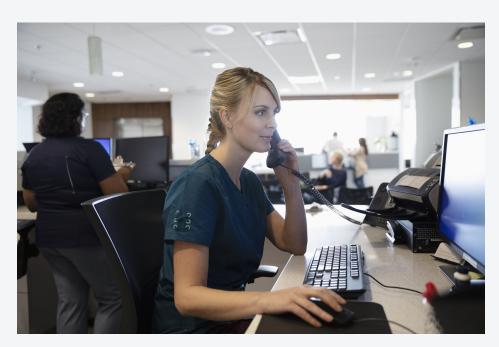# Medical Administrative Assistant (CMAA)

350 hours/6 months/Instructor-Facilitated/Certificate Program

Course Code: **AHP-MAAT02**

TP#: MAAT02 Course Cost: **$ 3,795.00**

OVERVIEW

The Medical Administrative Assistant's role involves managing the daily operations of a medical or healthcare facility. This course introduces you to the overall business operations of a medical administrative assistant, and the responsibilities of the role. These include personnel management, vendor management, front administrative assistant, as well as billing and payment management. You will also learn about medical records and the importance of computer skills for medical assistants. Through scenarios and interactivities, this course provides you with ample opportunity to apply and practice the concepts learned and prepares you for your role as a professional in the health insurance industry.

OBJECTIVES

This program prepares students for and includes a voucher for the Medical Administrative Assistant (CMAA) Exam through the National Healthcareer Association (NHA).

Learning Objectives:

- The Medical Administrative Assistant Program introduces students to overall business operations of a medical assistant. Students will learn about personnel and front office management, as well as billing and payment management. In addition, students will learn about medical records and computerization of a medical assistant. This course is valuable for anyone preparing for a career as a medical administrative assistant.

STUDENT SERVICES

STUDENT SUPPORT SERVICES	INSTRUCTOR SERVICES	CAREER SERVICES
Study Groups	Answer Questions	Time Management Assistance
Student Success Calls	Mentoring	Labor Market Information
Study Schedules	24-hour Reply Time	National Certification Information
Technical Support	Industry Information	Externships
Extensions	Exam Reviews and Feedback	Check-in Emails
Leave of Absence	Write Recommendations	Student Feedback Surveys
Transcript Requests	On the Spot Test Results	
Completion Certificates	Progress Emails/Phone Calls	
Student Feedback Surveys	Student Feedback Surveys	

PROGRAM OUTLINE:

Medical Administrative Assistant

Module 1: Today's Healthcare Environment
• Introduction to Healthcare Management
• Types of Medical Practice Ownership
• Types of Physicians
• Specialty Care Practices
• Role of a Medical Office Manager

Module 2: Communications in a Medical Office
• Verbal Communication
• Written Communication
• Composing Patient Letters
• Using Memos Policy for E-mail Exchange with Patients
• Nonverbal Communication
• Importance of Proper Communication in a Medical Office

Module 3: Legal and Ethical Issues in Managing a Medical Office
• Standard of Care for a Medical Office
• Credentialing Documents Needed in a Personnel File
• Physician Malpractice
• Physician-Patient Relationships
• Medical Ethics
• Medical Treatment of Minors

Module 4: Personnel Management
• Management Styles and Their Impact
• Hiring a New Employee
• Orientation and Training Plan
• Timeline for Conducting Employee Evaluations
• Disciplining and Terminating Employees
• Sexual Harassment in the Workplace

Module 5: Managing the Front Office
• Telephone Etiquette
• Prioritizing Telephone Calls
• Dealing with Difficult Callers
• Importance of Documenting Telephone Calls
• Purpose and Function of Answering Services
• Maintaining the Reception Area
• Customer Service in the Front Office

Module 6: Appointment Scheduling
• Scheduling New Patient Appointments
• Importance of Appointment Time Management
• Appointment Schedule As a Legal Document
• Scheduling Hospital Services and Admissions

Module 7: Medical Records Management
• Purpose of a Medical Record
• Medical Record Formats
• Retaining and Disposing Medical Records
• Release of Information

Module 8: Regulatory Compliance in a Healthcare Setting
• Impact of HIPAA Legislation on Patient Care
• Function of HIPAA Business Associate Agreement
• Purpose of the Red Flags Rule
• Need for Corporate Compliance Plans
• Compliance with The Joint Commission, OSHA, and CLIA
• Fraud and Abuse in Health care
• Impact of the Healthcare Reform Act

Module 9: Duties of a Medical Office Manager
• Management vs. Supervision
• Responsibilities
• Leadership Styles
• Ordering and Processing Medical Supplies

Module 10: Use of Computers in a Medical Office
• Basic Components of a Computer
• Maintaining Computer Equipment
• Computer Software in a Medical Office
• Ensuring Computer Security
• Electronic Medical Records
• Prescription Management Software
• Ergonomics in a Medical Office

Module 11: Office Policies and Procedures
• Personnel Manual
• Medical Office Policies
• Medical Office Procedures

Module 12: Accounting and Payroll in a Medical Office
• Managerial Accounting
• Budgeting
• Payroll Process
• Accounts Payable

Module 13: Billing and Collecting
• Creating Fee Schedules
• Participating Provider Agreements
• Credit and Collections Policies
• Managing Accounts Receivable
• Processing Overpayments

Module 14: Health Insurance
• Introduction to Health Insurance
• Health Insurance Terminology
• Health Insurance Plans
• Medicare Coverage
• Medicaid for Medical Care
• Processing Insurance Claims
• Reconciling Payments and Rejections

Module 15: Procedural and Diagnostic Coding
• CPT Coding
• Procedure Coding
• Using Evaluation and Management Codes
• Using Surgery Codes
• Using Anesthesia, Radiology and Medicine Codes
• HCPCS
• Diagnosis Coding using ICD-9-CM

Module 16: Quality Improvement and Risk Management
• Issues for Quality Improvement Review
• Common Risk Management Issues
• Managing Employee Safety

NATIONAL CERTIFICATION DETAILS

Medical Administrative Assistant (CMAA) Exam requirements: Possess a high school diploma, or equivalent, and have successfully completed a related training program such as TAMUK's Medical Administrative Assistant with Billing and Coding program.

Medical Administrative Assistant (CMAA)