



Certified Medical Office Manager (CMOM)[®]

Leadership training and certification for medical office professionals

A certification demonstrates managerial competency in the medical practice.

CMOMs can transition into and advance their careers in other supervisory roles.

The U.S. Bureau of Labor Statistics predicts 20% job growth for medical office managers by 2026.



Knapp
Medical Center

Weslaco, TX
October 10, 11, 15 & 16, 2019

*U.S. Bureau of Labor and Statistics Occupational Outlook Handbook, Medical and Health Services Managers, job outlook, 2016-26
www.bls.gov/ooh/management/medical-and-health-services-managers.htm



Improving the business of medicine through education since 1983

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 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.

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.

Curriculum

Practice Management

- 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 and patient relations
- Labor regulations and reporting requirements
- Terminating the patient/provider relationship

Personnel Management

- Creating effective job descriptions, interviewing, and hiring tips
- Team building and managing conflicts
- Handling staff grievances, evaluations and performance issues
- Compensation and benefits packages attract talent and minimize turnover
- Proper maintenance of employee personnel files (e.g. Form I-9)
- Goal setting and conducting effective staff meetings
- Termination procedures and the exit interview

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

Compliance Requirements

- MACRA and the Quality Payment Program
- 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

Managed Care Delivery System

- Physician credentialing and privileging
- Contract evaluation and negotiation
- Calculating the right patient-payer mix for your office
- Physician Utilization Committee review process
- Utilization review procedures and the PUC
- HMO, IPA, MSO, PPO definition, purpose and analysis
- Assigning an internal managed care coordinator
- Health insurance exchanges
- Value-based care models and quality metrics

“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 to 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
West Virginia State Medical Association

“I think that all organizations benefit from having educated leaders. The CMOM course provides information that every manager in the medical field needs to know.”

Libby Purser
Supervisor, Health Information Manager
Dallas Diagnostic Association, Plano, TX

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PMI regularly posts industry news, team photos, announcements, and more.

About PMI

Practice Management Institute® (PMI) has been a trusted training resource for administrative teams working in outpatient physician offices since 1983. Entry-level and skilled professionals working in medical coding, compliance, management, auditing and billing roles learn current guidelines and best practices, and earn certification in their areas of interest. Healthcare experts teach courses in both live and online formats year-round. Onsite training and consultations are available by appointment. [Learn how PMI is improving the business of medicine at pmiMD.com.](https://pmiMD.com)



Program Information

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.

Course Prerequisite

Candidates for CMOM certification should have a minimum of one year of experience working in a medical practice. Those with less than a year of experience are recommended to complete PMI's [Management & Leadership for the Medical Practice](#) Self-Paced course prior to enrollment. Visit pmiMD.com/cmom for more information.

Required Class Materials

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)[®] program is approved for up to 20 CEUs for PMI Certified Professionals (CMC/CMIS/CMCO). All others seeking CEUs should verify approval by their organization prior to enrollment.

Registration Information

Live Class: Certified Medical Office Manager (CMOM)

October 10, 11, 15 & 16, 2019 • Program # 23803-1010 • 9:00 am to 4:00 pm (each day)

Location:

Mid Valley Physicians Association
Knapp Medical Center Conference Center
Conference Room 1 & 6
1401 E 8th Street
Weslaco, TX 78596

Register:

Online: pmimd.com/cmom
Phone: (800) 259-5562
Fax: (210) 691-8972
Mail: Shelby Roberts
Practice Management Institute
8242 Vicar
San Antonio, TX 78218



Webinar

Includes full course manual and 10 live 90-minute webinar sessions. Attendance at each live webinar is encouraged but not required. Recordings can be accessed online anytime approximately 24-48 hours after the original recording date. Visit pmiMD.com/certify for live webinar dates.



Online

Start the CMOM program anytime with access to 10 pre-recorded webinars. Get support while you learn via PMI's online Q & A Forum.



Exam Challenge

For experienced professionals, an "Exam Only" option is available for \$299 testing fee which includes a basic exam guide and one live proctored exam.

To Register: Visit pmiMD.com/cmom or call (800) 259-5562

Registration discounts and payment plan available.