



P R A C T I C E[®]
M A N A G E M E N T
I N S T I T U T E

CERTIFIED MEDICAL OFFICE MANAGER

CANDIDATE PREPARATION HANDBOOK

**About the Exam
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Sample Exam Answer Key**

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CERTIFIED MEDICAL OFFICE MANAGER

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ABOUT THE EXAM:

The **Certified Medical Office Manager** examination is designed to test a well-defined body of knowledge representative of professional practice in the discipline of medical practice office management and administration. Successful completion of this certification examination verifies that the candidate has met competency standards set forth by the **PMI Certification Board** for this specific area.

FORMAT: True/False; Multiple Choice; Scenario

NUMBER OF QUESTIONS: 100

APPROXIMATE WEIGHT:

<i>Practice Management</i>	21%
<i>Personnel Management</i>	21%
<i>Financial</i>	20%
<i>Compliance</i>	20%
<i>Managed Care</i>	18%

TIME ALLOWED: 180 Minutes (3 Hours)

AVERAGE TIME PER QUESTION: 1.8 minutes

COMPETENCY: Candidates must compile an **aggregate score of 70%** in order to meet the minimal certification standards set forth by the **PMI Certification Board**.

SCORE: Scores are determined by totaling the number of **incorrect answers** selected in each section. This total is then subtracted from 100 to determine the overall percentage value. Each question is of equal value (1.0).

RESULTS: Confidential exam result notifications will be sent to the email address on file.

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ONLINE TESTING REQUIREMENTS

- Computer with webcam, audio, and a reliable Internet connection.
- The latest version of Google Chrome's web browser must be pre-installed on the computer.
- The online exam may be taken in your home or office. The remote proctor must be able to verify you are the only person in the room.
- A valid government issued photo ID is required.

CLASSROOM TESTING REQUIREMENTS

- A valid government issued photo ID is required.
- Sign in on the Exam sign in sheet

CERTIFICATION EXAMINATION INSTRUCTIONS

1. Allot adequate time for nourishment, rest, and relaxation on the day before and day of the exam.
2. Log in to the exam platform or arrive at the test location at least 15 minutes prior to the scheduled start time.
3. Be prepared to present your ID. Online testers must assist the remote proctor in verifying the appropriateness of the testing room.
4. No cellphones or other electronic devices are allowed in the room (except the laptop or desktop used to complete the online exam).
5. No materials may be referenced during this closed book exam.
6. A calculator app is available within the exam software. Classroom testers may bring a basic 4-function calculator to the exam site.
7. Listen carefully to the proctor's instructions. Be certain to review all additional instructions within the exam when you encounter them.
8. Do not start the exam until instructed to do so.
9. Do not communicate with anyone during the exam.
10. Read each question / answer carefully. Pay close attention to detail. Notice the relationship of the question to the answer options. A statement may be correct, but not relevant to the question asked.
11. Evaluate all answers before you respond to the question. There is only one correct answer per question.
12. Upon completion, review to ensure all questions were answered.

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STUDY LIST:

MODULE 1

1. Define the “Fair Labor Standards Act”
2. Understand exempt vs. non-exempt classifications
3. Define “Sexual Harassment” and Applicable Laws
4. Define the “Americans with Disabilities Act” and “Reasonable Accommodation”
5. Define the “Family Medical Leave Act”
6. Define the “Equal Pay Act of 1963”
7. Define the “Pregnancy Discrimination Act”
8. Distinguish among types of patient consent
9. Understand NCQA’s Standards for Medical Record Review
10. Understand the principles of “Medical Record Documentation”
11. Understand Immigration Reform
12. Understand Wage and Overtime Laws
13. Define Section 1557 of the “Patient Protection & Affordable Care Act”
14. Define “Dual Capacity Doctrine”
15. Understand Department of Labor – Wage Records

MODULE 2

1. Understand “Abraham Maslow’s Hierarchy of Needs” and Relation to Practice Administration and Personnel Management
2. Define Progressive Discipline and Various Discipline Methods
3. Understand Coping Strategies & Responding to Difficult Employees
4. Define the Hiring Process Including Tools and Materials Essential for Effective Hiring and Personnel Management (e.g., Job Descriptions, Evaluations)
5. Understand the concept of different types of listeners
6. Understand Factors for Determining Salary
7. Define Form I-9
8. Define At-Will Termination
9. Understand Organizational Charts
10. Understand the differences between Managing and Leading
11. Understand Department of Labor Laws: Compensation Time and Back Pay

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MODULE 3

1. Financial Calculations
 - i. Gross / Net Charges
 - ii. Cost Per Patient
 - iii. Collection Ratios / Percentages
 - iv. Expense to Earnings Ration / Percentage
 - v. Total Expenses (e.g., Fixed, Variable, Direct, Indirect)
 - vi. Gross Monthly Collection Ratio
 - vii. Current Average in AR
2. Understand Financial Terms
3. Define Budget and Budget Process / Requirements
4. Define Projected Revenue
5. Understand the questions for financial calculations
6. Define Formal Budget
7. Define Break-even Point
8. Understand Asking for Payment at Time of Service & Common Responses
9. Understand Forecasting Revenue
10. Understand Fee Schedule Analyzing

MODULE 4

1. Define "HITECH"
2. Define Key Components of the "OIG Compliance Program Guidance"
3. Define "Self-Disclosure"
4. Define "Administrative Simplification"
5. Understand the Key Components of "Privacy Rule"
6. Define "Protected Health Information" and "Individual Identifiable Health Information"
7. Define "Covered Entity"
8. Define "Business Associate"
9. Understand the HIPAA Security Standard and its safeguards
10. Understand the Key Components of "OSHA"
11. Understand Key Requirements of "HIPAA" Compliance
12. Understand the "American Recovery and Reimbursement Act of 2009" (ARRA)
13. Define "Fraud" and "Abuse"

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14. Understand the “Stark Rule”
15. Define “Statutory Obligations”
16. Understand Medicare Contracting
17. Define MACRA, MIPS and APMs

MODULE 5

1. Define and Contrast Managed Care Models (e.g., HMO, PPO, Silent PPO, PHO, POS, Exclusive Managed Indemnity)
2. Understand Processes and Considerations in Evaluation of Managed Care Organizations
3. Define Credentialing and Privileging
4. Define Managed Care Contract Clauses
5. Understand Fee-for-Service
6. Understand Fee Schedule Negotiations
7. Understand Utilization Review / Quality Management
8. Define programs instituted under healthcare reforms
9. Define MCOs
10. Understand Accountable Care Organizations
11. Define SOAP
12. Define Patient Centered Medical Home (PCMH)
13. Understand the concept of the Evergreen Clause
14. Understand Point of Service Plans
15. Understand the CMS Documentation Guidelines and NCQA
16. Define Hold Harmless Clause
17. Define FQHC
18. Define Managed Care Accrediting Organizations