

# **Certified Medical Office Manager (CMOM) Curriculum**

## **Practice Management (Domain 1)**

- Review of practice administration roles and responsibilities
- Facility, operational and time management
- Employee relations, laws and guidelines
- Employee handbook and business policies
- Administration of medical records and patient relations
- Labor regulations and reporting requirements
- Terminating the patient/provider relationship

## **Personnel Management (Domain 2)**

- Creating effective job descriptions, interviewing, and hiring tips
- Team building and managing conflicts
- Handling staff grievances, evaluations and performance issues
- Compensation and benefits packages attract talent and minimize turnover
- Proper maintenance of employee personnel files (e.g. Form I-9)
- Goal setting and conducting effective staff meetings
- Termination procedures and the exit interview

## **Financial Management (Domain 3)**

- Budget planning, cost analysis and forecasting
- Examining contracts and fee schedule
- Patient education, verification, and collections procedures
- Financial reporting, calculations, and controls
- Developing and maintaining a budget
- Revenue and cost accounting

## **Compliance Requirements (Domain 4)**

- MACRA and the Quality Payment Program
- HIPAA and OSHA compliance
- Implementing the OIG's recommended compliance program
- Policies and procedures that inhibit fraud/abuse
- Identifying and controlling the risk of medical identity theft
- Legal protections and risk management guidelines

## **Managed Care Delivery System (Domain 5)**

- Physician credentialing and privileging
- Contract evaluation and negotiation
- Calculating the right patient-payer mix for your office
- Physician Utilization Committee review process
- Utilization review procedures and the PUC
- HMO, IPA, MSO, PPO definition, purpose and analysis
- Assigning an internal managed care coordinator
- Health insurance exchanges
- Value-based care models and quality metrics

# **Business of Oncology Curriculum**

- Physician Shortages
- Physician Contracting
- From Volume to Value
- Oral Oncolytics and Adherence
- GPO and Pharmaceutical Contracting
- Provider-Based Billing
- 340 Drug Program
- Financial Toxicity
- Revenue Cycle Management
- Role of Nurse Navigator
- Palliative Care
- Supervisorship Clinics
- USP797 & USP800
- The Patient Experience