Certified Medical Administrative Assistant (CMAA)

LEARNING PACKAGE

EDITION 2.0

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Description

The goal of the *Certified Medical Administrative Assistant (CMAA) Learning Package 2.0* is to provide directed preparation for the CMAA certification exam* and to instill the knowledge and standards needed for excellence in medical administrative assistant practice.

Preparation materials include an online or printed study guide and three online practice assessments. These materials may be purchased separately, but this implementation guide refers to using the study guide in conjunction with the practice assessments as a suite of preparation resources.

While certification is important, certification candidates are often anxious to sit for exams. The CMAA study guide and practice assessments will help prepare certification candidates for the exam and reduce test anxiety. These materials are not meant as replacement for career training and education in field.

Features

- The study guide, available in both printed and online formats, focuses on the principles of medical administrative assistant practice as aligned with the CMAA exam blueprint. The online version includes audio, video, and animation to engage various learning styles.
- Pop-up and drill questions with rationales reinforce learning.
- Illustrations, images, and tables help explain and clarify concepts.
- The glossary allows certification candidates to review definitions of selected terms.
- Case studies provide real-world critical-thinking practice.
- Online practice assessments match the CMAA exam blueprint and provide rationales for each question. Focused Review© is provided for remediation based on practice assessment results.
- Built-in progress tracking features are included for educators and students.

*The study guide is not intended to have a 1:1 match with the certification exam. It is intended to provide a categorical review of the general content areas included on the test outline. It is not a comprehensive review for all questions included on the exam. Test takers should have completed a program of study in the area being tested or have recent work experience to draw from.

Implementation Strategies

Where to Start

MAPPING THE NATIONAL CERTIFICATION TEST TO COURSE CURRICULUM

Course curriculum extends beyond the national certification test plan (www.nhanow.com/test-plans.aspx), but this can help to ensure all certification exam content will be covered throughout the duration of the course.

Certification preparation materials should be used in addition to existing course curriculum, but never as a replacement for course curriculum.

Using the Certification Prep/Study Guide

WHY USE THE MATERIALS

Promote certification candidate's success in medical administrative assistant education.
- Facilitate content mastery.

- Help certification candidates improve confidence.

- Supports certification candidate understanding and review of competencies.

- Teach essential medical administrative assistant practice skills.

- Advocate certification candidate self-learning.

- Enforce critical thinking and application of knowledge with case studies.

Provide review materials to assist with preparation for CMAA exam.
- Study guide can be viewed in printed or online format for customized learning.

- Online practice assessments provide test questions and answers to assess learning.

- Glossary reinforces vocabulary.

Support faculty teaching practices.
- Assign selected chapters as an adjunct to lecture in an aligning course.

- Assess and reinforce the effectiveness of in-class presentations.

Implementation Strategies, continued

HOW TO USE THE MATERIALS

Administer the first online practice assessment.
- A certification candidate's first attempt on the practice assessment should be done toward the end of the program.
- Data suggests the first practice assessment should be administered 10 to 50 days prior to the certification exam date.
- Give certification candidates ample time to review any content areas that provided challenges on the practice assessment.
- As the practice assessment mirrors the certification exam in length and format, it is recommended to disable the rationales for a certification candidate's first attempt.

Direct certification candidates to use the study guide.
- The study guide provides a review of core subjects on the national certification test plan.
- The study guide may be used as supplementary material throughout the course, but leveraging these resources in a closer proximity to the exam date (data suggests within 2 weeks) can help keep tutorial content fresh in the certification candidate's mind.

Administer additional online practice assessments.
- The last practice assessment should be administered in close proximity to the NHA certification exam date. (Data suggest within 5 days.)
- Administering the last practice assessment close to the NHA certification exam can keep the candidate more engaged, as well as reduce test anxiety through increased familiarity with the exam format.
- As a candidate may attempt each practice assessment twice, NHA advises administrators leave at least 10 days in between practice assessments, encouraging the use of Focused Review© between attempts.
- Additional attempts can help mitigate test anxiety, but upward movement in scoring, especially when practice assessments are taken in very close proximity to one another, may not indicate increased exam readiness, but rather could be a result of answer memorization.

Leverage reporting tools to assess certification candidate's learning.
- Administrators can use NHA's reporting tools to identify trends at the candidate class, program, or institution level to determine content areas that appear to present certification candidates with the greatest challenges, and then provide additional support and training on these topics.

RECOMMENDED TIME

Study Guide with Case Studies	6 hours
Chapter Drill Questions	1 hour 30 minutes
Practice Assessment	1 hour 40 minutes

Implementation Strategies, continued

In the Classroom: General Instructional Strategies

GENERAL INSTRUCTIONAL STRATEGIES FOR EDUCATORS

- Read the study guide to know exactly what topics are covered and in what order.
- Inform certification candidates where policies and procedures differ from the study guide.
- Supplement the study guide with handouts that explain the rules and regulations of your state.
- Consider adding common certification candidate questions with detailed answers and explanations to each chapter.
- Highlight real-world application of knowledge and skills from your experiences in medical administrative assisting.
- Conduct assessments of material mastered and as opportunities for setting goals for improvement.
- Assign a project that pertains to news stories or current events. If new legislation is in the news, ask certification candidates to research the topic.
- Use the practice questions in the chapters.
- Keep in mind that adult learners often do better with hands-on learning.
- Encourage questions from certification candidates
- Meet one-on-one to talk about progress and challenges.
- Invite a past certification candidate who recently passed the exam to visit the class and talk about his or her experience and best practice for preparation.

ACTIVE INSTRUCTIONAL STRATEGIES FOR EDUCATORS

- Have certification candidates teach the new concepts to the class.
- Assign readings, and follow up the next day with tasks that relate to the subject matter of the chapter.
- Create index cards with questions from the chapter, and have each certification candidate read the question and teach the content to the class. After each lesson, request that the group provide feedback.
- Whenever possible, break facts into segments. Larger lessons become more manageable when broken into segments.

Product Support

At NHA, we pride ourselves on timely, effective support to meet your needs. Please contact us at 800-499-9092 if you need assistance with this product.

Technical Requirements

For optimal testing experience, we recommend a wired network connection. Full system requirements are available at https://info.nhanow.com/technical-requirements.

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