

# Certified Medical Office Manager (CMOM)

Presented by:



Hosted by:



This program is recommended for experienced medical office managers who want to take their skills to the next level. Learn to initiate policies and protocols that will improve, protect and stabilize the financial security of the practice. More physicians need Certified Office Managers who understand the newest business and regulatory issues. Certified Medical Office Managers help guard the practice against risks, and motivate employees to improve productivity and increase revenue. Find out how to analyze managed care contracts, stay in compliance with OSHA, OIG, and HIPAA, and deliver exceptional patient service.

- Evaluating contracts
- Organizing the Fee for Service practice
- MCO coordinator
- Physician utilization committee
- Utilization control techniques
- OIG compliance program guidance
- HIPAA compliance issues

### Practice Administration

- Improving employee relations
- Operations management
- Facility management
- Risk management
- Terminating the patient/physician relationship
- Medical record keeping
- Time management and delegation

### Personnel Management

- Job descriptions and training
- Maintaining valued employees
- Effective communication
- Terminating employees
- Dealing with difficult employees
- Unique employee relations issues

### Financial Management

- Developing and maintaining a budget
- Forecasting and revenue projecting
- Revenue and cost accounting
- Financial control

### Managed Care and the Medical Practice

- Types of managed care plans and how to select the right ones

September  
14, 21 & 28, 2010

Certification Exam:  
October 5

Physician Training Center  
26550 John R  
Madison Heights, MI 48071

8:00 a.m. to 4:30 p.m.

**Cancellation Policy:** A full refund less \$20.00 processing fee, if cancellation is received 7+ days prior to program start date. A 50% refund if cancellation is 6 days to 48 hours prior to start date. No refund if cancellation is less than 48 hours in advance. Upon registration, custom materials are printed, refreshments are ordered and seating is reserved. Due to this, PMI strictly adheres to this policy.

Join **NetworkPMI**, an exciting, new community for medical office professionals. Details at [network.pmiMD.com](http://network.pmiMD.com)

## REGISTRATION FORM

Please keep a copy for your records.

### PROGRAM INFORMATION

September 14, 21 & 28, 2010 Certification Exam: October 5  
(Prgm # 15194-0914)

Physician Training Center  
26550 John R  
Madison Heights, MI 48071

8:00 a.m. to 4:30 p.m. each day

### REGISTRATION METHOD

- ✉ Mail with payment to:  
**Paige Moskaitis, Practice Management Institute®**  
P.O. Box 1232, Walled Lake, MI 48390
- ☎ Phone (248) 505-1876
- 📠 Fax (248) 438-6928 Please include payment information.
- ✉ Email: [pmoskaitis.pmi@comcast.net](mailto:pmoskaitis.pmi@comcast.net)

Any questions call Paige at (248) 505-1876  
or email [pmoskaitis.pmi@comcast.net](mailto:pmoskaitis.pmi@comcast.net)

### PROGRAM FEE/DISCOUNT POLICIES

**\$699 per person for MNO members. \$799 per person for non-MNO members.** Includes instructional materials & certification exam.

## PARTICIPANT INFORMATION

Registrant 1 \_\_\_\_\_

Registrant 2\* \_\_\_\_\_

Registrant 3\* \_\_\_\_\_

Additional registrants may be listed on a separate sheet

*\*If you are registering two or more participants, or if you are PMI-Certified, please call for discount information.*

Practice Name \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_

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## PAYMENT INFORMATION

Select form of Payment:  VISA  MasterCard  AMEX

Check (*payable to Practice Management Institute*)

For charges, call Paige at 248-505-1876

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