GREENFIELD COMMUNITY COLLEGE

Professional Studies

Spring 2015

Instructor: Claire Tyminski RN M.Ed.

E-mail: Tyminskic@GCC.mass.edu

**Medical Claims Management   MAC 120                Credit 3**

**Course Description**

The course introduces the student to medical insurance, billing, credit and collection procedures.  The student gains a basic understanding of the various insurance options and the laws governing the payers/insurers.  Additional topics include preparing and reviewing claims forms, the significance of coding, electronic and computerized billing, and fraud and abuse, as well as other pertinent topics.

**Student Learning Outcomes**

* Identify the basic medical insurance plans, their coverage and any laws or regulations specific to each Insurance plan.
* Compare each of the following plans:  Medicare, Medicaid, TRICARE, CHAMPVA, Workers'

Compensation, Disability, Blue Cross/Blue Shield, and Managed Care.

* Explain collection of vital information.
* Define confidentiality, ethics, and fraud & abuse as they relate to medical insurance.
* Summarize electronic and computerized billing procedures and billing cycles.
* Explain how to correct billing errors and rejection of claims.
* Describe credit and collection laws, techniques and procedures.
* Select diagnostic code numbers using ICD-9-CM code book and new ICD-10-CM codes
* Code professional services properly, using the CPT and Medicare level 11 HCPCS code system
* Develop an understanding of the CMS-1500 form
* Research communication techniques in dealing with complaints and questions regarding billing

& coverage, as well as types of collection letters and notices

**Time Allotment** - See Course Outline/Assignments for this course in Moodle

**Methods of Learning**

Textbooks, Lecture Notes/Assignments, Case Scenarios, Discussions, and Final Exam

**Requirements**

Students are expected to complete all assignments. A zero will be assigned for any work not received/submitted on time. Web Assignments are to be typed in the body of an E-mail.

Students must submit all assignments, exams, and/or discussions on time. Please keep your discussions professional and on-topic. Students may choose to also share their opinions, reaction, and experiences on the discussion topic. Late and/or no submission of an assignment, exam, and/or discussion will be graded as a zero. There is no make-up of assignments/discussions, unless you have discussed the issue with the instructor. The weekly submission of assignments, exams or discussions will be equivalent of “**class attendance**."

Please enter the exam on a reliable computer with a reliable internet connection. To prevent getting "locked out" of an exam enter the internet using Internet Explorer, do not backtrack in the exam (hit the back button/arrow or attempt to return to a previous question), and do not select save in the exam. Be sure to hit the "submit" key upon completion of the exam. Each exam is timed. If you exceed the allowed time limit the exam you may be marked with a zero. Pay close attention to the time limit and elapsed time. Exams will be available during the week they are assigned and will remain open until Sunday at midnight. Once the exam starts the student will not be permitted to exit and re-enter the exam. The exam must be completed the first time you access it and within the specified time limit. If a problem arises only one exam may be reset through out the semester. This does not include the final exam. The final exam may not be reset. A student experiencing technical problems while taking an exam must contact online technical support and also email the instructor immediately.

All exams are to be done independently of others. You are not allowed to print or copy any part of a test. You may not discuss any test, in person or electronically, with another classmate or anyone else before, during, or after you take the test until every student in the class has taken the test. Failing to abide by these guidelines may result in a zero for the exam and/or an F in the course.

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Students are required to take a comprehensive final exam.

**Required Materials**

**“Insurance Handbook for the Medical Office”   12th edition  Marilyn Fordney   Elsevier**

**Methods of Evaluation** – Each of the following will be worth 25% of your course grade- Exams, Discussions/Participation, Assignment questions, Comprehensive Final Examination

**Grading Scale**

GCC grading scale:

A (93-100); A- (90-92); B+ (87-89); B (83-86); B- (80-82); C+(77-79); C (73-78); C-(70-72); D+ (67-69); D (63-66); D- (60-62); F (59 and below)

**Course Schedule**

Please refer to Course Outline and Assignments.

**Disclaimer Statement**

The content of this syllabus is subject to change at the discretion of the course instructor.

**Course Outline Topics:**

* Insurance Billing Specialists
* HIPAA Compliance and Privacy in Insurance Billing
* Basics of Health Insurance
* Medical Documentation and the Electronic Health Record
* Diagnostic Coding
* Procedural Coding
* The Paper Claim: CMS-1500 form
* Electronic Data Interchange: Transactions and Security
* Receiving Payments and Insurance Problem Solving
* Office and Insurance Collection Strategies
* Health Care Payers: Blue Plans, Private Insurance & Managed Care Plans, Medicare, Medicaid, and TRICARE & CHAMPVA
* Workers' Compensation
* Disability Income Insurance & Disability Benefit Programs
* Hospital Billing

Course Schedule:

Week 1  Chapter 1

**Insurance Billing Specialist**

* Read & study the chapter
* Complete WORKBOOK Assignments - on your own
* Complete questions from chapter
* Complete the Discussion for the week
* Complete weekly chapter quiz

Week 1  Chapter 2

**HIPAA Compliance & Privacy**

* Read & study the chapter
* Complete WORKBOOK Assignments
* Complete questions from chapter
* Complete the Discussion for the week
* Complete weekly chapter quiz

Week 2 Chapter 3

**Basics of Health Insurance**

* Read & study the chapter
* Complete WORKBOOK Assignments
* Complete questions from chapter
* Complete the Discussion for the week
* Complete weekly chapter quiz

Week 3 Chapter 4

**Medical Documentation**

* Read & study chapter 4
* Complete WORKBOOK Assignments
* Complete questions from chapter
* Complete the Discussion for the week
* Complete weekly chapter quiz

Week 4 Chapter 5

**Diagnostic Coding**

* Read & study the chapter
* Complete WORKBOOK Assignments
* Complete questions from chapter
* Complete the Discussion for the week
* Complete weekly chapter quiz

Week 5 Chapter 6

**Procedural Coding**

* Read & study the chapter
* Complete WORKBOOK Assignments
* Complete questions from chapter
* Complete the Discussion for the week
* Complete weekly chapter quiz

Week 6  Chapter  7

**Paper Claims  CMS-1500**

* Read & study the chapter
* Complete WORKBOOK Assignments
* Complete questions from chapter
* Complete the Discussion for the week
* Complete weekly chapter quiz

Week 7  Chapter 8

**Electronic Data Interchange**

* Read & study the chapter
* Complete WORKBOOK Assignments
* Complete questions from chapter
* Complete the Discussion for the week
* Complete weekly chapter quiz
* 1st Article due

Week 8  Chapter 9

**Receiving Payments**

* Read & study the chapter
* Complete WORKBOOK Assignments
* Complete questions from chapter
* Complete the Discussion for the week
* Complete weekly chapter quiz

Week 9  Chapter 10

**Collection Strategies**

* Read & study the chapter
* Complete WORKBOOK Assignments
* Complete questions from chapter
* Complete the Discussion for the week
* Complete weekly chapter quiz
* Article due

Week 10  Chapter 11

**Blue Plans, Private Insurance &, Managed Care Plans**

* Read & study the chapter
* Complete WORKBOOK Assignments
* Complete questions from chapter
* Complete the Discussion for the week
* Complete weekly chapter quiz

Week 11  Chapter 12 & 13

**Medicare & Medicaid**

* Read & study the chapter
* Complete WORKBOOK Assignments
* Complete questions from chapter
* Complete the Discussion for the week
* Complete weekly chapter quiz

Week 12  Chapter 14

**Tricare & Champva**

* Read & study the chapter
* Complete WORKBOOK Assignments
* Complete questions from chapter
* Complete the Discussion for the week
* Complete weekly chapter quiz

Week 13  Chapter 15

**Workers' Compensation**

* Read & study the chapter
* Complete WORKBOOK Assignments
* Complete questions from chapter
* Complete the Discussion for the week
* Complete weekly chapter quiz

Week 14  Chapter 16

**Disability Benefit Programs**

* Read & study the chapter
* Complete WORKBOOK Assignments
* Complete questions from chapter
* Complete the Discussion for the week
* Complete weekly chapter quiz

Week 15  Chapter 17

**Inpatient  & Outpatient Billing**

* Read & study the chapter
* Complete WORKBOOK Assignments
* Complete questions from chapter
* Complete the Discussion for the week
* Complete weekly chapter quiz

Week 16

REVIEW & FINAL EXAM

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