American Medical Technologists
Certified Medical Administrative Specialist (CMAS)
Competencies and Examination Specifications

Summary Table

<table>
<thead>
<tr>
<th>Work Area</th>
<th>Number of Questions</th>
<th>Percentage of Exam</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. Medical Assisting Foundations</td>
<td>26</td>
<td>13%</td>
</tr>
<tr>
<td>II. Basic Clinical Medical Office Assisting</td>
<td>16</td>
<td>8%</td>
</tr>
<tr>
<td>III. Medical Office Clerical Assisting</td>
<td>20</td>
<td>10%</td>
</tr>
<tr>
<td>IV. Medical Records Management</td>
<td>28</td>
<td>14%</td>
</tr>
<tr>
<td>V. Health Care Insurance Processing, Coding, and Billing</td>
<td>34</td>
<td>17%</td>
</tr>
<tr>
<td>VI. Medical Office Financial Management</td>
<td>34</td>
<td>17%</td>
</tr>
<tr>
<td>VII. Medical Office Information Processing</td>
<td>14</td>
<td>7%</td>
</tr>
<tr>
<td>VIII. Medical Office Management</td>
<td>28</td>
<td>14%</td>
</tr>
</tbody>
</table>

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 (diseases, conditions, syndromes)

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 disclosure laws (patient privacy, minors, confidentiality)
   ! 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 Medical Office Assisting [8% of examination]

A. Basic Health History Interview
   ! Obtain preliminary health histories from patients
B. Basic Charting
   ! Chart patient information
C. Vital Signs and Measurements
   ! Measure vital signs (temperature, pulse, respiration, and blood pressure)
   ! Obtain other vital 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. Examination Preparation
   ! Prepare patients for clinical examinations
F. Medical Office Emergencies
   ! Recognize and respond to medical emergencies
   ! Employ First aid and CPR appropriately
   ! Report emergencies as required by law
G. Pharmacology
   ! Understand basic pharmacological concepts and terminology

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

A. Appointment Management and Scheduling
   ! Schedule and monitor 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 vendors requesting to see physician
   ! Coordinate patient flow into examining rooms
C. Communication
   ! Employ effective written and oral communication
   ! Address and process incoming telephone calls from outside providers, pharmacies, and vendors
   ! Employ appropriate telephone etiquette when screening patient calls and addressing office business
   ! Recognize, and employ proper protocols for telephone emergencies
   ! Format business documents and correspondence appropriately
   ! Process incoming and outgoing mail
D. Patient Information and Community Resources
   ! Order and organize patient informational materials
   ! Maintain list of community referral resources

[28]  IV. Medical Records Management [14% 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 computerized methods
B. Procedures
   ! File records alphabetically, numerically, by subject, and by color
   ! Employ rules of indexing
   ! Arrange contents of patient charts in appropriate order
   ! Document and file laboratory results and patient communication in charts
   ! Perform corrections and additions to records
   ! Store, protect, retain, and destroy records appropriately
   ! Transfer files
   ! Perform daily chart management
   ! 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

[34]  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 superbills) and time frames
   ! 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 9 (ICD9) codes appropriately
Employ Health Care Financing Administration Common Procedure Coding System (HCPCS) codes appropriately

C. Insurance Billing and Finances
- Understand health care insurance terminology (deductible, copayment, preauthorization, capitation, coinsurance)
- Understand billing requirements for health care insurance plans
- Process insurance payments
- Track unpaid claims, and file and track appeals
- Understand fraud and abuse regulations

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 monthly trial balance (reports)
- Understand basic audit controls
- Understand professional fee structures
- Understand physician / practice owner compensation provisions
- Understand credit arrangements
- Manage other financial aspects of office management

B. Patient Accounts
- Manage patient accounts / ledgers
- Manage patient billing (methods, cycle billing procedures)
- Manage collections in compliance with state and federal regulations

C. Banking
- Understand banking services and procedures (accounts, lines of credit, checking endorsements, deposits, reconciliation, and statements)
- Manage petty cash

D. Payroll
- Prepare employee payroll and reports
- Maintain payroll tax deduction procedures and records

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 PC-based environment
- Possess fundamental knowledge of word processing, spreadsheet, database, and presentation graphics applications
Employ procedures for ensuring the integrity and confidentiality of computer-stored information

**B. Medical Office Computer Applications**
- Employ medical office software applications
- Use computer for billing and financial transactions
- Employ e-mail applications

**[28] VIII. Medical Office Management** * [14% 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 outside vendors and supplies
- 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 office policy manual
- Manage staff payroll and 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 (Material Safety Data Sheets), and safety conditions
- Comply with Occupational Safety and Health Act (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. Physical Office Plant**
- Maintain office facilities and environment

**G. Risk Management and Quality Assurance**
- Understand and employ risk management 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.

10700 W. Higgins Road, Suite 150
Rosemont, Illinois 60018
847/823/5169
www.amt1.com