



Potential Applicant,

Are you searching for meaningful work, but lack the time, money for education, or experience to progress in a career? If so, we invite you to learn more about this exciting opportunity. The *WellMed* and *Optum* Medical Assistant Apprenticeship Program is a collaborative effort involving the *US Department of Labor*, the *Institute for American Apprenticeships (IAA)*, and *WellMed* and *Optum*, a member of the *UnitedHealth Group* family.

Currently, we are accepting applications for this exciting healthcare program. The program offers immediate employment, ten weeks of paid education and training at no cost, and entry into an apprenticeship as a Medical Assistant with *WellMed* or *Optum*. No prior education or experience is required. There are 12 full-time positions being offered this session.

Selected participants will enroll on **July 24, 2023**, and begin the program and employment on **Aug. 14, 2023**.

1. All interested applicants must apply online and follow instructions to submit their application and resume by **July 4, 2023**.
2. Candidates must also attend a virtual Information Session on **July 6, 2023**. The Information Session will provide you with detailed information about participation in the program. Attendance at this two-hour event is mandatory for those interested in participating. Applicants will receive event information prior to the session.
3. All candidates who are interested in moving forward in the selection process will be invited to take several online aptitude assessments. These assessments will take approximately 2 hours, and the link will be sent out following confirmation of attendance at the Information Session. All assessments must be completed by **July 10, at 12pm EST**. We encourage you to begin the assessments early in case you encounter technological issues.
4. Based on the completed application, attendance at the Information Session, and completed aptitude assessment scores, a group of applicants will be invited back for a first-round of virtual interviews with the *IAA* team on **July 11, 12, 13, or 14, 2023**. The first-round interviews will take approximately one hour.
5. Based on results from the first-round interviews, application, and aptitude assessment scores, a select number of applicants will be invited back for a second and final round of interviews with the sponsoring employer, *WellMed* and *Optum*, on **July 18, 19, or 20, 2023**.

Final apprentice selections are based on a candidate's overall desire and potential for success in the program. The selected apprentices will be notified by **July 21**. The first day of class and employment is **Aug. 14, 2023**.

If you are interested in pursuing this opportunity, you must complete the online application at www.iaahitec.org/flmedical-assistant. **Remember, the application deadline is July 4, 2023.** Thank you for considering this exciting Medical Assistant Apprenticeship Program. We are pleased to provide Florida residents with the opportunity to obtain exciting careers in healthcare, and we wish you the absolute best of luck in the selection process.

Sydney Tryon
Project Leader and Mentor
Institute for American Apprenticeships



Job Overview

Clinical Compassion. It's the starting point for health care providers like you and it's what drives us every day as we put our exceptional skills together with a real feeling of caring for others. This is a place where your impact goes beyond providing care one patient at a time. Because here, every day, you're also providing leadership and contributing in ways that can affect millions for years to come. Ready for a new path? Learn more and start doing your life's best work.

Optum is a global organization that delivers care, aided by technology, to help millions of people live healthier lives. The work you do with our team will directly improve health outcomes by connecting people with the care, pharmacy benefits, data, and resources they need to feel their best. Come make an impact on the communities we serve as we help advance health equity on a global scale. Here, you will find talented peers, comprehensive benefits, a culture guided by diversity and inclusion, career growth opportunities and your life's best work.

The Medical Assistant (MA) is responsible for performing patient-oriented procedures under the direction and supervision of a clinician, RN, or LPN to ensure safe and appropriate patient care. The MA assists the clinician with minor medical and surgical procedures and performs a broad spectrum of clerical and administrative duties related to the delivery of patient care assistance.

Primary Responsibilities:

- Consistently exhibit behavior and communication skills that demonstrate the company's commitment to superior customer service, including quality care and concern with internal and external customers
- Use, protect, and disclose patients' protected health information (PHI) only in accordance with Health Insurance Portability and Accountability Act (HIPAA) standards
- Anticipate the clinician's needs and carry out orders
- Check for patients' arrival status and escort patients from waiting area to exam rooms; escort patients to ancillary services as needed
- Obtain, record, and report vital signs and other pertinent patient information to RN, LPN, or clinician
- Perform various medical procedures and medication administration as appropriate for their certification

- Perform phlebotomy, process lab specimens, and maintain lab specimen logs as appropriate
- Assist clinician with procedures as requested
- Ensure proper documentation of all procedures
- Maintain and clean exam and treatment areas, specimen processing areas, and medical equipment
- Complete or assist with the completion of appropriate forms, tracking, transport, etc.

Physical and Mental Requirements:

- Ability to lift, push or pull >35 lbs. with assistance
- Ability to stand for extended periods of time
- Ability to use fine motor skills to operate equipment and/or machinery
- Ability to receive and comprehend instructions verbally and/or in writing
- Ability to use logical reasoning for simple and complex problem solving
- Occasionally requires exposure to communicable diseases or bodily fluids
- Ability to complete a color blindness test
- Ability to discriminate shades of color when reading dipstick

Required Qualifications:

- High school diploma or GED
- Ability to complete Medical Assistant Apprenticeship program and certification
- Must pass drug screen prior to beginning employment
- CPR certification or willing to obtain within 90 days of hire
- Ability to read, speak, write and understand the English language fluently
- Access to reliable transportation that will enable you to travel to client or patient sites within a designated area

Careers with Optum. Our objective is to make health care simpler and more effective for everyone. With our hands at work across all aspects of health, you can play a role in creating a healthier world, one insight, one connection and one person at a time. We bring together some of the greatest minds and ideas to take health care to its fullest potential, promoting health equity and accessibility. Work with diverse, engaged, and high-performing teams to help solve important challenges.

At UnitedHealth Group, our mission is to help people live healthier lives and make the health system work better for everyone. We believe everyone—of every race, gender, sexuality, age, location, and income—deserves the opportunity to live their healthiest life. Today, however, there are still far too many barriers to good health which are disproportionately experienced by people of color, historically marginalized groups, and those with lower incomes. We are committed to mitigating our impact on the environment and enabling and delivering equitable care that addresses health disparities and improves health outcomes — an enterprise priority reflected in our mission.

Diversity creates a healthier atmosphere: UnitedHealth Group is an Equal Employment Opportunity/Affirmative Action employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.

UnitedHealth Group is a drug-free workplace. Candidates are required to pass a drug test before beginning employment.

Proof of immunity to vaccine-preventable diseases is an employment requirement.

Apprenticeship Overview

A Medical Assistant performs a variety of duties involving clinical and administrative patient care while adhering to scope of practice, standard operating procedures, Practice Health and Safety (PH&S) Guidelines, and in accordance with Care Delivery Organization (CDO) Policy. Provides care to pediatric, adult, and geriatric patients. Assists in the examination and treatment of patients by taking and recording vital signs such as blood pressures, temperatures, height, weight, etc. Assists physicians, providers, and members of the care team with lab tests, point of care tests, and screening. Prepares treatment rooms. Performs a variety of clerical functions to support office functions. Performs related duties to facilitate the efficient utilization of computer-based information. Supports the overall patient experience as provided by the entire care team.

The term of the apprenticeship shall be defined by the attainment of competencies, both technical and behavioral, of the apprenticeship as listed in the tables reasonably within 1 1/2 years of On-the-Job Training (OJT).

To complete the apprenticeship, the apprentice must:

- Obtain the Certified Clinical Medical Assistant (CCMA) certification through the National Health Career Association (NHA) within the first six months of the apprenticeship.

Competency in the work processes outlined herein can be demonstrated through a variety of venues including observation, proficiency demonstration/aptitude exam, questions and answers, learner's products, simulations, project work, and/or mentor testimony or evidence as demonstrated on the job.

UnitedHealth Group (UHG) will assess each apprentice's prior experience to determine what credit for advanced standing will be awarded for work processes schedule (WPS) and Related Instruction (RI). Prior experience will be assessed through resumes, interviews, UnitedHealth Group job assignments and/or demonstration of competencies. Assigned mentors will assess apprentices for credit for prior experience at any time during the probationary period.

Work Process Competencies

The following are the core Medical Assistant competencies related work processes for the apprenticeship.

Item	Core Work Process
1	Clerical Duties <ul style="list-style-type: none">- Understands and follows all clerical duties- Responds effectively to incoming patient calls and communicates pertinent information to physicians, providers, and members of the care team to provide for continuity and optimal care- Schedules tests, treatments, and follow-up visits on behalf of patients- Performs routine callbacks- Supports the front office team as needed- Participates in written and verbal communications with patients- Ensures required referrals and prior authorization are in place for patient visit- Applies Lean principles to inventory, equipment, supplies, and forms
2	Administrative Procedures <ul style="list-style-type: none">- Understands and follows all administrative procedures- Organizes exam and treatment rooms- Ensures exam rooms are stocked and items are not expired- Assists Clinic Manager with the ordering and receiving of medical supplies and medications as needed- Understands proper function and care of special equipment- Performs routine maintenance and calibration of administrative and clinical equipment according to OSHA standards- Verifies patient medications and performs medication review- Uses standing orders to complete medication renewals and refills as appropriate according to policy- Logs into telehealth appointments and practices virtual rooming and video use appropriately
3	Clinical Procedures <ul style="list-style-type: none">- Understands and follows all clinical procedures- Monitors and maintains patient flow; assists in the management of patient flow and access- Prepares patient schedules and patient medical records and uses clinic-indicated forms to prepare in advance for future visits- Establishes a reason for the patient visit and prepares patient accordingly- Anticipates Point of Care Testing (POCT)- Huddles with physician, provider and care team daily and as needed for optimum patient care- Disinfects exam rooms per Optum standards- Performs a variety of clinical functions such as measuring temperature, pulse rates, blood pressure, orthostatic vitals, height, weight, pediatric lengths, head circumference, pulse oximetry, etc.- Assists the provider with the examination, procedures, and treatments- Understands and implements provider orders (injections, vaccines, and immunizations, prescription refills, diagnostic tests, referrals, medication administration, etc.)- Confirms order is complete prior to proceeding- Performs clinic-based procedures as ordered

	<ul style="list-style-type: none"> - Applies Lean principles to clinical procedures - Performs phlebotomy and processes specimens - Performs point-of-care procedures/testing
4	Basic Laboratory <ul style="list-style-type: none"> - Understands and follows all basic laboratory procedures - Collects and transports specimens to the laboratory - Performs a variety of point of care testing functions and quality control such as urinalysis, rapid strep, blood glucose, urine pregnancy, etc. - Explains and provides instructions to the patient for laboratory/x-ray and special procedures - Maintains laboratory logs
5	Safety <ul style="list-style-type: none"> - Understands and follows all safety procedures - Performs routine hand washing - Practices standard infection control precautions and follows Optum, OSHA, and local standards for personal protective equipment (PPE) usage - Performs sterilization techniques - Disposes of waste materials - Maintains patient confidentiality at all times - Abides by all Health Insurance Portability and Accountability Act (HIPAA) and Occupational Safety and Health Administration (OSHA) requirements - Utilizes patient care equipment appropriately and safely - Incorporates the proper requirements in operating department specific equipment to provide safe patient care - Complies with health and safety requirements and with regulatory agencies such as the Department of Public Health - Identifies and responds to emergency situations and notifies leadership or appointed team lead - Reports all errors, injuries, incidents, and near misses using the incident reporting platform
6	Patient Communication and Documentation <ul style="list-style-type: none"> - Understands and follows all patient communication and documentation procedures - Records medical history, vital statistics, and patient care documentation in the medical record accurately in real-time - Organizes and maintains medical records - Manages task buckets - Appropriately communicates lab results, physician or provider orders, and medication instructions to patients - Informs new and existing patients/families about how to access information about their healthcare team using the patient portal - Serves as patient advocate/liaison by answering questions related to care and treatment, as appropriate, and reporting concerns to the provider - Provides patient education and self-management support - Involves the individual patient and caregiver, as appropriate, in decision making - Addresses the total patient, inclusive of medical, psychosocial, behavioral, cultural, and spiritual needs - Uses C-I-CARE and other patient experience best practices during all patient and visitor interactions (virtual and in-person) - Informs patient of testing and potential cost-share - Provides basic patient instruction under the direction of provider

The following are the additional “as-assigned” Medical Assistant related work processes for the apprenticeship.

Item	As-Assigned Work Process
7	Handles Account Transactions <ul style="list-style-type: none">- Handles customer account transactions, provides customer assistance, and performs and/or oversees cashiering operations.- Reconciles daily cash deposit in accordance with cash balance policy and procedures- Settles EDC credit card machines to include reconciliation of transactions against settlement- Responsible for obtaining “expert” level knowledge of the inner-workings of various insurance plans and staying abreast of insurance plans in the process of being added, deleted, or changed- Collects co-pays, co-insurance, self-pay, fee-for-service, and payment on account- Maintains patients’ records/files and participates in the revenue cycle process
8	Lean Process Improvement <ul style="list-style-type: none">- Uses Lean process improvement processes as part of standard work practices- Participates in Lean process improvement events

A combination of the above work processes will equate to approximately 1 1/2 years of OJL in the apprenticeship. Based on the apprentice’s work assignment, the time spent in each of the work processes will vary.

The above On-the-Job Training (OJT) work process schedule is intended as a guide. The WPS need not be followed in any particular sequence, and it is understood that some adjustments may be necessary in the percentage of time spent in each of the work processes to allow for different work experiences. In all cases, the apprentice is to receive sufficient work experience to make them fully competent and use good workmanship in all work processes, which are a part of the industry. In addition, the apprentice shall be fully instructed in safety and OSHA requirements.

Apprenticeship Competencies – Behavioral

In addition to mastering all the essential technical competencies, an apprentice must consistently demonstrate at an acceptable level the following behavioral competencies in order to complete the apprenticeship.

Item #	Behavioral Competencies	UnitedHealth Group's CLL Practice
1	Volunteers for and seeks out opportunities to learn and grow	Achievement Drive
2	Maintains a positive attitude	Adding Value
3	Demonstrates mindset of career-long continuous learning, improvement, and growth	Applying Life-Long Skill Building Effort
4	Focuses during independent work	Being Accountable
5	Maintains an acceptable attendance record	Being Accountable
6	Reports to work on time	Being Accountable
7	Follows instructions/directions	Being Coachable
8	Works under supervision	Being Coachable
9	Accepts constructive feedback and criticism	Being Coachable
10	Demonstrates UHG values of integrity, compassion, relationships, innovation, and performance	Building Relationships
11	Follows safety rules	Building/Applying Technical and Functional Skills
12	Takes care of equipment and workplace	Building/Applying Technical and Functional Skills
13	Keeps work area neat and clean	Building/Applying Technical and Functional Skills
14	Focuses on team discussions/meetings	Collaborating
15	Participates in team discussions/meetings	Communicating with Others
16	Demonstrates effective group presentation skills	Communicating with Others
17	Demonstrates effective one-on-one communication skills	Communicating with Others
18	Checks to see if message was successful	Communicating with Others
19	Completes assigned tasks on time	Delivering Results
20	Adheres to work policies/rules/regulations	Delivering Results and Understanding Enterprise
21	Demonstrates openness to new ideas and change	Growth Mindset
22	Understands right person, group, or audience to influence	Influencing Others
23	Deals with ambiguity by exploring, asking questions etc.	Managing Ambiguity and Uncertainty
24	Explores possible solutions collaboratively	Managing Conflict
25	Knows when to ask for help	Persevering
26	Cooperates with and assists co-workers	Providing Support
27	Uses multiple coping strategies to deal with adversity.	Resilience and Resourcefulness

28	Maintains calm and focus under pressure	Resilience and Resourcefulness
29	Uses appropriate language	Self-Management
30	Complies with dress, grooming, and hygiene standards and policies	Self-Management
31	Demonstrates respect for consumers, co-workers, and supervisors	Serving Customers
32	Demonstrates Optum's 5 tenets of patient experience: know me, trusted, compassionate, warm, and welcoming, simple	Serving Customers
33	Generates and selects the best course of action in solving problems	Solving Problems
34	Demonstrates willingness to test new ideas	Supporting Innovation and Creativity
35	Shows willingness to take on challenges to increase capabilities and make a larger contribution	Taking Initiative and Risks
36	Requests and performs work assignments without prompting	Understanding Goals, Priorities and Plans
37	Meets work standards	Understanding Goals, Priorities, and Plans
38	Matches humor to setting and people	Using Humor
39	Keeps distractions to a minimum	Using Time and Resources Efficiently

Course Topics

The following are the core technical course topics for the apprenticeship.

CORE COURSE TOPICS	HOURS
Medical Terminology	40
Foundations of Anatomy and Physiology	40
Pathophysiology	40
Introduction to Healthcare	24
Essential Communications for Healthcare Professionals	24
Pharmacology	40
Introduction to Healthcare Documentation	24
Clinical Medical Assisting	40
Clinical Medical Assisting Lab	24
Customer Service Skills	40
Clinical Medical Assisting Practicum	64
Total Core Hours	400

The above education outline is intended as a guide. The course topics need not be followed in any particular sequence, and it is understood that some adjustments in course topics/subtopics may be necessary to allow for different learning experiences. In all cases, the apprentice is to receive sufficient education to allow them to obtain the knowledge necessary to perform the relevant competencies using good workmanship in all work processes which are a part of the industry. In addition, the apprentice shall be fully instructed in safety and OSHA requirements.

FAQ

GENERAL

1. Who develops and administers the Apprenticeship Program?

The recruitment and education phase of the Apprenticeship Program will be developed and administered by the *Institute for American Apprenticeships (IAA)*. IAA is a 501(c)(3) non-profit organization designed to educate apprentices in advanced manufacturing, information technology, business services, and healthcare-related fields.

2. Who supports the Program?

This session is supported by the US Department of Labor and the sponsoring employer, *WellMed* and *Optum*, a member of the *UnitedHealth Group* family.

3. How long is the Apprenticeship Program and when will classes begin?

Please refer to the 'Important Dates Checklist' page for this information. The education phase is ten weeks long. Classes will begin on Aug. 14, 2023, and end on Oct. 20, 2023. Apprentices who successfully complete the education phase will begin their On-the-Job Training (OJT) on Oct. 23, 2023.

4. Will I receive a certificate if I graduate from the Apprenticeship Program?

Yes. Apprentices will receive a certificate of completion jointly from the *Institute for American Apprenticeships* and *UnitedHealth Group* following completion of the 10-week education phase. Upon completion of the one-and-a-half-year apprenticeship, apprentices will receive a Certificate of Apprenticeship Completion from the US Department of Labor.

5. What is the cost of the Apprenticeship Program?

There are no direct costs associated with participating in this program.

6. Are there any other costs to the program?

Apprentices will be provided with all the necessary educational materials including textbooks and computers. All these materials remain the property of *IAA*, *WellMed* and *Optum*.

7. Are participants hired at the start of the program?

Yes, all selected participants will be offered full-time employment at the start of the program.

8. When will I begin On-the-Job Training (OJT) by *WellMed* and *Optum*?

Please refer to the 'Important Dates Checklist' page for this information. Apprentices who successfully complete the education phase will begin On-the-Job Training with *WellMed* and *Optum* on Oct. 23, 2023.

9. What if I am unable to enroll in the Apprenticeship Program at this time? Will there be other opportunities?

We may hold additional healthcare-related apprenticeships for *WellMed* and *Optum* in the future. Please visit our website, iaahitec.org, for more details. There is a possibility that other healthcare and technology apprenticeships will be offered through the *Institute for American Apprenticeships*, but we cannot make any guarantees.

FAQ

SELECTION

1. Do I need prior healthcare experience or education to apply?

Candidates do not need any prior healthcare experience or education to apply to the program. Candidates only need to have a minimum of a High School Diploma or GED and be at least 18 years of age.

2. What are the steps in the selection process?

Please refer to the 'Important Dates Checklist' page for this information. The first step in the selection process is to complete the online application. The second step is to attend the mandatory virtual Information Session and then complete a series of online aptitude assessments. Based on the applications received and aptitude assessment scores, a selected group of applicants will be invited to return for the first-round of interviews. The first-round interviews will be conducted by *IAA* team members. If you are selected to move forward to the second and final round of interviews, you will interview with *WellMed* and *Optum* team members. From the pool of interviewed applicants, the final apprentices will be chosen by the *WellMed* and *Optum* team. The final selection will be based on the applicant's overall desire and potential to succeed in this program and in the Medical Assistant position, as well as organizational fit.

1. Are there any costs to the employment?

Yes, apprentices will need to provide their own scrubs, closed toe shoes, and incidentals such as stethoscopes. The *IAA* Project Leader can assist the apprentices in locating potential outside support services to find and purchase these items if they are unobtainable to the apprentice.

2. Are there any other certifications required?

WellMed and *Optum* will require the CPR certification within your first 90 days of the apprenticeship.

3. Is there a background check required for employment?

Yes, background checks are commonly required in the healthcare industry. Prior to employment, *WellMed* and *Optum* conduct a background screen for each apprentice selected for the program.

4. Is there a drug test required for employment?

UnitedHealth Group is a drug-free workplace. Candidates are required to pass a drug test before beginning employment.

5. Where will I be working?

Medical Assistants will work in various *Optum clinics* and *WellMed clinics* within the Orlando Service Delivery Area. Specific locations to be provided during the education phase.

6. What hours will I be working?

For the first 10 weeks of the program, your hours will be Monday through Friday, 8:30am to 5pm EST. Your On-the-Job Training (OJT) hours will generally be Monday through Friday, 8 am to 5 pm EST.

7. How much will I be able to earn as an apprentice with *WellMed* and *Optum*?

At the start of the education phase, positions will begin at an hourly wage of \$17.50. If hired, you are eligible to receive a \$4,000 sign-on bonus that will be paid upon successful completion of the classroom phase. Additional information on the sign on bonus will be provided in the job offer letter. As you gain the education, skills, and experience vital to the Medical Assistant role, you will receive performance-based wage increases throughout the first year and a half of employment, which is also the length of this program. Performance is evaluated at prescribed time intervals during the apprenticeship. All periodic reviews will have specific pre-defined performance metrics that justify the increase associated with the review. During each review, if an apprentice has consistently met all the pre-defined performance metrics of a higher pay scale, that apprentice's wage will be immediately increased to that associated pay scale. In addition, they will be evaluated as part of the standard *Optum Clinics* and *WellMed Clinics* performance review cycle.

8. Are benefits offered with the apprenticeship position?

Yes. Apprentices become *WellMed* or *Optum* employees on the first day of the program. In accordance with the employer's policies, employees will have the opportunity to contribute to a comprehensive benefits package which can include health and dental coverage. Please refer to the benefit sheet for a complete listing of benefits.

9. Are there opportunities for advancement once I become employed?

Yes. You will be evaluated as part of the employer's standard performance review cycle and considered for other positions as deemed needed by the organization.

FAQ

CLASSROOM

1. What will the classroom component involve during the Apprenticeship Program?

This session is designed to prepare successful graduates for positions as Medical Assistants. Please see the 'Course Topics' page for this information. All courses are designed to help prepare the apprentices for their Certified Clinical Medical Assistant (CCMA) certification exam.

2. Will I have coursework outside the classroom sessions?

Yes. This program is designed to be intense and to immerse the apprentices in the topics of study. There will be a significant amount of homework involved outside of class; this will include at least 4 hours per evening and 8 to 10 hours on the weekends.

3. Where will the classes be held?

The class location is TBD. Classroom subject to change.

4. Who will deliver the education?

The *Institute for American Apprenticeships* and *WellMed* and *Optum* will provide the instructors and trainers during the ten-week program.

5. What is the class schedule for the Medical Assistant Apprenticeship Program?

The class is held for ten weeks, Monday through Friday, 8:30am to 5 pm EST. Classes will begin on Aug. 14, 2023. The last day of class is Oct. 20, 2023.

6. What if I am having trouble in class?

If an apprentice's performance in the class is below expectations academically, technically, and/or behaviorally, the faculty will provide additional support as requested and necessary, provided appropriate levels of effort are demonstrated by the apprentice. If accommodations are required, the apprentice should notify program staff as soon as possible.

7. Will my coursework and school records be shared with my sponsoring employer?

Under certain circumstances, all your schoolwork and school records (including coursework, projects, attendance records, and written and oral conversations) may be shared with *WellMed* or *Optum*.



1. Am I required to take a certification exam to work as a Medical Assistant?

Yes, *apprentices are required* to take the Certified Clinical Medical Assistant (CCMA) exam on the last day of the education phase.

2. What does the CCMA exam look like?

The CCMA exam is a proctored exam containing 150 scored questions and 30 pretest questions. Examinees have 3 hours to complete the exam. Examination results will be available on the NHA website (www.nhanow.com) within two (2) business days from when the examination is taken. Upon passing the certification exam, the candidate will receive an official certificate via US mail within approximately 2 weeks of the date of the exam.

3. Does the CCMA exam have a fee?

The testing fee is \$160 per exam. The program covers the cost of this fee for participants.

4. Are there benefits to becoming a Certified Clinical Medical Assistant?

Benefits to obtaining a Certified Clinical Medical Assistant Certification (CCMA) may include: more job opportunities, increased pay scale, job security, and increased subject-matter expertise.

5. When will I take the Certification exam?

The apprentices will take the CCMA exam on the last day of the education phase scheduled for Oct. 20, 2023.

6. Am I required to pass the CCMA exam?

Passing the exam is required for continued employment at *WellMed* or *Optum* as a Medical Assistant.

7. What happens if I do not pass the certification exam on my first attempt?

Apprentices must pass the certification exam within the first 6 months of the apprenticeship. Apprentices who do not pass the certification exam on their first attempt will be required to notify the program instructor to develop an action plan.

8. Is accommodation available for the certification exam?

Yes, accommodations are coordinated directly between the apprentice, their health care professional, and National Healthcareer Association (NHA). Due to the time to have accommodation(s) approved, the accommodation application process should be in place several weeks in advance of the first exam date.

Tips for Success

We are often asked how best to prepare for the education/classroom portion of the apprenticeship. To assist, we have compiled a list of suggestions below.

- **Time Commitment** – When deciding whether this apprenticeship is the program for you, you will need to seriously consider the time commitment that this program requires. You will be in class Monday through Friday from 8:30am to 5:00pm EST. In addition to class, you will have **at least four hours** of homework each night and 8 to 10 hours on the weekends. While this is only for a certain amount of time, this rapid-paced program could mean that you spend less time with your family and friends.
- **Technology** – You will attend class in person. The instructor will deliver the education virtually, and you will be required to access and submit homework online. To ensure that you do not miss anything important, make sure that your computer is charged or plugged in so that you are prepared for class.
- **Have a plan for childcare** – You will be in class from Monday through Friday 8:30am to 5:00pm EST. To ensure that your children have the care they need, arrange childcare plans well in advance of the first day of class.
- **Have a contingency plan for transportation** – Attendance is a crucial factor in ensuring your success in both the educational and on-the job learning portion of the program. It is a good idea to have a plan for backup transportation if your primary transportation is not available. We recommend identifying a friend, family member, or fellow classmate who lives on your route and would be willing to give you a lift when needed.
- **Make time for rest** – Finding time to get the proper amount of sleep can be a huge challenge to you as an apprentice in this program! However, your mind needs rest in order to process the information you have learned and prepare itself for another day of new information.
- **Plan balanced meals for yourself** – The brain burns calories when exercised, just like your body! Your mind will be significantly challenged throughout these 10 weeks of education and will require plenty of energy. During times of stress and a hectic schedule, it can be easy to skip meals or make less-nutritious choices. However, drinking plenty of fluids and planning for balanced, healthy, and substantial meals can really make a difference and will ensure that you are adequately fueling yourself for success.
- **Review prescription refills** – Review any medications you take regularly, and ensure you have refills available through the duration of the program and the early months of the apprenticeship. If you are running low on refills, contact your healthcare provider to obtain more ahead of time. If you need an appointment to have more

refills authorized, schedule that before class begins.

- **Avoid scheduling appointments during class time** – The fast pace of the class can make even one excused absence a significant setback in your learning. If you **MUST** take care of a responsibility during the day, please discuss it with your project leader immediately; while absences from class can be detrimental, it is important that your personal obligations are fulfilled as best possible before starting your on-the-job learning phase.
- **Develop professional cell phone habits** –Personal cell phone use can pose a significant distraction during class and work. In addition, it can potentially lead to confidentiality violations. Cell phone use will be highly limited during class to prepare you for your on-the-job experience. Begin practicing limiting your cell phone use during the day, as that can be a challenging habit for many to break.
- **Adapt to a work-friendly smoking schedule** – If you are a smoker, you will likely be unable to have a smoking break for lengths of four to five hours both in class and during your employment. We encourage anyone who smokes to begin acclimating to this schedule as soon as possible. Changes in one's smoking routine can be physically and emotionally stressful – any strategies to make a smoother transition to this change are highly recommended, as the class environment will provide challenges all on its own. Want to quit? Please talk to us about ways we can get you the help you need to make a healthy change.
- **Create a strong support system** – During these 10 weeks, most of your time will be committed to class time and homework, leaving less time for other responsibilities. We encourage you to talk to your family and friends about your new investment and seek help in fulfilling your outside responsibilities wherever possible.
- **Use your resources** – Selected candidates will be armed with contact information for those managing your class program including your Apprentice Supervisor, Instructor, and Project Leader. They are committed to ensuring your success; take advantage of our supporting staff for any academic or personal struggles.