

# Medical Office Manager

## INDUSTRY FACTS



### What do medical office managers do?

What does an office manager do in a medical office? A lot.

You'll be a crucial member of the team and a critical part of keeping the medical office running smoothly, particularly in terms of administration and billing.

Medical office manager duties vary job to job, but a day in your new life will probably include the following tasks:

- Overseeing day-to-day operations
- Providing quality customer service
- Answering patients' billing questions
- Scheduling appointments
- Managing billing and collections
- Verifying patients' insurance
- Updating electronic health records
- Completing and submitting insurance claims
- Reviewing unpaid and denied claims

### Where do they work?

Medical office managers are needed in many different types of healthcare facilities coast to coast. The skills you learn in this program could help you apply to jobs in hospitals, doctors' offices, skilled nursing facilities,



and home health agencies, among others. You'll also be job-ready for positions in both the medical administrative assistant and medical billing fields.

### How much do they earn?

Annual salaries vary by employer, location, and experience. But the average medical office manager makes \$20.19 per hour.\*

\*PayScale. "Average Medical Office Manager Hourly Pay" Payscale.com. Accessed March 27, 2024.

"Everyone I talked to was very professional, patient, kind, informational, friendly... It made the experience of looking further in to receiving more education easier. They took the time to really hear everything I had to say, answered all my questions, and helped me to find not only the best program for me, but the best way to go about paying for the program."

**CATRINA, CAREERSTEP LEARNER**  
MARCH, 2024

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## PROGRAM DETAILS

### Prepare For A Better Job

In a year or less, you can prepare for industry certification. This program was specifically designed to help you prepare for the Certified Medical Administrative Assistant (CMAA), Certified Electronic Health Records Specialist (CEHRS), and Certified Billing and Coding Specialist (CBCS) certification exams.

### Learn Your Way

With online training, you can absorb more knowledge and learn more skills—fast.

- Study on a schedule that fits your life
- Progress at a pace that matches your learning style
- Adjust the time and effort you devote to your coursework each day

### Receive Coaching and Guidance

When you train with CareerStep, we back you every step of the way—from sign-up through course completion.

- Learner support
- Technical support
- Career support

### Get Certified

We'll help you prepare to take nationally recognized exams so you can explore greater opportunities in your area.

- **Certified Billing and Coding Specialist (CBCS)**
- **Certified Medical Administrative Assistant (CMAA)**
- **Certified Electronic Health Records Specialist (CEHRS)**

### Program Outline

#### Courses

Program Overview: Medical Office Manager

Digital Technology

Microsoft Office 2019: Foundations Course

Introduction to Health Care

Law, Liability and Ethics for Healthcare

Fundamentals of HIPAA

Patient Care Coordination and Education

Medical Administrative Assistant

Medical Billing 2023

Comprehensive Electronic Health Records

Communication and Customer Service in the Healthcare Office

Program Completion: Medical Office Manager