



MEDICAL BUSINESS RECORDS

Date 12/5/11

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COURSE NUMBER: MED 104

PREREQUISITE(S): AHS 102 and AOT 141 with a minimum grade of C.

CO-REQUISITE(S): None

COURSE DESCRIPTIONS This course provides a study of record keeping procedures utilized in physicians' offices and other clinical facilities.

TEXTBOOK(S): Green, Michelle A., Rowell, JoAnn C., Understanding Health Insurance: A Guide to Billing and Reimbursement. 10th edition. New York: Cengage, 2011.
1111198454 BNDL

Green, Michelle A., Rowell, JoAnn C., Workbook to Accompany Understanding Health Insurance: A Guide to Billing and Reimbursement. 10th edition. New York: Cengage, 2011.

Blackboard Access Code

ICD-9-CM 2011 Professional Edition for Physicians
1601513860

CPT-4 2011 Standard Edition
1111872708 BNDL

REFERENCE(S): Internet Sites

OTHER REQUIRED MATERIALS, TOOLS, AND EQUIPMENT: USB Drive for storage of electronic files

METHOD OF INSTRUCTION: This course will be taught using lectures, demonstrations, Blackboard discussions and numerous class exercises from the text.

<u>GRADING SYSTEM:</u>	90	-	100	=	A
	80	-	89	=	B
	70	-	79	=	C
	60	-	69	=	D
	Below	-	60	=	F

<u>GRADE</u>	Quizzes	=	35%
<u>CALCULATION</u>	Midterm	=	15%
<u>METHOD:</u>	Service Learning	=	10%
	Assignments/Case Studies	=	25%
	Discussion Postings		
	Final Exam	=	<u>15%</u>
		=	100%

ATTENDANCE
POLICY:

The student is responsible for punctual and regular attendance in all classes, laboratories, clinical, practicum, 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 make up 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, including voice and texting, during classroom time will be considered a violation of the student code as it relates to "disruptive behavior." Habitual violations will result in the student being dismissed from class.

**CLASS/LAB
PROCEDURES:**

Everyone is expected to be present when a quiz/test is given in class. There are no **make-up tests**. Quizzes that need to be made up are under the discretion of the instructor. If an emergency arises and you are unable to be present for a test, call your instructor immediately.

Service Learning:

All students will complete service learning hours. A period of 10 hours is required at a service learning location that is applicable to the course. Locations will be announced in class. It is the responsibility of the student to complete the ten hours, provide an attendance sheet, proof of work and a report. Format of the report will be given in class. Service learning must be completed in order to pass this class.

Assignments/Discussion Postings:

Assignments will be given throughout the semester. They will be posted in Blackboard under the Assignments tab. All assignments are due prior to or on the due date and time. No late assignments will be taken.

Blackboard discussion postings are completed outside of class. All information concerning the Discussion postings is located under Discussion Questions through the "Content" section on the "home page."

Students will enter comments learned from research as a discussion posting on the bulletin board. The grade assigned to each posting is dependent on the accuracy of the response including proper punctuation, grammar, spelling and integration of information. All responses are to be written in complete sentences.

Responses will be graded utilizing the following criteria:

- 10 points= acceptable, no errors, highly developed application of knowledge, in-depth analysis
- 8 points= acceptable, correctable, moderate application of knowledge, some analysis
- 6 points= significant number of errors, basic application of knowledge, little or no analysis
- 4 points = incomplete or unable to understand information
- 0 points= not turned in

Case Studies: Case studies will be assigned throughout the semester. The following criteria will be used to grade the assignments based on the method the insurance carriers use to handle submitted claims.

5 points= Clean claim, no errors

4 points= Clean claim with minor errors, causing no underpayment or delay in payment of the claim

2 points= Claim has errors that would cause delay or underpayment of the claim, such as wrong place of service, wrong type of service, wrong units, etc.

0 points= Claim containing any critical error that would result in denial of claim or claim not turned in, such as wrong patient or insurance information, etc.

The textbook is a learning resource. It is the responsibility of the student to read and follow each assigned chapter. Additional outside materials will be integrated with textbook materials, instructor's notes, and external learning materials.

Students who miss a lecture should obtain notes from fellow students. It is recommended that students receive a set of missed notes from at least two different students since individuals have different note taking skills.

All assignments, projects, papers, and exercises are due at the start of the class on the day they are due, ONLY! There are no excused absences or tardiness of the assignments, projects, papers, and exercises. A grade of zero (0) will be assigned. If you have a chance to turn them in early – use it!

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.

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.

Instructor

Mrs. Laura Totte-McVey
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Program Coordinator

Mrs. Kathy Locke
592-4841
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Mrs. Karen Ravan
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Inclement Weather Schedule:

- Check SCC Web Site: www.sccsc.edu
- Tune to Channel-7 local TV station
- Tune to an FM/AM local radio station

**COURSE OUTCOMES
& OBJECTIVES:**

Upon satisfactory completion of this course, the student will be able to:

- I. Explain the receptionist duties associated with health insurance billing
 1. Describe the responsibilities of a receptionist in a health care facility
 2. Identify personal and technical qualifications associated with the position
 3. Describe job opportunities related to insurance billing
- II. Identify the legal aspects associated with health insurance billing and patient record management
 1. Identify the components of an authorization to release information
 2. Describe fraud and abuse
 3. Define general medical-legal terms utilized in the health care industry including confidentiality
 4. Identify and describe the government agencies associated with fraud and abuse and the implications associated with fraudulent activities in both patient records and insurance billing

- III. Perform accurate completion of the insurance claim process according to the health insurance program guidelines
 - 1. Describe the activities associated with developing an insurance claim
 - 2. Differentiate between primary and secondary insurance payers
 - 3. Identify the source documents for completing the CMS-1500 form or CMS 1450 form
 - 4. Discuss the purpose of an Explanation of Benefits form
 - 5. Accurately complete the CMS-1500 or CMS 1450 data fields
 - 6. Simulate the processing of insurance claims in the physician's office to minimize their rejection by the insurance companies

- IV. Assign the correct medical codes to both diagnostic and treatment information
 - 1. Explain ICD-9CM, ICD-10, and CPT-4 and describe how it is used in medical practices today
 - 2. Identify the different volumes used for coding and describe the function of each
 - 3. List the basic rules of coding for both diagnostic and treatment
 - 4. Demonstrate a working knowledge of notations, symbols, punctuations, and abbreviations
 - 5. Demonstrate proficiency in coding diagnoses and procedures

- V. Use office equipment efficiently including medical computer applications, fax machines and other business machines
 - 1. Explain the utilization of fax machines, business machines and computer applications in medical practices today
 - 2. Identify the use of confidentiality in using fax machines and other equipment

- VI. Integrate and synthesize current healthcare topics and trends
 - 1. Integrate research with text to provide a frame of reference for healthcare topics and trends
 - 2. Discuss and analyze knowledge of current trends
 - 3. Continue staying abreast using most current trends
 - 4. Explain the usage of the Internet for research in healthcare

