

Medical Office Occupations Competencies

1. Understands the medical office operations
2. Understands the history of medical delivery services
3. Understands the evolution of insurance billing
4. Understands the regulations of the Health Insurance Portability and Accountability Act (HIPAA)
5. Develops a project on a medically related company
6. Understands medical terminology
7. Understands the International Classification of Diseases (ICD-9)
8. Understands the Procedural Terminology (CPT-4 Coding Text)
9. Managed Care
 - a. Understands Preferred Provider Organizations (PPO)
 - b. Understands Health Maintenance Organizations (HMO)
10. Demonstrates knowledge of Worker's Compensation
11. Pharmacy Practices
 - a. Demonstrates knowledge of name brands
 - b. Demonstrates knowledge of generic drugs
 - c. Understands the difference between home remedies, over-the-counter, and prescription drugs
12. Supplemental Insurances
 - a. Understands Medicare
 - b. Understands Medical/Medicaid
13. Billing Methods
 - a. Demonstrates knowledge of manual billing
 - b. Understands concepts of computerized billing
 - c. Understands first, second and third-party billing
14. Collection Practices
 - a. Demonstrates knowledge of private methods
 - b. Demonstrates knowledge of insurance methods
15. Office, Recordkeeping and Accounting Procedures
 - a. Demonstrates ability to keep records and files as required

- b. Demonstrates ability to post payments, balance sheets, and make bank deposits
- c. Demonstrates ability to make currency conversion
- d. Demonstrates ability to use a keyboard and 10-key calculator

16. ESSENTIAL EMPLOYABILITY SKILLS/CAREER PREPARATION STANDARDS

- a. Demonstrates personal skill development (positive attitude, honesty, self-confidence, and time management)
- b. Demonstrates effective interpersonal skills (group dynamics, conflict resolution, and negotiations)
- c. Demonstrates academic skills, critical thinking and problem-solving in the workplace
- d. Demonstrates effective communication in a professional manner in both written and oral form
- e. Demonstrates occupational safety issues and observe all safety rules
- f. Demonstrates career awareness and knowledge of pathways
- g. Demonstrates ability to adapt to changing technology
- h. Demonstrates ability to prepare for employment (resume, job application, job interview, and portfolio development)