

2020 National Benchmark Performance Score Averages

CMAS	
Subsection	Percentage
Basic Clinical Concept	64.5%
Office Financial Management	57.4%
Medical Assisting Foundations	73.5%
Information Processing	73.2%
Insurance Processing, Coding, Billing	62.3%
Medical Records Management	73.2%
Office Management	64.4%
Office Clerical Assisting	72.7%
CMLA	
Subsection	Percentage
Examination (Analytical) Considerations	73.1%
Laboratory Safety and Quality	73.4%
Patient Test Management, Communications, and Foundations	82.4%
Preexamination (Preanalytical) Considerations	79.7%
MDT	
Subsection	Percentage
General Molecular Diagnostics Theory	64.3%
General Laboratory Knowledge	70.2%
Molecular Laboratory Procedures	72.7%
Diagnostic Methods	60.0%
MLT	
Subsection	Percentage
Clinical Chemistry	55.3%
General Laboratory	71.2%
Hematology and Coagulation	63.2%
Immunology, Serology, & Immunohematology	61.3%
Microbiology	51.7%
Urinalysis	55.6%

MT	
Subsection	Percentage
Clinical Chemistry	63.5%
General Laboratory	73.3%
Hematology and Coagulation	61.0%
Immunology, Serology, & Immunohematology	65.4%
Microbiology	58.4%
Urinalysis	58.1%
RDA	
Subsection	Percentage
Clinical Procedures	72.5%
Dental Imaging	66.2%
Dental Sciences	69.7%
Office Assisting	76.7%
RMA	
Subsection	Percentage
Administrative Medical Assisting	70.6%
Anatomy and Physiology	62.3%
Clinical Patient Interaction	64.5%
Clinical Procedural Tasks	66.1%
RPT	
Subsection	Percentage
Clerical Skills and Duties	80.8%
Legal, Ethical, and Professional Considerations	89.6%
Obtaining Blood Samples	75.4%
Professional Communication	83.2%
Safety Standards and Procedures	79.5%
Specimen Collection and Processing	66.2%
Terminology, Anatomy, and Physiology	69.6%
Time Management and Assignment Organization	71.8%