

About This Program

The Medical Office Administration program is 36 weeks in length and prepares graduates to work in front-office positions for a medical practice, healthcare facility, or insurance company. Hands-on experience and classroom instruction include the study of office management, medical billing, coding, electronic health records training, patient recordkeeping, bookkeeping, and professional communication. The program culminates in a Certificate of Achievement. Within the State of California, graduates of the Medical Office Administration program are eligible to sit for the National Certified Medical Office Assistant (NCMOA) exam or the National Certified Insurance & Coding Specialist (NCIS) exam offered by the National Center for Competency Testing (NCCT).*

Careers in Medical Office Administration

Well-trained front-office personnel can work for medical and dental offices, hospitals, clinics and insurance companies. These administrators perform the following job duties:


- Answer telephones and direct calls to appropriate staff
- Schedule and confirm patient diagnostic appointments, surgeries, or medical consultations
- Complete insurance or other claim forms
- Greet visitors, ascertain purpose of visit, and direct them to appropriate staff
- Transmit correspondence or medical records by mail, e-mail, or fax

Source: <https://www.onetonline.org/link/summary/43-6013.00>

Knowledge and Skills:

Upon completion of the Medical Office Administration program, graduates will be able to:

- Apply anatomical and physiological concepts to normal body function and common disease processes using accurate medical terminology
- Manage front office and administrative operations in a medical office setting
- Use ICD, CPT, and HCPCS to code encounters accurately, ensuring guideline compliance, proper sequencing, and modifier use
- Apply medical insurance and claims principles to verify benefits and prepare and submit accurate, compliant claims
- Manage payments, collections, and accounts across the revenue cycle through accurate posting, reconciliation, A/R tracking, denial resolution, and compliant collections
- Communicate effectively using professional verbal, nonverbal, and written skills
- Comply with laws, ethical standards, and professional guidelines to protect patient rights and maintain confidentiality



The program culminates in a Certificate of Achievement.

*Your path
to better!*

*Carrington College prepares students to take appropriate certification and licensure exams related to their individual majors. The college does not guarantee students will successfully pass these exams or be certified or licensed as a result of completing the program.

Blended: Antelope Valley (Lancaster), Bakersfield, Fresno, Modesto (Salida), Rancho Mirage, Santa Maria, Temecula, Victor Valley (Hesperia), and Visalia.

Program Requirements

TECHNICAL COURSES		LECTURE HOURS	LAB HOURS	EXTERN HOURS	SEMESTER CREDIT HOURS
HCA110	Anatomy and Physiology for Health Professionals	75	15	0	5
HCA120	Medical Office Management	60	30	0	5
HCA130	Medical Administrative and Technology Applications	60	30	0	5
MOA110	Medical Insurance, Claims, and Emergency Readiness	60	30	0	5
MOA120	Diagnostic and Procedural Coding	75	15	0	5
MOA130	Insurance Billing Principles and Revenue Cycle	75	15	0	5
MOA190	Medical Office Administration Externship	0	0	180	4
MOA195*	Medical Office Administration Capstone	30	0	0	2
TOTAL FOR CERTIFICATE		435	135	180	36

*Online course

Approximate time to complete certificate program: 36 weeks (not including breaks)

Accreditation and Disclosures

Carrington College is accredited by the Accrediting Commission for Community and Junior Colleges, 428 J Street, Suite 400, Sacramento, CA 95814, (415) 506-0234, an institutional accrediting body recognized by the Council for Higher Education Accreditation and the U.S. Department of Education.

Additional information about accreditation, including the filing of complaints against member institutions, can be found at accjc.org. For comprehensive information on Carrington College's accreditation and approvals, visit carrington.edu/accreditation. Visit carrington.edu/sci for important information on program outcomes.

Program availability varies by location. Carrington College reserves the right to update information as it becomes available. For the most updated information, visit carrington.edu.