Course Title: Administrative Medical Office Procedures 2

Course Number: CMA 101

Number of Credits/Contacts: 4 /6 (theory with lab component)

Dates: 01/11/16 to 05/06/16

Class Days/Times: Monday and Wednesday 9-12

Room: A323

Instructor: Angela Kortemeier, MS, RHIA, CCMA, CHTS-TR
Solin Center for Business Education B100-D
Email: angela.macleod@gogebic.edu
Phone: (906) 932-4231 extension 245

Office Hours: Monday & Wednesday 1-3, Tuesday, Thursday and Friday 9-12

Prerequisites: Admission into the Program, all first semester courses of the CMA program with a passage of C (75%) in each course.

Corequisites: CMA 102, CMA 103, CMA 104

Required Textbooks/Materials:
- Kinn’s “The Medical Assistant” 12th Edition
- Kinn’s “The Medical Assistant Study Guide”
- Evolve Interactive Procedure List

Course Description:
This course follows the introduction of Administrative Medical Office Procedures 1 highlighting the health information management of the medical office, billing and coding procedures and financial and practice management. Instruction in electronic medical records, HIPAA and privacy, diagnostic and procedural coding, health insurance and the claim form, professional fees, billing and collecting, banking and human resources are discussed.

Course Objectives:
Upon successful completion of this course, the student will be able to:
• Identify the various types of information kept in the medical record, as well as explain how to establish, organize and file a patient medical record
• Discuss the principles of using the electronic medical record (EMR) as well as explore the capabilities of an electronic medical record system
• Describe several ways health information is used and why quality health data is important
• Demonstrate an understanding of how the HIPAA Privacy Rule benefits the healthcare industry and patients
• Perform diagnostic and procedural coding
• Identify the types of health insurance, how benefits are determined and the types of health insurance providers
• Develop an understanding of insurance plan requirements, including verification, utilization review, precertification and preauthorization
• Complete insurance claim forms
• Demonstrate an understanding of professional fees, billing and the collection process
• Explain how to handle mistakes made in preparing a check, precautions for accepting checks, different types of endorsements and nonsufficient funds
• Differentiate between accounts payable and accounts receivable
• Explain the importance of management in the medical office

**Competencies:**

**Cognitive**

I. Anatomy & Physiology
   12. Identify quality assurance practices in healthcare

VI. Administrative Functions
   4. Define types of information contained in the patient’s medical record
   5. Identify methods of organizing the patient’s medical record based on:
      a. Problem-oriented medical record (POMR)
      b. Source-oriented medical record (SOMR)
   6. Identify equipment and supplies needed for medical records in order to:
      a. Create
      b. Maintain
      c. Store
   7. Describe filing indexing rules
   8. Differentiate between electronic medical records (EMR) and a practice management system
   11. Explain the importance of data back-up
   12. Explain meaningful use as it applies to EMR
VII. Basic Practice Finances
1. Define the following bookkeeping terms:
   a. Charges
   b. Payments
   c. Accounts receivable
   d. Accounts payable
   e. Adjustments
2. Describe banking procedures as related to the ambulatory care setting
3. Identify precautions for accepting the following types of payments:
   a. Cash
   b. Check
   c. Credit card
   d. Debit card
4. Describe types of adjustments made to patient accounts including:
   a. Non-sufficient funds (NSF) check
   b. Collection agency transaction
   c. Credit balance
   d. Third party
5. Identify types of information contained in the patient’s billing record
6. Explain patient financial obligations for services rendered

VIII. Third Party Reimbursement
1. Identify:
   a. Types of third party plans
   b. Information required to file a third party claim
   c. The steps for filing a third party claim
2. Outline managed care requirements for patient referral
3. Describe processes for:
   a. Verification of eligibility for services
   b. Precertification
   c. Preauthorization
4. Define a patient-centered medical home (PCMH)
5. Differentiate between fraud and abuse

IX. Procedural and Diagnostic Coding
1. Describe how to use the most current procedural coding system
2. Describe how to use the most current diagnostic coding classification system
3. Describe how to use the most current HCPCS level II coding system
4. Discuss the effects of:
   a. Upcoding
b. Downcoding
5. Define medical necessity as it applies to procedural and diagnostic coding

X. Legal Implications
3. Describe components of the Health Information Portability & Accountability Act (HIPAA)
9. List and discuss legal and illegal applicant interview questions

Psychomotor

VI. Administrative Functions
3. Create a patient’s medical record
4. Organize a patient’s medical record
5. File patient medical records
6. Utilize an EMR
7. Input patient data utilizing a practice management system

VII. Basic Practice Finances
1. Perform accounts receivable procedures to patient accounts including posting:
   a. Charges
   b. Payments
   c. Adjustments
2. Prepare a bank deposit
3. Obtain accurate patient billing information
4. Inform a patient of financial obligations for services rendered

VIII. Third Party Reimbursement
1. Interpret information on an insurance card
2. Verify eligibility for services including documentation
3. Obtain precertification or preauthorization including documentation
4. Complete an insurance claim form

IX. Procedural and Diagnostic Coding
1. Perform procedural coding
2. Perform diagnostic coding
3. Utilize medical necessity guidelines

X. Legal Implications
1. Apply HIPAA rules in regard to:
   a. Privacy
   b. Release of information

Affective

VII. Basic Practice Finances
1. Demonstrate professionalism when discussing patient’s billing record
2. Display sensitivity when requesting payment for services rendered
VIII. Third Party Reimbursement
1. Interact professionally with third party representatives
2. Display tactful behavior when communicating with medical providers regarding third party requirements
3. Show sensitivity when communicating with patients regarding third party requirements

IX. Procedural and Diagnostic Coding
1. Utilize tactful communication skills with medical providers to ensure accurate code selection

X. Legal Implications
2. Protect the integrity of the medical record

**Grading Policy:** In order for the learner to prove competency in the objectives of the course, he or she must receive a passing grade of C (75%) or higher for the course. The grading scale is as follows:

<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>100% - 94%</td>
<td>A</td>
</tr>
<tr>
<td>93% - 90%</td>
<td>A-</td>
</tr>
<tr>
<td>89% - 88%</td>
<td>B+</td>
</tr>
<tr>
<td>87% - 83%</td>
<td>B</td>
</tr>
<tr>
<td>82% - 80%</td>
<td>B-</td>
</tr>
<tr>
<td>79% - 78%</td>
<td>C+</td>
</tr>
</tbody>
</table>
| 77% - 75%        | C     | **Minimum accepted passing score**
| 74% - 70%        | C-    |
| 69% - 67%        | D+    |
| 66% - 63%        | D     |
| 62% - 60%        | D-    |
| 59% - 0%         | F     |

**Assessment Areas/Composition of Final Grade:** Calculation of the final grade is based on the following:

<table>
<thead>
<tr>
<th>Assessment Area</th>
<th>Approximate Points Available</th>
<th>Weight of Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignments</td>
<td>TBD</td>
<td>10%</td>
</tr>
<tr>
<td>Quizzes/Tests/Exams/Projects/Presentations</td>
<td>TBD</td>
<td>80%</td>
</tr>
<tr>
<td>Competency Rubric</td>
<td>TBD</td>
<td>10%</td>
</tr>
<tr>
<td>Competencies</td>
<td>TBD</td>
<td>Pass/Fail</td>
</tr>
<tr>
<td>Totals</td>
<td>TBD</td>
<td>100%</td>
</tr>
</tbody>
</table>
**Competencies addressed are on a Pass/Fail basis – these need to be completed at 100% to pass the course**

**Extra Credit:** There is no extra credit for this course.

**Late Work:** Late work (1-2 days after due date) will be marked down 10%. Any work received after 2 days will not be accepted and will receive a grade of zero. Early work is acceptable. If you know you will have a conflict, arrange to get the work done ahead of time. Students must be in class for tests, quizzes and presentations. Students are not allowed to take exams, quizzes or do presentations after the scheduled date. If you know you will be absent for one of these, you must notify me to schedule an alternative date.

**Attendance Policy:** Per college policy, attendance will be taken each class period and reported at the end of the semester. If you must miss class, email or call me. If it is possible for work to be made up (most work in class cannot be made up), I will assist you if the absence is due to serious illness or emergency. You are responsible for material covered in class and all assignments regardless of your other responsibilities. If Gogebic Community College is closed due to weather, we will not meet. If I will miss a class, I will announce my absence ahead of time. Otherwise, GCC will announce the cancellation prior to our scheduled meeting time.

Excessive absences are defined as more than 1/16th of the total class hours.

- Each unexcused absence over 1/16th of the course will result in 10% being subtracted from the next scheduled test.
- Each subsequent absence will result in another 10% deduction.

Being late is viewed as disrespectful to fellow classmates and your instructor.

- A 5% deduction will be assessed from the following test beginning with the 3rd tardy.
- Five percent will continue to be deducted for every tardy after that.

Skills laboratory attendance is mandatory to learn the skills necessary for safe, proficient patient care. The instructor of a skills laboratory course will provide the student additional attendance requirements and absences within the syllabi for the course if necessary.

Students are wholly responsible for missed content delivered during lecture and classroom activities and/or competencies missed due to absences or being tardy. Missed demonstrations, competencies, tests, etc., may have to be scheduled outside of regular class hours. The student is responsible for arranging make-up work. Instructors will not “chase down” students to schedule or deliver content done during missed classes.
As is done in the work environment, if a student must be absent, the instructor must be notified prior to the scheduled class time. Failure to meet the notification requirement may result in dismissal from the course. If absence is anticipated, make-up work should be done or planned in advance.

Circumstances such as pregnancy, jury duty, death of an immediate family member, medical condition, surgery, other medical reasons, etc. will be handled on a case by case basis.

**Academic Honesty/Plagiarism:** Any student caught cheating on a test or assignment will fail that assignment or test. This includes the student doing the cheating and any other student who is found to be willingly sharing information. Plagiarism will not be tolerated and will result in failing the assignment or test in which it took place.

**Academic Support/Advisement:** Available to all students through the services provided in the ACES Center; 906-932-4231 extension 209. Inquire the center regarding hours of operations and specific subjects for which tutors are available. In addition, some subject area specialist tutors are available for courses through specific departments. Ask your instructor if specialized tutors are available for your individual course. Advising for Medical Assistant students is available through the Allied Health Department.

**Classroom Community:** In a classroom, each person’s behavior affects the others present. You will be expected to show courtesy and respect for others. Class starts on time and you will be expected to be on time and stay for the entire class period. Cell phones MUST be turned off in class. Please do not come to class if you are ill and please do not bring children to class. The following behaviors are prohibited:

- Verbal attack on the person, integrity or moral character of another
- Disparaging remarks about or derogatory language aimed at another’s group of origin or affinity (e.g. age, gender, health status, physical or mental abilities, race, culture, sexual orientation, ethnicity, political philosophy, social views, religion)
- Any behavior manifesting direct or implied sexual harassment

**ADA Accommodation Statement for Students with Disabilities:** If you believe that you need academic accommodations for a disability that qualifies under the Americans with Disabilities Act and Section 504 of the Rehabilitation Act, please contact the Office of Disability Services, located in office T105E of the ACES Center, call 906.932.4231 x 271, or e-mail daylej@gogebic.edu to discuss your needs and the process for requesting accommodations. This office is responsible for coordinating disability-related academic accommodations and will
issue students with verification letters as appropriate. Since accommodations may require early planning and generally are not provided retroactively, please contact the office as soon as possible.

**Tentative Schedule:** This course will cover the following chapters (in this order):

- Chapter 16: Health Information Management
- Chapter 17: Privacy in the Physician’s Office
- Chapter 14: The Paper Medical Record
- Chapter 15: The Electronic Medical Record
- Chapter 20: Basics of Health Insurance
- Chapter 18: Basics of Diagnostic Coding/ICD-10 Supplement Material
- Chapter 19: Basics of Procedural Coding
- Chapter 21: The Health Insurance Claim Form
- Chapter 22: Professional Fees, Billing, and Collecting
- Chapter 23: Banking Services and Procedures
- Chapter 24: Financial and Practice Management
- Chapter 25: Medical Practice Management and Human Resources

The instructor reserves the right to change this syllabus at any time during the course. Such changes, if any, will be announced. Students are responsible for all changes made during the course which will be announced during class. This syllabus will not be updated.