

**Table 1 Overview of Certified Medical Office Manager Course**

<b>Practice Management</b>		
<ul style="list-style-type: none"> <li>• Review of practice administration role and responsibilities</li> <li>• Facility, operational, and time management</li> <li>• Employee relations, laws, and guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• Employee handbook and business policies</li> <li>• Administration of medical records and patient relations</li> <li>• Labor regulations and reporting requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Terminating the patient–provider relationship</li> <li>• Risk management and quality assurance</li> <li>• Sexual harassment, discrimination, and substance abuse</li> </ul>
<b>Personnel Management</b>		
<ul style="list-style-type: none"> <li>• Creating effective job descriptions, interviewing, and hiring tips</li> <li>• Team building and managing conflicts</li> <li>• Handling staff grievances, evaluations, and performance issues</li> <li>• Compensation and benefits packages that attract talent and minimize turnover</li> </ul>	<ul style="list-style-type: none"> <li>• Proper maintenance of employee personnel files (eg, Form I-9)</li> <li>• Goal setting and conducting effective staff meetings</li> <li>• Termination procedures and the exit interview</li> </ul>	<ul style="list-style-type: none"> <li>• Physician and staff retention and motivation</li> <li>• Coping strategies for difficult employees</li> <li>• Leadership vs management</li> </ul>
<b>Financial Management</b>		
<ul style="list-style-type: none"> <li>• Financial planning, calculations, and controls</li> <li>• Examining contracts and fee schedule</li> <li>• Patient education, verification, and collections procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Accounts receivable, status, and activity reporting</li> <li>• Developing and maintaining a budget</li> <li>• Revenue and cost accounting</li> </ul>	<ul style="list-style-type: none"> <li>• Maximizing cash flow and controlling overhead</li> <li>• Cost analysis, forecasting, and new revenue streams</li> </ul>
<b>Compliance Requirements</b>		
<ul style="list-style-type: none"> <li>• MACRA and the Quality Payment Program</li> <li>• HIPAA and OSHA compliance</li> </ul>	<ul style="list-style-type: none"> <li>• Implementing the OIG’s recommended compliance program</li> <li>• Policies and procedures that inhibit fraud/abuse</li> </ul>	<ul style="list-style-type: none"> <li>• Identifying and controlling the risk for medical identity theft</li> <li>• Legal protections, risk management, and compliance checklists</li> </ul>
<b>Managed Care Delivery System</b>		
<ul style="list-style-type: none"> <li>• Physician credentialing and privileging</li> <li>• Payer contract evaluation, negotiation, and termination</li> <li>• Calculating the right patient–payer mix for your office</li> <li>• Physician Utilization Committee review process</li> </ul>	<ul style="list-style-type: none"> <li>• Utilization control techniques</li> <li>• HMO, IPA, MSO, and PPO definition, purpose, and analysis</li> <li>• Assigning an internal managed care coordinator</li> <li>• Health insurance exchanges</li> </ul>	<ul style="list-style-type: none"> <li>• Value-based care and quality metrics</li> <li>• Coordination of benefits</li> <li>• ACOs and Patient-Centered Medical Homes</li> </ul>
<p>ACOs indicates Accountable Care Organizations; HIPAA, Health Insurance Portability and Accountability Act; HMO, Health Maintenance Organization; IPA, Independent Practice Association; MACRA, Medicare Access and CHIP Reauthorization Act; MSO, Management Services Organization; OIG, Office of Inspector General; OSHA, Occupational Safety and Health Administration; PPO, Preferred Provider Organization.</p>		

**Table 2 Overview of Business of Oncology Course**

<b>Business of Oncology</b>		
<ul style="list-style-type: none"> <li>• Physician burnout and shortages</li> <li>• Population health management</li> <li>• Provider contracting</li> <li>• Precision medicine</li> <li>• Telehealth</li> <li>• Oral oncolytics and monitoring adherence</li> </ul>	<ul style="list-style-type: none"> <li>• GPOs and pharmaceutical contracting</li> <li>• Clinical trials</li> <li>• Provider-based billing</li> <li>• 340B Drug Pricing Program</li> <li>• Revenue cycle management</li> <li>• Overcoming reimbursement challenges</li> </ul>	<ul style="list-style-type: none"> <li>• Nurse navigators</li> <li>• Palliative care in the oncology setting</li> <li>• Survivorship clinics and palliative care</li> <li>• USP requirements</li> <li>• Advocacy and the patient experience</li> </ul>
<p>GPOs indicates Group Purchasing Organizations; USP, US Pharmacopeial Convention.</p>		