



National Certified Medical Office Assistant 2024 Detailed Test Plan - Comparison to Previous

Below is a quick comparison guide detailing the changes in the new Detailed Test Plan

Comparison	Previous	New
Total # scored test questions	125	125
Total # unscored pretest items	25	25
Total time	3 hours	3 hours
4-option multiple-choice items	85-90%	92%
Alternative items	10-15%	8%

Changes to Exam Content Categories:

Previous		New	
1. General Office Procedures:	31		
A. Communication		Patient Reception and Registration	18
B. Medical Office Computer Applications		DELETED	
C. Scheduling		Scheduling	15
D. Medical Records		CONDENSED INTO CONTENT CATEGORIES	
2. Medical Office General Management	26	General Office Administration	19
3. Medical Office Financial Management	23	Financial Administration	19
4. Insurance, Billing, and Coding	23	Insurance, Billing, and Coding	20
5. Laws and Ethics	22	Laws and Ethics	34

New Tasks:

- 1A5 Schedule nurse visits.
- 1A6 Schedule appointments with referred provider
- 1A8 Coordinate patient appointments for telemedicine and/or home monitoring

Deleted Tasks:

- 1A1 Welcome patients and other visitors to office
- 1A3 Communicate effectively verbally and in writing.
- 1A7 Provide the office policies and procedures to patients.
- 1A10 Place outgoing calls using telephone etiquette.
- 1A15 Transcribe dictations/drafts of medical office correspondence.
- 1A16 Transcribe dictations/drafts of medical records.
- 1A17 Proofread and/or edit office correspondence.
- 1A20 Prepare documents to terminate the medical office's relationship with a patient per protocol.
- 1A22 Obtain and provide patients with information regarding community resources.
- 1A23 Maintain records for the office (e.g., parking spaces, phones, PC inventory, credit card transactions, office keys, passwords).
- 1B3 Retrieve electronic medical office data.
- 1B4 Use standard office software (e.g., word processing, spreadsheet, database, email, internet browsers, presentation graphics applications).

Deleted Tasks (Continued):

- 1B5 Use medical office software (e.g., billing, scheduling, electronic medical records, electronic health records, financial).
- 1B6 Backup electronic data per office policy.
- 1B7 Perform basic operator level troubleshooting on medical office computer equipment and software
- 1B8 Maintain medical office electronic data using devices other than computers (e.g., tablets, mobile phones, bar code scanners, card readers/scanners, kiosks).
- 1B9 Use peripheral devices (e.g., printers, copiers, scanners, fax, digital cameras).
- 1D5 Maintain documents and patient charts using paper methods.
- 1D6 File medical records numerically, alphabetically, by color, and by subject per office policies and procedures.
- 1D10 Pull current and stored files (e.g., medical chart, reports) needed for the day's activities.
- 1D16 Prepare charts for audits and external reviews.
- 2A2 Coordinate outside business associated (e.g., vendors, suppliers).
- 2A6 Comply with accreditation and licensure requirements.
- 2A9 Manage staff scheduling per office procedures.
- 2A10 Orient and train new staff.
- 2A11 Manage sponsored events (e.g., meetings, conferences, workshops, seminars).
- 2A12 Gather information required by team members for patient care (e.g., articles, presentations).
- 2A13 Assist in the creation of medical related articles, papers, or presentations.
- 3A3 Obtain the information needed for clean claim submission.
- 3A6 Post remittance advices (RA) and Explanation of Benefits (EOB) to patient financial records.
- 3A8 Follow up on suspended claims and claim denials.
- 3A10 Communicate collection sin compliance with state and federal regulations.