

Management and Strategy Institute, LLC.

Medical Office Administrator Certified (MOAC)[™]

Course of Study

Introduction

As a Medical Office Administrator, it's critical that you have the skills and knowledge to optimally manage an office for efficiency, productivity, and with the necessary level of professionalism. Duties and responsibilities of a medical office administrator are significantly different than those of the general or typical office administrator. This is because of the interaction of the specific type of customer. Customers of medical offices are there to receive medical, procedural, or clinical services or advice. The equipment used in providing services, regulation requirements, and payment methods for the services provided are significantly different than in any other type of office environment.

The Medical Office Administrator certification is designed to test your understanding of the key office administration roles. It also covers HIPAA understanding, which is of critical importance in this role.

The goal of the Management and Strategy Institute is to teach you the key competencies required to function in the role of a Medical Office Administrator. As you go through the training material you will learn the competencies listed below.

The MOAC exam is a timed, online exam. It consists of approximately 35 questions and has a required passing score of 65%. The program is broken down into 3 sections.

Section 1: General Office Management

Section 2: Medical Office Management

Section 3: HIPAA

Competencies

This course of study covers the following competencies:

Office Manager Introduction

- Being an office manager requires a diverse set of skills. Duties can include anything from greeting clients, to supervising other employees, to management of payroll, or even dusting the office.
 - Learning Outcome: Understand the basic duties of an office manager.

Office Management Roles and Responsibilities

- The office manager is the key individual responsible for quality service and business success. Office managers manage the work, workflow, and workers in the office management environment.
 - Learning Outcome: Have a deeper understanding of office manager responsibilities.

Core Competencies and Skillsets

- As the office manager there are four focus areas of competence you will need. These competencies are critical for every office manager position and at every level of responsibility.
 - Learning Outcome: Understand professionalism, leadership, critical thinking skills, and communication skills.

Business Operations and Legal Requirements

- The office manager will monitor and perform any requirements for the legal structure of the office, such as proprietorship, corporation, partnership, or other legal structure.
 - Learning Outcome: Understand the basic responsibilities regarding operations and legal requirements.

Financial Management

- Each office manager will perform some form of financial management. This may include accounting, bookkeeping, payroll, receiving payments from customers, paying for supplies, vendor support, or hiring consultants.
 - Learning Outcome: Understand the basic financial responsibilities of an office manager.

Information Technology Management

- The office manager is also responsible for information technology management as well as the office equipment selection and disposition once equipment has reached its expected lifespan.
 - Learning Outcome: Understand the IT requirements of an office manager.

Human Resource Management

- As the office manager you will have several responsibilities in hiring practices and staffing your office with the right employees.
 - Learning Outcome: Understand the basic Human Resource functions of an office manager.

Supervising Employees and Ensuring Work Flow

- Much of your day to day activities will include supervising your employees and ensuring proper workflow to complete the tasks that are necessary to satisfy customer needs.
 - Learning Outcome: Understand how to supervise employees and monitor the workflow within the office.

Physical Office Environment Management

- The physical office environment is another factor which affects your customer service, efficiency, safety, productivity, and employee satisfaction.
 - Learning Outcome: Understand physical office manager.

Productivity and Efficiency

- Productivity and efficiency are one more factor that the office manager will monitor. The manner in which you produce your work in terms of quality, efficiency, and satisfaction largely define your reputation as an office manager.
 - Learning Outcome: Understand the numerous operational improvements that you can make as the office manager to continually refine your operations and innovate how you produce services.

Office Management Best Practices

- So how do you know if you are doing a good job? That is a question you should ask yourself frequently as an office manager and as a professional.
 - Learning Outcome: Review and understand office manager best practices.

Medical Office Management Responsibilities

- Duties and responsibilities of a medical office administrator are significantly different than those of the general or typical office administrator.
 - Learning Outcome: Understand the differences between a business office and a medical office setting.

Business Operations and Financial Management

- Business operations and financial management within the medical office requires some similar skills as a general office administrator but a subset of specialized skills based on claims audits, billing, financial structures of medical practices, payer rates, and the equipment needs the medical practice.
 - Learning Outcome: Understand the basic business operations and financial management of a medical office.

Information Technology Management

- Information management may be one of the more complex areas you as the office administrator will work with.
 - Learning Outcome: Understand the basic requirements of and concerns regarding Information Technology.

Human Resource Management

- Human resources and human capital are very important and key to the success of your medical office.
 - Learning Outcome: Understand basic Human Resource requirements

Patient Care Systems

- Patient care systems truly separate your work as a medical office administrator from that of a typical office administrator. Patient care systems require that the medical office administrator establish business processes which assure effective and efficient clinical operations. It also requires plans for control of pharmaceuticals.
 - Learning Outcome: Understand basic patient care system administration.

Quality Management

- Quality management is the management of process activities that improve the quality of care you provide to your patients. Quality management involves continuous refinement and improvement of the operations of your medical office.
 - Learning Outcome: Understand how to design and implement quality management systems and processes that improve the health care you deliver and ensure patient safety.

Risk Management

- An additional key function of the Medical Office administrator is risk management. Risk management protects the assets of the medical office or medical practice and reduces the potential for loss.
 - Learning Outcome: Understand basic risk management within a medical office.

HIPAA Security Rule

- A major goal of the Security Rule is to protect the privacy of individuals' health information while allowing covered entities to adopt new technologies to improve the quality and efficiency of patient care.
 - Learning Outcome: Understand the Security Rule of HIPAA

HIPAA Privacy Rule

- The Standards for Privacy of Individually Identifiable Health Information (“Privacy Rule”) establishes, for the first time, a set of national standards for the protection of certain health information.
 - Learning Outcome: Understand the Privacy Rule of HIPAA

Learning Resources

Required:

Material included with your purchase is required reading.

- Free online training material provided by MSI. The material includes everything you will need to learn to pass the exam. This material is included for free with the purchase of your exam. It is in digital form, and available immediately after payment.

Optional:

This material is not required, however it will assist you in becoming an office administrator.

- Anne Seymour Johnson (Feb 2013), Keys to the Medical Front Office, ISBN-13: 978-0984539512
- Alice Anne Andress CCS-P CCP (Nov 2008), Saunders Medical Office Management-3e, ISBN-13: 978-1416056683

Preparing for Success

In order to successfully complete the MOAC exam, you will need to make sure you have the appropriate resources to support your learning.

- A quiet location, free from distraction.
- Internet access.
- Current (newest) version of Internet Explorer, Firefox, or Chrome browser.
- Take study notes while going through the training.
- When you are ready to take the exam, you should allot 1-hour of time.

Frequently Asked Questions

What happens if I fail the exam?

- You are given two additional attempts to pass the exam at no additional cost.

Will I receive a physical certificate in the mail?

- Yes, MSI will mail you a certificate suitable for framing as well as transcripts.

Will I receive Professional Competency Units (PCU's)?

- Yes, the Medical Office Administrator Certified (MOAC) exam awards 10 PCU's upon passing of the exam.