



National Center for Competency Testing

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Office Hours M-F 8:30am - 5:00pm CST
www.nctinc.com

Medical Office Assistant Certification Exam Content Outline

Approximate % of Exam	Content Categories
20%	Insurance
	<ul style="list-style-type: none">• Understanding managed care models, 3rd party payers• Understanding all types of insurance plans; filing claims• Referrals and precertification• DRGs; basic procedure and diagnostic coding for reimbursement
22%	Law and Ethics
	<ul style="list-style-type: none">• Legal terms pertaining to medicine• Confidentiality (including HIPAA)• Professionalism and Medical Ethics
31%	Medical Terminology
	<ul style="list-style-type: none">• Foundations of Word Structure (roots, prefixes, suffixes)• Abbreviations (standard medical/pharmaceutical abbreviations/symbols)• Terms re: Insurance Processing, Common Diseases, Common Pathology• Terms re: Surgical Procedures, Common Diseases, Common Pathology
27%	Office Procedures (general office management duties)
	<ul style="list-style-type: none">• Verbal and written communication skills• Supplies (maintenance); Equipment (operation and maintenance)• Medical records (systems, management, organization)• Appointment and schedule management• Basic financial management (banking, payroll, patient accounts)• Basic health history interview and charting; vitals; exam preparation• Handling office emergencies; safety• Understanding scope of practice
100%	Total