

Stepful Snapshot

CERTIFIED CLINICAL MEDICAL ASSISTANT (CCMA) PROGRAM

CATALOG

The Stepful catalog can be located here: <https://www.stepful.com/medical-assistant>.

PROGRAM DETAILS

The Stepful CMA program is a hybrid program consisting of 20 weeks of online didactic learning* followed by completion of the NHA certification exam and an 80-160 hour externship (depending on requirements of the externship site) in-person at a clinical site. Stepful recommends taking your certification exam within 2 weeks of completing the online program.

This program prepares scholars to sit for The National Healthcareer Association (NHA) exam to earn the NHA-CCMA certification. It includes opportunities to practice hands-on skills and receive live instructor feedback with an at-home clinical skills lab kit. Students also receive industry-recognized HIPAA and OSHA certifications as part of their participation in the course.

The timeline for completing the program is dependent on a variety of factors, including scholar availability to complete externship hours and responsiveness to completing academic and externship requirements throughout the program. Generally, scholars complete the program in 7-10 months, depending on factors listed below (see “Scholar Actions to Accelerate Completion” below for more details). Futuro Health scholars must complete the Human Touch Healthcare program before enrolling in Stepful through Futuro

IMMUNIZATION REQUIREMENTS AND DISCLOSURES

We advise that all scholars complete these required immunizations prior to completing their Human Touch Healthcare course to ensure that they are ready for enrollment. For those who have not been immunized, this process could take up to 6 months.

- 2 x MMR (Measles, Mumps & Rubella) or titer immunity in the last 3 months
- 2 x Varicella (chickenpox) or titer immunity in the last 3 months
- 3 x Hepatitis B or titer immunity in the last 3 months
- 2 x Covid 19 (Proof of injections -NOTE: there is a 3-week gap needed between the 1st and 2nd immunization) and booster.
- One Step PPD (TB) or blood titer showing non-infection –
 - This is either a one or two step PPD Mantoux test, blood titer or chest Xray.
- Tdap or titer immunity in the last 3 months

Immunization exemptions may be granted on a case-by-case basis; scholars should reach out to their Stepful coach as early as possible if they believe they will need one.

Please note: All scholars may be asked to show proof of immunizations required by the clinical sites and some programs with onsite coursework prior to enrollment or externship.

PROGRAM AND LAB SCHEDULES

The Stepful CMA course consists of 20 weeks of online training*, followed by an in-person externship at a clinical site. The standard externship duration is a minimum of 80 hours, and many sites may require additional hours (up to 160 hours).

Online Program:

- 1.5h live instructor-led classes twice weekly
- Daily assignments, exams, & simulated labs
- Community learning & group projects

The first three weeks of the program serve as an assessment period to help ensure you are well positioned to succeed in the Stepful program. During this period, scholars are required to fulfill program-related requirements outlined in this document (submit their enrollment documents, attend classes, maintain a grade higher than 80%, and maintain professional conduct). If a scholar has successfully fulfilled these requirements at the end of the three weeks, they will continue in the program. If not, they may be removed from the Stepful program.

EXTERNSHIP DISCLOSURES

Please note that an externship is an integral part of program completion and scholars will need to adhere to the following Stepful CCMA Externship requirements:

- **General Requirements**
 - Be 18 years or older.
 - Hold a High School Degree or GED from a United States-accredited educational institution.
 - Be proficient in spoken and written English.
 - Be legally eligible to work in the United States.
 - Stepful cannot currently enroll MA students who live in Georgia, Minnesota, North Dakota, South Carolina, Washington, or Wisconsin
- **Program Performance.**
 - Maintain a passing grade of 80% or higher.
 - Attend program sessions.
- **Externship Availability Required.**
 - Medical Assistant Program: A minimum of 80 clinical hours (many sites may require up to 160 hours), with the following availability:
 - Full-time over 3 weeks (8 hours of daily availability from Monday to Friday) during business hours (8 am - 6 pm)
 - Part-time over 6 weeks (4 hours of daily availability from Monday to Friday), at a consistent time, with a minimum availability of 20 hours per week, during business hours (8 am - 6 pm)
 - Externship Responsiveness:
 - Maintain timely communication with the Stepful team as well as the externship site to ensure that the scholar fulfills all externship requirements, including:
 - Complete the resume
 - Complete the background check, vaccinations and other site-specific screening requirements in preparation for your externship, including vaccinations,

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*Please note that any of the information listed above is subject to change

medical checkup results and providing health insurance documents, where relevant

- Complete any site-specific paperwork requirements including reading and signing onboarding materials
 - Provide clarity on your availability for the externship and travel distance
 - Provide scheduling flexibility to interview with sites
 - Schedule and pass the externship interview
 - Confirm externship start date with the site
 - Complete a daily journal of your externship on the Stepful platform, complete and submit all required documents to indicate externship completion
- **Travel Requirements.** Scholars must be able to travel up to 45 minutes each way to an externship site (in many cities, this is typically within 20 miles from their location).
 - **Vaccination Compliance.** Scholars must meet the vaccination requirements for healthcare employees in their state, including COVID-19, MMR, TB (Tuberculosis/PPD), Hepatitis B, Varicella, and Tdap.
 - **Background Check Requirement.** Scholars must conduct a background check before their externship placement.
 - Stepful will not be able to place scholars who have been found guilty of any of the following disqualifying offenses at any point in time:
 - Any Controlled Substance Abuse Offense (incl. Theft of drugs, DUIs including alcohol, drug possession)
 - Any Offense of Violence (incl. Murder, child abuse, domestic violence)
 - Any Sexually Oriented Offense (incl. Rape, sexual battery)
 - Any Theft or Fraud Offense within the past (7) years
 - **Drug Screening. Scholars must pass a 10 panel drug screening test to be accepted for and/or during an externship.** Stepful does not have control over the decisions of externship partners. Scholars who are unable to be placed at an externship site due to an adverse result on either a criminal background check or random or pre-placement drug test may not be able to receive certification.
 - By signing the enrollment agreement, scholars authorize Stepful to send their background check and drug screening with externship partners to determine their placement. Stepful does not have control over the decisions of externship partners. Scholars who are unable to be placed at (or is involuntarily released from) an externship site due to an adverse result on either a criminal background check or random or pre-placement drug test will be opted out of Career Services and may not be able to receive certification
 - **Certification Exams.** Scholars must register for their certification exam before they can begin the externship.

You can find the skills you will complete during the externship hours [here](#).

CERTIFICATION REGISTRATION PROCESS

Stepful facilitates registration for certification exams and covers the cost of exams and retakes. The process for registering for the certification exam is:

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- **Timing of Registration:** Around two-thirds of the Clinical Medical Assistant program, Stepful will send students an email outlining the registration process with the certifying organization (e.g., NHA). This email will include a unique discount code to be used at checkout on the registration website to cover the full cost of the exam.
- **Scholar Action Required:**
 - Visit the certifying organization’s website (e.g., <https://www.nhanow.com/>)
 - Create an account (or log in, if already have one) **Important:** Use the same email address as your Stepful account
 - Select “Stepful” as your school
 - Complete your candidate profile
 - Click “Apply for Exam” and follow the registration prompts
Note: Your personal information should auto-populate. If it does not, please ensure your profile is complete before proceeding.
 - **Payment Using Discount Code:** At the checkout page, under the “Discount Code” section, enter your unique, one-time-use code
 - This will reduce your payment total to **\$0**
 - Once your application is processed and approved, you will receive an email prompting you to select your exam date, time, and format (PSI Testing Center – either in-person or online)
 - You must register for an exam date after your last day of class but **no later than two weeks after your cohort’s end date**

SCHOLAR ACTIONS TO ACCELERATE COMPLETION

Stepful’s philosophy is to support scholars every step of the way through their journey. As you progress through the program, your commitment and involvement is also key to how quickly you can graduate. Below are the actions that scholars need to take to complete the program as quickly as possible (in about six months). If scholars are unable to complete these actions, it will extend how long it will take to complete the program.

Program Phase	Actions
Online Classes	• Complete all work and demonstrate mastery on all competencies by the end of classes • Study 10-15 hours/week during Stepful program and certification exam prep • Register & take certification exam almost immediately when classes are complete
Externship Coordination	• Complete all required activities required to secure a site quickly, with no follow up reminders required (e.g., drug test, background check, site paperwork, site interview) • Be responsive to coach and site outreach (e.g., responding in <24 hours) • Meet externship expectations described in the “Externship Disclosures” section above • Provide clarity around weekly availability and ability to travel. <i>Note: Scholars who can commit to the externship full time (40 hours/week) and commute up to 45 minutes each way are more likely to be placed quickly.</i>
Externship Completion	• Able to pass the background check and drug screen • Able start the externship almost immediately after site being confirmed • Able to complete externship full-time (40hrs/week) with no vacations, sick days, etc • If needing to take a sick day, providing a Doctor’s note to the site • Submit all paperwork completely and quickly after externship

ENROLLMENT DISCLOSURES

After your successful registration for the course through Futuro Health, Stepful will require the following:

- A copy of your high school or GED diploma
- A copy of your ID
- Vaccination compliance
- Signed Externship Agreement

If your name on your diploma and ID do not match (e.g., you got married and changed your last name), you will also need to submit a supporting document that shows the name change (e.g., marriage certificate).

Vaccination Compliance

Scholars must meet healthcare industry vaccination requirements applicable to their state. Documentation must be submitted and approved for:

- COVID-19
- MMR (Measles, Mumps, Rubella)
- TB (Tuberculosis/PPD)
- Hepatitis B
- Varicella
- Tdap

Externship Agreement

Scholars must sign an Externship Agreement acknowledging the expectations required for graduation and externship participation.

STUDENT OUT OF POCKET COSTS

Futuro Health covers the cost of tuition for your Stepful CMA program, and the Stepful tuition covers the fees for the Clinical Skills kit used during the program, a background check, a drug screening, and the certification exam. However, there will be some out-of-pocket costs required from the scholar.

Out-of-pocket costs vary depending on the externship site locations. In most cases, they sit for between \$10-45 for a set of scrubs. Your Stepful coach will remind you of these costs once you begin the externship matching process.

BEST STUDENT POINT OF CONTACT

With questions regarding your enrollment or campus related questions, please contact Stepful directly using the information listed below.

- Katie Grimes - katie.grimes@stepful.com

Please note: Reaching out to this contact prior to securing a start date is not advisable. Scholars not yet enrolled will not be in the Provider's system, and therefore, the Provider will likely refer you back to your coach before assisting you.

You can expect to hear from Stepful the week prior to the start date of your Stepful Program.

CAREER SERVICES

Stepful's **Job Coaching Program** is a **required** 8-week program intended to support you in securing a job aligned with your career goals.



To qualify for the Job Coaching program, scholars must (1) complete their externship and (2) pass their certification exam. (3) be looking to secure a full-time role. The program includes:

- Weekly feed of job opportunities near you
- Mock interview prep
- Resume review & feedback
- Email and call scripts to follow up on job applications
- Resume books to Stepful's existing employer partners
- Dedicated coach support

Finding a job is a job itself, and Stepful is here to support every step of the way. To make sure that this process is successful, scholars will need to adhere to the following job coaching requirements:

- **80% attendance** rate for 8 weekly live sessions
- **Active participation** in the live sessions
- Consistently completes weekly job coaching activities (apply for jobs, completing interview practice)
- Consistent attendance at 1:1 coaching sessions

As scholars approach the end of their externship, **they will receive all the information required to sign up for the job coaching program.**