



# Certified Medical Office Manager (CMOM)<sup>®</sup>

Leadership skills for successful practice managers.



Certification for small to mid-sized provider practices, organizations, and companies.



PRACTICE<sup>®</sup>  
MANAGEMENT  
INSTITUTE



*Improving the business of medicine through education*

# Demonstrate your knowledge and validate your achievement.



The CMOM curriculum is a complete resource chosen by medical office professionals seeking to expand their skills and excel in a practice leadership role. Whether you are currently running a practice or want to acquire the skills to become a practice leader, this program will explain this role in detailed, easy-to-follow modules. Participants will gain thorough foundation for managing a successful medical practice.

- Medical office management certification demonstrates to providers, auditors, compliance officers, employers and business associates that you have achieved advanced knowledge and skills.
- Expertise gained in this program will protect the practice from risks, motivate employees and improve the over all financial outlook.
- Certification helps instill confidence when communicating with providers, third-party payors, patients and business associates.
- Your certification will prepare you to take charge of practice administrative issues, allowing your providers to focus on quality patient care.
- Certification improves your value to the practice and bolsters your career.

The **Certified Medical Office Manager (CMOM)**<sup>®</sup> 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](http://pmiMD.com) for more information about PMI's Advisory Board and Faculty.

# Key Course Objectives

## Managed Care and the Medical Practice

- Understanding credentialing and accrediting procedures for your facility
- Expert guidance on the types of managed care and how to select the right plans
- Understanding the 3 types of termination conditions
- Requirements of Fee for Service and newer payor models based on healthcare reform
- How and why to establish an effective patient complaint system
- The role and responsibilities for the MCO Coordinator
- Learn how the Physician Utilization Committee should be used
- The do's and don'ts of gathering and managing data collection
- Implementing education programs aimed at promoting better health
- OSHA, OIG and HIPAA Compliance

## Practice Administration

- Time management tips that will improve overall office productivity management
- Explore the key aspects of employment relations and the statutes that form the basis of all employment decisions
- What every manager must know about employee protection laws
- How to handle unique situations or special issues in the practice
- The development of business and administration policies and procedures
- Essential guidelines every practice must follow when implementing the Employee Handbook
- Overview of the do's and don'ts of facility management
- Lawsuit triggers that every manager must know and how to prevent them
- How to effectively sever the patient/physician relationship
- Using medical records as the first line of defense in a malpractice suit
- Explore the key elements needed in every medical record
- Essential principles of medical record documentation

## Personnel & Time Management

- Hire, motivate, and train the best team members
- Analysis of leadership and management styles
- Secrets to successful practice leadership
- Tips on how to lead more productive staff meetings
- Listening skills that will positively impact your management style
- Write more effective job descriptions to draw the best candidates
- The steps and selection process when hiring the right candidate
- Recruiting and retaining the best staff for your team
- Personnel problem-solving exercises
- Establishing and managing attractive, equitable staff compensation packages
- Techniques and policies designed to deter absenteeism

## Financial Management

- The importance of setting financial goals and objectives
- Reasons practices lose money and how to combat them
- Budget guidelines, terminology, and financial policies every manager must master
- Effective ways to educate patients about practice financial policies
- Collection techniques that pay off
- Steps to prevent medical ID theft

"My CMOM has empowered me to have a full understanding about how a medical practice can be successful. It sharpened my skills as a Coder/ Billing Collector, and aided me in obtaining a position as a Billing & Coding Compliance Manager for my current job."

Camille Betters, CPC, CMC, CMOM  
Manager, Billing & Coding Compliance  
Methodist Brain & Spine Institute

"My CMOM has helped me with the management processes that are required to have a profitable and proficient medical office. Providers rely on their office managers to make the necessary changes to ensure that their staff is properly caring for patients and that the practice has a profit in doing so as well."

Gretta Kinsella, CMC, CMIS, CMOM, CMCO  
Billing Services Manager  
Physician Joint Resources, Ltd

## 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 50,000 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 30 years.

PMI awards certification by exam to accomplished medical office professionals in the competency areas of coding, reimbursement, compliance and management. As of this printing, more than 17,000 have earned credentials through PMI.

Learn more now. Visit: [pmiMD.com](http://pmiMD.com).



## Program Information

Fee: \$999

This program includes classroom instruction, course manual, homework exercises, exam preparation handbook, and certification exam. Participants may take up to four hours to complete the CMOM exam.

### Course Prerequisite

Candidates for CMOM certification should have a minimum of one year of experience working in a medical practice. Participants with less than one year of experience should complete supplemental medical office training prior to enrolling in this program.

### Required Class Materials

A full course manual will be provided. No supplementary reference materials are required for this program. A calculator is recommended. For added support, participants may elect to purchase the pre-recorded lecture (stream online) for an additional \$299, available with live class enrollment.



The Certified Medical Office Manager (CMOM)<sup>®</sup> program is approved for 20 CEUs for PMI Certified Professionals (CMC/CMIS/CMCO). All others seeking CEUs should verify credit guidelines with their organization prior to enrollment.

### To Register:

Visit [pmiMD.com/programs/locator.asp](http://pmiMD.com/programs/locator.asp)

Call (800) 259-5562

## 4 ways to earn your CMOM



### Live Classroom



### Live Webinar

Twelve 90-minute live webinar sessions

\*Live attendance at each webinar is encouraged but not required. Recordings can be accessed online anytime within about 24-48 hours after the original recording date.



### Self-Paced Webinar Series

Get support while you learn via PMI's online Q & A Forum and the toll-free faculty help line. Start anytime with access to 12 pre-recorded webinars.



### Certification by Exam

For those with proven management skills and experience, an "Exam Only" option is available for \$299 testing fee.

The exam is proctored live in hundreds of locations across the country. Exam fee includes the basic exam preparation handbook. Check "Exam Only" on the registration form and you will be contacted by PMI to make testing arrangements.

Register online @ [pmiMD.com/certify/cmc\\_learningformats.asp](http://pmiMD.com/certify/cmc_learningformats.asp)

Payment Plan Available: Visit [www.pmiMD.com/paymentplan.asp](http://www.pmiMD.com/paymentplan.asp) or call 800-259-5562 for more details.

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