



SPECIALTY  
PHARMACY  
CERTIFICATION  
BOARD

# Handbook

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The policies and procedures specified in this handbook are subject to change without notice.

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## Important Links

[SPCB Website](#)

[Application Center](#)

[PSI Testing Locations](#)

[Special Accommodations Form](#)

[Employment Verification Form](#)

## Introduction

The Certified Specialty Pharmacist (CSP) Candidate Handbook provides essential information about the certification program, including application requirements, examination procedures, and recertification policies.

### About the Specialty Pharmacy Certification Board (SPCB)

Established in 2012, the Specialty Pharmacy Certification Board (SPCB) administers the Certified Specialty Pharmacist (CSP) credential, a non-governmental professional certification program for specialty pharmacists. Originally incorporated as a separate 501(c)(6) organization affiliated with the National Association of Specialty Pharmacy (NASP), SPCB merged with NASP in 2016 and now operates as an unincorporated division of NASP.

The NASP Board of Directors has permanently delegated to the SPCB sole and exclusive authority and autonomy over all certification-related policies, procedures, and certification decisions. This structure ensures the independence, integrity, and credibility of the credentialing programs offered by SPCB.

NASP is a 501(c)(6) non-profit trade association representing all stakeholders across the specialty pharmacy industry. NASP's mission is to empower specialty pharmacy stakeholders to advance the standard of patient care.

### Mission

The mission of the SPCB is to provide independent, verifiable evidence of proficiency in specialty pharmacy practice through a nationally recognized, accredited, and rigorous certification program.

### SPCB Scope and Responsibilities

SPCB is responsible for the development, administration, and ongoing oversight of the CSP credential and related certification initiatives. This includes establishing and enforcing certification policies and procedures; defining eligibility and recertification requirements; and overseeing examination development, administration, and maintenance.

All certification activities are directly aligned with the purpose of the credential and are designed to promote high standards of ethical practice, professional development, and quality patient care within specialty pharmacy.

### Examination Development

The CSP examination is developed and maintained using a formal Job Analysis Study process that reflects current specialty pharmacy practice. This process gathers input from practicing professionals to determine the frequency and criticality of knowledge and skills required for competent practice. Examination content is included only after being validated through this process and approved by subject matter experts in accordance with SPCB exam development policies.

## About the Certified Specialty Pharmacist (CSP) Credential

### Purpose

SPCB developed the Certified Specialty Pharmacist (CSP) credential to recognize pharmacists who have demonstrated intermediate knowledge and skills necessary to provide competent specialty pharmacy services in the United States and Canada.

The CSP credential serves as an indicator to employers, manufacturers, patients, payers, other healthcare providers, and the public that a pharmacist is proficient in specialty pharmacy practice. Specialty pharmacists practice across a wide range of setting including but not limited to retail, hospital, mail order, pharmacy benefit managers, infusion centers, and pharmacy associations, and routinely collaborate with multidisciplinary healthcare teams such as physicians, nurses, pharmacy technicians, case managers, reimbursement specialists, patients, caregivers, and patient advocates.

Individuals who earn the CSP credential have demonstrated knowledge across professional domains that reflect the tasks and responsibilities of specialty pharmacy practice in various care settings. By successfully passing the CSP examination, pharmacists demonstrate their competence in specialty pharmacy-related knowledge areas and their ability to apply this knowledge in professional practice.

The CSP certification program:

- Validates professional expertise in specialty pharmacy practice
- Protects the public
- Distinguishes and advances the specialty pharmacy profession
- Differentiates specialty pharmacists in a competitive job market
- Encourages the development of education and professional development opportunities that enhance specialty pharmacy knowledge and performance
- Recognizes career-long professional development
- Improves understanding of specialty pharmacy-related disciplines

The CSP certification program is developed and administered in compliance with nationally accepted accreditation standards for certification programs.

## Eligibility Requirements

SPCB has established eligibility requirements to ensure the CSP certification process is fair, impartial, and aligned with the purpose of the credential. All applicants must meet all the requirements outlined below.

### Eligibility Criteria

#### Education

- Bachelor of Science in Pharmacy (BS Pharm) or Doctor of Pharmacy (PharmD)

#### Licensure

- Active pharmacist license in good standing, with no current restrictions or pending actions, in the United States or Canada.

#### Continuing Education (CE)

- Completion of **thirty (30) hours** of specialty pharmacy-related CE within the **previous two (2) years**
- All CE hours must be related to specialty pharmacy practice or topics included in the CSP exam content outline
- CE must be accredited by the Accreditation Council for Pharmacy Education (ACPE)
- One (1) hour of continuing education equals one (1) CE credit
- ACPE Universal Activity Numbers (UAN) may only be used once for an initial or recertification application
- No more than **twelve (12) CE hours** may be submitted for any single date
- A maximum of **three (3) CE hours** may be applied from the following topics:
  - Immunizations/Vaccinations
  - Medical Marijuana
- A maximum of **ten (10) hours** may be non-clinical, provided the content relates to pharmacy or healthcare practice
  - Examples include patient assistance programs, benefits investigation (including Medicare and Medicaid), intake process, patient communication, coverage determination, public policy, accreditation programs (such as ACHC, NCQA, URAC), and HIPAA/Privacy policies.
- All CE activities are subject to review and approval by SPCB.
- Credit is granted only for completed and documented activities; no credit is given for networking, social functions, or breaks

#### Specialty Pharmacy Practice Experience

- 3,000 hours of Specialty Pharmacy practice in the previous four (4) years.

#### Background, Code of Conduct, and Application Accuracy Attestation

- Attestation to compliance with the SPCB Code of Conduct
- Disclosure of any felony convictions or state/provincial board suspension
- Reporting of any conviction or Board suspension to SPCB within **fifteen (15) days**
- Attestation to the accuracy and completeness of all application information

## Examination

- Passing score on the CSP examination

## Specialty Experience Requirement Interpretation

Specialty pharmacy practice includes the provision of medications and services for patients with chronic, complex, or rare conditions requiring specialized therapies. These therapies may require special handling or administration, limited or restricted distribution, ongoing assessment, active monitoring, and coordination of care. Specialty pharmacy practice emphasizes patient management, medication adherence, collaboration with healthcare teams, use of metrics to optimize outcomes, and assistance with access to support resources.

Eligible experience may include operational, clinical, or leadership roles involving specialty pharmacy services. Practice settings and roles may include, but are not limited to, staff pharmacists, clinical pharmacists, specialty pharmacists, pharmacy managers, directors, vice presidents, and chief pharmacy officers.

The **3,000-hour requirement** may be met through experience accumulated in various capacities including part-time or mixed practice roles, provided the hours directly involve specialty pharmacy practice.

Examples:

- A pharmacist with 6,000 total work hours who spends approximately 50% of their time working with specialty pharmaceuticals may apply by reporting only the specialty-related hours.
- A pharmacist completing a Post-Graduate Year 1 (PGY-1) residency or practicing in a specialty area for one year **would not** meet the experience requirement.

★ **Application Tip:** PGY-1 and PGY-2 residency hours may be counted toward eligibility **only if** the hours reflect specialty pharmacy practice performed as a licensed pharmacist.

## Eligibility Rationale

SPCB established eligibility requirements to ensure that individuals pursuing the CSP credential possess an appropriate level of education, experience, and demonstrated knowledge necessary to provide specialty pharmacy services at an intermediate level. Please see Appendix A beginning on page 32 for a detailed explanation of rationale for each eligibility requirement.

## Eligibility Verification

Only complete applications are accepted for review. Incomplete applications will be returned, who may correct deficiencies and resubmit the application by the established deadline.

SPCB reserves the right to verify any information submitted as part of the application process.

Verification includes, but is not limited to:

- **Education and Licensure:** Verification of graduation from an accredited school of pharmacy and verification of active licensure with the appropriate state or provincial Board of Pharmacy
- **Continuing Education:** Review of course details, ACPE accreditation, completion dates, credit hours, supporting documentation, and attestation.
- **Specialty Pharmacy Practice Experience:** Supervisor or Human Resource verification through electronic or paper employment verification forms; additional verification may be requested
- **Code of Conduct, Background, and Application Accuracy Attestation:** Review for completeness and compliance with disclosure requirements.

## Becoming Certified

[Click Here to Access Application Center](#)

### Application Requirements

Before applying, candidates should carefully review this handbook. Participation in the CSP credential and examination is *voluntary*. SPCB strictly enforces all eligibility requirements, policies, procedures, and deadlines. Applicants are responsible for ensuring compliance throughout the application process.

Applications are accepted **online only** through the certification platform on the SPCB website and must be completed before submission.

### Application Tips:

- ★ The name on your application and your profile **must exactly match** your government-issued photo identification.
- ★ A unique PID number is assigned when you create your account; reference this number when contacting SPCB.
- ★ An active email address is required for all certification communications, including eligibility notifications and exam scheduling instructions. Use of a personal email address is recommended.
- ★ Add [CSP@naspnet.org](mailto:CSP@naspnet.org) to your "safe senders" list to ensure receipt of certification emails.
- ★ You may complete your application one section at a time. Information is saved automatically, and you may exit and return at any time prior to submission.

### Preparation Checklist

- 

**Degree Information**

Including school name and graduation year.
- 

**Information on All State Licenses**

Including license number, expiration date, and state information.
- 

**Licensure Disciplinary Actions**

If applicable, including resolution information.
- 

**Employment Verification**

For Electronic Verification: Contact information (Name, Email, Title, Address, Phone) for supervisor verifying your hours.  
For Paper Verification: Completed copy of Employment Verification Form.
- 

**Continuing Education (CE)**

Must be submitted as an individual CE record, a transcript is only accepted as proof of completion.
- 

**Payment Information**

Master Card, VISA, Discover, or American Express Accepted

## Applying for the CSP

To apply for certification, submit an application through the certification platform. The application includes sections addressing education, licensure, continuing education (CE), specialty pharmacy work experience, background disclosure, Code of Conduct acknowledgement, and accuracy attestation.

SPCB does **not** receive or review an application until it has been formally submitted by the applicant.

★ **Application Tip:** Applications may only be submitted once employment verification is completed by the employer. Employers with questions regarding verification may contact [CSP@naspnet.org](mailto:CSP@naspnet.org) for assistance.

## Application Processing and Notifications

Candidates will receive several email notifications at key stages of the application process, including:

- **Confirmation of Payment Submission:** Payment alone does not constitute application submission.
- **Confirmation of Application Submission:** Confirms successful submission for review; allow seven (7) to ten (10) days for processing.
- **Application Approval or Denial:** Approved applicants receive exam scheduling instructions; denied applicants receive notification of the reason for denial.
- **Incomplete Application Notification:** Indicates missing information or unmet eligibility requirements. Applicants have **thirty (30) days** from submission to correct deficiencies. Applications not corrected within this time frame will be canceled.

## Testing Accommodations for Candidates with Disabilities

SPCB and its testing vendor provide reasonable and appropriate testing accommodations in accordance with the Americans with Disabilities Act (ADA), as amended, for candidates with documented disabilities who request accommodations and demonstrate need as required by law.

Documentation must support the nature and severity of the disability and enable accommodations to be appropriately matched with functional limitations. All disability-related information is treated as confidential and shared only with SPCB, the testing vendor, and proctors, unless otherwise authorized in writing by the candidate.

Accommodation determinations are based on:

- The specific request
- The nature of the disability
- Submitted documentation
- Appropriateness of the accommodation

Reasonable accommodations do not include changes that fundamentally alter the purpose or integrity of the examination.

Requests for accommodations must be submitted with the application by completing the accommodations section of the application in the certification platform. The "Requests for Accommodations" form is available on the SPCB website and within the platform's "Quick Links" section.

Approved accommodations are coordinated with the testing vendor, who will contact the candidate to schedule an appropriate testing appointment.

### Examination Dates, Deadlines, and Fees

Applicants must submit a completed application and applicable fees by the published deadline for the desired testing window. SPCB strictly adheres to all deadlines to allow adequate processing time ensure testing seat availability.

Testing Window	Application Period	Special Accommodations Form Deadline	Exam Scheduling Begins
January 2 – February 28	October 16 – December 15	November 30	November 1
March 1 – April 30	December 16 – February 15	January 31	January 1
May 1 – June 30	February 16 – April 15	March 31	March 1
July 1 – August 31	April 16 – June 15	May 31	May 1
September 1 – October 31	June 16 – August 15	July 31	July 1
November 1 – December 31	August 16 – October 15	September 30	September 1

### Fees

Application Type	U.S. Fee	Canada Fee
Certification	\$550	\$650
Retesting <sup>1</sup>	\$425	\$525
Recertification <sup>2</sup>	\$300	\$400
Reinstatement <sup>3</sup>	\$350	\$450

### NASP Member Pricing

Eligible NASP members receive discounted application fees. Membership must be active and in good standing at time of application.

- **\$50 discount** on certification and retesting applications
- **\$25 discount** on recertification applications

Discount codes must be applied at time of original application payment.

### Eligibility Appeal

Applicants denied eligibility may submit an appeal through the certification platform within **thirty (30) days** of receiving the adverse decision. Appeals must be based solely on the information originally submitted; no new documentation may be included after the appeal has been submitted.

Certification staff will forward appeals to the SPCB Directors or an appointed appeal review committee. A decision will be issued within **forty-five (45) days** of receipt, with written notice provided within **thirty (30) days** of review. All appeal decisions are final.

<sup>1</sup> Within one (1) year of initial application and exam.

<sup>2</sup> Recertification applications submitted 44 days or less before the expiration of the CSP certification will incur a \$25 expedited processing fee.

<sup>3</sup> Certification expiration date is 60 days or less.

## Scheduling the Exam

[Click Here to View PSI Testing Sites](#)

### Scheduling an Exam

The CSP exam is administered through PSI either at a designated PSI testing centers throughout the United States and Canada or via Live Remote Proctoring (LRP) from a candidate's home or office. A current list of testing centers is available on the PSI website. Testing appointments are generally offered Monday through Friday, with weekend availability at many testing center locations, subject to testing center hours, live remote proctoring availability and scheduling capacity.

Exams are administered during defined testing windows. Candidates may schedule an exam appointment **no earlier two (2) months** prior to the start of their eligible testing window. Appointments outside the approved testing window are not available. Candidates are encouraged to apply at least **one (1) month before** the application deadline to increase the likelihood of securing a preferred exam date, time, and testing format (test center or LRP).

Once an application is approved, candidates will receive an eligibility approval notice. When the scheduling window opens, PSI will email approved candidates with instructions for scheduling an exam appointment. Candidates may schedule their exam **only after** receiving this notification and may do so online or by phone directly with PSI, selecting either a testing center or LRP option.

### Withdrawals, Cancellations, Rescheduling, No Shows, and Transfers

#### *Withdrawing an Application (Before Approval)*

Candidates may withdraw a submitted application **before approval**. Applicants found to be ineligible or who do not correct an incomplete application within **thirty (30) days** of submission are also subject to withdrawal.

- Eligible withdrawals receive a refund **minus a \$100 administrative fee**
- Approved applications cannot be withdrawn

Withdraw requests must be submitted in writing to [csp@naspnet.org](mailto:csp@naspnet.org). Withdrawn applications are canceled in the application in the certification platform. Candidates must submit a new application and fee if they wish to reapply in the future.

#### *Canceling an Approved Application*

Candidates who wish to cancel an **approved** application and exam eligibility may do so **before the end of their approved testing window** by completing **both** of the following steps

1. Cancel the scheduled exam appointment with the testing vendor and obtain confirmation.
  - Appointments must be canceled at least **twenty-four (24) hours** before the scheduled time to remain eligible for a refund
2. Submit a written cancellation request to [csp@naspnet.org](mailto:csp@naspnet.org) after receiving testing vendor confirmation

Eligible cancellations receive a refund **minus a \$150 administrative fee**. Requests received after the testing window closes are not eligible for a refund. Candidates who cancel must submit a new application and fee to reapply.

#### *Rescheduling a Testing Appointment*

Candidates may reschedule an exam appointment **within the same testing window** by contacting the testing vendor at least **48 hours** prior to the scheduled appointment. Rescheduled appointments must occur within the current testing window.

#### *Transferring to Another Testing Window*

Candidates who wish to transfer exam eligibility to the **next testing window** must complete the following steps:

1. Cancel any scheduled exam appointment with the testing vendor at least **48 hours** prior to the appointment and obtain confirmation
2. Submit a transfer request through the certification platform
3. Pay the **\$150 transfer fee** at the time of request

Transfers are limited to **one (1) testing window transfer per application**. SPCB may re-verify licensure before permitting scheduling in the new testing window.

Once an application is transferred:

- It is not eligible for a cancellation refund
- Additional transfers are not permitted
- Failure to test during the transfer window results in forfeiture of all fees

Candidates who do not properly request a transfer must submit a new application and pay all application fees.

### ***Late Testing Appointment Cancellation***

Exam appointment cancellations made less than **48 hours** before the scheduled appointment incur a **\$150 late cancellation fee**, which must be paid before a candidate may schedule a new exam appointment.

### ***Late Arrival or No Show***

Candidates who arrive late will not be admitted to the testing center and will forfeit all fees.

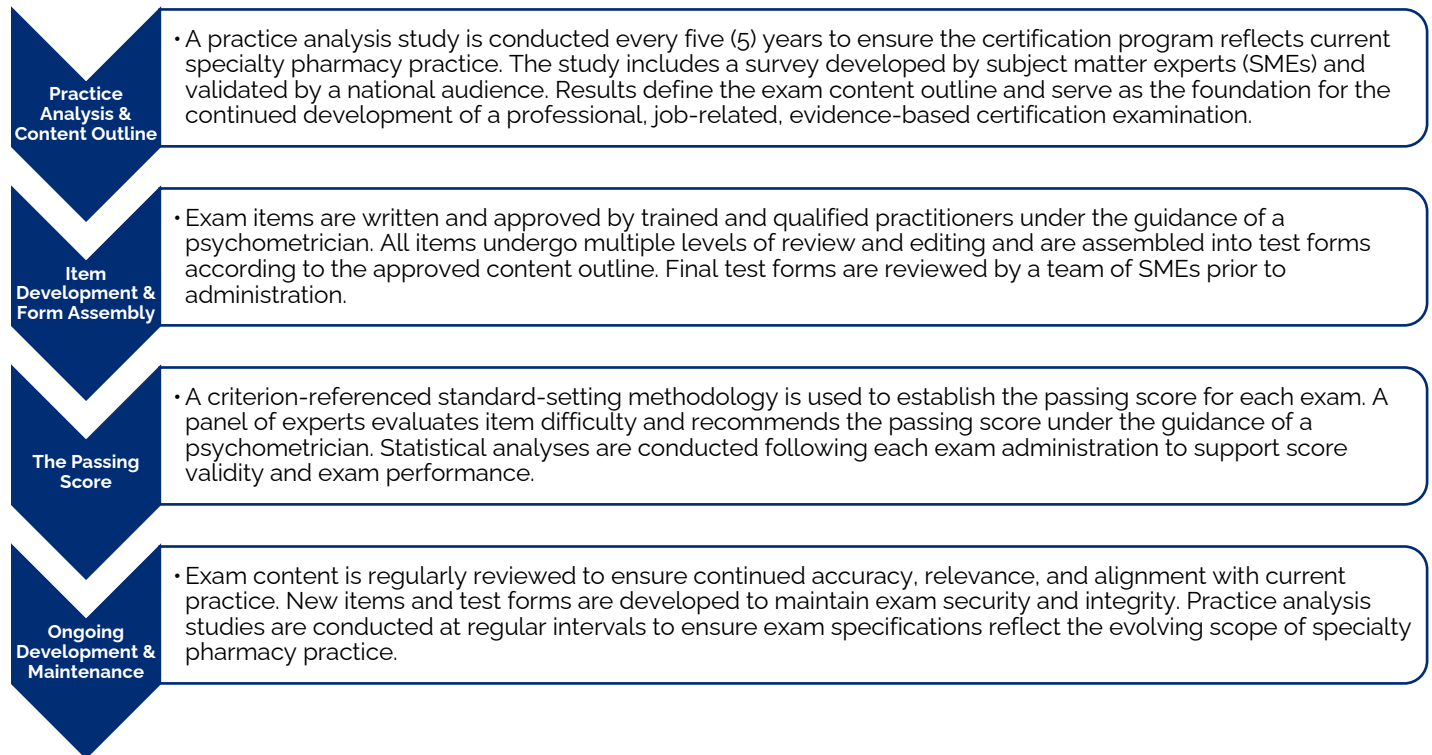
Candidates who fail to appear for their scheduled appointment (no-show) will forfeit all fees.

Late or No-Show candidates must submit a **new application** and remit all applicable fees to reapply.

## Preparing for the Exam

### How the Exam is Developed

SPCB oversees the development and ongoing maintenance of the CSP examination. SPCB works with its contracted testing vendor, PSI, to ensure that the examination is developed and maintained in accordance with generally accepted psychometric principles, professional testing standards, and nationally recognized accreditation requirements for certification programs.



### Exam Format and Content

The CSP exam consists of **125 multiple-choice questions**, including **100 scored items** and **25 unscored pretest items**. Pretest questions are used to evaluate item performance before inclusion as scored questions and are not identified during the exam.

Candidates are allotted **two (2) hours** to complete the computer-based examination. The CSP exam is offered **in English only** and is developed based on specialty pharmacy practice in the United States.

Exam content is based on the CSP Exam Content Outline (ECO) and reflects current specialty pharmacy practice.

### Important Notice Regarding Study Materials and Exam Preparation

SPCB's role is limited to the development and administration of certification exams to assess candidate competence. SPCB does **not** require, provide, accredit, endorse, or recommend any study guides, training programs, review courses, or exam preparation products.

SPCB, Directors, certification staff, committee members, and subject matter experts do not participate in the creation, accreditation, approval, endorsement, or delivery of any educational training or program intended to prepare candidates for the CSP examination.

CSPs are prohibited from direct involvement in the development or delivery of exam preparation or review materials, including but not limited to, study guides, review courses, or boot camps for a period of three (3) years after examination date.

Candidates are encouraged to use the CSP Exam Content Outline as a guide when preparing for the examination.

## CSP Exam Content Outline (ECO)

### I. Intake (12%)

- Understand the coordination of insurance benefits and appropriate application to a prescription (i.e., medical vs pharmacy claim, primary vs secondary insurance, Medicare Part B).
- Understand the steps of a payor's medication approval process, including handling denied claims, coordination of prior authorization, supporting prescriber through appeal process, or recommendation of alternative formulary agent.
- Address patient financial responsibility for medications, including need and eligibility and types of third-party financial assistance in conjunction with out-of-pocket responsibility.
- Verify market access to prescribed medication and triage if unable to provide service to patient.
- Understand and communicate the requirements for Patient Assistance Program (PAP).

### II. Clinical Management (65%)

- Confirm that patient demographic and clinical information is complete, updated, and suitable for specialty services (e.g., diagnosis code, labs, clinical notes).
- Ensure and document clinical appropriateness of prescribed medication (including strength, dose, frequency, and duration).
- Determine optimal site of care and route of administration based on patient preference or payor requirement.
- Provide up-to-date, suitable, evidence-based specialty medication recommendations (e.g., due to formulary restrictions, off-label use, when clinical appropriateness of the medication prescribed cannot be established).
- Evaluate and/or recommend appropriate supportive medications to be dispensed with specialty medication.
- Identify clinical requirements associated with FDA-mandated Risk Evaluation Mitigation Strategies (REMS) therapies.
- Coordinate with patient care teams and caregivers to determine appropriate onboarding services and clinical management program enrollment.
- Establish individualized plans of care with patients to achieve treatment goals.
- Provide initial patient education on medication initiation, administration, adherence, storage, handling and disposal, treatment expectations, strategies for managing adverse events and/or drug/food interactions, and monitoring/follow-up schedule.
- Monitor therapy and follow-up with patient to assess progress with disease management and quality of life.
- Identify and address barriers to adherence (e.g., physical, psychological, cognitive, financial).
- Collaborate with patient care team to assess patient progress and recommend modifications to treatment plan.
- Manage medication disruptions (e.g., drug holiday, surgical procedure, transition of care).
- Educate and manage medication titration, completion, and discontinuation (e.g., dose, de-escalation, pregnancy status, transition of therapy).
- Identify, report, track, and trend medication errors.

### III. Fulfillment (12%)

- Verify delivery content (e.g., ancillary supplies) and proper packaging maintained in accordance with destination of delivery.
- Ensure proper medication storage and handling of non-sterile, sterile, and hazardous medications (ex. temperature, humidity, light, BUD (beyond use date)).
- Verify the integrity and receipt of a medication delivery from wholesaler and/or to a patient (e.g., cold-chain management, fragile components, schedule, carrier, counterfeit).

- Manage compliance with Risk Evaluation Mitigation Strategies (REMS) and limited distribution medication requirements.
- Address, document, report and resolve a shipping exception (e.g., carrier delays, HIPAA breach, misdirection, temperature excursions).
- Facilitate medication replacement due to patient misuse or product failure.

**IV. Outcomes (11%)**

- Collect clinical (e.g., serum viral load (SVR) and patient-reported (e.g., adverse reactions, RAPID-3, MSIS-29) data based on disease state parameters and medication goals of therapy.
- Analyze and interpret clinical and patient-reported data to measure effectiveness and appropriateness of therapeutic treatment.
- Collect and analyze operational data (e.g., financial metrics, process metrics, phone abandonment rate, turnaround time) to determine strength and quality of service offerings.
- Identify and understand the role of data reporting for internal and external stakeholders.
- Compare outcomes to available benchmarks to evaluate program quality.
- Design and implement quality improvement programs based on outcomes.
- Compare outcomes to available benchmarks to evaluate program quality.
- Design and implement quality improvement programs based on outcomes.

A variety of disease states associated with specialty pharmacy are included in the exam questions. Exam questions include the disease states listed below:

Disease State	Percent of Exam	Specific/General Coverage
Inflammatory Diseases (e.g., Dermatology, Rheumatoid Arthritis, Irritable Bowel Disease)	20%	Specific
Oncology & Hematology	15%	Specific
Multiple Sclerosis	10%	Specific
Neurology (e.g., Parkinson's Disease, Huntington's Disease, Tardive Dyskinesia, Seizure)	8%	General
Pulmonary (e.g., Asthma, Pulmonary Arterial Hypertension, RSV, Pulmonary Fibrosis)	8%	General
Hepatitis (e.g., HCV)	6%	Specific
Cystic Fibrosis	6%	Specific
Endocrine (e.g., Osteoporosis, Growth Disorders)	5%	General
Infectious Disease (e.g., HIV, CMV)	5%	General
Solid Organ Transplant	5%	General
Bleeding Disorders (e.g., Hemophilia, Von Willebrand Disease)	5%	General
Cardiology (e.g., Lipid, Amyloidosis)	4%	General
Immunoglobulin & Enzyme Deficiencies	3%	General

**Specific Coverage:** Exam items may assess both foundational knowledge and more specialized aspects of the disease state:

**General Coverage:** Exam items assess foundational-level knowledge appropriate for specialty pharmacy practice.

## Sample Questions

CSP exam questions are similar in type and format to the sample questions below.

- 1. A patient is prescribed an oral oncology agent. Which of the following should a pharmacist assess and document before dispensing?**
  - A. Kidney Function, Liver Function, Concurrent Medications
  - B. Liver Function, Lung Function, Inhaler Technique
  - C. Cardiac Function, Liver Function, Lung Function
  - D. Kidney Function, Liver Function, Vitamin D Levels
- 2. When verifying a home delivery location for a self-administered medication, what should a specialty pharmacy do?**
  - A. Confirm the delivery location, explain the expected date of delivery, and confirm that someone will be available to accept delivery.
  - B. Explain the expected delivery date, confirm that a nurse will be available to accept delivery, and ship to the physician's office.
  - C. Explain that the expected delivery dates are scheduled upon the initial receipt of the prescription.
  - D. Confirm the delivery location, confirm that a nurse will be available to accept delivery, and ship to the patient's address.
- 3. Which of the following HIV drug classes have been most commonly cited as causing hepatotoxicity?**
  - A. Entry Inhibitors
  - B. Integrase Inhibitors
  - C. Nucleoside Reverse Transcriptase Inhibitors
  - D. Protease Inhibitors
- 4. PJ has been experiencing a burning sensation when she injects her Avonex® (interferon beta-1a) once a week. She rotates her sites and has good injection technique. What advice could be offered to PJ?**
  - A. Drink plenty of water after injections.
  - B. Take a pain/fever reducer prior to injection.
  - C. Take Avonex® (interferon beta-1a) out of the refrigerator 30 minutes prior to injection to allow it to reach room temperature.
  - D. Store Avonex® (interferon beta-1a) at room temperature to make injections more comfortable.
- 5. Which of the following is of greater concern with bisphosphonates than with Xgeva® (denosumab)?**
  - A. Renal Dysfunction
  - B. Hypocalcemia
  - C. Osteonecrosis of the jaw
  - D. Hypophosphatemia
- 6. Which of the following data points can be evaluated by a manufacturer seeking to revise a clinical monitoring REMS requirement from a medication?**
  - A. Difficulty for the patient to obtain the required clinical monitoring.
  - B. Percentage of approvals by payers for patients to initiate therapy.
  - C. Cost of the clinical monitoring to the healthcare community.
  - D. Frequency and severity of the specified clinical event in patients on the medication.

### Answer Key:

- |      |      |      |
|------|------|------|
| 1. A | 3. D | 5. A |
| 2. A | 4. C | 6. D |

## Taking the Exam

[Click Here to View PSI Testing Sites](#)

### Testing Sites

The CSP exam is a computer-based, multiple-choice examination administered at PSI testing centers throughout the United States and Canada or via Live Remote Proctoring (LRP) from a candidate's home or office. Testing sites are selected to provide controlled, secure, and a standardized testing environment for all candidates.

### Test Center Administrator

All exam administrations are monitored by qualified proctors trained by SPCB's testing vendor, PSI. Test Center Administrators are responsible for verifying candidate identification, seating candidates, enforcing security procedures, monitoring testing activity, and addressing candidate misconduct.

### Identification Requirements

Candidates must present a valid, government-issued photo identification to be admitted to the testing site or to test via LRP. Acceptable primary identification must include both a photograph and signature and may include:

- Government-Issued Driver's License
- Passport
- Citizenship Card
- Age of Majority Card
- Military Issued Identification Card

**IMPORTANT:** The name and photograph on the identification must exactly match the candidate. Candidates who do not present acceptable identification will not be admitted, and all fees will be forfeited.

### Test Site Security and Exam Day Rules

PSI administers the CSP exam using standardized procedures and strict security protocols to ensure fairness and consistency. Candidates are required to follow all testing site or LRP rules. Failure to comply may result in the termination of the exam session, invalidation of the exam scores, and/or disciplinary action.

#### *In-Person Testing Sites*

The following rules are enforced on exam day:

- Candidates must arrive at least **fifteen (15) minutes** before the scheduled start time. Late arrivals will not be seated, and all fees are forfeited.
- Only approved identification is permitted in the testing room.
- Study materials, notes, documents, or reference materials are not permitted in the examination area and may not be removed from the testing room.
- Observation of candidates occurs during testing, along with the enforcement of security procedures.
- Electronic devices and personal items including cell phones, bags, purses, reading materials, and other personal items are prohibited. Items brought to the test center will be stored in a secure area inaccessible during testing. Candidates are encouraged to leave personal items at home.
- Candidates may not communicate with anyone other than the proctor during the exam.
- Questions regarding exam content may not be asked before, during, or after the exam. Proctors may address procedural questions (e.g., time remaining) but may not interpret or explain exam content.
- Candidates must complete the exam questions independently. Collaboration, sharing information, or any form of cheating is prohibited and may result in score cancellation, ineligibility for future exams, and/or disciplinary action.
- Exam questions may not be discussed or disclosed during or after exam administration. Such actions violate ethical responsibilities, exam security, and copyright protections.
- Food and beverages are not permitted in the testing room.
- Guests, including children, are not allowed in the testing center.
- Candidates should complete the exam quietly and avoid disturbing others.
- Online whiteboard/note pad tool is available within the secure exam browser. Outside whiteboard/paper is not permitted.

- Use of a basic 4-function calculator is permitted; an electronic calculator is available within the secure exam browser. Outside calculator is not permitted.

Candidates are encouraged to dress comfortably, including layers clothing, as room temperatures may vary.

### **Live Remote Proctoring (LRP)**

The following rules are enforced on exam day:

- Candidates must login at least **fifteen (15) minutes** before the scheduled start time to test computer equipment. Late arrivals will not be seated, and all fees are forfeited.
- Candidates will need to install PSI's secure testing browser, have access to a computer with a camera and microphone, and perform a security and bandwidth check prior to exam start.
- Only approved identification is permitted in the exam setting/workspace. Candidates will need to authenticate identity via the secure testing browser during check-in prior to exam start.
- Exam setting and workspace (desk or table) must be in a private space, not an open public area and be free from clutter. A 360-degree room scan, a desk surface scan, and a floor to ceiling scan will be performed during online check-in.
- Candidates must remain at workspace area for the duration of the exam; breaks are not permitted.
- Workspace must be well lit with proper lighting.
- Guests, including children, are not allowed in the exam setting/workspace.
- Candidates must have entire face visible to the camera for the duration of the exam. The online proctoring software will detect candidate's face throughout the exam.
- Both hands must be on or above workspace area at all times.
- Candidates must avoid covering their mouth, talking, whispering, or moving lips during the exam.
- Candidates are not allowed to screenshot test screens or the test results page.
- Observation and recording of candidates occurs during testing, along with the enforcement of security procedures.
- Candidates may not communicate with anyone other than the online proctor during the exam.
- Questions regarding exam content may not be asked before, during, or after the exam. Proctors may address procedural questions (e.g., time remaining) but may not interpret or explain exam content.
- Candidates must complete the exam questions independently. Collaboration, sharing information, or any form of cheating is prohibited and may result in score cancellation, ineligibility for future exams, and/or disciplinary action.
- Exam questions may not be discussed or disclosed during or after exam administration. Such actions violate ethical responsibilities, exam security, and copyright protections.
- Only approved identification is permitted in the exam setting/workspace.
- Electronic devices and personal items including cell phones, bags, purses, reading materials, and other personal items are prohibited in the exam setting/workspace.
- Hats, food, and gum are not allowed. Candidates may have water in a clear container with no labels.
- Online whiteboard/note pad tool is available within the secure exam browser. Outside whiteboard/paper is not permitted.
- Use of a basic 4-function calculator is permitted; an electronic calculator is available within the secure exam browser. Outside calculator is not permitted.
- Study materials, notes, documents, or reference materials are not permitted in the exam setting/workspace.

**IMPORTANT NOTE ON BREAKS:** Breaks are not permitted during examinations administered via Live Remote Proctoring (LRP). Candidates who may need a break during the examination must schedule their exam at an authorized testing center.

### **Candidate Feedback**

Candidates may note any exam items they believe are unclear during testing. PSI forwards this feedback to SPCB for review as part of the exam's quality assurance and evaluation process. Candidates will not receive individual feedback regarding specific item decisions.

### **Candidate Misconduct**

Any individual suspected of cheating or violating exam policies is subject to SPCB's disciplinary policies and procedures. PSI reports incidents of suspected misconduct, disturbances, attempts to remove materials or other

testing irregularities to SPCB for investigation.

SPCB reserves the right to investigate any suspected misconduct or irregularity. Disciplinary actions may include exam termination, invalidation of scores, or additional sanctions as outlined in SPCB's policies.

### **Copyright and Exam Security**

All proprietary rights to the CSP exam, including copyright, are held by the SPCB. Candidates must adhere to strict guidelines regarding the handling of exam content. Reproduction, distribution, disclosure, or reconstructions of any portion of the exam, by any means, is strictly prohibited and may violate copyright law.

Violations may include, but are not limited to, removing materials from the testing room; assisting others in reconstructing exam content; posting content online; or selling or distributing exam materials. SPCB investigates all alleged violations and may pursue legal action when warranted. Exam scores may be invalidated, and certification may be permanently revoked if violations are substantiated.

### **Testing Irregularities**

Testing irregularities may include disturbances, unauthorized communication, receipt or provision of assistance, or attempts to remove exam materials. PSI and the SPCB investigate all irregularities, including those identified through post-exam statistical analysis.

Based on the findings, SPCB may invalidate exam scores or direct that an exam is not scored. When appropriate, affected candidates may be permitted to retake the exam without charge. Candidates will be notified of the reason for score cancellation and any available options. Appeal processes do not apply to testing irregularities.

## After the Exam

### Notification of Exam Results

Candidates receive their score report **immediately at the testing site** following exam administration.

**Passing Score Reports:** Include a decision outcome (“pass”), official notification of certification (e.g., certificate), and recertification requirements.

**Failing Score Reports:** Include a decision outcome (“fail”), the candidate total score, the passing score, performance in each content domain, the type of score reported (e.g., raw), appropriate uses and potential misuses of reported score information and re-examination information.

SPCB staff and PSI do not release exam results by telephone or fax and do not share results with any individual other than the candidate, unless written authorization is provided by the candidate.

**IMPORTANT: Paper certificates** are issued by request only. A certificate request form will be available through the certification platform within thirty (30) days after the testing window closes. Certificates may be requested at any time. Requested certificates are mailed within thirty (30) days of request. SPCB provides one certificate per certification cycle; additional copies may be purchased.

**IMPORTANT: Digital badges** are issued to all new CSPs through the certification platform within thirty (30) days after the testing window closes.

### Understanding Your Scores

SPCB establishes the exam passing score using a **criterion-reference standard-setting process**, commonly referred to as a *cut score*. This process links a defined minimum level of acceptable performance to an exam score and is based on data collected from a panel of practicing specialty pharmacists.

Candidates must meet or exceed the established cut score to pass. The CSP exam is **not graded on a curve**; candidates do not compete against one another or against a quota.

The exam is designed to measure overall competence in specialty pharmacy practice. While content-area scores do not determine pass or fail status, they may provide a general insight into relative strengths and areas for improvement.

Exam scores are reported as **raw scores**. Each question is worth one point, and the total number of correct responses results determines the final result.

### Validation and Verification of Scores

SPCB and PSI reserve the right to cancel or withhold exam scores if their validity or integrity is questioned. Suspected misconduct or testing irregularities may prompt an investigation and result in score invalidation.

Due to computerized scoring and extensive quality-control procedures, scoring errors are extremely rare.

Candidates who question their score may request **score verification** through the certification platform within **seven (7) days** of receiving the score report. Score verification confirms that the number of correct responses recorded at the test site matches the score report issued. This process does not include a review of individual exam questions or responses.

- **Score verification fee:** \$50.00 (USD), non-refundable.

Due to exam security requirements, SPCB and PSI do not disclose exam questions or individual responses.

### Re-Examination

Candidates who do not pass the exam may retest starting with their next eligible testing window by submitting a new

application and retesting fee.

Candidates must wait **two full testing windows** before retesting. The testing window in which the original exam was taken does not count towards this waiting period. Example, a candidate who tests in the January/February testing window is not eligible to retest until the July/August window or later.

This waiting period:

- Allows sufficient time for exam preparation
- Enhances exam security by limiting repeated exposure
- Ensures candidates test on a different exam form

Candidates retesting within **one year** of their initial application receive a discounted retesting fee and may use their existing application and do not need to submit a new eligibility application. Candidates retesting more than one year after the initial application must submit a new application for review and pay initial testing fees.

### Exam Appeals

Candidates who believe **irregular testing conditions** affected their exam performance may submit an appeal through the certification platform within **seven (7) days** of receiving the score report. Examples include medical or personal emergencies, significant technical issues, or other significant test site disruptions.

Appeals must clearly describe the issue and the requested remedy. SPCB investigates all exam appeals in coordination with the testing vendor and will issue a written decision within **forty-five (45) days** of appeal submission.

Due to exam security requirements, SPCB does not disclose exam questions or candidate responses as part of the appeal process.

### Certificates & Digital Badges

#### Certificates

Candidates who meet all certification requirements receive a **non-transferable CSP certificate** that includes the certificant's name, ID number, credential awarded, and expiration date. Certificates may be displayed only while certification remains valid and remain the property of SPCB.

Certificants may request a paper certificate through the certification platform following initial certification or successful recertification. Certificates may be requested through the online certification platform and are mailed within 30 days of request. One certificate is provided per certification cycle at no charge; additional copies may be ordered for a fee.

#### Digital Badges

A digital badge is issued through the certification platform to all candidates who successfully pass the CSP exam and complete recertification requirements, as applicable.

## Maintaining Certification

[Click Here to Access Application Center](#)

### Purpose

SPCB requires recertification to support ongoing professional development and to ensure that individuals who hold the CSP credential maintain current knowledge and skills relevant to specialty pharmacy practice.

The recertification processes encourages continuous learning, reinforcement of existing competencies, and engagement in professional development activities that reflect evolving practice standards, research, and emerging issues in specialty pharmacy. Recertification occurs on a **two-year cycle**, reflecting the pace of change within the profession and the need for ongoing competency.

### Recertification Cycle and Due Dates

CSP certification is valid for two (2) years. The initial certification expiration date appears on the certificant dashboard in the certification platform and falls on the **last day of the month two years after passing the exam**. Subsequent certifications expire at two-year intervals.

**IMPORTANT:** Recertification applications and fees are **due 45 days prior** to the certification expiration date. This window allows time to resolve issues such as non-qualifying continuing education.

Certificants may receive courtesy reminder emails; however, responsibility for timely submission of documentation rests solely with the certificant.

### Recertification Requirements

To maintain active certification status, CSPs must submit a complete online recertification application, supporting documentation, and required fees by the published deadline.

Certificants must demonstrate compliance with the following requirements:

#### Licensure

- Maintain an active pharmacist license in good standing in the United States or Canada
- No current restrictions or pending actions
- Any lapse, suspension, or restriction must be reported to SPCB within **fifteen (15) days**
- Failure to report changes may be reviewed under the SPCB Disciplinary Policy

#### Continuing Education (CE)

- Completion of **thirty (30) hours** of specialty pharmacy-related (CE) in the **preceding two (2) years**
- All CE hours must relate to specialty pharmacy practice of specialty pharmacy or topics included in the CSP Exam Content Outline
- CE must be accreditation by the Accreditation Council for Pharmacy Education (ACPE)
- One (1) CE hour equals one (1) CE credit
- ACPE Universal Activity Numbers (UANs) may only be used once per certification or recertification application.
- No more than **twelve (12) CE hours** may be submitted for a single date
- No more than **three (3) CE hours** may be earned from:
  - Immunizations/Vaccinations
  - Medical Marijuana
- A maximum of ten (10) CE hours may be non-clinical, provided the content relates to pharmacy or health care practice.
  - Examples include patient assistance programs, benefits investigation (including Medicare and Medicaid), intake process, patient communication, coverage determination, public policy, accreditation programs (e.g. ACHC, NCQA, URAC), and HIPAA/Privacy Policies.
- All CE activities are subject to SPCB review and approval
- Credit is granted only for completed and documented activities; no credit is awarded for networking, social functions, or breaks

### Additional Professional Certification

Certificants who earn a **new professional certification** in another specialty pharmacy discipline during the recertification cycle may apply **fifteen (15) credits**, up to **50% of the total CE requirement**.

- Verification from the issuing certifying body is required
- Examples include BCOP, AAHIVP, CPE, and MSCS
- CE credit is **not awarded** for CSP-related certifications (initial, retesting, reinstatement)

### Code of Conduct, Background, and Application Accuracy Attestation

- Attestation to compliance with the SPCB Code of Conduct
- Disclosure of felony convictions or state/provincial Board suspensions
- Reporting of convictions or Board actions within **fifteen (15) days**
- Attestation to the accuracy and completeness of application information

### Recertification Requirements Rationale

Recertification requirements are designed to promote public protection, professional integrity, and continued competence. These requirements align with job analysis data, pharmacy licensure standards, and comparable pharmacy certification programs. Please see Appendix A beginning on page 32 for a detailed explanation of rationale for each eligibility requirement.

### Application Review and Verification

Only complete recertification applications are accepted for review. Incomplete applications will be returned for correction, subject to established deadlines.

SPCB reserves the right to verify all information submitted. Verification may include:

- **Licensure:** Confirmation with the appropriate state or provincial Board of Pharmacy
- **Continuing Education (CE):** Review of course details, ACPE accreditation, dates, hours, certificates, submitted documentation, and attestation
- **Earning an Additional Professional Certification:** Verification with the issuing Board
- **Code of Conduct, Background, and Application Accuracy Attestation:** Review for completeness and accuracy

If non-compliance is identified, the certificant has **thirty (30) days** to submit required information. Certification will expire at the end of the thirty (30) day period or on the certification expiration date (whichever occurs later) if the deficiencies are not resolved.

### Recertification Approval

Upon successful completion of recertification requirements, SPCB issues a renewal notice. SPCB does not accept recertification applications from individuals whose certification is suspended or revoked.

**IMPORTANT: Paper certificates** are issued by request only following renewal. Requests are made through the certification platform. Requested certificates are mailed within thirty (30) of request.

**IMPORTANT: Digital badges** are issued automatically upon recertification approval through the certification platform.

### Failure to Recertify

Recertification is mandatory. Certifications expire on the last day of the month two years after the previous certification date.

Individuals with expired, suspended, or revoked certifications:

- May not represent themselves as CSPs

- Are removed from SPCB's public verification listings
- Will receive official notice of expiration

Use of the CSP credential may resume only after official notice of reinstatement or recertification approval.

### Lapsed Certification and Reinstatement

- **Expired fewer than sixty (60) days:** Certification may be reinstated by submitting a recertification application, fees, and required documentation. If approved, the expiration date remains unchanged.
- **Expired more than sixty (60) days:** Individuals must reapply for certification and meet all current eligibility requirements, including passing the CSP exam.

Credentials are considered lapsed after sixty (60) days past the expiration date.

### Recertification Appeals

Individuals denied recertification eligibility may submit an appeal to [CSP@naspnet.org](mailto:CSP@naspnet.org) within **thirty (30) days** of the adverse decision. Appeals must be based solely on the information originally submitted; no new documentation may be included.

Certification staff will forward appeals to the SPCB Directors or an appointed review committee. A decision will be issued within **forty-five (45) days**, with written notification provided within **thirty (30) days** of review. All decisions are final.

# Code of Conduct

## Introduction

The SPCB Code of Conduct applies to all individuals credentialed by the SPCB and to all applicants and candidates seeking SPCB certification. As a condition of certification, all applicants and certificants agree to comply with the Code of Conduct.

In developing this Code, SPCB reviewed a variety of professional and ethical resources, including position statements from pharmacy associations. Specialty Pharmacists manage medications that are often crucial to patient health and safety and are ethically obligated to serve patients, uphold the profession, and manage pharmacy services responsibly.

Violation of any provision of the Code may result in disciplinary action in accordance with the SPCB Disciplinary Policy.

## Purpose

The Code of Conduct establishes ethical standards and enforceable expectations for professional behavior applicable to SPCB certificants and candidates. It is designed to promote integrity, accountability, and professionalism while supporting public trust in specialty pharmacy practice.

## Standards of Professional Conduct

SPCB certificants and candidates are expected to provide specialty pharmacy services in a manner that promotes integrity and professionalism and is consistent with accepted moral, ethical, and legal standards.

Certificants and candidates are expected to:

- Maintain and demonstrate high standards of integrity and professional conduct
- Accept responsibility for their actions
- Continually seek to enhance their professional knowledge and skills
- Practice with fairness and honesty
- Encourage ethical and professional behavior in others

### ***Section 1: Adherence to Legal and Ethical Requirements***

- Comply with all applicable laws, regulations, policies, and ethical standards governing specialty pharmacy practice
- Refrain from conduct that violates professional, ethical, or legal standards that apply to the practice of specialty pharmacy services
- Refrain from discrimination in professional activities, including interactions with patients, families, colleagues, employees, employers, and other professionals

### ***Section 2: Adherence to SPCB Policies & Requirements***

- Comply with all SPCB policies, procedures, requirements, and rules, including the obligation to know and understand these policies and requirements.
- Provide accurate, complete, and truthful information to SPCB related to certification and recertification
- Maintain the confidentiality and security of all examination materials and content; candidates may not copy, reproduce, record, reproduce, share, remove, or disclose exam content in any form
- Cooperate fully with SPCB in matters related to the Code of Conduct complaints, investigations, or disciplinary proceedings
- Use and display SPCB credentials only as permitted by SPCB policy

### ***Section 3: Service to Patients***

- Promote patient safety and well-being in all aspects of practice, including industry interactions
- Treat patients with fairness, dignity, and respect
- Collaborate with healthcare teams to support optimal medication therapy outcomes and improve patient quality of life

**Section 4: Professional Performance**

- Act honestly and responsibly in all professional interactions
- Provide competent specialty pharmacy services
- Accept accountability for professional actions and decisions
- Recognize the limits of one's education, training, and experience and practice only within one's qualifications
- Protect the confidentiality of private and sensitive information unless disclosure is legally required
- Accurately represent professional credentials, licensure, education, experience, titles, degrees, and qualifications
- Disclose actual or potential conflicts of interest and avoid conduct that creates conflicts
- Follow applicable regulatory and employer guidelines regarding industry relationships and gifts
- Participate in research activities only when ethical, regulatory, and scientific standards are met
- Contribute to professional publications only when ethical, regulatory, and scientific standards are met
- Provide educational content that is balanced, accurate, and consistent with recognized accrediting bodies or regulatory standards
- Uphold professional conduct at all times in specialty pharmacy and related roles

## Miscellaneous Policies

### Statement of Fairness and Nondiscrimination

SPCB is committed to fairness, due process, and equal opportunity in all certification activities. SPCB does not discriminate or deny opportunity based on race, color, creed, age, gender, national origin, religion, disability, marital status, parental status, ancestry, sexual orientation, military discharge status, source of income, or any other status protected by applicable law. All candidates for certification are evaluated solely on the published eligibility, certification, and recertification criteria established by SPCB Directors.

### Confidentiality

SPCB is committed to protecting confidential and proprietary information related to applicants, candidates, certificants, and the development, administration, and maintenance of certification programs. This confidentiality obligation applies to all SPCB staff, Directors, committee members, subject matter experts, consultants, vendors, and others with authorized access to confidential information. Individuals with access are required to execute confidentiality agreements or attestations.

Confidential information includes, but is not limited to:

- Application status
- Personal applicant and certificant information
- Exam development and administration materials (e.g., job analysis studies, technical reports, cut score studies)
- Exam items, answers, forms, and item banks
- Individual exam scores.

SPCB does not disclose confidential applicant or certificant information unless authorized in writing by the individual or as required by law. Exam scores and application status are released only to the individual concerned unless a written authorization is provided.

Applicants and certificants are required to attest to SPCB's confidentiality requirements, including the protection of exam content, as part of the certification and recertification process.

Aggregate exam statistics (e.g., number of candidates, pass rates, total certificants) reported for at least three (3) years are publicly available. All aggregate reports exclude personally identifiable information unless written authorization is provided.

### Changes in Contact Information

Candidates and certificants are responsible for maintaining accurate mailing and email addresses in the certification platform. Certificates are mailed to the address on file, and all other communications, including confirmations, notifications, and reminders are sent to the email address on record. Contact information may be updated at any time through the certification platform.

### Records Retention

SPCB retains certification records in accordance with its record retention policy. Confidential documents are securely destroyed once they are no longer required.

- Individual exam results, active certification records, and disciplinary records are permanently retained.
- Inactive applicant and certificant records are retained for a minimum of seven (7) years

### Statement of Compliance with All Laws

SPCB complies with all applicable federal, state, provincial, and local laws, and regulations, including those related to non-discrimination, privacy, confidentiality, records retention, disabilities, employment, and business practices.

Reports of unlawful activity will be referred to appropriate law enforcement or licensing authorities.

## Certification Verification

Certificant names, credentials held, and certification status are not considered confidential and will be published for verification purposes. Credential verification is available through the certification platform.

Verification information includes:

- Certificant name
- ID number
- Credential(s) held
- Certification status
- Address, State, and Country

Application status, exam participation, and exam scores are not disclosed without written authorization from the individual.

## Designation & Certificate

### *Use of the Certification Mark*

Upon receiving official written notification of certification, individuals may use the CSP designation or "Certified Specialty Pharmacist" title only while the certification remains valid and in good standing.

Certification represents a **non-transferable, revocable, limited, non-exclusive license** to use the "CSP" or "Certified Specialty Pharmacist," designation, subject to compliance with SPCB policies and procedures. SPCB reserves the right to revise policies and procedures at any time.

Unauthorized, fraudulent, or misleading use of SPCB certification marks, certificates, or logos including reproduction, alteration, or distribution may result in legal remedies. Education and training providers may not use SPCB marks or logos to imply endorsement, approval, or affiliation.

### *Proper Use of the Credential*

Certificants may use the CSP designation in professional communications and materials (e.g., business cards, stationary, websites) provided the certification is current and valid. When used, the certificant's name must be clearly displayed.

Authorized usage includes:

- Certified Specialty Pharmacist or CSP
- Placement after academic degrees and licensure (e.g., Jane Smith, PharmD, CSP)
- Examples:
  - **Correct:** John Doe is a Certified Specialty Pharmacist®
  - **Correct:** John Doe, CSP
  - **Incorrect:** ACME company employs three (3) Certified Specialty Pharmacist® professionals.

The CSP designation may not be used in a plural or possessive form.

If certification is suspended, revoked, or expired, all use of the CSP designation must cease immediately.

### *Ownership of Certification Marks and Logos*

The certification marks and logos are the property of the Specialty Pharmacy Certification Board (SPCB) and its parent organization, the National Association of Specialty Pharmacy (NASP). Permission to use the certification marks or logos is granted at the discretion of the SPCB for permissible authorized purposes only.

Certification marks and logos must be used exactly as provided by SPCB and may not be altered, modified, revised, or redesigned. Use of the marks or logos in a misleading manner or in a way that suggests endorsement, approval, or sponsorship by SPCB is prohibited.

## Complaints and Disciplinary Actions

### Disciplinary and Appeals Policy

To protect the integrity and credibility of its certification programs, SPCB maintains formal procedures for receiving, reviewing, and resolving complaints regarding the conduct of candidates and certificants. Individuals found to have violated the SPCB Code of Conduct, certification rules, or SPCB policies and procedures, may be subject to disciplinary action, including reprimand, suspension, or revocation of certification.

Disciplinary actions under this policy are administrative in nature and do not constitute enforcement of law. SPCB may, however, refer matters to appropriate governmental or licensing authorities when warranted. Individuals submitting complaints are not entitled to damages or relief under this process but will receive notice of actions taken, as applicable.

A complete copy of this policy is publicly available through SPCB publications or the SPCB website.

### Grounds for Disciplinary Action

Sanctions may be imposed for conduct including, but not limited to:

- Violation of the SPCB Code of Conduct.
- Violations of SPCB policies, procedures, rules, or certification requirements.
- Conviction of a felony or crime of moral turpitude related to specialty pharmacy or pharmacy practice or qualifications under federal or state/provincial law
- Failure to maintain required professional licensure
- Gross negligence, willful misconduct, or unethical conduct related to certified practice
- Fraud, misrepresentation, or omission in an initial application or renewal application

### Submission of Complaints

Any individual or entity may submit a written complaint to SPCB at [CSP@NASPnet.org](mailto:CSP@NASPnet.org). Complaints should include:

- Name of the person submitting the complaint
- Name of the person the complaint is regarding, along with other relevant identifying information
- A detailed description of factual allegations supporting the charges and any appropriate supporting documentation

All information submitted is treated as confidential in accordance with SPCB's Confidentiality policy. Submissions that do not constitute formal complaints may be addressed by SPCB or certification staff at their discretion.

### Preliminary Review

The Certification Manager and SPCB Chair conduct an initial review within **thirty (30) calendar days** of receipt. At their discretion, submissions that are frivolous, inconsequential, or lack sufficient or reliable information may be dismissed without further action. Dismissed submissions are reported to the SPCB Directors at the next scheduled meeting, and notice is provided to the complainant.

If a complaint is deemed valid and actionable:

- The candidate or certificant is notified in writing and permitted to respond
- The complainant is informed that the SPCB Directors are reviewing the matter

### Complaint Review & Investigation

For valid and actionable complaints, the SPCB Chair authorizes an investigation and appoints a review committee of three (3) or more individuals, who may or may not be SPCB Directors.

The Review Committee:

- Determines whether the complaint should be addressed under SPCB procedures or referred to another authority

- Establishes timelines for responses and information gathering
- Conducts an objective and confidential investigation

Investigations are completed within six (6) months, unless extenuating circumstances require additional time. The Review Committee may seek assistance from SPCB staff, legal counsel, or other appropriate individuals. No formal hearings are conducted, and there is no expectation of legal representation for the parties.

All communications and deliberations are confidential and conducted without prejudice.

### Determination of Violation

Upon completion of the investigation, the Review Committee recommends whether a violation occurred and, if so, proposes an appropriate sanction.

If no violation has occurred, the complaint is dismissed and notice is provided to:

- The candidate or certificant
- The candidate or certificant's employer, if applicable
- The individual or entity who submitted the complaint

If the Review Committee determines a violation occurred and has recommended a sanction, SPCB Directors review the investigation record and may accept, reject, or modify the Review Committee's recommendation and any proposed sanction. Final determinations are issued in writing to the affected individual and, where appropriate, to the complainant.

In certain circumstances, SPCB may accept a written assurance from the individual that the conduct in question has been ceased and will not recur. Such assurances must be submitted within **thirty (30) days** and are accepted at SPCB's discretion.

### Sanctions

Sanctions imposed must reasonably relate to the nature and severity of the violation and may include:

- Written reprimand to the candidate/certificant
- Suspension of the certificant for a designated period
- Suspension of the candidate's application eligibility for a defined period
- Revocation of certification
- Termination of application eligibility

Sanctions involving suspension or revocation are publicly reported only after the appeal process is completed or the appeal period has expired.

As a general guideline:

- **One substantiated complaint** may result in reprimand
- **Two (2) substantiated complaint** may result in suspension
- **Two (2) substantiated complaints within two (2) years or three (3) or more substantiated** complaints may result in revocation

SPCB retains discretion to impose any sanction warranted by the circumstances. Revoked certificant must return all certificates and may not seek SPCB certification in the future.

### Appeal of Disciplinary Decisions

A candidate or certificant may submit a written appeal within **thirty (30) days** of receiving notice of a disciplinary determination.

The SPCB Chair appoints an Appeal Committee of three (3) to five (5) individuals who were not involved in the investigation or decision and have no conflicts of interest.

Appeals are limited to reviewing whether:

- Material errors or facts, or
- SPCB failed to follow published criteria, policies, or procedures

Appeals are based solely on the existing record; no hearings are held, and no new evidence is considered. The Appeal Committee completes its review within **90 days** and issues a final, binding decision.

### **Resignation During Proceedings**

If a certificant voluntarily resigns certification while a complaint is pending, the complaint is dismissed, the record is sealed, and the individual may not reapply for certification.

SPCB may disclose the fact and date of resignation and the general nature of the complaint to law enforcement or licensing authorities, the individual's employer, and the complainant, as appropriate.

## Testing Accommodations

[Click Here to Download  
Request for Testing Accommodations Form](#)

### Requesting Testing Accommodations

SPCB and its testing vendor, PSI provide reasonable and appropriate testing accommodations in accordance with the Americans with Disabilities Act (ADA), as amended, for candidates with documented disabilities who request accommodations and demonstrate the need as required by law.

Under the ADA, a disability is defined as a physical or mental impairment that substantially limits one or more major life activities. SPCB requires appropriate documentation to confirm the nature and severity of the disability so that accommodations may be reasonably matched to the identified functional limitations and provide equal access to the examination.

Candidate requesting accommodations must submit a **Request for Testing Accommodations Form** in advance of the applicable deadline. Additional details regarding documentation requirements and accommodation review are available in the full Special Accommodations Policy referenced in this handbook.

Accommodation requests are reviewed for examinations administered **in person at authorized testing centers and via remote proctoring**.

Candidates whose accommodation request is approved may be directed to complete their examination **at an authorized testing center based on the accommodation requested if the accommodation cannot be provided via remote proctoring**.

### Comfort Aids

PSI maintains a list of pre-approved comfort aids, including specific medications, medical devices, communication aids, mobility devices, and service animals. The items are permitted without prior approval, although all aids are subject to inspection before testing.

Candidates do not need to submit a testing accommodations form for any comfort aids on the pre-approved list.

For any comfort aid **not** included on the pre-approved list, candidates must submit a Request for Testing Accommodations Form to SPCB by the deadline for the applicable testing window.

If an approved medical device emits alert sounds, the device must be capable of being silenced. If the device cannot be silenced, the candidate must submit a Request for Testing Accommodations form for review and approval by the SPCB by the applicable deadline.

[Please click here for PSI's list of pre-approved comfort aids.](#)

## APPENDIX A

### Eligibility Requirements Rationale

Eligibility requirements are designed to promote public protection, professional integrity, and continued competence. These requirements align with job analysis data, pharmacy licensure standards, and comparable pharmacy certification programs.

#### *Eligibility Requirements Rationale (For Applicants)*

SPCB established eligibility requirements to ensure that individuals pursuing the CSP credential possess an appropriate level of education, experience, and demonstrated knowledge necessary to provide specialty pharmacy services at an intermediate level.

- **Education and Licensure** ensure applicants meet the foundational requirements to practice as pharmacists and supports public trust and protection.
- **Continuing Education** of thirty (30) hours related to specialty pharmacy practice topics in the previous two years ensures applicants possess current, specialty pharmacy-specific knowledge and education, while recognizing both clinical and non-clinical aspects of practice.
- **Specialty Pharmacy Practice Experience** of 3,000 hours in the previous four (4) years ensures adequate work experience and the sufficient exposure to specialty pharmacy services to support examination readiness and professional competence to pass the CSP exam. The four (4) year period allows applicants working part-time to become eligible without compromising the necessary amount of relevant and up-to-date experience. The SPCB agrees that applicants working in pharmacies who spend only a portion of their time in specialty but are otherwise qualified should be able to take the CSP exam. The SPCB acknowledges that there are many competent pharmacists with daily involvement in specialty pharmacy whose jobs include other pharmacy practice aspects. The certification does not intend to exclude these otherwise qualified applicants.
- **Code of Conduct, Background, and Application Accuracy Attestation** reinforces ethical practice, accountability, and public trust.
- **Examination** confirms that education and experience have resulted in demonstrated competence, as defined by job analysis studies and reflected in the exam content outline.

#### *Recertification Requirements Rationale (For Current Certificants)*

SPCB established eligibility requirements to ensure that individuals holding the CSP credential continue to possess an appropriate level of education, experience, and demonstrated knowledge necessary to provide specialty pharmacy services at an intermediate level.

- **Licensure** confirmed ongoing eligibility to practice as a pharmacist and supports public trust and protection.
- **Continuing Education (CE)** of thirty (30) hours related to specialty pharmacy practice topics in the previous two (2) years ensures applicants possess current, specialty pharmacy-specific knowledge and education, while recognizing both clinical and non-clinical aspects of practice.
- **Additional Professional Certifications** recognize advanced competency and professional growth in specialty pharmacy practice.
- **Code of Conduct, Background, and Application Accuracy Attestation** reinforces ethical practice and accountability, and public trust.