Certified Medical Office Manager (CMOM)®

Leadership training and certification

Class size is limited to 25 to maximize learning experience.

Fee: $999

This instructor-led program includes a course manual, homework exercises, exam review, and certification exam. Participants may take up to four hours to complete the CMOM exam. A passing score of 70% or better is required to earn the CMOM certification designation.

Course Prerequisite
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4 ways to earn your CMOM

LIVE CLASSROOM - Breaks included

Live Webinar
Up to twelve 90-minute live webinar sessions

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Certification by Exam
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To view more details or for more information, see inside or visit pmiMD.com.
Whether you are currently running a practice or want to acquire the skills to become a practice leader, this program will expand your knowledge with detailed modules.

**CMOM**

CMOM certification demonstrates to providers, auditors, compliance officers, employers and business associates that you have achieved advanced knowledge and skills to succeed in a practice management role.

The expertise gained in this program can protect providers from risks, motivate employees and improve the practices' financial outlook.

Certification helps instill confidence when communicating with providers, third-party payers, patients and business associates.

Take charge of practice administrative issues so that providers can focus on quality patient care.

Certification improves your value to the practice and bolsters your career.

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**Curriculum**

**Medical Office Compliance**
- Understanding compliance requirements for the medical office
- 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

**Practice Administration**
- 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, insurance processing and patient relations
- Terminating the patient/provider relationship
- Labor regulations and reporting requirements

**Employee Relations**
- Creating effective job descriptions, interviewing, and hiring tips
- Team building and managing conflicts
- Handling staff grievances, evaluations and performance issues
- Compensation and benefits packages that bring in and minimize turnover
- Termination procedures and the exit interview
- Goal setting and conducting effective staff meetings

**Financial Management**
- 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

**Managed Care Delivery System**
- Negotiating contracts based on practice statistics
- Calculating the right patient-payer mix for your office
- Utilization review procedures and the PUC
- HMO, IPA, MSO, PPO definition, purpose and analysis
- Assigning an internal managed care coordinator
- Health insurance exchanges
- New value-based care models and quality measures

“The CMOM certification provides opportunities for managers to gain the same level of understanding and knowledge necessary to perform their jobs and continuously expand knowledge and skills. This was a great opportunity to learn important information necessary successfully lead their teams; especially from a compliance standpoint, it helped make sure that activities in the office are in compliance with local and federal laws, and to ensure patient safety.

CMOM provides up-to-date information necessary to lead the medical office safely and successfully.”

Zorayma Barnard
Director of Operations – Primary Care
Florida Hospital Medical Group

“I get to watch these people develop and grow in confidence and knowledge. You can just see the light bulb moment. No one has ever come out of a CMOM course saying, ‘I didn’t get my money’s worth.’ They’re astonished at all they learned in the course.”

Barbara Good
Physician Practice Advocate
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Libby Purser
Supervisor, Health Information Manager
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**About PMI**

Practice Management Institute® (PMI) teaches physicians and their staffs how to run a more productive, profitable and compliant medical office. Each year, more than 25,000 medical office professionals look to PMI as a leading provider of continuing education and credentialing. These training programs have been hosted in leading hospitals, medical societies and colleges across the U.S. for more than 30 years.

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The Certified Medical Office Manager (CMOM) program has passed a thorough review process, ensuring that the materials are current and accurate, and testing standards are strictly enforced. Board and faculty members have real-world experience in all aspects of running a successful medical practice. Visit pmiMD.com for more information about PMI’s Advisory Board and Faculty.

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