

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