



Occupational Gap Analysis Report 2019

Medical Assistant

Occupational Gap Analysis Report: Medical Assistant

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Introduction

The US Bureau of Labor Statistics forecasts that the medical assistant workforce is projected to grow nationally, by 29% between the years 2016 -2026. Statewide, the growth projections are approximately 22%. Regionally, the employer and academic institutions that make up the Healthcare Workforce Partnership of Western Massachusetts are largely impacted by the growing need for medical assistants. Additionally, new federal and state updates to the scope of work for medical assistants (MAs) impact how MAs are trained and the qualifications necessary for them to conduct specific tasks in the clinical setting.

New Massachusetts state regulations specify that medical assistants who graduate from a Commission on Accreditation of Allied Health Education Program (CAAHEP) or the Accrediting Bureau of Health Education (ABHES) program and are “certified”, are authorized to administer immunizations. This new scope of work expansion for medical assistants directly impacts how MA programs are developed and delivered. Recently, multiple national organizations have developed a range of new certification programs for medical assistants. These programs make up a lengthy menu of options for incumbent workers and new medical assistant graduates to select from for their credentials. According to employers, not all credentials are equal. Many of the large organizations “require” or often times “prefer” certain industry credentials upon hire.

As a result of these shifts, the Allied Health Collaborative, a sub-group of the Healthcare Workforce Partnership of Western Massachusetts, designated that a gap analysis study be conducted on the medical assistant workforce in Western Massachusetts. The issues listed in the Introduction of this report, form the basis of the employer surveys.

Methodology

In March 2019, the Allied Health Collaborative, developed and distributed two separate medical assistant surveys to two group of organizations. A full-version survey, distributed to organizations designated as “large employers” (200+ employees), and a short-version that was distributed to non-member organizations. The short-version survey was used to garner responses from non-member employers by asking them to respond to questions that focused mainly on supply, demand, retirement, wages and other critical data. The long-version survey included additional questions that addressed other aspects of the medical assistant workforce. The survey was distributed, via email, regular mail and facsimile. Twelve employers completed the medical assistant surveys.

The following four acute care organizations completed the full-version survey:

- *Baystate Health Systems*
- *Cooley Dickinson Hospital*
- *Holyoke Medical Center*
- *Trinity Health of New England*

The community health center and physician offices that completed the survey include:

- *Caring Health Center, (Main Street, Springfield)*
- *Caring Health Center (Sumner Avenue, Springfield)*
- *CleanSlate Centers*
- *Mercy Adult Day Health of Westfield*
- *New England Orthopedic Surgeons*
- *Pioneer Valley Surgical Associates*
- *Tapestry*
- *Valley Women's Health Group, LLC*

Summary of Findings

- There were 2,230 medical assistants working in Western Massachusetts in 2018.
- 75% of employers indicated that 76-100% of their MAs are hired in full-time positions.
- The Certified Medical Assistant CMA (AAMA), and the Registered Medical Assistant RMA (AMT), are the preferred certifications identified by most employers as preferred certifications for medical assistants.
- The median wages (\$18.07) for medical assistants in Western Massachusetts is lower than the wages (\$19.56) in Central Massachusetts and statewide.
- Employers estimate that their annual turnover rate ranges between 16-40%.
- 58% of employers expect that less than three of their medical assistants will retire within the next 3 years.
- The most common challenges for MAs are the growing demand, stagnant supply, retention, and MAs obtaining and maintaining their credentials.
- The updates to the state regulation and expanded scope of work for medical assistants has resulted in a significant portion of the incumbent medical assistant workforce without industry credentials.
- The large organizations, all of which employ 35+ medical assistants, do not believe that there is an adequate supply of qualified medical assistants to meet the current workforce need. They are also uncertain that there will be enough medical assistants to meet the workforce need over the next three years.
- 66% of organizations provide clinical placement opportunities for MA students.

National and State Data

Table 1: US Bureau of Labor Statistics Overview

Table 1 provides an overview of the occupational profile provided by the US Bureau of Labor Statistics. This includes education and certification requirements, job titles, and prevalent job tasks.

Occupation	Job Titles and Employment	Description
Medical Assistants SOC: 31-9092.00 Education: <ul style="list-style-type: none"> • High school diploma or equivalent • Post-secondary certificate • Associate's degree 	Sample of reported job titles: Certified Medical Assistant (CMA), Chiropractor Assistant, Clinical Assistant, Doctor's Assistant, Medical Assistant (MA), Medical Office Assistant, Ophthalmic Technician, Optometric Assistant, Optometric Technician, Registered Medical Assistant (RMA)	Perform administrative and certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.

Source: US Bureau of Labor and Statistics, July 2019

Table 2: Massachusetts Department of Labor (DOL) Occupational Employment and Wage Statistics

The Massachusetts Department of Labor (DOL) aggregates regional and statewide labor market information on an annual basis. Table 2 provides an overview of the May 2018 estimated number of workers, as well as the median, mean and entry level wages across the state and the various counties in Western Massachusetts. There were a little over 2,000 medical assistants working in Western Massachusetts in 2018. The median wages in Western Massachusetts is lower than that in Central Massachusetts and statewide.

SOC Code	Region	Employment	Typical education needed for entry	Median	Mean	Entry	Experienced
31-9092.00	Massachusetts	13,710	Postsecondary non-degree award	\$18.87	\$19.36	\$15.84	\$21.12
31-9092.00	Hampden County	1,350		\$17.45	\$17.84	\$14.58	\$19.47
31-9092.00	Franklin & Hampshire Counties	500		\$18.70	\$18.65	\$15.57	\$20.20
31-9092.00	Berkshire County	380		\$18.08	\$18.39	\$15.82	\$19.67
31-9092.00	Central Mass/Worcester	1,230		\$19.56	\$19.62	\$15.72	\$21.57

Source: Mass DOL, July 2019

Table 3: Short Term Projections (2017-2019)

Region	2017	2019	Annual Average			
	Employment Distribution		Change	Exits	Transfers	Openings
Massachusetts	16,731	17,492	380	751	1,051	2,182
Hampden County	1,961	2,042	40	88	123	251
Franklin & Hampshire Counties	306	323	8	14	20	42
Berkshire County	267	277	5	12	16	33
Central Mass/Worcester	1,122	1,172	25	50	70	145

Source: Accessed on 8/7/19 from www.mass.gov.

Table 4: Long Term Projections (2016-2026)

Region	2016	2026	Annual Average			
	Employment Distribution		Change	Exits	Transfers	Openings
Massachusetts	12,991	15,221	223	619	866	1,708
Hampden County	1,226	1,322	10	56	78	144
Franklin & Hampshire Counties	359	420	6	17	24	47
Berkshire County	241	274	3	11	16	30
Central Mass/Worcester	1,157	1,353	20	55	77	152

Source: Accessed on 8/7/19 from www.mass.gov.

Definitions

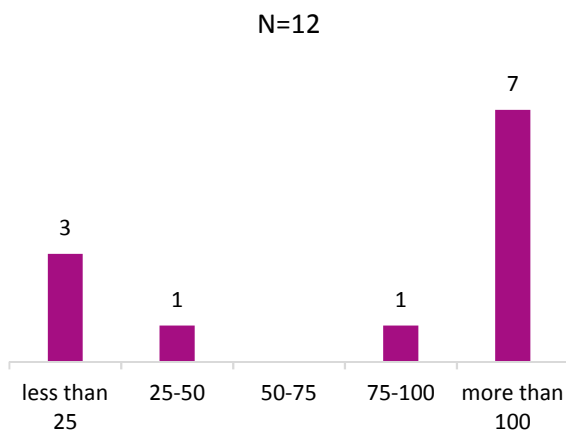
- Average Annual Change – The annual change in employment due to projection
- Average Annual Exits – Annual number of workers who are leaving the workforce entirely.
- Average Annual Transfers – Annual number of workers who are changing jobs.
- Average Annual Openings – projected change + exits + transfers

Regional Data

The charts and information that follow show responses on questions that were asked of the 4 large member organizations, the 8 “smaller” organizations, or a combination of the two groups of employers.

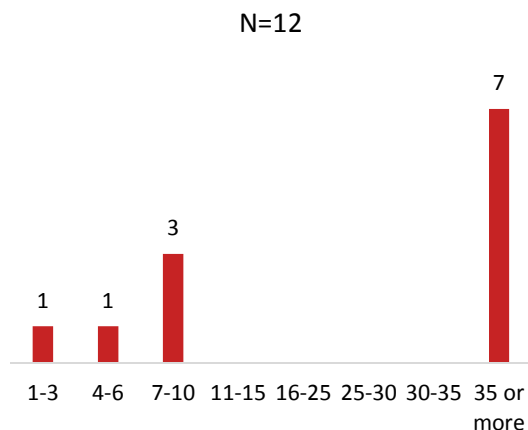
Organizational Profile of Survey Respondents

Chart 1: Organizations Size



There are 7 (58%) organizations that employ more than 100 medical professionals; and three organizations (25%) that employ less than 25 medical staff. The two other organizations employ between 25-100 employees.

Chart: 2 Medical Assistant Workforces



The 7 large organizations employ a larger quantity of medical assistants. All of them shared that the number exceeds 35. One limitation of this question is that we did not explore the actual number of medical assistants employed by employers if they answered “more than 35 MAs”. Therefore, the survey did not capture the exact quantity of MAs that are employed in these organizations.

The organizations responding to this survey employ medical assistants in a variety of settings including: physician offices, urgent care centers, community health centers, surgery centers, and hospitals. The majority of organizations utilize medical assistants in physician offices.

Chart 3: Clinical Settings

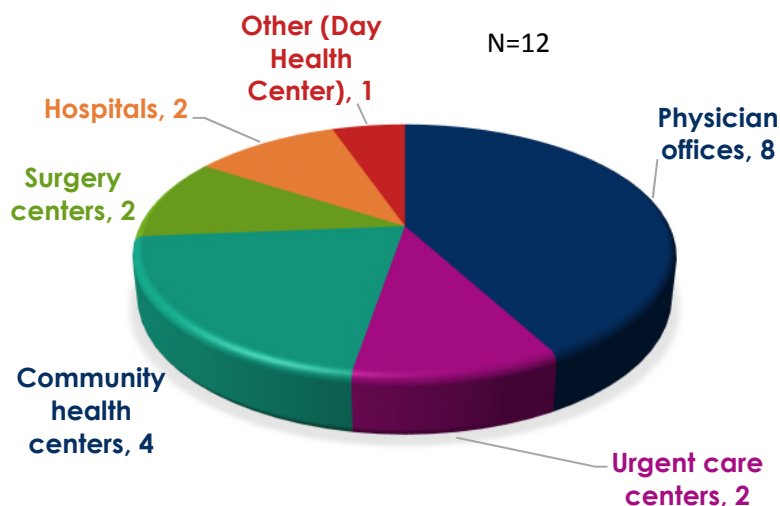
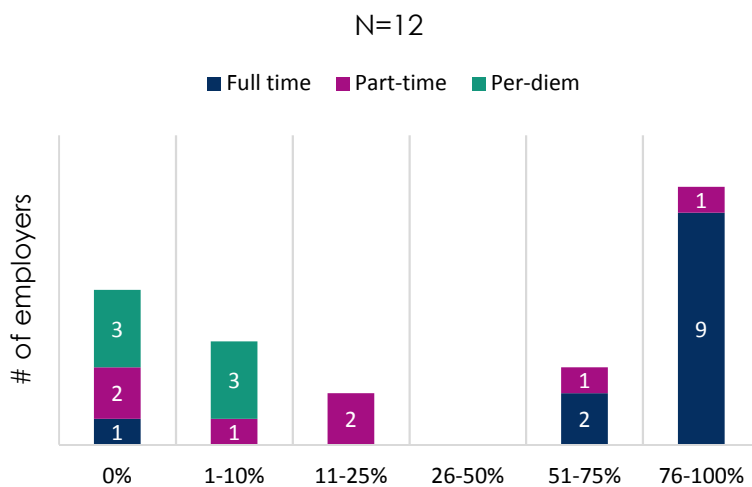


Chart 4: Levels of Employment



The level of employment for medical assistants at these organizations vary, but the majority of employers hire MAs in full-time positions. Nine of the employers indicated that 76-100% of their MA workforce are full-time employees. Another two employers indicated that 51%-75% of their employees are working full-time.

Workforce Challenges

All 12 employers were asked to share the top 3 **challenges** their organizations are facing, relative to the medical assistant workforce. The most common challenges shared were regarding supply, retention and certification compliance. The full list of challenges is displayed below. Particularly noteworthy is that one organization indicated that it did not have any challenges with its medical assistant workforce. This organization employs 5 medical assistants and all of whom have been with the organization 10+ years.

N=10

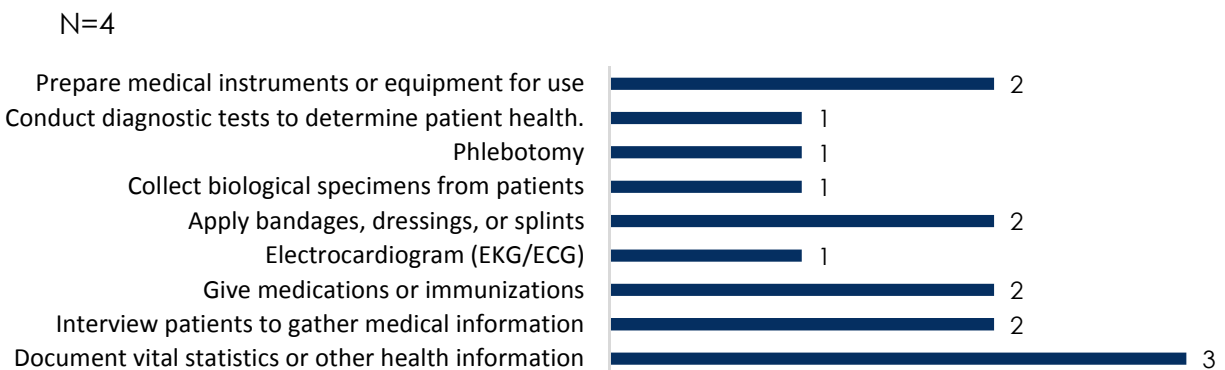
**Two of the employers skipped this question*

- (1) Hiring certified medical assistants in the volume that we need, (2) Retaining certified medical assistants, (3) Finding the right mix of specialty experience within the medical assistant pool of candidates
- (1) Turn-over, (2) Certification, (3) Experience
- (1) Program that medical assistants graduate from need to be credentialed, (2) The medical assistant needs to have passed a credentialing exam, (3) Basic computer skills and written and verbal communication
- (1) Finding AAMA Certified Medical Assistants, (2) Pay scale for medical assistants, (3) Maintaining their certification without lapsing
- (1) Currently, Zero. Our 5 medical assistants have been with this organization from 10-30 years.
- (1) Quality, (2) Experience (3) Shortage of medical assistants
- (1) Filling open positions with qualified medical assistants, (2) Retaining medical assistants, (3) Raising the bar on professionalism of medical assistants
- (1) Ethical issues/time constraints, (2) Recognizing stress and acknowledge of limitation, (3) Increase responsibility/training
- (1) Finding candidates with experience, (2) Reliability/flexibility of the candidate, (3) Professional communication skills
- (1) Number of applicants, (2) retention of staff, (3) Skills upon hire

Chart 5: Technical Challenges

The four employers who completed the full-version survey were asked to identify the most common technical challenges that medical assistants exhibit in the workplace. They were provided with a menu of options. They were asked to select as many challenges that apply to their MA staff, and add any additional challenges that they encountered. The chart below shows the options that they selected. Two employers also added: *documenting clinical information in the electronic health record (EHR)*.

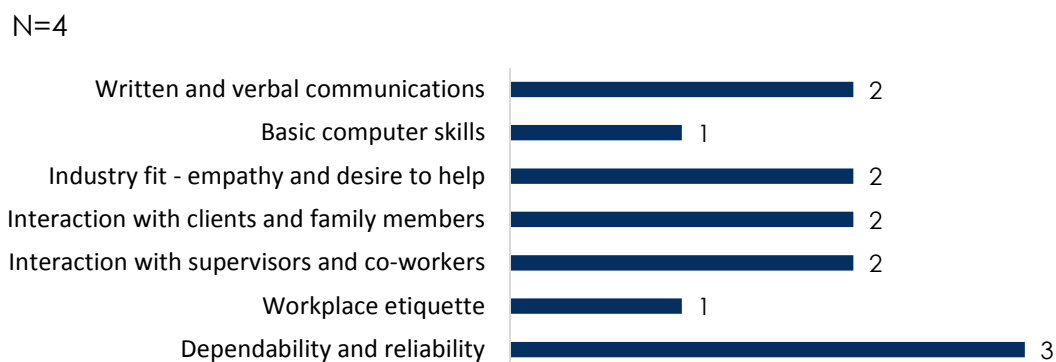
The employers were also given these following options, but none of them selected the following: *order entry, perform clerical work in medical settings, and operate medical equipment, process medical billing information*. There was no additional probing to determine why none of these options were not selected as challenges.



In response to these challenges, the four organizations were asked to share any measures they have implemented to address these challenges. The employers shared that they addressed these challenges through a variety of different strategies, including: implementation of a service academy, increased screenings of new hires, skills days, higher pay for experience, professional development, communicating workplace expectations, hired an educator, and modernized our MA career ladder to incentivize positive behavior

Chart 6: Non-Technical Challenges

Additionally, these same four employers shared the essential skills/non-technical skills that they were looking for in their employees. The table below shows more details:



Job Supply, Job Postings, and Hiring Projections

The large organizations that employ 35+ medical assistants do not believe that there is an adequate supply of qualified medical assistants to meet their current workforce need. They are also uncertain that there will be enough medical assistants to meet the workforce need over the next three years. One employer further indicated that they estimate hiring over “200 medical assistants” within the same time frame. Another employer expressed that medical assistants do not have the proper credentials for employment, i.e. they do not take the credentialing examination.

Chart 7: Current Supply

Q. Is there currently a sufficient supply of qualified medical assistant candidates to meet your organization's needs?

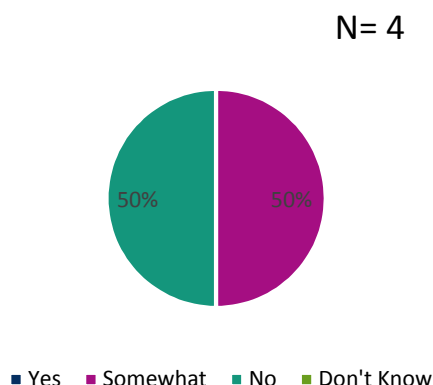


Chart 8: Future Supply

Q. Do you anticipate there will be a sufficient supply of qualified medical assistant candidates to meet your organization's needs over the next 1 - 3 years?

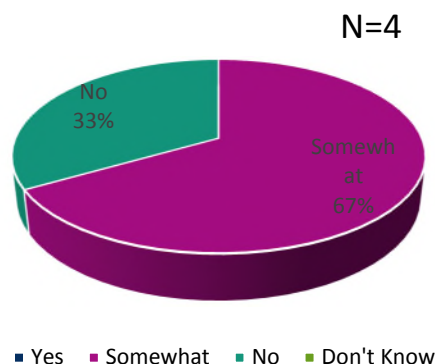


Chart 9: Number of Job Postings within the Past Year

The majority of job postings for medical assistants within the past year was for full-time positions. The postings ranged between 1-3 positions to 26+ MA positions. There were not as many job postings for part-time and per-diem positions.

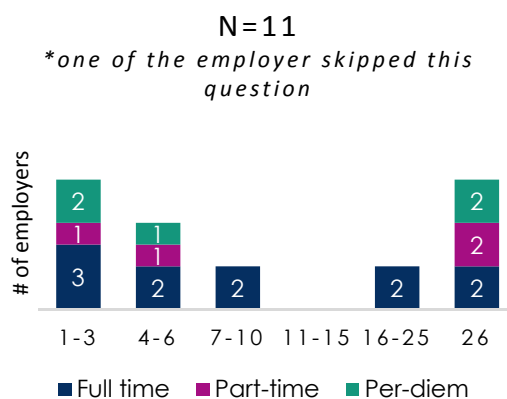
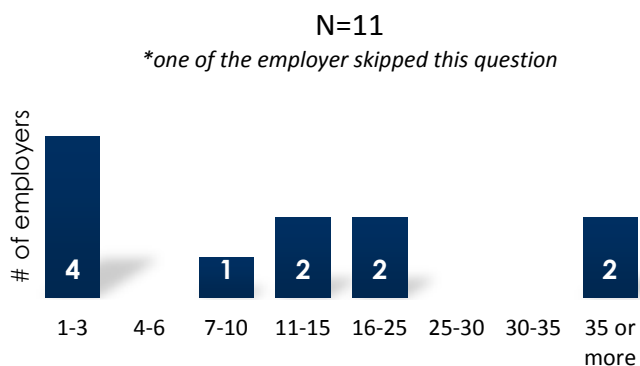


Chart 10: Hiring Projections 2019 – 2022

Two organizations anticipate hiring more than 35 medical assistants over the next 3 years. Four organizations believe they will hire between 11 and 25 MAs. Four employers anticipate hiring between 1-3 MAs. Again, one of our employers previously shared that they estimated to hire approximately 200+ MAs within this time period.



Certification and Degree Programs

There are several medical assistant educational programs in Western Massachusetts. Springfield Technical Community College (STCC) offers an Associate's degree. All three regional community colleges offer Certificate granting programs and Greenfield and Springfield Technical Community Colleges are accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP). This distinction is important because students who graduate from these programs meet the requirement that is set by the state of Massachusetts for medical assistants to administer immunizations. Holyoke Community College has made a decision to begin the accreditation process for its medical assistant program.

Greenfield Community College (GCC) has a rolling admissions policy which gives applicants flexibility on application submission and acceptance timelines. GCC also allows for Credit for Prior Learning, which gives students the opportunity to earn college credits by completing an examination or providing other evidence that they have mastered the skills, knowledge and competencies for a particular course.

Table 5: Postsecondary Credit-Bearing Programs

Institution	Degree Options	Credits	Program Length	Annual Graduates
Greenfield Community College http://www.gcc.mass.edu/	Credit certificate	29 credits	9 months	24
Holyoke Community College https://www.hcc.edu/	Credit certificate	29 credits	12 months	18-25
Springfield Technical Community College https://www.stcc.edu/	Credit certificate	29 credits	10 months	18
	Associates degree	60 credits	24 months	varies

Credentialing

New federal and state regulations are changing the certification requirements, roles and duties of medical assistant. In 2012, the Center for Medicare and Medical services (CMS) ruled that “credentialed” medical assistants along with other licensed healthcare professionals are allowed to enter medical records for meaningful use under the Medicare and Medicaid Electronic Health records incentive programs¹. Since this regulation was updated, a number of credentialing bodies have organized to provide varying medical assistant credentials. These credentials and requirements differ greatly. These differences include the length of the exam, number of questions, subject break down and passing rates. The only restriction set by the federal government to selecting a credentialing body, is that the credential is from an organization that is separate from the organization where the medical assistant is employed. Massachusetts requirements does not prescribe a particular provider. But, most organizations have “preferred” credentials from specific organizations, most notably the American Association of Medical Assistants (AAMA) and the American Medical Technologists (AMT).

¹ Medicare and Medicaid Programs; Electronic Health Record Incentive Program-Stage 3 and Modifications to Meaningful Use in 2015 Through 2017, 80 Fed. Reg. 62429-63070 (October 16, 2015).

Chart 11: Preferred National Credentials

The Certified Medical Assistant CMA (AAMA), and the Registered Medical Assistant RMA (AMT), are the preferred certifications identified by most employers preferred certifications for medical assistants.

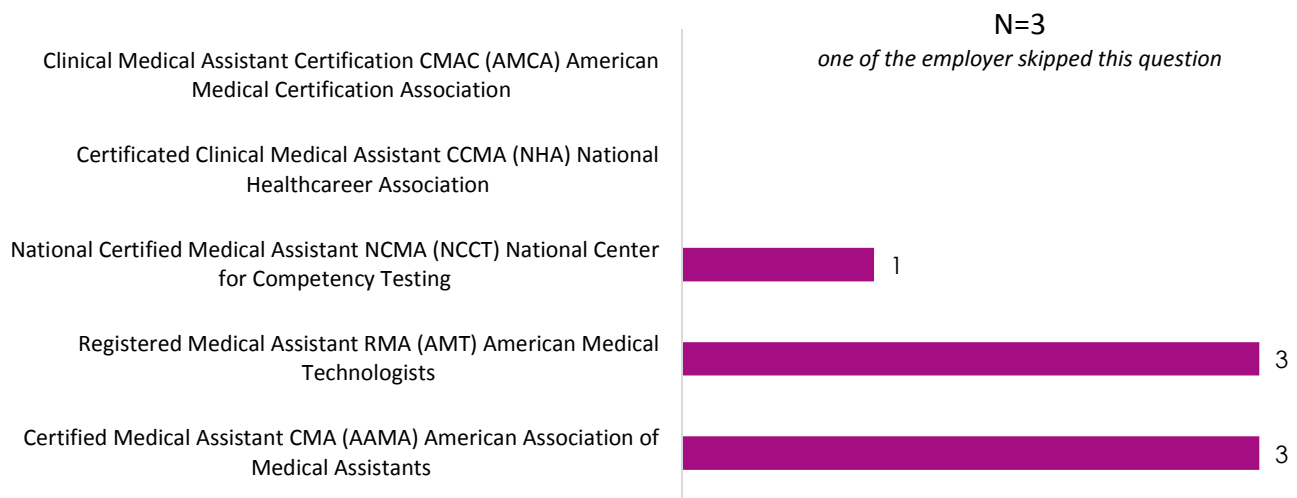
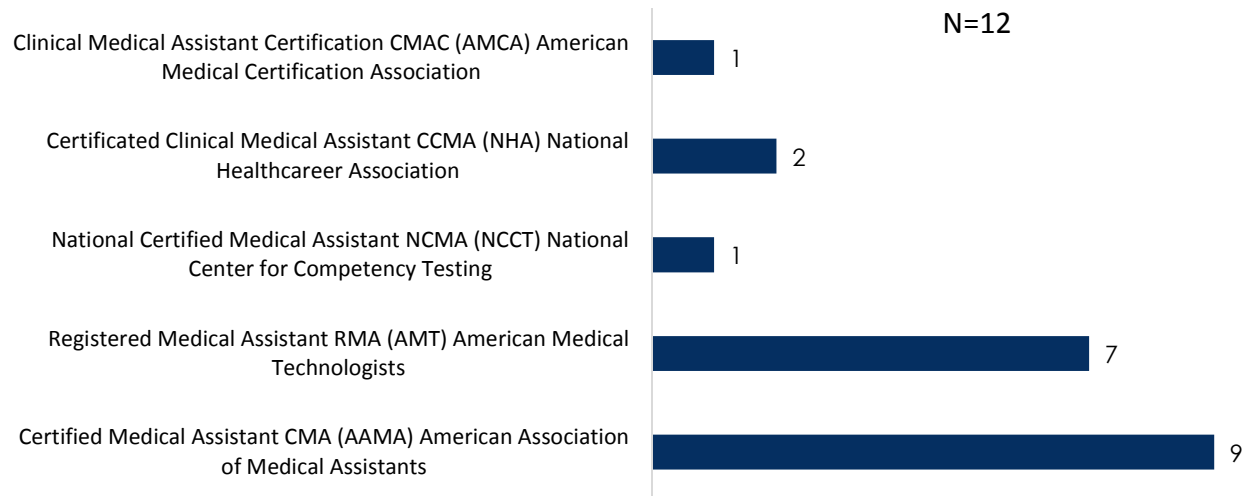


Chart 12: Credentials Held by Current Medical Assistants

Although the employers prefer the AAMA and AMT certifications, MAs currently hold a variety of certifications, these are delineated in the chart below.



Recruitment Length and Sources

Many of the employers shared that the length of time it takes to hire a new medical assistant ranges from 3-4 weeks. One employer shared that it takes approximately 2 months. They are recruiting mainly from community colleges and proprietary career institutions. Only two employers recruit students from high schools. One employer notes, “if the program is an accredited program for medical assistants, we can hire them”. They also recruit from a number of other sources that are featured in the table below.

Chart 13: Recruitment Sources

N=11

*one of the employer skipped this question

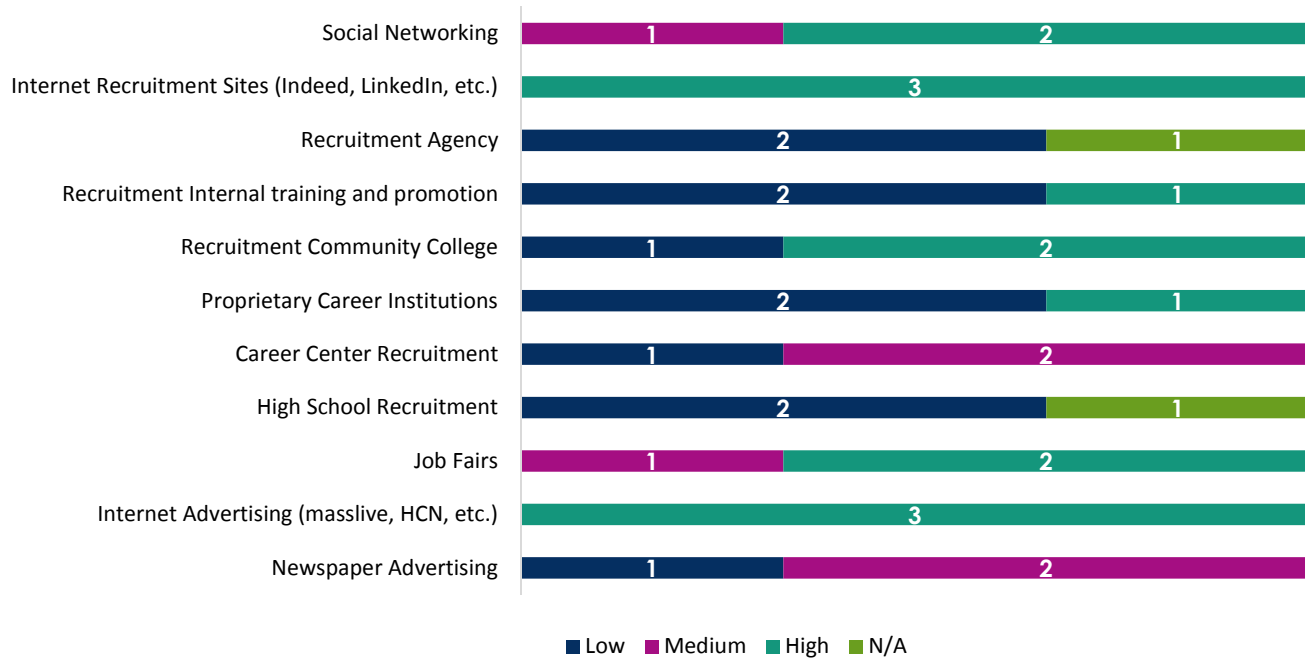
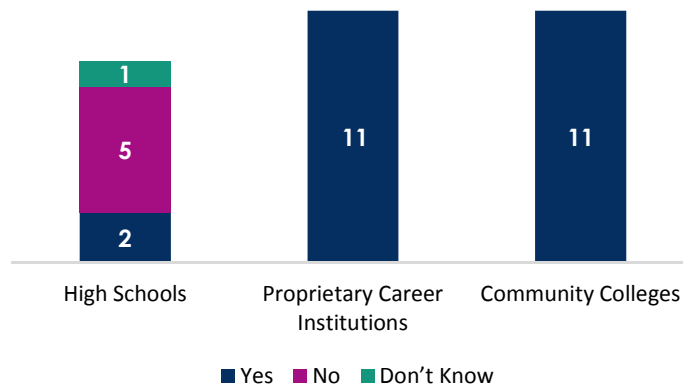


Chart 14: Training Institutions

N=11

one of the employer skipped this question



Hiring Process

Chart 15: Necessary Skills, Abilities, and Certifications

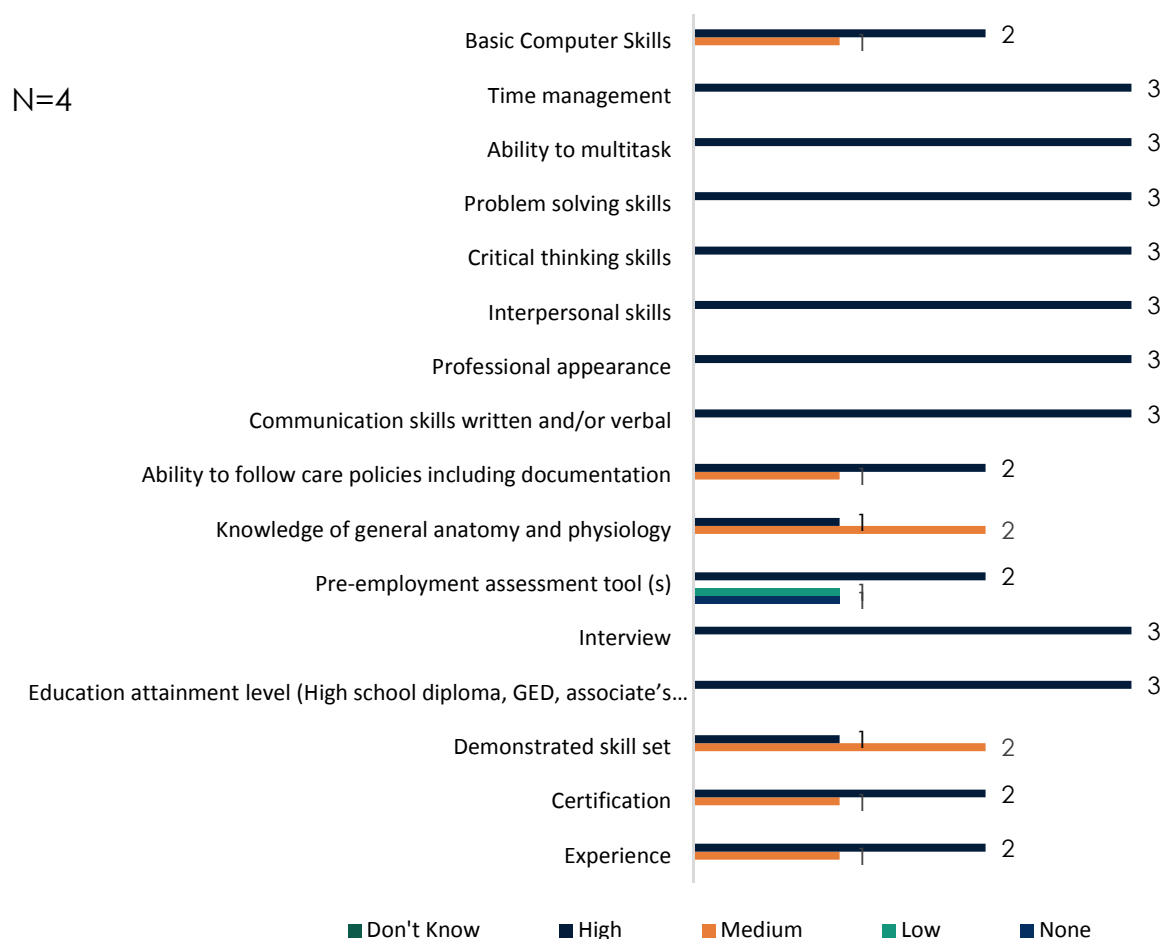
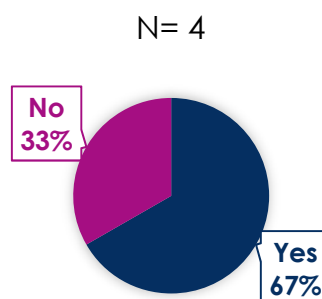


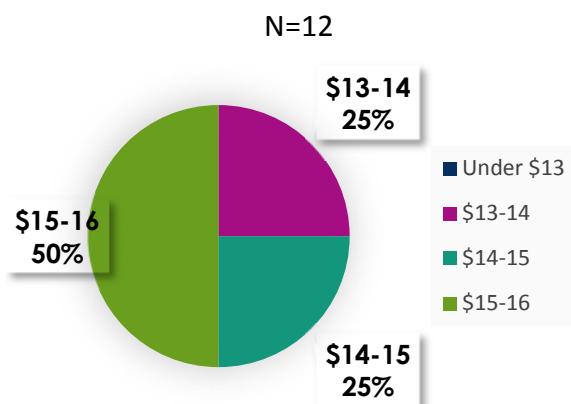
Chart 16: Necessary Experience

Employers were asked if the applicants they interviewed have the necessary experience for the positions they interview for. Three of the four employers say they believe the applicants have the necessary experience. One employer does not believe the applicants have the necessary computer skills, written communication skills, and credential.



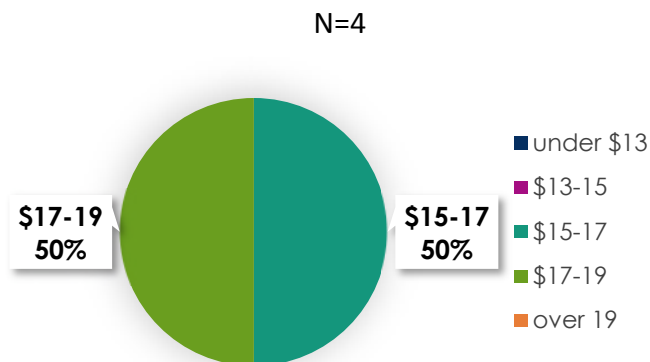
Wages and Employee Benefits

Chart 17: Average Starting Wage



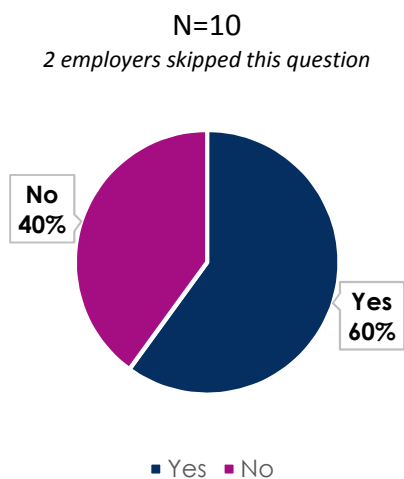
The average starting salary for 3 of the 12 employers is between \$13-\$14, the remaining 9 employers offer starting wages at between \$14-\$16.

Chart 18: Average Hourly Salary



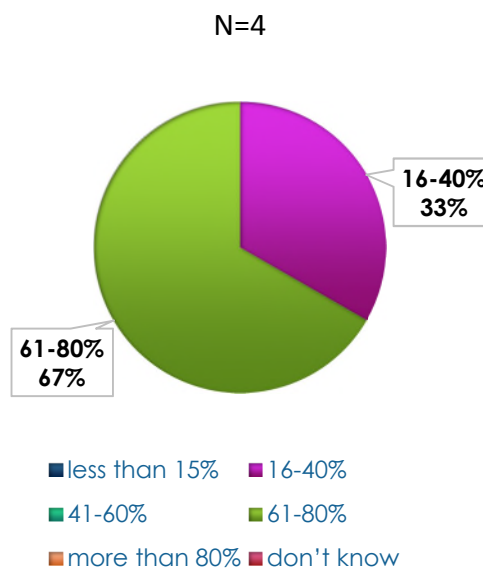
The average hourly salary employers offer to medical assistants is between \$15-\$19.

Chart 19: Employee Benefits



Employers offer benefits for full-time and part-time employees such reimbursement for education, vacation time and sick time accrual in accordance with state law.

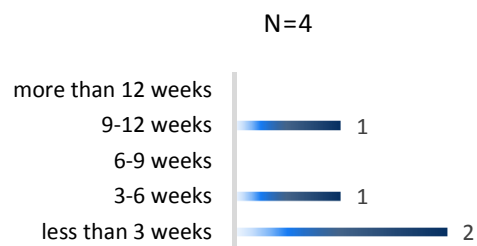
Chart 20: Medical Assistants with More than Year of Employment



Three employers indicated that 61%-80% of their MAs have been employed for more than one year. One employer indicated that 16%-40% of its MAs have been employed for more than one year.

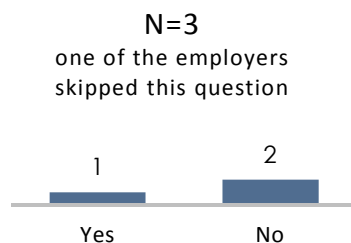
Orientation and Staff Development

Chart 21: Onboarding Length



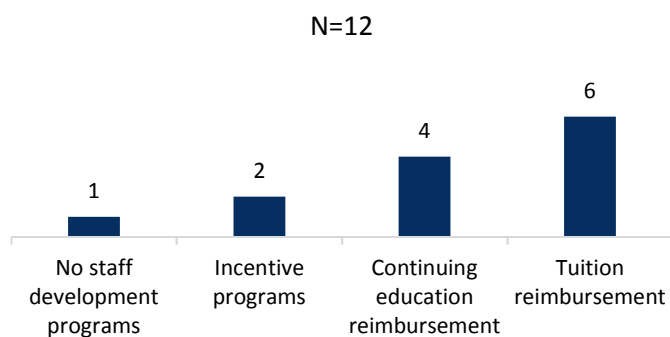
The chart displays a range in the onboarding/orientation (technical and instructional training) length for medical assistants which varies at the four organizations. Orientation for new MAs ranges from under 3 weeks to between 9-12 weeks.

Chart 22: Mentoring



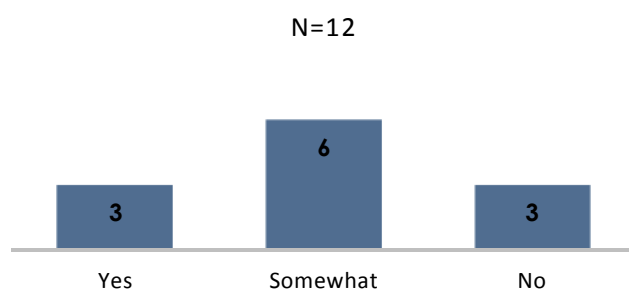
One employer offers a mentoring program for its employees. At this organization, the office lead serves as the new employee mentor.

Chart 23: Other Staff Development Programs



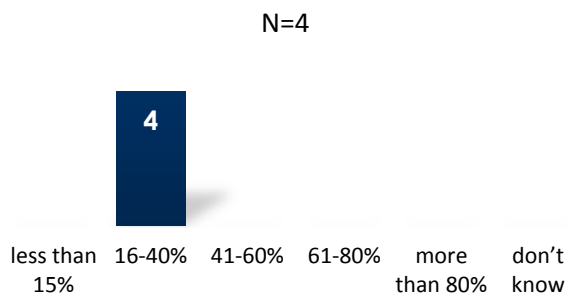
A number of different professional development programs are available to medical assistants. These include tuition and continuing education reimbursement. Some additional programs are: in-house online trainings, as well as an annual skills day.

Chart 24: Career Ladder



Nine of twelve employers have developed career ladders for their medical assistants. These ladders vary by organization; two descriptions given by employers were: (1) a MA can become a front office supervisor, clinical supervisor, or a billing supervisor (2) there is a 4-step clinical ladder that increases responsibility and pay.

Chart 24: Annual Turnover



The employers estimate that their annual turnover rate ranges between 16-40%.

Chart 26: Reasons for Voluntary Separation

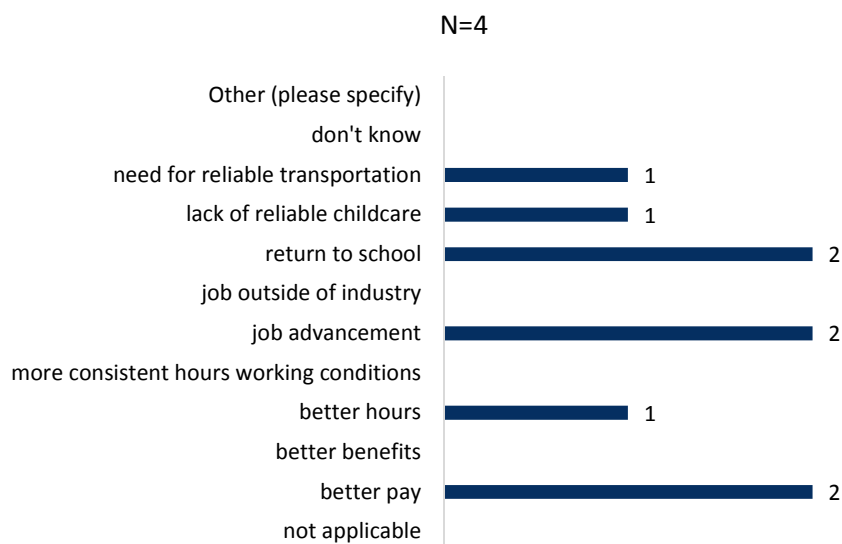
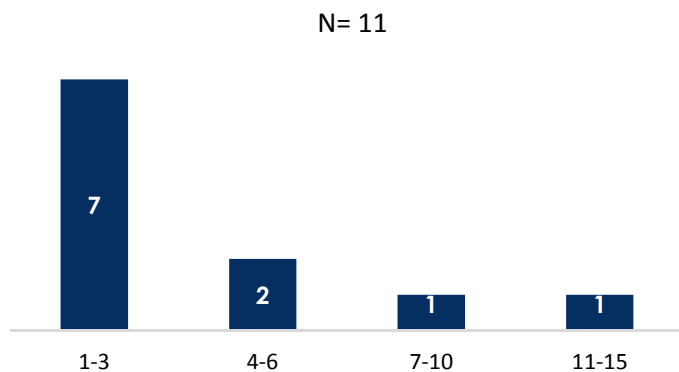


Chart 27: Anticipated Retirements



Very few medical assistants are expected to retire with in the next 3 years. The majority of employers expect that less than three of their medical assistants will retire.

Workforce Intervention Examples

- I. Three of our regional employers (Baystate Health, Inc., Cooley Dickenson Hospital, and Western Mass Physicians' Associates) are participating in a grant-funded initiative led by Holyoke Community College in partnership with Greenfield Community College. In early 2018, the schools were awarded a multi-year Learn-to-Earn Grant from Commonwealth Corporation. The purpose of the funds was to “provide unemployed and underemployed individuals who are receiving public assistance with the supports, skills, and credentials to gain and retain employment in occupations for which there is a high demand”.

The schools focused on the medical assistant workforce. Their goals included providing individuals with contextualized education and the necessary supports - including the wrap-around service - for these individuals to be successful. They developed a one-year credit-bearing program, which included academic remediation and development of the student’s online learning skills. At the completion of the program, students earned a certificate of completion, and were prepared to sit for one of the nationally recognized medical assistant credentials.

The first cohort of fifteen students completed the certificate program in June 2019. Eleven of them passed the Certified Clinical Medical Assistant (CCMA) examination and are now CCMA certified medical assistants. The remaining four students will retest for the same exam. All graduates are actively seeking employment. The second cohort of MA students are on track to complete their coursework in December 2019, and begin their job placement shortly after.

- II. Western Mass Physicians' Associates and Training Workforce Options (TWO)* partnered together with funding support from the Workforce Training fund to provide technical skills trainings and certificate review courses to the incumbent medical assistant workforce at Western Mass Physicians' Associates. The purpose of the training was to refresh and improve the clinical skills of the medical assistant workforce as well as prepare them to sit for a national credentialing exam. A total of 40 medical assistants were trained through this program.

** TWO is collaboration between Holyoke Community College and Springfield Technical Community College that provides affordable, customized contract training for your businesses.*

Conclusions and Recommendations

i. Provide guidance on credential selection for medical assistants

1. The MA Department of Public Health does not require or recommend any particular credential for medical assistants. DPH should take this under consideration and require or recommend approximately 1-3 medical assistant credentialing bodies based on industry advisement.
2. The variations of available national exams (see appendix) create some complexity and confusion for medical assistants and education providers. Medical assistants and education providers need the necessary information to make an informed decision about which MA credential(s) is most advantageous to acquire and promote. This information needs to be widely publicized and easily accessible.

ii. Provide community members and specifically high school students with information on transferrable credits and stackable credentials as a strategy to increase medical assistant program enrollment

3. Create and disseminate graphical pictures of articulation agreements between high schools and community colleges for the public information.
4. Create and disseminate graphical pictures of stackable credentials that leads to a medical assistant certificate or degree.
5. Publicize education and career pathways information on regional website and distribute it to middle schools, high schools, degree completion program, out-of-school and adult education providers.

iii. Continue to utilize public funding to create trainings as a strategy to increase the supply of medical assistants in the region

6. Utilize public funding and partner with the workforce board to create registered apprenticeship programs for medical assistants.

** Registered Apprenticeship programs are designed to ensure apprentices master every skill and have all the knowledge needed to be fully proficient for a specific occupation. Those who complete program requirements receive a certificate of completion and an industry recognized credential.*

7. Develop provider, education and workforce develop partnerships to provide low or no cost review courses, professional and skill development opportunities to help medical assistants maintain their certifications.

Appendix: Summary of Credentialing Agencies for Medical Assistants

	A	B	C	D	E	F	G	H
	Agency	Credentials	Test Break Down Time Questions (Scored/Pretest Q)	Application Requirements	Cost	How to Apply	Recertification Process	converting to recert pts.
1	American Association of Medical Assistants (AAMA) They are accredited by the national commission for certifying agencies. Longest time period before needing to recertification.		Certified Medical Assistant (CMA) 3 sections: General 28% Administrative 25% Clinical 47% 200 multi choice	Recent grads- Program director must verify you are a recent grad from a school accredited by the Commission on Accreditation of allied Health Education Programs (CAAHEP) or Accrediting Bureau of Health education Schools (ABHES) for medical Assistant program. Non-recent grads. Need official transcripts.	Become an AAMA member CEU's are cheaper \$125 for new grads. \$125 AAMA members \$250 for Non-members	Apply on the web site or fill out the paper application in the back of the handbook. Web site: www.aama-ntl.org	recert every 5yrs from the end of the month of initial cert. or most recent recert. 1. exam 2. 60 CEU (10 admin, 10 clinical, 10 General, 30 pts. any of the three content areas. At least 30 of the 60 ceu pts must be AAMA CEU's. One contact hour = 1 pt. An AAMA workbook will give them 60 CEU's	1 cont. ed unit (CEU) = 1 recert pt. 1.5 cont.ed unit (CEU) = 1.5recert pt. 1 cont. medical ed (CME) = 1 recert pt. 1 contact hour = 1 recert pt. 1 college credit hour (quarter or semester)=15 recert. Pts. 800-228-2262
2	American Medical Technologists HCC has a long standing relationship with this group and can conduct the test at the school.		Registered Medical Assistant (RMA) 3 sections: General 41% Administrative 24% Clinical 35%	Graduate of an accredited MA school. Or formal military medical training school Or Full time as an MA 5 out to the last 7 years.	RMA \$120	Apply on line www.americanmedtech.org 847-823-5169	after 1/06 it's Good for 3 yrs. pay a renewal fee of \$50 annually and complete 30 contact hours. Prior to 1/06 only pay a \$50 annual fee. No continuing ed needed. 6 pts are earned each year for fulltime employment as an MA	RMA 30 points
3	American Medical Certification Association CMA HCC is a test site. Anyone who wishes to use this agency will want to be very proficient with phlebotomy.		Medical Assistant Certification MAC A&P, safety/infection control, law & ethics, Pharmacology, medical terminology, and medical office/pt. care skills 100 Question (2 hours)	Proof of completing an MA education Or 2 years experience/ Proof of employment and HS diploma	\$109	Apply on line www.amcaexams.com 201-874-4788	recert every 2 years. 10 CEU's	Can use AMCA's continuing education or Medline Univeristy. Must fill out a form to use outside CEU's.
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Appendix: Summary of Credentialing Agencies for Medical Assistants

	A	B	C	D	E	F	G	H
	Agency	Credentials	Test Break Down Time Questions (Scored/Pretest Q)	Application Requirements	Cost	How to Apply	Recertification Process	converting to recert pts.
5	National Healthcareer Association HCC will be a testing site soon.	CCMA	Registered Medical Assistant (RMA) Sections: General Pt. Care - 70Q Phlebotomy - 25 Q EKG - 12Q Office Admin - 18Q Medical Law and Ethics - 10Q 170 Questions (150/20); (2hrs 50min)	High school diploma or GED, Training program from an accredited or state recognized institution Military medical services training Work experience- one year full time employment	\$155	Apply on line www.nhanow.com 800-499-9092	two year recert. 10 continuing ed. Credits	two hours of attendance =1 continuing ed credit
6	National Center for Competency Testing HCC will be a testing site by the end of March 2017. accredited by NCCA	National Certified Medical Assistant (NCMA)	National Certified Medical Assistant (NCMA) Sections Pharmacology - 13Q Medical Procedures - 13Q Patient care - 19Q Phlebotomy - 20Q EKG - 23 Q General office procedures 39Q General Management 8Q Billing ins. 7Q Law & Ethics 8Q 165 Questions (150/15); (3 hrs)	Graduate of medical assistant program from an NCCT authorized school within the past five years two yrs fulltime work as an MA within the past 5 yrs. MA training in military service within the past 5 yrs.	\$90 if testing within 6 months of graduation. \$135 if testing 6 months after graduation \$135 testing with experience.	Apply on-line www.ncctinc.com 800-875-4404	recert yearly with 14 CEU's. \$77recert fee	1 contact hour = 1 clock hour of instruction.
7	American Allied Health Completely on-line no testing site needed	RMA. States that the RMA certification ensures medical assistants are CMS compliant with Meaningful use Stage 2	Registered Medical Assistant (RMA) 150 Questions (everything is scored); 2 hrs Passing is 75% Completely on line	Graduation from an allied health Vocational training program Or 1 year of work. Hospital can sponsor. We would become affiliated. Easier billing. Or Military experience training Or Reciprocity from another certifying agency	\$110	WWW.americanalliedhealth.com online testing recertifying annually 5 CEU's per year	yearly certification. \$32. CEU's 5.	no info on web site regarding acceptable CEU's
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This report was prepared by the MassHire Hampden County Workforce Board on behalf of the Healthcare Workforce Partnership of Western Massachusetts. For more information about the partnership please visit www.westernmasshealthcareers.com.