

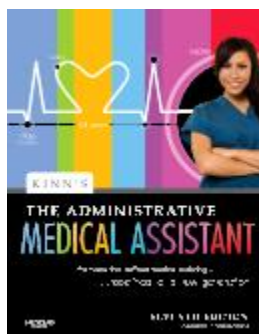
NAAHP Medical Administrative Assistant Examination Topics and Reference Material

<p>The Health Care Team Health Care Providers Nursing Professionals Allied Health Professionals Professional Organizations Health Care Facilities</p>	
<p>Medical Law Legal Concepts and Terms Legal Topics Related to the Medical Office</p>	
<p>Medical Ethics Definition of Ethics Law Versus Ethics Ethical Behavior for Physicians Ethical Behavior for Medical Administrative Assistants Confidentiality</p>	
<p>Diversity Cultural Influence Communication Barriers</p>	
<p>Interpersonal Communications Personal Communication Telephone Communication Written Communication</p>	
<p>Appointment Scheduling Appointment Scheduling Methods Appointment Scheduling Procedures</p>	
<p>Patient Reception and Registration Patient Service Patient Informational Material Welcoming Patients Patient Registration Emergency Situations</p>	
<p>Health Information Management Confidentiality Health Insurance Portability and Accountability Act of 1996 (HIPPA) Components of the Medical Record in a Medical Office Medical Transcription Organizing the Medical Record Filing Methods Legal and Ethical Issues</p>	
<p>Medical Billing The Billing Process Bookkeeping Systems Credit</p>	

<p>Health Insurance and Health Benefits Program Insurance Terminology Centers for Medicare and Medicaid Services Electronic Claims Processing Paper Processing of CMS-1500 Types of Insurance Plans</p>	
<p>Financial Management Bookkeeping and Accounting Procedures Accounts Receivable</p>	

Reference material that may be useful:

The Administrative Medical Assistant: ...by Alexandra Patricia Adams BBA
RMA CMA MA



Plunkett's Procedures for the Medical Administrative Assistant, 4th Edition
By Elsbeth McCall

