



MEDICAL INFORMATION PROCESSING
COURSE SYLLABUS

Date 12/9/11

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COURSE NUMBER: AOT 164

PREREQUISITE(S): AHS 102, AOT 141

CO-REQUISITE(S):

COURSE DESCRIPTIONS This course emphasizes development of proficiency in producing medical documents typical of those used in health care settings. Emphasis will be placed on software currently used in service area.

TEXTBOOK(S): Correa, Cindy. Getting Started in the Computerized Medical Office. New York: Thomson Delmar Learning, 2011
Correa, Cindy. Getting Started in the Computerized Medical Office Workbook. New York: Thomson Delmar Learning, 2011

REFERENCE(S): None

OTHER REQUIRED MATERIALS, TOOLS, AND EQUIPMENT: 1 USB flash drive

METHOD OF INSTRUCTION: This course will be taught by lecture, demonstration and role play and numerous class exercises.

GRADING SYSTEM:

90	-	100	=	A
80	-	89	=	B
70	-	79	=	C
60	-	69	=	D
Below	-	60	=	F

<u>GRADE CALCULATION METHOD:</u>	Tests	=	50%
	Workbook Assignments	=	30%
	Final Exam	=	20%
		=	100%

Everyone will take a comprehensive final exam. No exemptions!

**ATTENDANCE
POLICY:**

The student is responsible for punctual and regular attendance in all classes, laboratories, clinical, practica, internships, field trips, and other required class activities. The College does not grant excused absences; therefore, students are urged to reserve their absences for emergencies. When illness or other emergencies occur, the student is responsible for notifying instructors and completing missed work if approved for late submission by instructors.

The student is tardy if not in class at the time the class is scheduled to begin and is admitted to class at the discretion of the instructor.

Instructors maintain attendance records. However, it is the student's responsibility to withdraw from a course. A student enrolling in and attending at least one course session remains enrolled until the student initiates a withdrawal.

Withdrawal Policy: During the first 75% of the course, a student may initiate withdrawal and receive a grade of W. A student cannot initiate a withdrawal during the last 25% of the course. Extenuating circumstances require documentation and approval by the appropriate department head and academic dean.

Absences for Religious Holidays: Students who are absent from class in order to observe religious holidays are responsible for the content of any activities missed and for the completion of assignments occurring during the period of absence. Students who anticipate their observance of religious holidays will cause them to be absent from class and do not wish such absences to penalize their status in class should adhere to the following guidelines:

1. Observance of religious holidays resulting in three or fewer consecutive absences: Discuss the situation with the instructor and provide written notice at least one week prior to the absence(s). Develop (in writing) and instructor-approved plan which outlines the make up of activities and assignments.

2. Observances of religious holidays resulting in four or more consecutive absences: Discuss the situation with the instructor and provide the instructor with written notice within the first 10 days of the academic term. Develop an instructor-approved plan with outlines the makeup of activities and assignments.

**CLASSROOM
CONDUCT:**

ACADEMIC DISHONESTY: Students are expected to uphold the integrity of the College's standard of conduct, specifically in regards to academic honesty. All forms of academic dishonesty including, but not limited to, cheating on assignments/tests, plagiarism, collusion, and falsification of information will call for disciplinary action. Disciplinary action imposed may include one or more of the following: written reprimand, loss of credit for assignment/test, termination from course, and probation, suspension, or expulsion from the College. For further explanation of this and other conduct codes, please refer to the Student Handbook.

CELLULAR PHONES AND PAGERS/BEEPERS: Cellular phones, pagers and beepers are not permitted to be turned on or used within the classroom. Use of these devices during classroom time will be considered a violation of the student code as it relates to "disruptive behavior."

**CLASS/LAB
PROCEDURES:**

Assignment Information: You will need to purchase a USB flash drive (storage medium) for saving all lab work. Some lab work will be done during class each week. In addition, you will need to plan to spend some time outside of class to complete your assignments.

Lab Assignments: Lab assignments must be completed and submitted to your instructor for grading as scheduled. No assignments will be accepted after the due date. All assignments are to be submitted in class when they are due. If you cannot attend class, you are still responsible to submit your work in Blackboard under the assignment areas as designated no later than the date it is due. Sometimes, it may be necessary for your instructor to communicate with you via e-mail. It is your responsibility to keep your instructor informed of your current e-mail address.

No smoking, drinking or eating is permitted in the classroom or lab.

No make-up tests will be given. If you have an excused absence (**this means you see the instructor PRIOR to the absence**) and miss a test, this test grade will be replaced with the grade you receive on your final exam. **If you do not see the instructor PRIOR to the test date, the instructor reserves the right to record a grade of zero for the test missed.** This is a one-time occurrence. **This does NOT apply to take-home tests!!**

Everyone will take a comprehensive final exam. No exemptions!

ACCOMMODATIONS: Students who need special accommodations in this class because of a documented disability should notify Student Disability Services by calling (864) 592-4818, toll-free 1-800-922-3679; via email through the SCC web site at www.sccsc.edu/resources/disabilities; or by visiting the office located in the East Building Room 30-B on the SCC Central campus. Contacting Student Disability Services early in the semester gives the College an opportunity to provide necessary support services and appropriate accommodations.

The Learning Center, located in the rooms E-2 & E-5 of the East Building, provides computers for your use. Check the website <http://www.sccsc.edu/resources/tutoring/tlc> or call 592-4968 for current semester operating hours.

COURSE OUTCOMES & OBJECTIVES: **Upon satisfactory completion of this course, the student will be able to:**

- I. Explain the tasks associated with a medical practice management software
 1. Discuss the basic components of medical practice management software
 2. Explain the advantages and disadvantages of computerization in the medical office
 3. Understand the Health Insurance Portability and Accountability Act (HIPAA) regarding privacy of electronic records
 4. Demonstrate the logon procedures and navigation of Medical Office Simulation Software

- II. Demonstrate proficiency in basic management concepts for medical administrative staff
 - 1. Explain the responsibilities of the back and front office of a physician practice
 - 2. Explain basic principles of appointment scheduling
 - 3. Demonstrate basic appointment scheduling tasks using medical software
 - 4. Discuss the flow of information in a physician practice
 - 5. List the steps for collecting information and preparing patient files
 - 6. List the steps for the patient check-in and check-out process in a physician practice
 - 7. Explain the reimbursement process starting at patient check-in through claims submission and patient billing

- III. Perform the fundamentals of medical insurance
 - 1. Explain the basic principles of The Patient Protection and Affordable Care Act (PPACA)
 - 2. Understand the concepts common to most medical insurance plans
 - 3. Differentiate between group plans and individual plans
 - 4. Discuss the major types of medical insurance plans: indemnity, managed care, Medicare, Medicaid, and Health Reimbursement Arrangements (HRAs)
 - 5. Discuss health Maintenance Organization (HMO) models and their basic format
 - 6. Discuss the basic concepts of Preferred Provider Organization (PPOs) and Point of Service Plans (POSs)
 - 7. Identify the difference between Health Reimbursement Arrangements (HRAs), Medical Savings Accounts (MSAs), and Flexible Savings Accounts (FSAs)

- IV. Perform patient registration and data entry
 - 1. Identify key demographic information from a patient registration form and input data into software
 - 2. Review insurance cards for relevant health insurance coverage details and input data into the

- registration system
 - 3. Demonstrate registering new patients in the software
 - 4. Describe type of medical facilities where patients receive services outside of the physician's office
 - 5. Discuss how information is collected for new patients receiving services at facilities outside the physician's office
 - 6. Review hospital admission forms and the emergency room record; input information into the registration system.
- V. Perform posting routines
- 1. Describe the parts of a superbill (encounter form) and the information it contains.
 - 2. Using the superbill, demonstrate posting of procedure charges in the software system
 - 3. Demonstrate posting a payment made at the time of an office service
 - 4. Demonstrate opening and viewing the patient ledger to review charges and payments made on an account
 - 5. Demonstrate scheduling a follow-up appointment after a patient visit, following instructions from the physician
 - 6. Demonstrate posting of procedure charges for services performed outside the office for hospital and nursing home patients
- VI. Perform insurance billing routines
- 1. Describe the procedure for preparing and processing paper and electronic claims
 - 2. Discuss the standard instructions for completing a CMS-1500 claim form, including special requirements for Medicare claims
 - 3. Demonstrate claims preparation using the software
 - 4. Use the electronic claims submission simulator to process claims
 - 5. Print CMS-1500 claim forms for select insurance carriers
- VII. Perform posting payments and secondary insurance billing
- 1. Describe the components of a Medicare Remittance Advice (RA) and a general Explanation of Benefits (EOB)

2. Read and decipher a sample Medicare RA and general EOBs in preparation for payment posting
3. Demonstrative posting payments as indicated on the Medicare RA and PPO/HRA EOBs using the software
4. Prepare and process claims for secondary billing using the software

VIII. Perform patient billing and collections

1. Describe techniques for effectively discussing financial matters with patients
2. Explain common billing cycles used in the medical office, including the drawbacks and benefits of each
3. Generate and analyze reports for preparation of patient statements and dunning messages
4. Produce patient statements and print them for mailing
5. Inspect payments made by patients in the form of personal checks and cash, and then post them to patient accounts
6. Age patient accounts using the software system and prepare written collection letters for delinquent patients
7. Describe techniques for proper collections when using the telephone to contact patients about delinquent accounts

IX. Perform posting secondary insurance payments and electronic RA payments

1. Demonstrate posting payments from secondary insurance companies using the software system
2. Demonstrate posting payment based on an electronic Remittance Advice (RA) using the software system