Core Body of Knowledge
for Certified Healthcare Business Consultants

1. Professional Standards
   a. Consulting Process
   b. Consulting Service Practitioner
   c. Consulting Services
   d. Disclaimers
   e. Engagement Standards
   f. General and Ethical Standards
   g. My Commitment to My Client
   h. My Commitment to the Public and the Profession
   i. Reporting Standards
   j. Scope of Services

2. Organizational Governance
   a. Corporate Stock
   b. Culture
   c. Leadership Development
   d. Legal Structure
   e. Mission Statement
   f. Organizational Leadership
   g. Practice Foundation
   h. Professional Compensation
   i. Strategic Plan

3. Business Management
   a. Benchmarking/Practice Performance
   b. Business Partners
   c. Business Plans
   d. Customer Service
   e. License & Permits
   f. Marketing
   g. Outsourced Expertise
   h. Patient Registration
   i. Pay For Performance
   j. Referral Management

4. Financial Management
   a. Accounting
   b. Accounts Payables
   c. Assets Management
   d. Audits
   e. Banking
   f. Budget
   g. Cash Controls
   h. COGS
   i. Financial Performance
   j. Financial Relationships
   k. Overhead/Cost Analysis
5. Human Resource Management
   a. ADA
   b. Background & Drug Testing
   c. Benefits
   d. Employment Law
   e. ERISA
   f. Exempt Status
   g. F.S.A./Cafeteria Plan 125
   h. FLSA
   i. FMLA
   j. Full or Part-Time Status
   k. H.S.A.
   l. Job Descriptions
   m. Leadership Skills
   n. Orientation
   o. Payroll
   p. Retention
   q. Sexual Harassment
   r. Staff Compensation
   s. Staff Performance
   t. Staff Training
   u. Staffing Strategy

6. Revenue Cycle Management
   a. Accounts Receivable
   b. Billing & Coding
   c. Collections
   d. CPT Code Bundling
   e. CPT Codes
   f. Gross Charges
   g. ICD-9 & ICD-10 Codes
   h. Incentive Payment Methods
   i. Managed Care Contracting
   j. Managed Care Credentialing
   k. Managed Care Negotiations
   l. Managed Care Relations
   m. Medicaid
   n. Medicare
   o. Modifiers
   p. Reimbursement
   q. RVU’s

7. Business Operations
   a. Care Coordination
   b. Control RX Samples
   c. Cost Containment
   d. Equipment
   e. Facilities Design
   f. Facilities Workflow
   g. Materials Management
   h. Operational Plans
   i. Patient Education
   j. Purchasing
8. Compliance
   a. ACA
   b. Anti-Kickback
   c. Anti-Trust/Sherman Act
   d. CDC
   e. Certificate of Need
   f. CLIA
   g. CMS
   h. Fraud And Abuse
   i. HHS
   j. HIPAA
   k. Infection Control
   l. OSHA
   m. Records Retention
   n. STARK
   o. State Insurance Regulations

9. Quality
   a. Accreditation
   b. Adverse Event Process
   c. Healthcare Delivery
   d. HEDIS
   e. Licensing Process
   f. Meaningful Use
   g. Patient Safety
   h. Patient Satisfaction
   i. PCMH
   j. Peer Review
   k. PQRS

10. Information Management
    a. External Management
    b. Information Portability
    c. Internal Management
    d. IT Plan/Strategies
    e. Systems Reporting

11. Risk Management
    a. Auto Liability
    b. Disaster Response & Recovery
    c. General Liability
    d. No Show
    e. Overhead Liability
    f. P&P’s/Adverse Legal Events
    g. Patient Reminders
    h. Professional Liability
12. Tax and Retirement
   a. Amortizations
   b. Corporate Shares
   c. Deductions
   d. Disability
   e. Income Regulations
   f. Investments
   g. IRS Regulations
   h. Life Insurance
   i. Trust Contributions