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<td>II. Basic Clinical Concepts</td>
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<td>III. Medical Office Clerical Assisting</td>
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<td>IV. Medical Records Management</td>
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<td>VII. Medical Office Information Processing</td>
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Question Weightings, Work Areas, Task Areas, and Competencies

[26] I. Medical Assisting Foundations [13% of examination]

A. Medical Terminology
   - Use and spell basic medical terms appropriately
   - Identify root words, prefixes, and suffixes
   - Define basic medical terms

B. Anatomy and Physiology
   - Know basic structures and functions of body systems
   - Know various disorders of the body

C. Legal and Ethical Considerations
   - Apply principles of medical law and ethics to the health care setting
   - Recognize legal responsibilities of, and know scope of practice for the medical administrative specialist
   - Know basic laws pertaining to medical practice
   - Know and observe Health Insurance Portability and Accountability Act (HIPAA) provisions
   - Know the principles of medical ethics established by the AMA
   - Recognize unethical practices and identify ethical responses for situations in the medical office

D. Professionalism
   - Employ human relations skills appropriate to the health care setting
   - Display behaviors of a professional medical administrative specialist
   - Participate in appropriate continuing education
II. Basic Clinical Concepts [7% of examination]

A. Basic Health History Interview
   • Obtain preliminary health histories from patients
B. Basic Charting
   • Chart patient information in manual and electronic health record (EHR) formats
C. Vital Signs and Measurements
   • Understand vital sign measurement
   • Understand other measurements (weight, height)
D. Asepsis in the medical office
   • Understand concepts of asepsis, sanitization, disinfection, and sterilization
   • Understand prevention of disease transmission
   • Observe Standard Precautions
E. Medical Office Emergencies
   • Recognize and respond appropriately to medical emergencies
   • Perform basic First aid and CPR appropriately
   • Report emergencies for which reporting is required by law
F. Pharmacology
   • Understand basic pharmacological concepts and terminology

III. Medical Office Clerical Assisting [10% of examination]

A. Appointment Management and Scheduling
   • Schedule and manage patient and visitor appointments
   • Address cancellations and missed appointments
   • Prepare information for referrals and preauthorizations
   • Arrange hospital admissions and surgery, and schedule patients for out-patient diagnostic tests
   • Manage recall system and file
B. Reception
   • Receive and process patients and visitors
   • Screen visitors and perform reception triage
   • Coordinate patient flow into clinical areas of the office
C. Communication
   • Employ effective written and oral communication
   • Address and process incoming telephone calls from outside providers, pharmacies, and vendors
   • Employ appropriate telephone etiquette
   • Recognize, and employ proper protocols for triage of telephone emergencies
   • Format business documents and correspondence appropriately
   • Process incoming and outgoing mail
IV. Medical Records Management [17% of examination]

A. Systems
- Demonstrate knowledge of, and manage patient medical records systems
- Manage documents and patient charts using paper methods
- Manage documents and patient charts using electronic health record (EHR)

B. Procedures for Health Information Management
- Understand and employ appropriate filing methods for paper files
- Understand rules of indexing
- Maintain patient record in an organized chart order format according to policy
- Properly file documents, notes, reports, and patient communication in charts or electronic health record (EHR)
- Perform corrections and additions to paper and electronic records according to state and Federal regulations (HIPAA)
- Store, protect, retain, and destroy/delete records appropriately
- Transfer medical records to patient or providers observing HIPAA
- Perform daily chart maintenance
- Prepare charts for external review and audits

C. Confidentiality
- Observe and maintain confidentiality of records, charts, and test results
- Observe special regulations regarding the confidentiality of protected information

V. Health Care Insurance Processing, Coding, and Billing [17% of exam]

A. Insurance Processing
- Understand private/commercial health care insurance plans (PPO, HMO, traditional indemnity)
- Understand government health care insurance plans (Medicare, Medicaid, Veteran’s Administration, CHAMPUS, Tricare, use of Advance Beneficiary Notices)
- Process patient claims using appropriate forms (including electronic and paper submission methods)
- Process Workers’ Compensation / disability reports and forms
- Submit claims for third-party reimbursements including the use of electronic transmission methods

B. Coding
- Understand procedure and diagnosis coding
- Employ Current Procedural Terminology (CPT) and Evaluation and Management codes appropriately
- Employ International Classification of Diseases (ICD) codes appropriately
- Employ Health Care Financing Administration Common Procedure Coding System (HCPCS) codes appropriately
C. Insurance Billing and Finances
  • Understand health care insurance terminology
  • Understand billing requirements for health care insurance plans
  • Properly apply and process insurance payments
  • Track unpaid claims, and file and track appeals
  • Understand fraud and abuse regulations
  • Understand National Correct Coding Initiative (NCCI) edits and understand modifiers

[34]  VI. Medical Office Financial Management [17% of examination]

A. Fundamental Financial Management
  • Understand basic principles of accounting
  • Perform bookkeeping procedures including balancing accounts
  • Perform financial computations
  • Manage accounts payable
  • Manage accounts receivable
  • Prepare daily and monthly trial balance (reports)
  • Understand basic audit controls
  • Understand professional fee structures
  • Understand proper credit financing terms and practices
  • Manage other financial aspects of office management

B. Patient Accounts
  • Manage patient accounts
  • Employ accepted patient billing methods (cycle billing procedures)
  • Manage collections in compliance with state and federal regulations

C. Banking
  • Understand banking services and procedures
  • Manage petty cash

D. Payroll
  • Understand employee payroll and reports
  • Understand payroll tax deductions and records

[14]  VII. Medical Office Information Processing [7% of examination]

A. Fundamentals of Computing
  • Possess fundamental knowledge of computing in the medical office including keyboarding, data entry, and retrieval
  • Possess fundamental knowledge of electronic environment
  • Possess fundamental knowledge of word processing, spreadsheet, database, and presentation graphics applications
  • Employ procedures for ensuring the integrity and confidentiality of electronic information

B. Medical Office Computer Applications
  • Employ medical office software applications including EHR systems
  • Understand and employ electronic billing and financial transactions
  • Employ e-mail applications
VIII. Medical Office Management * [12% of examination]

A. Office Communications *
   - Facilitate staff meetings and in-service, and ensure communication of essential information to staff

B. Business Organization Management *
   - Manage medical office business functions
   - Manage office mailing and shipping services
   - Manage contracts and relationships with associated health care providers
   - Comply with licensure and accreditation requirements

C. Human resources *
   - Manage / supervise medical office staff
   - Conduct performance reviews and disciplinary action
   - Maintain and enforce office policy, procedures, and employee training manuals
   - Manage staff scheduling
   - Manage staff recruiting in compliance with state and federal laws
   - Orient and train new staff
   - Manage employee benefits

D. Safety
   - Maintain office safety, maintain office safety manual, and post emergency instructions
   - Observe emergency safety requirements
   - Maintain records of biohazardous waste, hazardous chemicals (Safety Data Sheets), and safety conditions
   - Comply with Occupational Safety and Health Administration (OSHA) guidelines and regulations

E. Supplies and Equipment
   - Manage medical and office supply inventories and order supplies
   - Maintain office equipment and arrange for (and maintain records of) equipment maintenance and repair

F. Risk Management and Quality Assurance
   - Understand and employ risk management policies and quality assurance concepts

* Note: Asterisked areas addressed by the Medical Office Management job function may or may not be performed by the Certified Medical Administrative Specialist at entry-level practice. Nevertheless, the competent Specialist should be have sound knowledge of these management functions at certification level.