



Frequently Asked Questions (FAQs) about the Certified Specialty Pharmacist (CSP) Credential

My email, name, and/or address have changed. How do I update this information?

Please log into the [online account](#) to update any of your personal contact information.

APPLICATION QUESTIONS

Where can I find online application instructions?

Please find full requirements for submitting the application in the SPCB Candidate Handbook and it also includes an Application Tips section. If you have additional questions, contact csp@naspnet.org.

Why is my application locked?

Applications that are not completed and submitted by the application deadline will automatically lock. Please refer to the SPCB Candidate Handbook for deadlines. If you wish to delay submitting your application for a future testing window or if you need access to your application after it has locked, please email CSP@naspnet.org to request access.

How do I enter continuing education activities in my application or recertification application?

Please view the [CE Upload tip sheet](#) for instructions on how to upload your CE activities.

The CE activities entered in your application will be reviewed when your application is submitted. Once reviewed, if deficiencies are identified, SPCB will contact the applicant for resolution following the procedure and timelines detailed in the SPCB Candidate Handbook.

How do I enter my CE activities using the full copy of my CPE Monitor Activity Transcript?

Please view the [CE Upload tip sheet](#) for instructions.

I paid the application fee. Why haven't I received information on scheduling my exam session?

Paying the application fee and submitting the application are separate steps. **SPCB will not receive your application until you complete the submission step.** Please note that the email confirming payment is NOT a confirmation that your application was successfully submitted. *Only the application submission confirmation indicates that your application has been successfully submitted for review.*

If you completed sections of your application and paid the application fee and have not received a confirmation of your application submission, log back into your application, complete any remaining sections, and then click the orange "submit" button at the bottom of the application. Each section of the application, with the exception of the Continuing Education section, will be highlighted in green when you have sufficiently completed it. The Continuing Education section will remain blue when at least 30 CE credits are added to the application. The submit button will not be available to select, and will not be orange, until all sections of the application have been completed. Additionally, if you selected for your employer to complete the electronic attestation of your work experience, your application will not be processed until the employer completes the attestation.

Upon review of your application, if additional information is required in order to approve it, you will be contacted by email. Please add msp@naspnet.org to your safe senders list to ensure receipt of important notifications.

Why didn't I receive confirmation that my application was submitted?

You will receive an automated confirmation email when your application is submitted and a second email after your application has been processed. If you do not receive a submission confirmation email, please check your application to confirm that you clicked the orange "submit" button at the bottom of the form (see previous question and response).

EXAM SCHEDULING

How do I schedule my exam session?

The exam scheduling window opens two months before the corresponding testing window. Approved candidates will be uploaded to the SPCB's testing partner's (PSI) system. When the scheduling window opens, you will receive an email with test scheduling instructions from PSI. Once the scheduling window is open, there may be a delay between the application approval and the receipt of the scheduling email. Information regarding receipt of the scheduling email and details will be included in the application approval email.

What do I do if I need assistance with scheduling an exam, changing an appointment, or have questions about my exam appointment?

Please contact PSI at 1-800-211-2754. They are available Monday – Friday from 7:30 a.m. to 10:00 p.m. and Saturday & Sunday from 9:00 a.m. to 5:30 p.m. All times are eastern. SPCB does not have access to testing schedules or appointments.

EXAM PREPARATION AND RESULTS

How is the exam graded?

The exam is graded based on a pre-determined passing point established by a panel of subject matter experts. The passing score is based on the panel's established difficulty ratings for each exam question. Under the guidance of our psychometrician, the panel develops and recommends the passing point which is reviewed and approved by the SPCB Board.

Do I have to pass each content area to pass the exam?

You do not have to pass a certain number of sections in order to pass the exam. Pass/fail status is determined by the total number of questions answered correctly.

Why isn't the passing score in the SPCB Handbook?

It is the policy of the SPCB Board that the passing score for the exam is not published. The purpose of the CSP exam is to gauge whether or not test takers understand the key concepts represented on the content outline for the exam. Because all of the items on the content outline are essential the Board does not want to inadvertently convey the message that only a certain percentage of the outline must be studied in order to pass the exam or for test takers to attempt to only answer a certain percentage of test questions correctly.

When will I receive my results?

You will receive your results the day you take your exam. Results are provided on a score sheet at the completion of your exam.

Can I get a copy of the exam to review my answers?

We cannot release the exam or any portion of it under any circumstances. To do so would be a violation of our security procedures. Access to the examination is carefully controlled and limited to only those individuals who must have access for the purpose of examination development and quality control.

Should I take a review course or purchase study materials?

As a certification organization, SPCB's role is in developing and administering the exam. The Board does not require, provide, or endorse any specific study guides or review courses.

RE-CERTIFICATION**Do I have to re-test every two years for recertification?**

You do not have to re-test for certification. You must complete all of the recertification requirements as outlined in the SPCB Candidate Handbook.

Why did I get an email reminder a year in advance of my credential expiration date?

You will receive a reminder email one year, six months, and three months prior to your credential expiration date. These reminders are sent in advance to allow ample time to complete the re-certification requirements.