AAAHC Certificates

Client FAQs

Ordering and receiving AAAHC Accreditation and Certification certificates is an expedited and automated process.

Use the following Frequently Asked Questions (FAQs) as a quick reference.

Question	Response
1. **I was just accredited. When do I receive my certificate?**	All organizations achieving accreditation and/or certification will automatically receive one 12" x 16" complimentary certificate per site, printed and shipped from AAAHC. Certificates will arrive within 30 days of the accreditation decision. For additional questions related to the complimentary certificate process, please contact orderdesk@aaahc.org. Organizations may also download a copy of the certificate through *1095 Engage*.
2. **Can I download a copy of my certificate?**	Yes. Organizations can download a copy of their certificate by logging in to *1095 Engage* and following these steps: 1. Select the "Client" (calculator) icon 2. Click the 1095 Status menu item 3. Click the link for your organization's program (e.g. PCMH, MDS) 4. Select the Decision tab 5. Click the "Certificate" hyperlink to download For further guidance, enroll in AAAHC's complimentary *1095 Engage* training.
3. **I placed an order and paid for my certificate. Can I get an update on processing?**	Please email AAAHC at orderdesk@aaahc.org.
4. **Can I order an additional certificate for my organization?**	Additional 12" x 16" certificates may be ordered for a fee, and organizations can place their order through our online AAAHC Store at https://store.aaahc.org/ Paid orders will be processed weekly. For additional questions related to the paid certificate process, please contact orderdesk@aaahc.org.
5. **What if I want to pay for my certificate using a check or purchase order?**	Orders will be processed but not shipped until payment is received.
6. **How will my complimentary certificate be shipped?**	All orders will be shipped via UPS and USPS to the Primary Contact on file with AAAHC. The Primary Contact will receive an email including a tracking number. If an order includes satellite locations, the certificate will be shipped to the main organization address on file with AAAHC.
7. **I placed an order and received a tracking confirmation, but my package was not delivered.**	Please contact AAAHC at orderdesk@aaahc.org.

3 Parkway North, Suite 201, Deerfield, IL 60015 | 847.853.6060 | info@aaahc.org

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Question	Response
8. **I ordered and paid for the wrong certificate, what do I do?**	Please contact AAAHC at orderdesk@aaahc.org.
9. **I received my certificate, but the name and/or address is incorrect.**	Please contact orderdesk@aaahc.org so that we can investigate your concern. Certificates reflect the information on record at AAAHC. Demographic changes, which are part of the Change Notification Process, will be reprinted for a fee.

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