Healthcare Access & Registration Professional Program

Healthcare Access & Registration Professional Program:
This comprehensive program will prepare students to handle patient encounters, patient customer service and other areas related to intake and the coordination of a patient’s healthcare experience. This program covers important background information on the healthcare profession including: interpersonal skills; patient confidentiality; medical ethics and law; medical terminology; basics of insurance billing and coding; telephone techniques; scheduling appointments and medical records management. Additional key program topics include: customer service; referral/transfer services; resource scheduling; patient check-in; admission; registration; revenue cycle & information systems; statistical reporting; customer satisfaction and retention; leadership and management and other relevant topics.

Students who complete this program would be eligible to sit for the National Healthcareer Association (NHA) - Certified Medical Administrative Assistant (CMAA) exam; the National Association of Healthcare Access Management (NAHAM) Certified Healthcare Access Manager (CHAM) or the Certified Healthcare Access Associate (CHAA) national certification exams – depending upon their professional experience level and other factors.

Course Contact hours – 90 hours

National Certification Exams:
National Healthcareer Association (NHA) - Certified Medical Administrative Assistant (CMAA)
- The cost of the National Healthcareer Association (NHA) - Certified Medical Administrative Assistant Exam (CMAA) is $105
- The CMAA exam consists of 115 multiple choice questions;
- Test will can be administered at the end of the program

Certified Healthcare Access Manager (CHAM)
- Exam challenges the knowledge of “patient access services” at a manager level
- 115 multiple choice questions; 2 hour time limit; $150 registration fee / $50 re-take / 2 attempts
- Exam Content Areas: Pre-Encounter (45%); Encounter (35%); Future Development (20%)
- Candidate Eligibility: High School Diploma / GED; 90 professional development contact hours
- Exam administration may be computer based and or a paper based exam

Certified Healthcare Access Associate (CHAA)
- Exam challenges the knowledge of “patient access services” at a associate level
- 115 multiple choice questions; 2 hour time limit; $100 registration fee / $15 re-take / 2 attempts
- Exam Content Areas: Pre-Encounter (40%); Encounter (45%); Future Development (15%)
- Candidate Eligibility: High School Diploma / GED; 30 professional development contact hours
- Exam administration may be computer based and or a paper based exam

Content Detail Information
Healthcare Access Professional – Baseline Skills
- History of medicine, medicine and the law, medical malpractice, medical ethics, medical practice specialties
- communication techniques, appointment scheduling, general office duties
- medical records management, problem oriented medical record, confidentiality of the medical record, initiating a medical record for a new client, filing reports in the medical record
- medical practice management and communication
- fraud abuse and compliance
- documentation and risk assessment
• technology in the health care environment
• professional behavior in the workplace
• the business side of medicine
• abbreviations and symbols used in the medical office
• introduction to medical accounting, financial statements, cost analysis and budgets for the medical practice
• HIPAA review
• patient bill of rights and confidentiality
• care and handling of the medical records
• health insurance coverage, coding procedures
• professional fees, billing and collecting procedures, accounting systems, credit arrangements
• banking service and procedure
• assisting with medical emergencies
• specimen collection, laboratory safety, federal and state regulations

Pre-Encounter Content Detail
• Customer Service
• Referral/Transfer Services
• Resource Scheduling
• Pre-Registration
• Clinical Prerequisites
• Financial Clearance
• Verification of Benefits
• Payer Authorization

Encounter Content Detail
• Patient Check-in, Admission, Registration
• Guest Services
• Discharge/Departure
• Revenue Cycle
• Information Systems

Future Development Content Detail
• Statistical Reporting
• Resource Management and Productivity
• Customer Satisfaction and Retention
• Staff Education and Competency
• Quality and Accuracy
• Leadership and Management

Degree Program: Health Information Management
What professions can I expect to enter after completing this program? HIM professionals enjoy a broad selection of job opportunities and options for professional growth. For additional information click web-link:
http://www.montgomerycollege.edu/Departments/careerprog/WEBInfo/HealthInfoTech/HESources.htm

For additional course information, please contact Joanna Piotrowska 240-567-5512 or by email at joanna.piotrowska@montgomerycollege.edu