

# National Certified Medical Office Assistant Detailed Test Plan

Effective: January 2024  
EX-0507

## NCMOA Detailed Test Plan

This detailed test plan reflects the results of a national job analysis study that determined the critical job competencies to be tested by NCCT in this certification examination. It contains 125 scored items, 25 unscored pretest items and candidates are allowed three (3) hours to complete the examination. This certification examination is comprised of 92% standard, 4-option multiple-choice items and 8% alternative items (e.g., Drag and Drop, Multi-Select, Hotspot).

Number of Scored Items	Content Categories
15	<b>1 Scheduling</b> <ol style="list-style-type: none"> <li>1 Create healthcare provider schedules.</li> <li>2 Schedule new patient appointments.</li> <li>3 Schedule follow-up visits.</li> <li>4 Schedule series appointments.</li> <li>5 Schedule nurse visits.</li> <li>6 Schedule appointments with the referred provider.</li> <li>7 Schedule patients for outpatient diagnostic tests and procedures.</li> <li>8 Coordinate patient appointments for telemedicine and/or home monitoring.</li> <li>9 Coordinate patient referrals, benefits, and eligibility.</li> <li>10 Request and verify pre-authorizations.</li> </ol>
18	<b>2 Patient Reception and Registration</b> <ol style="list-style-type: none"> <li>1 Direct patients and visitors to the appropriate team member based on priority and needs.</li> <li>2 Verify and enter patient information into medical records.</li> <li>3 Assist patients in completing necessary admissions paperwork (e.g., financial responsibilities, consent, HIPAA).</li> <li>4 Obtain, verify, and scan patient insurance information.</li> <li>5 Collect payment, copayment, coinsurance, or deductible owed by the patient at the time of service.</li> <li>6 Explain insurance coverage and financial responsibility.</li> </ol>
38	<b>3 Medical Office Administration</b> <ol style="list-style-type: none"> <li>19 <b>A General Office Administration</b> <ol style="list-style-type: none"> <li>1 Open and close the medical office for the day.</li> <li>2 Process outgoing mail and correspondence.</li> <li>3 Arrange for maintenance and repair of medical office equipment.</li> <li>4 Maintain documents and patient charts using electronic methods.</li> <li>5 Move medical records between active, inactive, and closed status.</li> <li>6 Maintain office supply inventories.</li> <li>7 Order medical supplies as directed by medical staff.</li> </ol> </li> <li>19 <b>B Financial Administration</b> <ol style="list-style-type: none"> <li>1 Maintain petty cash fund.</li> <li>2 Manage payment arrangements and overpayments.</li> <li>3 Monitor patient statements/bills and other financial invoices.</li> <li>4 Post patient payments to financial records (e.g., HSA, credit card payments, cash).</li> </ol> </li> </ol>

- 5 Process the financial forms/agreements (e.g., promissory notes, truth in lending).
- 6 Process payment transactions.
- 7 Reconcile daily financial transactions.

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**4 Insurance, Billing, and Coding**

- 1 Recognize and differentiate between CPT, ICD, and HCPCS codes.
- 2 Recognize and differentiate between types of commercial health care insurance plans (e.g., PPO, HMO, Advantage).
- 3 Recognize and differentiate between types of government insurance plans (e.g., Medicare, Medicaid, TRICARE).

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**5 Law and Ethics**

- 1 Recognize legal responsibilities and the scope of practice for the medical office assistant.
- 2 Recognize unethical practices and respond in an ethical manner for situations in the medical office.
- 3 Recognize and respond to violations of medical law.
- 4 Educate patients about the Patient's Bill of Rights.
- 5 Obtain patient's legal documents (e.g., Power of Attorney, Advance Directives, Living Will).
- 6 Comply with privacy laws (e.g., HIPAA, HITECH).
- 7 Purge and destroy documents per state and federal guidelines.
- 8 Report medical emergencies as required by law.

## Essential Knowledge Base:

### Apply a working understanding of these integrated concepts:

- 1 Telephone etiquette
- 2 Medical software
- 3 Scheduling guidelines
- 4 Patient registration
- 5 Payment collection
- 6 Patient education
- 7 Healthcare roles and responsibilities
- 8 Mail processing
- 9 Supply management
- 10 Records management
- 11 Financial transactions
- 12 Basic accounting
- 13 Medical coding
- 14 Insurance plans
- 15 Insurance processing
- 16 Privacy laws (e.g., HIPAA)
- 17 Federal regulations (e.g., OSHA, Stark)
- 18 Mandatory reporting
- 19 Medical ethics

