

2016 to 2022 CCMA Test Plan Crosswalk

Crosswalk Section: The following bridges tasks on the 2016 CCMA test plan with task statements on the 2022 CCMA test plan.

2016 NHA Test Plan Number	TASK DESCRIPTION	2022 NHA Test Plan Number	TASK AND <i>KNOWLEDGE</i> DESCRIPTION/DOMAIN
DOMAIN 1	FOUNDATIONAL KNOWLEDGE AND BASIC SCIENCE		
1A	HEALTH CARE SYSTEMS AND SETTINGS		
1A1	Role and responsibilities of the MA, other healthcare providers, and allied health personnel	K2	Roles, responsibilities, scope of practice, titles, and credentials of medical providers and allied health personnel
1A2	Scope of practice	K1	Roles, responsibilities, scope of practice, and titles of medical assistants
1A3	Titles and credentials	K2	Roles, responsibilities, scope of practice, titles, and credentials of medical providers and allied health personnel
1A4	Licensing and certification	K3	Licensing versus certification; maintenance of certification
1A5	Healthcare delivery models (HMOs, PPOs, POS, PCMH, accountable care organizations/payment for performance [ACOs], hospice, collaborative care model)	K4	Types of health care organizations and delivery models (for example, outpatient/inpatient, patient centered medical home, collaborative care, accountable care organization, hospice, home health care, mobile health unit)
1A6	General versus specialties and services offered	K7	General versus specialty health care and services
1A7	Ancillary services; alternative therapies	K8	Ancillary services and complementary therapies
1A8	Insurance fundamentals	K6	Health care payment models (for example, fee for service, value-based plans)
1B	MEDICAL TERMINOLOGY		
1B1	Common abbreviations, acronyms, and symbols	K9	Common abbreviations, acronyms, and symbols

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1B2	Conditions, procedures, and instruments	K12	Lay terms and medical terms for common conditions, symptoms, and procedures
1B3	Medical word building (prefixes, suffixes, plurals)	K11	Medical word building (roots, prefixes, suffixes, plurals)
1B4	Positional and directional terminology	K13	Positional and directional terminology
1C	BASIC PHARMACOLOGY		
1C1	Commonly prescribed medications and common approved abbreviations	K14	Drug classifications (for example, diuretics, hypoglycemics, analgesics, over-the-counter), indications, commonly prescribed medications
1C2	Drug classifications and drug schedules	K15	Drug classifications and schedules of controlled substances
1C3	Side effects, adverse effects, indications, and contra-indications	K16	Differences between side effects and adverse effects; and between indications and contraindications
1C4	Measurement (for both metric and household systems), mathematical conversions, and dosage calculations	K17	Measurements (for both metric and standard systems) and dosage calculations, mathematical conversions/formulas
1C5	Forms of medication (for example, pill, capsule, ointment)	K18	Forms of medication (for example, tablets, patches, capsules)
1C6	Look alike/sound alike medications	K19	Look-alike/sound-alike medications
1C7	Routes of administration	K20	Routes of medication administration
1C8	Pharmacokinetics (absorption, distribution, metabolism, excretion)	K21	Pharmacokinetics (absorption, distribution, metabolism, excretion)
1C9	Rights of drugs/medication administration	K22	Rights of medication administration

2016 NHA Test Plan Number	TASK DESCRIPTION	2022 NHA Test Plan Number	TASK AND KNOWLEDGE DESCRIPTION/DOMAIN
1C10	Physicians' Desk Reference and online resources	K24	Sources of drug/medication information and FDA regulations
1C11	Principles of storage and disposal	K23	Principles of storage and disposal
1D	NUTRITION		
1D1	Dietary nutrients	K25	Dietary nutrients, suggested guidelines, and food labels
1D2	Dietary needs and patient education (general, and related to diseases and conditions)	K26	Dietary needs related to diseases and conditions (for example, diabetes, kidney disease, celiac disease)
1D3	Vitamins and supplements	K27	Vitamins and supplements
1D4	Eating disorders	K28	Eating disorders
1D5	Food labels	K25	Dietary nutrients, suggested guidelines, and food labels
1E	PSYCHOLOGY		
1E1	Developmental stages	K29	Developmental stages
1E2	End-of-life and stages of grief	K34	End of life and stages of grief
1E3	Psychology of the physically disabled, developmentally delayed, and those with diseases	K32	Psychology of the physically disabled, developmentally delayed, and those who have diseases
1E4	Environmental and socio-economic stressors	K31	Environmental and socioeconomic stressors
1E5	Mental health screening	K30	Signs and symptoms of common mental health conditions (for example, anxiety, depression, PTSD, ADHD)
1E6	Defense mechanisms	K33	Defense mechanisms

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DOMAIN 2	ANATOMY AND PHYSIOLOGY		
2A	BODY STRUCTURES AND ORGAN SYSTEMS		
2A1	Anatomical structures, locations, and positions	K36	Anatomical structures, locations, and positions
2A2	Structure and function of major body systems, including organs and their locations	K37	Structure and function of major body systems, including organs and their locations
2A3	Interactions between organ systems, homeostasis	K38	Interactions between organ systems, homeostasis
2B	PATHOPHYSIOLOGY AND DISEASE PROCESSES		
2B1	Signs, symptoms, and etiology of common diseases, conditions, and injuries	K39	Signs, symptoms, and etiology of common diseases, conditions, and injuries
2B2	Diagnostic measures and treatment modalities	K40	Diagnostic measures (for example, labs, imaging, biopsies) and treatment modalities (for example, infusion, chemotherapy, medication, surgery)
2B3	Incidence, prevalence, and risk factors	K41	Incidence, prevalence, risk factors, and comorbidities
2B4	Risk factors leading to high mortality and morbidity (for example, complications, accompanying diseases)	K41	Incidence, prevalence, risk factors, and comorbidities
2B5	Epidemics and pandemics	K42	Epidemics and pandemics
2C	MICROBIOLOGY		

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2C1	Cell structure (for example, nucleus, cell wall, cell membrane, cytoplasm, ribosomes, mitochondria, lysosomes, nucleolus)	K35	Cell structure (for example, nucleus, cell membrane, cytoplasm, ribosomes, mitochondria, lysosomes)
2C2	Common pathogens and non-pathogens	K92	Common pathogens and nonpathogens
2C3	Organisms and microorganisms	K93	Organisms and micro-organisms
2C4	Infectious agents; chain of infection; conditions for growth	K94	Infectious agents, chain of infection, modes of transmission, and conditions for growth
DOMAIN 3	<i>CLINICAL PATIENT CARE</i>		
3A	GENERAL PATIENT CARE		
3A1	Identify patient	3A2.	Identify patient.
3A2	Prepare examination/procedure room	3B1.	Prepare examination/procedure room.
3A3	Ensure patient safety within the clinical setting	3A1.	Ensure patient safety within the clinical setting.
3A4	Complete a comprehensive clinical intake process, including the purpose of the visit	3A2.	Complete a comprehensive clinical intake process, including the purpose of the visit.

2016 NHA Test Plan Number	TASK DESCRIPTION	2022 NHA Test Plan Number	TASK AND <i>KNOWLEDGE</i> DESCRIPTION/DOMAIN
3A5	Measure vital signs	3A4. 3A5.	Measure and obtain vital signs. Convert measurements of vital signs.
3A6	Obtain anthropomorphic measurements	3A6.	Obtain anthropometric measurements.
3A7	Identify/document/report abnormal signs and symptoms	3A7.	Identify, document, and report abnormal signs and symptoms.
3A8	Assist provider with general physical examination	3B4.	Assist provider with general and specialty physical examination.
3A9	Assist provider with specialty examinations	3B4.	Assist provider with general and specialty physical examination.
3A10	Prepare patient for procedures	3B3. 3E1.	Prepare patient for procedures, including providing education. Prepare patient for procedure.
3A11	Prepare and administer medications and/or injectables using non-parenteral and parenteral routes (excluding IV) (for example, oral, buccal, sublingual, intramuscular, intradermal, subcutaneous, topical, transdermal, and inhalation)	3B5. 3B6.	Prepare and administer medications and/or injectables using nonparenteral routes. Prepare and administer medications and/or injectables using parenteral routes (excluding intravenous).
3A12	Perform staple and suture removal	3B8.	Perform staple and suture removal.

2016 NHA Test Plan Number	TASK DESCRIPTION	2022 NHA Test Plan Number	TASK AND KNOWLEDGE DESCRIPTION/DOMAIN
3A13	Administer eye, ear, and topical medications	3B5.	Prepare and administer medications and/or injectables using nonparenteral routes.
3A14	Perform ear and eye irrigation	3B9.	Perform ear and eye irrigation.
3A15	Administer first aid and basic wound care	3B10.	Administer first aid and basic wound care.
3A16	Identify and respond to emergency/priority situations	3B11.	Identify and respond to emergency/priority situations.
3A17	Perform CPR		
3A18	Assist provider with patients presenting with minor and traumatic injury	3B12.	Assist provider with patients presenting with minor and traumatic injury.
3A19	Assist with surgical interventions (for example, sebaceous cyst removal, toenail removal, colposcopy, cryosurgery)	3B13.	Assist with surgical interventions (for example, sebaceous cyst removal, toenail removal, colposcopy, cryosurgery).
3A20	Review provider's discharge instructions/plan of care with patients	3B14.	Review provider's discharge instructions/plan of care with patients.
3A21	Follow guidelines for sending orders for prescriptions and refills by telephone, fax, or email	3B15.	Follow guidelines for sending orders for prescriptions and refills electronically, by telephone, fax, or email.

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3A22	Document relevant aspects of patient care in patient record	3B17. 4B.	Document relevant aspects of patient care in patient record. Ensure that documentation of preventative maintenance and screenings is included in patient record.
3A23	Operate basic functions of an EHR/EMR system	3B18.	Operate basic functions of an electronic medical record/electronic health record (EMR/EHR) system
3A24	Enter orders into CPOE	3B20.	Enter orders using computerized physician order entry.
3B	INFECTION CONTROL		
3B1	Adhere to regulations and guidelines related to infection control	3C1. 3C3. 3C9.	Adhere to standard and universal precautions and guidelines related to infection control. Follow guidelines related to use of personal protective equipment (PPE), including donning and doffing. Follow post-exposure guidelines (for example, needle safety guidelines, use of eyewash stations).
3B2	Adhere to guidelines regarding hand hygiene	3C4.	Adhere to guidelines regarding hand hygiene.
3B3	Perform disinfection/sanitization	3C5.	Perform disinfection/sanitization.
3B4	Perform sterilization of medical equipment	3C6.	Perform sterilization of medical equipment.

2016 NHA Test Plan Number	TASK DESCRIPTION	2022 NHA Test Plan Number	TASK AND <i>KNOWLEDGE</i> DESCRIPTION/DOMAIN
3B5	Perform appropriate aseptic techniques for various clinical situations	3C7. 3B2.	Perform appropriate aseptic techniques for various clinical situations. Prepare and maintain a sterile field.
3B6	Dispose of biohazardous materials as dictated by OSHA (for example, sharps containers, red bags)	3C8.	Dispose of biohazardous materials as dictated by Occupational Safety and Health Administration (OSHA) (for example, sharps containers, biohazard bags).
3C	TESTING AND LABORATORY PROCEDURES		
3C1	Collect non-blood specimens (for example, urine, stool, cultures, sputum)	3D1.	Collect nonblood specimens (for example, urine, stool, cultures, sputum).
3C2	Perform CLIA-waived testing (labs)	3D2.	Perform CLIA-waived testing.
3C3	Perform vision and hearing tests	3D6.	Perform vision and hearing tests.
3C4	Perform allergy testing	3D7.	Perform allergy testing.
3C5	Perform spirometry/pulmonary function tests (electronic or manual)	3D8	Perform spirometry/pulmonary function tests (electronic or manual).
3C6	Recognize, document, and report normal and abnormal laboratory and test values	3D3. 3D9.	Recognize, document, and report in-range and out-of-range laboratory and test values. Identify common testing errors leading to testing discrepancies or inaccurate results

2016 NHA Test Plan Number	TASK DESCRIPTION	2022 NHA Test Plan Number	TASK AND KNOWLEDGE DESCRIPTION/DOMAIN
3C7	Match and label specimen to patient and completed requisition	3D4.	Match and label specimen to patient and completed requisition.
3C8	Process, handle, and transport collected specimens	3D5.	Process, handle, and transport collected specimens.
3D	PHLEBOTOMY		
3D1	Verify order details	3E2.	Verify order details.
3D2	Select appropriate supplies for test(s) ordered	3E3. 3E6.	Select appropriate supplies for test(s) ordered (for example needle sizes, tubes). Determine order of draw.
3D3	Determine venipuncture site accessibility based on patient age and condition	3E4.	Determine venipuncture site accessibility based on patient age and condition.
3D4	Prepare site for venipuncture	3E5.	Prepare site for venipuncture.
3D5	Perform venipuncture	3E7.	Perform venipuncture.
3D6	Perform capillary puncture	3E8.	Perform capillary puncture.
3D7	Perform post-procedural care	3E9.	Perform postprocedural care.

2016 NHA Test Plan Number	TASK DESCRIPTION	2022 NHA Test Plan Number	TASK AND <i>KNOWLEDGE</i> DESCRIPTION/DOMAIN
3D8	Handle blood samples as required for diagnostic purposes	3E10.	Handle blood samples as required for diagnostic purposes.
3D9	Process blood specimens for laboratory	3E11.	Process blood specimens for laboratory.
3D10	Match and label specimen to patient and completed requisition	3E12.	Match and label specimen to patient and completed requisition.
3D11	Recognize and respond to abnormal test results	3E13.	Recognize and respond appropriately to out-of-range test results.
3D12	Prepare samples for transportation to a reference (outside) laboratory	3E14.	Prepare samples for transportation to a reference (outside) laboratory.
3D13	Follow guidelines in distributing laboratory results to ordering providers after matching patient to provider	3E15.	Follow guidelines in distributing laboratory results to providers after matching patient to provider.
3E	EKG AND CARDIOVASCULAR TESTING		
3E1	Prepare patients for procedure	3F1.	Prepare patient for EKG or ambulatory cardiac monitoring procedure.
3E2	Perform cardiac monitoring (EKG, ECG) tests	3F2. 3F3.	Identify types of leads and proper anatomical electrode placement. Perform EKG tests.

2016 NHA Test Plan Number	TASK DESCRIPTION	2022 NHA Test Plan Number	TASK AND KNOWLEDGE DESCRIPTION/DOMAIN
3E3	Ensure proper functioning of EKG equipment	3F7.	Ensure proper functioning and storage of EKG equipment.
3E4	Recognize abnormal or emergent EKG results (for example, dysrhythmia, arrhythmia, versus artifact)	3F4.	Recognize abnormal or emergent EKG results (for example, dysrhythmia, arrhythmia, versus artifact).
3E5	Assist provider with non-invasive cardiovascular profiling (for example, stress test, Holter monitoring, event monitoring)	3F5.	Assist provider with ambulatory cardiac monitoring (for example, stress test, Holter monitoring, event monitoring).
3E6	Transmit results or report to patient's EMR or paper chart, and provider	3F6.	Transmit results or report to patient's electronic medical record or paper chart and provider.
DOMAIN 4	<i>PATIENT CARE COORDINATION AND EDUCATION</i>		
4A	Review patient record prior to visit to ensure health care is comprehensively addressed	4A.	Review patient records prior to visit to ensure health care is comprehensively addressed.
4B	Collaborate with healthcare providers and community-based organizations	4E.	Coordinate with health care providers and community-based organizations for continuity of care.
4C	Assist providers in coordinating care with community agencies for clinical and non-clinical services	4D.	Assist provider with researching and supplying information on community resources for clinical and non-clinical services.
4D	Facilitate patient compliance (for example, continuity of care, follow up, medication compliance) to optimize health outcomes	4F. 4C.	Facilitate patient compliance (for example, continuity of care, follow up, medication compliance) to optimize health outcomes. Identify timelines and track recommendations for screenings and preventative maintenance (for example, mammogram, Papanicolaou (Pap) test, colonoscopy, immunizations).

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4E	Participate in transition of care for patients	4H.	Participate in transition of care for patients.
4F	Participate in team-based patient care (for example, patient-centered medical home [PCMH], Accountable Care Organization [ACO])	4G.	Participate in team-based patient care (for example, patient-centered medical home [PCMH], accountable care organization [ACO]).
DOMAIN 5	ADMINISTRATIVE ASSISTING		
5A	Schedule and monitor patient appointments using electronic and paper-based systems	5A. 5B. 5C.	Schedule and monitor patient appointments using electronic and paper-based systems. Determine the type of appointment needed. Prioritize appointment needs based on urgency.
5B	Verify insurance coverage/financial eligibility	5E.	Verify insurance coverage/financial eligibility.
5C	Identify and check patients in/out	5F.	Identify and check patients in/out.
5D	Verify diagnostic and procedural codes	5G.	Confirm appropriate diagnostic and procedural codes.
5E	Obtain and verify prior authorizations and pre-certifications	5H.	Obtain and verify prior authorizations and precertifications (for example, for prescriptions, procedures, radiology).

2016 NHA Test Plan Number	TASK DESCRIPTION	2022 NHA Test Plan Number	TASK AND <i>KNOWLEDGE</i> DESCRIPTION/DOMAIN
5F	Prepare documentation and billing requests using current coding guidelines	5I.	Prepare documentation and billing requests using current coding guidelines.
5G	Ensure that documentation complies with government and insurance requirements	5J.	Ensure that documentation complies with government and insurance requirements.
5H	Perform charge reconciliation (for example, correct use of EHR software, entering charges, making adjustments, accounts receivable procedures)	5K.	Perform charge reconciliation (for example, enter charges, post payments, make adjustments, process accounts receivable).
5I	Bill patients, insurers, and third party payors for services performed	5L.	Bill patients, insurers, and third-party payers for services performed.
5J	Resolve billing issues with insurers and third party payors, including appeals and denials	5M.	Resolve billing issues with insurers and third-party payers, including appeals and denials.
5K	Manage electronic and paper medical records	5N.	Manage electronic and paper-based medical records
5L	Facilitate/generate referrals to other healthcare providers and allied healthcare professionals	5P.	Facilitate/generate referrals to other health care providers and allied health care professionals.

2016 NHA Test Plan Number	TASK DESCRIPTION	2022 NHA Test Plan Number	TASK AND <i>KNOWLEDGE</i> DESCRIPTION/DOMAIN
5M	Provide customer service and facilitate service recovery (for example, follow up patient calls, appointment confirmations, monitor patient flow sheets, collect on accounts, make up for poor customer service)	5Q. 5D.	Follow up patient calls and appointment confirmations. Monitor patient flow sheets, superbill, or encounter forms.
5N	Enter information into databases or spreadsheets (for example, Excel, EHR & EMR, billing modules, scheduling systems)	5R. 3B7. 3B19.	Enter information into databases or spreadsheets (for example, electronic medical record [EMR], electronic health record [EHR], Excel, billing modules, scheduling systems). Manage injection logs (for example, controlled substances, tuberculosis medications, immunizations). Implement updates in EMR/EHR (for example, quality measures, alerts, telemedicine, population health reporting).
5O	Participate in safety evaluations and report safety concerns	5S.	Participate in safety evaluations and report safety concerns.
5P	Maintain inventory of clinical and administrative supplies	5T. 3B16.	Maintain inventory of clinical and administrative supplies. Order and obtain durable medical equipment (DME) and supplies (for example, CPAP, wheelchair, hospital bed).
DOMAIN 6	<i>COMMUNICATION AND CUSTOMER SERVICE</i>		

2016 NHA Test Plan Number	TASK DESCRIPTION	2022 NHA Test Plan Number	TASK AND <i>KNOWLEDGE</i> DESCRIPTION/DOMAIN
6A	Modify verbal and non-verbal communication for diverse audiences (for example providers, coworkers, supervisors, patients and caregivers, external providers)	6A. 6C.	Recognize the diversity of patient cultures and backgrounds when providing care. Modify verbal and nonverbal communication for diverse audiences (for example, providers, coworkers, supervisors, patients and caregivers, external providers).
6B	Modify verbal and non-verbal communications with patients and caregivers based on special considerations (for example pediatric, geriatric, hearing impaired, vision impaired, mentally handicapped or disabled)	6D. 6E.	Modify verbal and nonverbal communications with patients and caregivers based on special considerations (for example, pediatric, geriatric, hearing, vision, or cognitive impairment). Modify communications based on type of visit (for example, in-person, telehealth/virtual visits).
6C	Clarify and relay communications between patients and providers	6F.	Clarify and relay communications between patients and providers.
6D	Communicate on the telephone with patients and caregivers, providers, third party payers	6G.	Communicate on the telephone with patients and caregivers, providers, third-party payers using HIPAA guidelines.
6E	Prepare written/electronic communications/business correspondence	6H.	Prepare written/electronic communications/business correspondence.
6F	Handle challenging/difficult customer service occurrences	6I. 6J.	Handle challenging/difficult customer service occurrences. Utilize conflict management and complaint resolution to improve patient satisfaction.
6G	Engage in crucial conversations (with patients and caregivers/health care surrogates, staff, and providers)	6K.	Engage in crucial conversations with patients and caregivers/health care surrogates, staff, and providers.

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6H	Facilitate and promote teamwork and team engagement	6L.	Facilitate teamwork and team engagement.
DOMAIN 7	<i>MEDICAL LAW AND ETHICS</i>		
7A	Comply with legal and regulatory requirements	7A.	Comply with legal and regulatory requirements.
7B	Adhere to professional codes of ethics	7C.	Adhere to professional codes of ethics.
7C	Obtain, review, and comply with medical directives	7D.	Obtain, review, and comply with medical directives (for example, advance directives, living will, health care proxy, medical order for life sustaining treatment).
7D	Obtain and document healthcare proxies and agents		
7E	Provide, collect, and store MOLST forms (medical order for life-sustaining treatment)		
7F	Protect patient privacy and confidentiality, including medical records	7E.	Protect patient privacy and confidentiality, including medical records.
7G	Adhere to legal requirements regarding reportable violations or incidents	7F. 3C2.	Adhere to legal requirements regarding reportable violations or incidents. Adhere to regulations and guidelines related to infectious diseases.

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7H	Identify personal or religious beliefs and values and provide unbiased care	7G. 6B.	Identify personal or religious beliefs and values and provide unbiased care. Recognize stereotypes and biases and interact appropriately with patients, colleagues, and others.

New Tasks	
The following is a list of the tasks that will be new areas of coverage on the 2022 CCMA test plan	
2022 NHA CCMA Test Plan Number	Task or <i>knowledge</i> description
Domain 1 K5 K10	<i>Technology-based methods for providing health care and health information (for example, telehealth/virtual, patient portals)</i> <i>The Joint Commission’s (TJC) “Do Not Use” List</i>
3B21.	Conduct telehealth or virtual screenings in the context of a telehealth/virtual visit.
4I.	Provide patient education via telehealth/virtual visit systems and processes.

4J.	Provide education to patients on communicable disease prevention.
5O.	Process office mail and faxes to appropriate staff member
5U.	Activate and facilitate use of patient portals
5V.	Provide technical instruction on the use of telehealth/virtual visits and troubleshoot issues
6M.	Demonstrate professionalism (for example, appropriate demeanor, clothing, language, tone).
7B.	Obtain patient consent as needed.
	*Comment: The above “New” tasks and <i>knowledge</i> statements are considered typical to medical assisting curriculum.