American Medical Technologists
Certified Medical Administrative Specialist (CMAS)
Certification 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%
Total		200	100%

Question Weightings, Work Areas, Task Areas, and Competencies

Number of Items

[26]   I. Medical Assisting Foundations (13% of exam)

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

B. *Anatomy and Physiology*
   1. Know basic structures and functions of body systems
   2. Know various disorders of the body

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

D. *Professionalism*
   1. Employ human relations skills appropriate to the health care setting
   2. Display behaviors of a professional medical administrative specialist
   3. Participate in appropriate continuing education

[14] II. Basic Clinical Concepts (7% of exam)

A. *Basic Health History Interview*
   1. Obtain preliminary health histories from patients

B. *Basic Charting*
   2. Chart patient information in manual and electronic health record (EHR) formats

C. *Vital Signs and Measurements*
   1. Understand vital sign measurement
   2. Understand other measurements (weight, height)

D. *Asepsis in the medical office*
   1. Understand concepts of asepsis, sanitization, disinfection, and sterilization
   2. Understand prevention of disease transmission
   3. Observe Standard Precautions

E. *Medical Office Emergencies*
   1. Recognize and respond appropriately to medical emergencies
   2. Perform basic First aid and CPR appropriately
   3. Report emergencies for which reporting is required by law

F. *Pharmacology*
   1. Understand basic pharmacological concepts and terminology

[20] III. Medical Office Clerical Assisting (10% of exam)

A. *Appointment Management and Scheduling*
   1. Schedule and manage patient and visitor appointments
   2. Address cancellations and missed appointments

3. Prepare information for referrals and preauthorizations
4. Arrange hospital admissions and surgery, and schedule patients for out-patient diagnostic tests
5. Manage recall system and file

B. Reception
1. Receive and process patients and visitors
2. Screen visitors and perform reception triage
3. Coordinate patient flow into clinical areas of the office

C. Communication
1. Employ effective written and oral communication
2. Address and process incoming telephone calls from outside providers, pharmacies, and vendors
3. Employ appropriate telephone etiquette
4. Recognize, and employ proper protocols for triage of telephone emergencies
5. Format business documents and correspondence appropriately
6. Process incoming and outgoing mail

[34] IV. Medical Records Management (17% of exam)

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

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

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

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

   A. Insurance Processing
   1. Understand private/commercial health care insurance plans (PPO, HMO, traditional indemnity)
   2. Understand government health care insurance plans (Medicare, Medicaid, Veteran's Administration, CHAMPUS, Tricare, use of Advance Beneficiary Notices)
   3. Process patient claims using appropriate forms (including electronic and paper submission methods)
   4. Process Workers' Compensation / disability reports and forms
   5. Submit claims for third-party reimbursements including the use of electronic transmission methods
   B. Coding
   1. Understand procedure and diagnosis coding
   2. Employ *Current Procedural Terminology* (CPT) and *Evaluation and Management* codes appropriately
   3. Employ *International Classification of Diseases* (ICD) codes appropriately
   4. Employ *Health Care Financing Administration Common Procedure Coding System* (HCPCS) codes appropriately
   C. Insurance Billing and Finances
   1. Understand health care insurance terminology
   2. Understand billing requirements for health care insurance plans
   3. Properly apply and process insurance payments
   4. Track unpaid claims, and file and track appeals
   5. Understand fraud and abuse regulations
   6. Understand *National Correct Coding Initiative* (NCCI) edits and understand modifiers

[34] VI. Medical Office Financial Management (17% of exam)

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

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

C. *Banking*
1. Understand banking services and procedures
2. Manage petty cash

D. *Payroll*
1. Understand employee payroll and reports
2. Understand payroll tax deductions and records

[14] VII. Medical Office Information Processing (7% of exam)

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

B. *Medical Office Computer Applications*
1. Employ medical office software applications including EHR systems
2. Understand and employ electronic billing and financial transactions
3. Employ e-mail applications

[24] VIII. Medical Office Management * (12% of exam)

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

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

C. *Human Resources* *
1. Manage / supervise medical office staff
2. Conduct performance reviews and disciplinary action
3. Maintain and enforce office policy, procedures, and employee training manuals
4. Manage staff scheduling
5. Manage staff recruiting in compliance with state and federal laws
6. Orient and train new staff

7. Manage employee benefits
D. Safety
1. Maintain office safety, maintain office safety manual, and post emergency instructions
2. Observe emergency safety requirements
3. Maintain records of biohazardous waste, hazardous chemicals (Safety Data Sheets), and safety conditions
4. Comply with *Occupational Safety and Health Administration* (OSHA) guidelines and regulations
E. Supplies and Equipment
1. Manage medical and office supply inventories and order supplies
2. Maintain office equipment and arrange for (and maintain records of)
F. Risk Management and Quality Assurance
1. Understand and employ risk management policies and quality assurance concepts

* <u>Note</u>: *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.*

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