All requests for test accommodations must be submitted on the PTC Request Form.
- If you need to use your cell phone or another electronic device to monitor a medical condition, such as diabetes, please be sure to include this on Part 1 of the Request for Test Accommodations Form so that we can notify Prometric in advance.
- If you are a nursing parent and will need to use a breast pump during your exam, please complete Part 1 of the Request for Test Accommodations Form and submit it at least 8 weeks before your testing period to allow time to make suitable arrangements at the test center.

Only pre-approved test accommodations will be permitted on the day of the examination. Test center personnel are not authorized to make any changes to the test accommodations on the day of the testing session and any such change may result in your examination score being canceled.

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## PREPARING FOR THE EXAMINATION

- Check your driver’s license, passport, non-driver state issued ID or U.S. Military ID.
  - Is it expired?
  - Does the first and last name on your ID match the first and last name on your Scheduling Authorization email?
  - Proctors at the Prometric testing center will refuse admission to candidates with expired ID, IDs with names that do not match their records, and temporary paper IDs. Candidates will be marked as no-shows and will forfeit their exam fees.
- Check your PTC Scheduling Authorization email and Prometric Appointment Confirmation email to make sure everything is accurate (i.e., your first and last name, exam name, appointment date, time and location).
- Make yourself familiar with the location of your test center and parking options and check the weather and traffic conditions before you leave for the test center. Allow plenty of time as late arrival may prevent you from testing.
- In the event of inclement weather, check the Prometric website for site closures: <https://www.prometric.com/closures>
- Prometric’s website provides information on what you can expect on your test day, including a walkthrough of check in and security procedures: <https://www.prometric.com/test-center-security>.

- This Handbook provides the Content Outline for the Examination (see appendix). Use this to help you start studying for the examination.
- Review What to Expect at the Test Center and Rules for the Examination on the next pages before your appointment.
- Review the Prometric exam software tutorial here:  
<https://ptcny.com/pdf/prometricsoftwaretutorial.pdf>

## Testing via Live Remote Proctoring

- Be sure to check your system compatibility BEFORE you schedule and again before your appointment.
- The check in process is about 30 minutes long and is not factored into your appointment. Be sure to log into ProProctor to start your exam at least 30 minutes prior to your appointment time.
- Candidates are not permitted to take a break during the examination and must stay within camera view at all times.
- **CANDIDATES MUST VERBALLY NOTIFY THE PROCTOR BEFORE LEAVING CAMERA VIEW.** Failure to do so may result in termination of your examination and nullifying scores.
- **No scratch paper is allowed.** Be sure your workspace is clear of any extra items and electronic devices except for your government issued photo ID.
- Read the Live Remote Proctoring FAQs here: <https://ptcny.com/remote-proctor-faqs/>

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## WHAT TO EXPECT AT THE TESTING CENTER

- Candidate Check-In
  - Candidates will be asked to:
    - present their IDs.
    - empty and turn out their pockets.
    - walk through a metal detector or get “wanded”.
  - Eyeglasses, jewelry, and other accessories will be inspected.
    - Jewelry other than wedding and engagement rings is prohibited.
    - Leave these at home or place them in your locker.
  - Religious headwear may be worn into the testing room; however, it is subject to inspection by test center staff.
  - Prometric provides lockers to store purses, backpacks, mobile phones, jackets, food, drinks and medical supplies.
  - Water in a clear plastic container (no labels) may be brought into the testing room.
- During the Exam
  - No breaks are scheduled during the exam.
  - Candidates are only permitted to leave the testing room to use the restroom or access food, drink, or medicine from their assigned locker. The exam timer will NOT be paused.
  - Smoking is prohibited at the testing center.
  - All examinations are monitored and may be recorded in both audio and video format.

- Keep in mind:
  - Other exams will be administered at the same time as your examination.
  - You may hear ambient noises such as typing, coughing, or people entering and exiting the testing room that cannot be avoided.
  - Prometric is unable to provide a completely noise-free environment.
  - Headphones may be requested to minimize the impact of ambient noise.
  - Proctors will periodically walk through the testing room as part of their monitoring process.

See [Prometric's website](#) for more information about what to expect on testing day.

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## RULES FOR THE EXAMINATION

Read the information below carefully. You are responsible for adhering to the examination rules while at the testing center.

⇒ **DO NOT BRING**

These items are strictly prohibited at the testing center. Leave these items in your car or your assigned locker.

- Cell phones and all other electronic devices
- Watches
- Jackets/coats/bulky clothing such as sweatshirts
- Hats (except hats worn for religious reasons)
- Jewelry, including watches and wearable technology.



- ⇒ You may NOT access the following at any time during your exam or breaks: papers, books, any reference materials; electronic devices including your cell phone. Candidates may access the following items from their locker: snacks, drinks, medicine, or other personal healthcare items.
- ⇒ No questions concerning content of the examination may be asked during the examination session. Read carefully the directions that are provided on screen at the beginning of the examination session.
- ⇒ You are prohibited from leaving the testing room while your examination is in session, except for going to the restroom. Candidates who do go to their lockers or the restroom will need to repeat the security screening before being permitted to reenter the testing room. **Candidates who leave the center will have their examinations terminated.**
- ⇒ See [Prometric's statement on Test Center Security](#) for more information.
- ⇒ Contact PTC at (212) 356-0660 or [www.ptcny.com/contact](http://www.ptcny.com/contact) with any questions about the Examination Rules.

**Irregular or improper behavior that is observed, made apparent by statistical analysis, or uncovered by other means before, during or after the examination will be considered a violation of these rules and may constitute grounds for invalidation of a candidate's examination. CMSC will initiate an investigation and request suitable analyses and appropriate documentation.**

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## TESTING CONDITIONS OR EXAMINATION FEEDBACK

Any candidate who feels that the examination effort was negatively impacted by the test center conditions should notify the proctor immediately. The situation should also be reported to PTC at [www.ptcny.com/contact](http://www.ptcny.com/contact) within 15 business days of the test appointment. Any comments about the test itself should also be reported to PTC at [www.ptcny.com/contact](http://www.ptcny.com/contact) within 15 business days of the test appointment.

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## REPORT OF RESULTS

Candidates will be notified via email by PTC within approximately 4 weeks after the test window ends whether they have passed or failed the examination. Scores on the major areas of the examination and on the total examination will be reported.

### Confidentiality of Examination Scores

CMSC will release the individual test scores ONLY to the individual candidate. Any questions concerning test results should be referred to CMSC or PTC.

### Requesting an Examination Score Validation

Candidates who fail the examination may request a score validation of their data file. Score validation is a manual check of the data file by the testing service to determine if there have been any errors in scoring. Although the probability of such an error is extremely remote, this service is available. Requests for score validation must be received by PTC no later than 90 days after the date of the examination by completing and returning the Exam Score Validation form on [www.ptcny.com](http://www.ptcny.com) with payment of \$35. Candidates who fail the examination will not be permitted to see the examination questions. For reasons of test security, no candidate is allowed to review the examination or any of its items.

To ensure correct reporting of results, PTC automatically performs score validations of examinations of candidates who score within 3 points of passing as a quality control measure. Thus, it is extremely doubtful that any examination results will change from “fail” to “pass” through score validation.

### Reexamination

The Multiple Sclerosis Healthcare Associate Examination may be taken as often as desired, upon filing of a new Application and fee. There is no limit to the number of times the examination may be repeated.

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## SCORING PROCEDURE

Prior to administration of the examination, representatives from the CMSC Certification Committee and the Professional Testing Corporation meet to review all test items for accuracy. At this meeting, the passing score for the examination is set using recognized psychometric methods. The passing score represents the number of test items determined necessary for the candidate to answer correctly to be considered as having minimal basic knowledge of multiple sclerosis.

To protect the security and integrity of the certification examination, neither CMSC nor the Professional Testing Corporation will release examination items, candidate responses, or keys to any candidate or agency.

## Setting the Passing Score

To ensure that pass/fail decisions are based on sound testing practices, CMSC uses a criterion referenced standard setting methodology.

The passing score for the Multiple Sclerosis Healthcare Associate Certification Examination represents an absolute standard and is determined using the modified Angoff technique, a well-established, and widely adopted, consistent approach in the testing industry. A panel of subject matter experts carefully evaluate each item on the examination and estimate the probability that each individual question will be answered correctly by a minimally competent/just qualified candidate. The recommended passing score is then reviewed and approved by CMSC.

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## EXAMINATION SECURITY

Candidates seeking admission to take the examination do so for the purpose of pursuing registration, and for no other purpose. Because of the confidential nature of the examination, candidates may not make or keep copies, excerpts, or notes of examination materials, and to not use or divulge information learned from the examination. The examination is the exclusive property of CMSC and candidates may not use examination information in any way without the express prior written consent of CMSC.

The MSHA examination is confidential. Candidates are required to sign a confidentiality agreement prior to the start of the examination.

Candidates agree to abide by the testing rules in effect at the time of their test appointment. CMSC, PTC, and/or Prometric staff may refuse a candidate admission to the examination if they do not have the proper identification as detailed in the Candidate Handbook. Candidates who do not abide by the testing rules may have their exam terminated during the exam administration in order to maintain a secure and proper exam administration and/or have their exam scores invalidated.

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## ATTAINMENT OF REGISTRATION & RECERTIFICATION

Eligible candidates who pass the Certification Examination for Multiple Sclerosis Healthcare Associate are eligible to use the registered designation MSHA after their names and will receive electronic certificates from the CMSC. A registry of certified Multiple Sclerosis Healthcare Associates will be maintained by the CMSC and may be reported in its publications.

Certification as a Multiple Sclerosis Healthcare Associate is recognized for a period of five years at which time the candidate must retake and pass the current Certification Examination for Multiple Sclerosis Healthcare Associate or meet such alternative requirements as are in effect at that time in order to retain certification. Additional information can be found at <https://secure.ptcny.com/recert/clients/msha>.

Your electronic certificate will be issued by the CMSC administrative office within 4-6 weeks after your score report has been received.

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## REVOCATION OF REGISTRATION

Registration will be revoked for any of the following reasons:

1. Falsification of Application.
2. Revocation of current healthcare credential or license.
3. Misrepresentation of certification status.

The Appeals Committee of the CMSC provides the appeal mechanism for challenging revocation of Board Certification. It is the responsibility of the individual to initiate this process.

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## CONTENT OF THE EXAMINATION

The Multiple Sclerosis Healthcare Associate Certification Examination is a computer-based examination composed of a maximum of 100 multiple-choice, objective questions with a total testing time of two (2) hours. The content for the examination is described in the Content Outline below.

The questions for the examination are obtained from individuals with expertise in multiple sclerosis care and are reviewed for construction, accuracy, and appropriateness by the CMSC.

CMSC, with the advice and assistance of the Professional Testing Corporation, prepares the examination.

The Multiple Sclerosis Healthcare Associate Certification Examination will be weighted in approximately the following manner:

I.	Fundamentals of Multiple Sclerosis	25%
II.	Multidisciplinary Management of Multiple Sclerosis	60%
III.	Patient Empowerment	15%

### **I. FUNDAMENTALS OF MULTIPLE SCLEROSIS**

- A. Disease Process
  1. Definition of the disease
  2. Theories of Cause
  3. Epidemiology
- B. Diagnosis of Multiple Sclerosis
  1. How is the diagnosis is made
  2. Presenting Clinical Symptoms
  3. Diagnostic Testing
- C. Clinical Course and Natural History
  1. Relapsing Forms of MS
  2. Progressive Forms of MS
    - a. Primary Progressive
    - b. Secondary Progressive
  3. Radiologically Isolated Syndrome
  4. Clinically Isolated Syndrome (CIS)
  5. Advanced Disease
  6. Pediatric MS

## **II. MULTIDISCIPLINARY MANAGEMENT OF MULTIPLE SCLEROSIS**

- A. Relapse
  - 1. Definition and Recognition
  - 2. Interventions
- B. Disease Modifying Therapies
  - 1. Purpose
  - 2. Disease Modifying Agents
  - 3. Immunosuppressants
  - 4. Infusible Medications
  - 5. Oral Medications
  - 6. Other
- C. Symptoms/Rehabilitation Strategies/Pharmacologic Interventions
  - 1. Fatigue
  - 2. Pain
  - 3. Spasticity
  - 4. Tremor and Incoordination
  - 5. Weakness
  - 6. Altered Mobility and Balance Problems
  - 7. Visual Impairment
  - 8. Cognitive Dysfunction
  - 9. Elimination Dysfunction
  - 10. Altered Speech and Swallowing
  - 11. Sexual Dysfunction
  - 12. Altered Sensation
  - 13. Depression/Anxiety
  - 14. Other
- D. Health Maintenance
  - 1. Wellness Strategies
  - 2. Prevention of Complications
  - 3. Rehabilitation
- E. Psychosocial Issues
  - 1. Response to Chronic Illness
  - 2. Support Network
  - 3. Cultural Factors
  - 4. Family and Relationships
  - 5. Vocational Options
  - 6. Financial Concerns
  - 7. Abuse and Neglect
  - 8. End of Life Issues
- F. Complementary and Alternative Therapies
- G. Adherence to Treatment
- H. Models of Care

## **III. PATIENT EMPOWERMENT**

- A. Advocacy
  - 1. Patient Rights
  - 2. Negotiating the Healthcare System

**B. Patient and Family Education**

1. Disease Specific Issues
2. Goal Setting/Life Planning
3. Community Resources
4. Legal Issues
5. Advance Directives
6. Clinical Research

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## SAMPLE EXAMINATION QUESTIONS

In the following questions, choose the one best answer.

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1. If an individual reports falling by catching his toe when walking with a walker, the most appropriate recommendation would be to

1. suggest changing footwear.
2. refer to physical therapist.
3. use a single point cane.
4. start using a wheelchair.

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2. The fatigue often experienced by individuals with multiple sclerosis is most likely to be worsened by

1. cold.
2. heat.
3. high altitudes.
4. animal dander.

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3. Which of the following is an example of an advance directive?

1. Living will
2. Treatment plan
3. Informed consent
4. Patient Bill of Rights

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4. Relapsing multiple sclerosis can best be defined as periods of stability that are

1. followed by slow worsening over time.
2. intermittent and come and go throughout the day.
3. of less than 12 hours duration and then resolve.
4. suddenly changed with altered function due directly to the disease.

ANSWER KEY	
Q	A
1	2
2	2
3	1
4	4

## REFERENCES

The Consortium of Multiple Sclerosis Centers (CMSC) has prepared a suggested reference list to assist in preparing for the Multiple Sclerosis Healthcare Associate Certification Examination. These references contain journals and textbooks which include information of significance to multiple sclerosis care. Inclusion of certain journals and textbooks on this list does not constitute an endorsement by the CMSC of specific professional literature which, if used, would guarantee candidates successful passing of the certification examination.

JOURNALS	
MS Journal	<a href="http://msj.sagepub.com">http://msj.sagepub.com</a>
MS and Related Disorders	<a href="http://www.msard-journal.com">http://www.msard-journal.com</a>
Neurology	<a href="http://www.neurology.org">http://www.neurology.org</a>
International Journal of MS Care	<a href="http://www.ijmsc.org">http://www.ijmsc.org</a>
JOURNAL ARTICLES	
Celius EG, Thompson H, Pontaga M, et al. Disease progression in multiple sclerosis: a literature review exploring patient perspectives. <i>Patient Perfer Adherence</i> . 2021;15:15-27. <a href="https://pubmed.ncbi.nlm.nih.gov/33447018">https://pubmed.ncbi.nlm.nih.gov/33447018</a>	
Solomon AJ, Bourdette DN, Cross AH, et al. The contemporary spectrum of multiple sclerosis misdiagnosis: a multicenter study. <i>Neurology</i> . 2016;87(13):1393-1399. <a href="https://ncbi.nlm.nih.gov/pmc/articles/PMC5047038">https://ncbi.nlm.nih.gov/pmc/articles/PMC5047038</a>	
Solomon AJ, Pettigrew R, Naismith RT, Chahin S, Kriger S, Weinshenker B. Challenges in multiple sclerosis diagnosis: misunderstanding and misapplication of the McDonald criteria. <i>Mult Scler</i> . 2021;27(2):250-258. <a href="https://pubmed.ncbi.nlm.nih.gov/32162581">https://pubmed.ncbi.nlm.nih.gov/32162581</a>	
Wallin MT, Culpepper WJ, Campbell JD, et al; US Multiple Sclerosis Prevalence Workgroup. The prevalence of MS in the United States: A population-based estimate using health claims data. <i>Neurology</i> . 2019;92(10): e1029-e1040. <a href="https://www.ncbi.nlm.nih.gov/pubmed/3077043">https://www.ncbi.nlm.nih.gov/pubmed/3077043</a>	
Waubant E. Improving outcomes in multiple sclerosis through early diagnosis and effective management. <i>Prim Care Companion CNS Disord</i> . 2012;14(5):PCC.11016co2cc. <a href="https://pubmed.ncbi.nlm.nih.gov/23469314">https://pubmed.ncbi.nlm.nih.gov/23469314</a>	
Xiang XM, Bernard J. Telehealth in multiple sclerosis clinical care and research. <i>Curr Neurol NeurosciRep</i> .2021;21(4):14 <a href="https://pubmed.ncbi.nlm.nih.gov/33646409">https://pubmed.ncbi.nlm.nih.gov/33646409</a>	

## WEBSITES

The International Organization of MS Therapists (IOMSRT)	<a href="http://iomsrt.org">http://iomsrt.org</a>
The International Organization of MS Nurses (IOMSN)	<a href="http://www.iomsn.org">http://www.iomsn.org</a>
Multiple Sclerosis Association of America (MSAA)	<a href="http://www.mysaa.org">http://www.mysaa.org</a>
National MS Society (NMSS)	<a href="http://www.nationalmssociety.org">http://www.nationalmssociety.org</a>
The Consortium of MS Centers	<a href="http://www.mscares.org">http://www.mscares.org</a>

## BOOKS

Nursing practice in MS, Fourth Edition (A Core Curriculum). Editors: June Halper MSN, APN-C, MSCN, FAAN, and Colleen Harris, MN, NP, MSCN
Primer on Multiple Sclerosis. Editor: Barbara S. Giesser. Oxford. 2010
Multiple Sclerosis. Rodriguez M, Kantarci OH, Pirko I. Oxford. 2012
Beer S, Khan F, & Kesselring J. Rehabilitation interventions in multiple sclerosis: an overview. J. Neurol. (2012) 259:199-2008.
Multiple Sclerosis Rehabilitation: From Impairment to Participation. Finlayson, M. Editor. Boca Raton: CRC Press. 2013.

## OTHER PUBLICATIONS

Clinically isolated syndrome (CIS). National Multiple Sclerosis Society. Undated. Accessed April 27, 2021. <a href="https://www.nationalmssociety.org/What-is-MS/Types-of-MS/Clinically-Isolated-Syndrome-(CIS)">https://www.nationalmssociety.org/What-is-MS/Types-of-MS/Clinically-Isolated-Syndrome-(CIS)</a>
How do I manage MS? Part 1: diagnosis and progression monitoring. myCME. Published July 31, 2020. Accessed April 23, 2021. <a href="https://www.mycme.com/courses/how-do-i-manage-ms-part-1-diagnosis-and-progression-monitoring-7195">https://www.mycme.com/courses/how-do-i-manage-ms-part-1-diagnosis-and-progression-monitoring-7195</a>
MRI Protocol and Clinical Guidelines for the Diagnosis and Follow-up of MS. 2018 Revised Guidelines. Consortium of MS Centers. Published February 2018. Accessed April 27, 2021. <a href="https://cdn.ymaws.com/mscares.site-ym.com/resource/collection/9C5F19B9-3489-48B0-A54B-623A1ECEE07B/2018MRIGuidelines%20booklet%20with%20final%20changes%200522.pdf">https://cdn.ymaws.com/mscares.site-ym.com/resource/collection/9C5F19B9-3489-48B0-A54B-623A1ECEE07B/2018MRIGuidelines booklet with final changes 0522.pdf</a>

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