



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

Summary Table

| | Work Area | Number of Questions | Percentage of Exam |
|-------|---|----------------------------|---------------------------|
| I. | Medical Assisting Foundations | 26 | 13% |
| II. | Basic Clinical Concepts | 14 | 7% |
| III. | Medical Office Clerical Assisting | 20 | 10% |
| IV. | Medical Records Management | 34 | 17% |
| V. | Health Care Insurance Processing, Coding, and Billing | 34 | 17% |
| VI. | Medical Office Financial Management | 34 | 17% |
| VII. | Medical Office Information Processing | 14 | 7% |
| VIII. | Medical Office Management | 24 | 12% |

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

[14] 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

[20] 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

[34] 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

[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 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

[24] 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 have sound knowledge of these management functions at certification level.*
