

Certified Medical Administrative Assistant (CMAA)

CMAA Preparation Suite Edition 3.0 Implementation Guide

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About This Guide

This guide is a companion to the Certified Medical Administrative Assistant (CMAA) Preparation Suite 3.0* and is to provide directed preparation for the CMAA certification exam and to instill the knowledge and standards needed for excellence in the practice of medical administrative assisting. We incorporated information such as how many hours you will need to incorporate the training, numerous tips to make implementation seamless, and detailed information on what content is included.

Legend

Learner: Student, Employee, or Apprentice | Facilitator: Educator, Instructor, Trainer, or Employer

*Candidates are not required to use NHA study or prep materials in order to sit for the exam. Use of these materials or following this guidance will not guarantee success on the exam.

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Description

Preparation materials include an online or printed Study Guide, one Baseline Practice Test, Practice Tests (4 attempts [1-2-3-4]), and one Final Practice Test. These materials may be purchased separately, but this implementation guide refers to using the study guide in conjunction with the practice tests as a suite of preparation resources.

While certification is important, certification candidates are often anxious to sit for exams. The CMAA study guide provides the best insight on the type of content that will be included on the certification exam and can be an invaluable resource for exam preparation. It is, however, a study guide. It should not be the only resource used to prepare, and it will not necessarily cover the specific construct of every question on the certification examination. Rather, it will provide the map to success by presenting overviews of each topic included in the test plan. These materials are not meant as replacement for career training and education in field.

The module quizzes and Practice Tests provide opportunities to practice answering the types of questions that may appear on the certification exam. Although some of the answers to the questions on these Practice Tests will be found in the study guide, many will not. This provides additional learning opportunities and helps ensure that learners are not just memorizing information in the study guide, but rather using all learning resources so that they are better prepared for testing. All questions will be relevant to the certification test plan.

Features

The study guide, available in both printed and online formats, focuses on Foundational Knowledge, Communication and Professionalism, Medical Law, Ethics, and Compliance, Scheduling, Patient Encounter, Billing and Revenue Cycle, and Medical Practice Administrative Procedures and Logistics, aligned with the CMAA test plan.

BOTH THE ONLINE VERSION AND PRINTED STUDY GUIDES INCLUDE THE FOLLOWING FEATURES:

- Illustrations, images, and tables help to explain and clarify concepts.
- Glossary terms allow certification candidates to review definitions of selected terms.
- Module quizzes assess candidates' knowledge of chapter/module content and other relevant subject matter related to the test plan.
- Case studies in the printed and online version of the study guide that provide real world critical-thinking practice. These are found in each module. Learners read a scenario and then answer critical thinking questions following.
- Additional Coding and Billing Practice Activities (not graded) for learner to enhance proficiency. These provide additional coding practice and billing practice, including a fillable CMS-1500 form. These can be found by clicking on **Resources** located at the bottom of the menu in the online version of the Study Guide.

FEATURES ONLY AVAILABLE IN THE ONLINE VERSION INCLUDE:

- The Online Certification Study Guide offers a dynamic learning environment to give facilitators and learners the control to use and adapt both in and outside the classroom (virtual, hybrid, or in-person).
- Loaded with practice questions to build confidence and identify areas needing remediation in preparation for the certification exam.
- Electronic gaming-style activities, flashcards, and EHR Simulations that help reinforce learning throughout module sections.
- There are 28 EHR Simulations embedded throughout the modules where the learner will be asked to enter scenario-based information specific to medical administrative assisting into

data entry fields emulating an electronic health record, assessing candidates' ability to think, perform data entry, and respond to real-world scenarios.

- The Digital flashcards allow learner to mark terms as "Study" or "Know" and the ability to shuffle the order they are presented. Flashcards can be found near the bottom of the Content Menu.
- Take Note feature embedded in each module provide additional context to important billing and coding concepts.
- Centralized Quiz Scoring includes both Individual and cohort results.
- Professionalism tips videos provide insight on important essential soft skills specific to Medical Administrative Assistants and include: Customer Service, Verbal Communication, Telephone Etiquette, De-escalation Techniques, Problem-Solving, Time Management, Written Communication, Protecting Patient Privacy, and Professionalism. These can be found directly in each module in the Introduction, and also found in the Video Library tab of the Menu.

ONLINE PRACTICE TEST FEATURES

- The Online Practice Tests align to the CMAA test.
- The **Baseline Practice Test** should be administered after completion of course/program (or near end), and just prior to starting review of the Study Guide, is timed (2 hr + 15 min), without rationales.
- There are four additional **Practice Tests**, that are not timed (but have a maximum of 500 min) and provide rationales which can be taken for additional practice. Specific item remediation is provided in the rationales in each attempt of these Practice Tests. There are three types of practice tests, the baseline practice test, four practice tests, and the final practice test. Note: The baseline and final practice tests are available as a default, or when the facilitator makes them available to learners. As a default, only the first of the four practice tests is available. Practice test two, three, and four become available when the previous practice test is completed. The facilitator may also set "available on" dates, however, the learner cannot take any of these four practice tests until they have completed the previous practice test.
- The **Final Practice Test** is timed (2 hr + 15 min), without rationales, to provide the "experience" of sitting for the National Exam.
- Focused Review[©] is remediation provided after the completion of each test (Baseline, Practice, and Final). Focused Review[©] is generated based on the items missed after each of the test(s). The learner is presented with the objective/task from the certification exam blueprint with the related study material. With every practice test attempt, a report is generated based on the performance on the practice test. This report is called Focused Review[®] and it shows what topic areas covered in the practice test you may need to spend more time studying.

Practice Tests	Number of Attempts	Timed	Rationales Provided	Focused Review [©] (remediation)	Number of Items
Baseline Practice Test	1	Yes (2 hr +15 min)	No	Yes	110 +25 pretest items
Practice Tests	4	Not timed, max of 500 min	Yes	Yes	110
Final Practice Test	1	Yes (2 hr +15 min)	No	Yes	110 +25 pretest items

Using the Certification Prep/Study Guide

WHY USE THE MATERIALS

Promote certification candidate's success in the application and knowledge of medical administrative assisting.

- Facilitate content mastery.
- Help certification candidate improve confidence.
- Supports certification candidate understanding and review of core competencies of medical billing and coding.
- Advocate certification candidate self-learning.

Provide review materials to assist with preparation for CMAA exam.

- Study guide can be viewed in printed or online format for customized learning.
- Online practice tests provide questions and answers to assess learning.
- Glossary reinforces vocabulary.

Support faculty facilitation practices.

- Assign selected textbook chapters and/or study guide modules as an adjunct to lecture in an aligning course.
- Assess and reinforce the effectiveness of course (in-class, hybrid, or online) presentations.

FACILITATOR TOOL KIT

- CMAA 3.0 contains a Facilitator Tool Kit (FTK). This tool kit will assist facilitators in customizing the course to meet their needs.
- The FTK provides a set of optional Resources that can be used with other sections to reinforce the key concepts.
- The following tools are contained in the FTK:
 - This implementation guide
 - Answer Keys (Practice Activities, End of Module quizzes, coding and billing practice activities)
 - Reflection activities for video features (Professionalism Tips and Patient Experience Coach) built into the online content with each video presentation.
 - Fillable CMS-1500 Form
 - What Industry Experts Say PowerPoint
 - Exam Best Practices
 - Table of Contents
 - CMAA Overview Videos

- In order to access the files from the FTK, you should have received an email from your NHA representative with the materials attached or a link to where to find these. If you haven't received these, reach out to your NHA representative and let them know you would like access.

Implementation Strategies

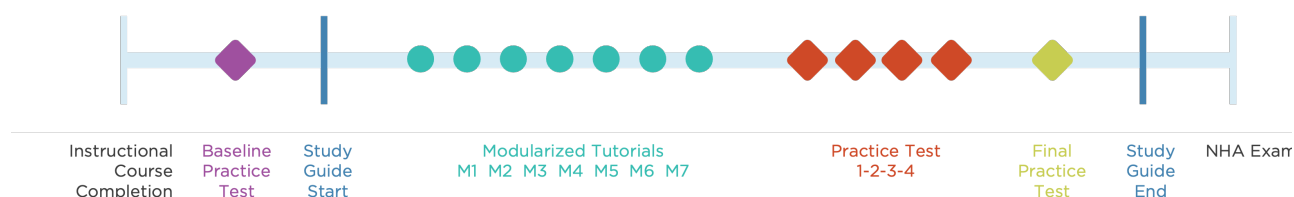
WHERE TO START

Mapping the national certification exam to course curriculum

Course curriculum extends beyond the [national certification test plan](#), but this can help to ensure all certification exam content will be covered throughout the duration of the course.

Certification preparation materials (study guide, module quizzes, and Practice Tests) should be used in addition to existing course curriculum, but never as a replacement for course curriculum.

CMAA Implementation Timeline



◆ Baseline Practice Test

The Baseline Practice Test should be assigned after course/program completion, or near end, and before Study Guide review is started. It is designed and timed (2 hr + 15 min) to mimic the certification exam in structure and timing and gauge the learner's knowledge prior to beginning the Modularized Tutorials of the Study Guide to give a baseline on where your learner is at. To obtain the most meaningful data, rationales are not included.

● Modularized Tutorials

Modularized tutorials cover core exam domains; associated quizzes for each exam domain and Study Guide module are included.

◆ Practice Tests 1-2-3-4

Gauge what has been learned and get learners familiar with exam format; rationales are included, and these are not timed (but have a maximum of 500 min). Facilitators will have the option to turn off the rationales and set a time limit of 2-hr + 15 min (to mimic the final practice test). * Note: To advance to subsequent practice tests, the learner must first complete the previous practice test. This does not apply to the baseline practice test or final practice test, which are available as a default, or when the facilitator makes them available.

◆ Final Practice Test

Gauge what has been learned and get learners familiar with exam format – timed (2 hr + 15 min). To obtain the most meaningful data, rationales are not included for the Final Practice Test.

STUDY GUIDE IMPLEMENTATION

1. Review the study guide Table of Contents to know exactly what topics are covered and in what order. After, or near end of, course/program completion and prior to assigning the study guide content, administer the Baseline Practice Test.
 - The study guide provides a review of core subjects on the national certification test plan.
 - The study guide may be used as supplementary material throughout the course, and again during the last part of training. Leveraging these resources again, closer to the proximity of the exam date (data suggests within two (2) weeks) can help keep tutorial content fresh in the certification candidate's mind
2. Match module/chapter content to related courses and build into lesson plans
3. Assign related module/chapter content for each course.
4. Direct certification candidates to complete all your course assigned textbook/workbook assignments first, then move to the study guide assignment(s).
5. Assign the study guide “module quiz due date” at the completion of each module, before starting the next module. Facilitators also have the option to assign the module quizzes as a pre-test before the start of each module as well as at completion of the module.
6. Review module quiz scores in Program Reports to determine if there are any gaps in overall learner learning. Review common deficiency areas with the learners, before moving on to next module.

RECOMMENDED TIME

Content	Hr to Complete
Entire Study Guide Learning Content	10.85 hr
Practice Test Implementation	
<ul style="list-style-type: none">• Baseline Practice• Practice 1-2-3-4 (total of 4 attempts)• Final Practice	13.5 hr total
Total Study Guide Hr	24.3 hr

RECOMMENDED TIME PER MODULE BREAKDOWN

Module Name	Study Guide Learning Content	Recommended Quiz Attempts
1. Foundational Knowledge	80 min	1
2. Communication and Professionalism	85 min	1
3. Medical Law, Ethics, and Compliance	85 min	1
4. Scheduling	85 min	1
5. Patient Encounter	90 min	1
6. Billing and Revenue Cycle	95 min	1
7. Medical Practice Administrative Procedures and Logistics	70 min	1

Entire Study Guide Learning Content includes the module content, extra features, Patient Experience Coach videos, module introduction videos, interactive/gaming-style activities, Case Studies, EHR Simulations, and end-of-module Quizzes

BASELINE PRACTICE TEST - TIMED (2 HR + 15 MIN); ONE (1) ATTEMPT

Administer the Baseline Practice Test prior to assigning the Study Guide.

- The Baseline Practice Test has 110 scored items + 25 Pretest Questions (evaluates the learners' baseline knowledge and mimics the National Exam).
- The Baseline Practice Test is timed to match the National Exam; 135 min (2 hr + 15 min) is allowed.

Administer the next PRACTICE TESTS (1-2-3-4) - NOT TIMED (BUT MAXIMUM OF 500 MIN) FOR EACH ATTEMPT; MAXIMUM 4 ATTEMPTS TOTAL (Rationales are provided)

Administer these Practice Test (after completing the Study Guide/Modularized Tutorials)

General Recommendations applicable to the Practice Tests (1-2-3-4).

- A certification candidate's first attempt on the Practice Tests should be attempted after all domains of the CMAA test plan have been presented and learners have completed all seven (7) modules in the study guide.
- Give certification candidates ample time to review any content areas that provided challenges on both the first and second Practice Tests before taking the third and fourth Practice Tests.

- Facilitators have the option to disable the rationales for a certification candidate's first attempt and to set a timer for 2 hr + 15 min (which mimics the Final Practice Test); however, these are not timed (maximum 500 min allowed).
- Learners should have sufficient time to spend in Focused Review© before moving to additional practice tests (suggested one (1) minute in Focused Review© for every question missed).
- Direct learners to take the third and fourth attempt of the Practice Tests. Facilitators have the option of turning rationales off and setting a timer for 2 hr + 15 min (which mimics the Final Practice Test); however, these are not timed (with a maximum of 500 min).
- NHA recommends that learners take each Practice test.

FINAL PRACTICE TEST TIMED (2 HR + 15 MIN); ONE (1) ATTEMPT

- There is one Final Practice Test that has 110 scored items + 25 Pretest Questions (which mimics the national exam). The Final Practice Test is timed to match the National Exam; 135 min (2 hr + 15 min) is allowed.
- The Final Practice Test should be administered in close proximity to the NHA certification exam date (data suggest within five (5) days.) Administering the Final Practice Test close to the NHA certification exam can keep the candidate more engaged, as well as reduce test anxiety through increased familiarity with the exam format.
- To best prepare candidates for the "certification exam day," review with or assign the Certification Candidates' Preparing for the Exam Best Practices PowerPoint prior to assigning the Final Practice Test and again after. This can be found by clicking on the resources tab in the lower left-hand corner of the Content Menu of each module.

Analytics

BEST PRACTICES

The following is a review of some practices that may help learners get the most out of the CMAA preparation materials (study guide, quizzes, and Practice Tests).

- Align individual modules in the study guide with your related course(s).
- Administer the Baseline Practice Test after course/program completion (or near end) and prior to assigning the study guide.
- Assign learners related study guide modules for the courses in which they align.
- Encourage learners to spend a minimum of the recommended time listed on page 7 of this Implementation Guide (IG) to complete all assignments in the study guide.
- Direct learners to take individual module quizzes after completing each related course and module materials.
- Direct learners to take all modules quizzes a second time after completing all program courses and study guide assignments.
- Review all quiz reporting tools after administering and address any common learning gaps.
- Administer the Practice Tests after learners have completed all modules and taken each module quiz twice. Consider turning rationales off and setting a timer for two hr 15 min to mimic what will occur on test day; however, they are not timed, but have a maximum of 500 min.
- Have certification candidates go into Focused Review[©] and review what they missed on the Practice Test. Learners should spend a minimum of one minute in Focused Review[©] for each question they miss. It is also a good idea for learners to go back to their textbooks in those same areas in which they struggled for a deeper dive into related content.
- Have learners repeat the same instructions that they followed for the additional Practice Test attempts.
- These can be taken with rationales turned on or off and timed or not timed, according to the facilitator's preferences.

GENERAL INSTRUCTIONAL STRATEGIES FOR FACILITATORS

- Supplement the study guide with handouts that explain the rules and regulations of your state.
- Review case studies, Professionalism Tips videos, Patient Experience Coach videos, and EHR Simulations together as a class.
- Assign learners to watch one to two Professionalism Tips per module (nine total) and have them complete the Reflection Activities (these can be found in the Introduction section of each module and in the Video library). You may also have learners journal their thoughts about the characteristic or skill presented, and state whether or not they need to improve in the area presented, in order to be successful in their health career journey.
- Assign learners Patient Experience Coach videos in each module and have them complete the related Reflection Activities. You may also have learners journal their thoughts about the characteristic or skill presented, and state whether or not they need to improve in the area presented, in order to be successful in their health career journey.
- Highlight real-world application of knowledge and skills from your experiences as a medical administrative assistant (or invite a field expert).

- Conduct assessments of material mastered and as opportunities for setting goals for improvement.
- Assign a project that pertains to news stories or current events. If new legislation is in the news, ask certification candidates to research the topic.
- Encourage questions from certification candidates.
- Meet one-on-one to talk about progress and challenges.
- Invite a past certification candidate who recently passed the CMAA exam to visit the class and talk about their experience and best practice for preparation.
- Review/assign the Certification Candidates' Preparing for the Exam Best Practices PowerPoint. This PowerPoint provides Best Practice for the certification candidates' best practices in preparing to sit for the CMAA Exam. These can be found by clicking on resources located at the bottom of the menu online version of the Study Guide.
- Invite field experts (providers, clinical supervisors, office managers) to come and talk about the importance of essential soft skills on a regular basis.
- Review/assign the What Industry Experts Have to Say PowerPoint. This PowerPoint provides information regarding the Certified Medical Administrative Assistant Profession, including quotes from Educators and Employers. These can be found by clicking on resources located at the bottom of the menu online version of the Study Guide.
- For Module 5, assign the Supplemental Coding and Billing Practice activities. These can be found by clicking on resources located at the bottom of the menu online version of the Study Guide.

ACTIVE INSTRUCTIONAL STRATEGIES FOR FACILITATORS

- Have certification candidates teach the new concepts to the class.
- Assign readings and follow up the next day with tasks that relate to the subject matter of the module.
- Create index cards with questions from the chapter and have each certification candidate read the question and teach the content to the class. After each module/lesson, request that the group provide feedback.
- Whenever possible, break modules into segments. Larger modules/lessons become more manageable when broken into segments.

Frequently Asked Questions

<i>Question</i>	<i>Answer</i>
<hr/> <i>1. Who would benefit from the CMAA Certification?</i>	<p>CMAA is a certification that validates a learner/employees' foundational knowledge in multiple aspects of the profession (communication, professionalism, medical law, ethics, and compliance, scheduling, the patient encounter, billing and revenue cycle, medical practice administrative procedures and logistics). This comprehensive foundational certification is a signal of competence for employers of personnel with medical administrative assisting responsibilities. The knowledge, skills, and abilities assessed through the CMAA are essential for entry-level medical administrative assistant roles in various practice settings including Physician's offices, surgery centers, hospitals, nursing homes, home healthcare agencies, mental health facilities, and even insurance companies and consulting firms.</p> <p>The CMAA has value to those looking to enter medical administrative assisting profession as well as persons working in the Medical Assisting (Clinical and Administrative positions) and Billing and Coding professions, and Electronic Health Records roles.</p>
<hr/> <i>2. Definitions</i>	<ul style="list-style-type: none">• Baseline Practice Test: Take after course/program completion, or near end, and ahead of Study Guide use or other practice assessments/materials to give you a baseline on where your learner is at in their knowledge and understanding of medical administrative assisting. This practice test is timed to mimic the time allowed to take the CMAA Certification Exam.• Practice Tests: Administer after completing the Study Guide/Modularized Tutorials.• Final Practice Test: Replicates the exam experience, is timed, and does not provide rationales. Assign right before they take their certification exam.

Technical Requirements

To learn more about technical requirements for this offering, refer to the following link.

Requirements for the running module content: <https://info.nhanow.com/technical-requirements>

Product Support

At NHA, we pride ourselves on timely, effective support to meet your needs. Please contact us at 800-499-9092 if you need assistance with this product.

ISBN AND COPYRIGHT INFORMATION

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