POFM 1327 – Medical Insurance

Course Description

In this course you will become familiar with concepts, knowledge, and skills needed to successfully perform tasks in the medical billing and collection process.

Course Focus

The course will focus on knowledge and communication skills to successfully administer the billing and collection process.

Course Outcome

You will be able to complete the medical billing process from registration to final payment for optimum reimbursement to the provider.

Prerequisites

MDCA 1213 Medical Terminology and keyboarding proficiency.

Required Text and References


Course Goals

The following lists of goals are directly related to the performance objectives.

◆ Obtain information necessary for a “clean” claim.

◆ Comply with HIPPA regulations.
Utilize ICD-9-CM, CPT, and HCPCS.

Complete claim preparation.

Explain the transmission process.

Differentiate among government, workers’ compensation, and private insurance.

Interpret Explanation of Benefits (EOB) and Remittance Advice (RA).

Demonstrate ability to appeal payments and rejections with payors.

Complete primary and secondary claims using case studies.

Workplace and Foundation Competencies
The Office Technology Department of Brookhaven College is committed to assisting you in obtaining the knowledge and skills that you will need to succeed in today's dynamic work environment.

Student Contributions
Your contribution includes the following:

1. Reading the assignments and complete homework in a timely manner. You will spend at least two hours per week in preparing for class.

2. Participation in discussions which is essential to successful completion of the course study.

3. "Speak up" if problems arise. Your instructor will never know what is wrong.

4. Use the technology properly.

5. Attend your class regularly on a weekly basis.

6. Come to class prepared.

COLLEGE POLICIES

Absences Due to Religious Observance
Students desiring to observe a religious holy day which will result in a class absence(s) must notify their instructor. Absences for observance of religious holy days are excused. The student is required to complete any assignments, turn in any work or take an examination within a reasonable time after the absence(s). Discuss the anticipated absence(s) with your instructor.
**Academic Integrity**
The purpose of the Student Code of Conduct is to provide guidelines for the educational environment of the Dallas County Community College District. Such an environment presupposes both rights and responsibilities. Disciplinary regulations at the college are set forth in writing in order to give students general notice of prohibited conduct. Your enrollment indicates acceptance of the Dallas County Community Colleges Code of Student Conduct located in the Brookhaven College Catalog and the DCCCD Catalog.

**Americans With Disabilities Policy Statement/Disabilities Act Compliance**
If you are a student with a disability and/or special needs who requires ADA accommodations, please contact your college Special Services Office in Room S-124 or call 972-860-4847 on the Brookhaven Campus.

**Class Attendance**
Students are expected to attend regularly all classes (classroom or online) in which they are enrolled. Class attendance and course progress are the responsibility of the student. It is also the responsibility of the student to consult with the instructor following a period of absence. Once enrolled in the course, it is the responsibility of the student to withdraw from the course should that become necessary. *Instructors will not automatically drop students who have stopped attending class.*

**Dallas TeleCollege Website**
Everything you need to know about the Dallas County Community Colleges and distance education can be found at the Dallas TeleCollege website:
http://dallastelecollege.dcccd.edu

**Facilities, Equipment, and Resources**

*Classroom Environment* - Because students and staff appreciate a clean and safe environment, *eating, drinking, and smoking are not allowed* in our classrooms or lab.  
Our learning environment is open only to adult students, *not to children.*

*Disclaimer* - The Internet represents a new frontier in electronic “connectivity” and is used by many people for different purposes. Some material is offensive, explicit, and pornographic. While this material is certainly NOT a part of this class or endorsed in any way by Brookhaven College, you may accidentally come across it on your own.

*Electronic Devices* - To prevent interruptions in the classroom, please see that all pagers, cell phones, and other electronic devices are turned off in the classroom. No calls or texts are to be received or sent in the classroom or in the Business Studies instructional lab (M129). Cell phones should be turned off before entering the Business Studies instructional lab. Only personal electronic devices being studied as part of the class will be allowed to be used in the classroom.
**Equipment** - Use of computers and equipment in M Building classrooms and lab are for the sole use of students enrolled in Brookhaven College courses.

**Software License** - As a student enrolled in a class, you are only authorized to use software required for completion of specific class assignments and tests. Because of Brookhaven College’s licensing agreement, you may not use this area for any other work, such as typing personal documents.

**Instructor Communication**
Communicate with your instructor in person, by phone or e-mail. Your instructor will provide information on ways to contact him/her and will provide the time of office hours, if applicable.

**Internal Transfer**
A credit student may transfer to non-credit status after the refund period and on or before the final drop date of the semester. No student will be permitted to transfer after that date. Please consult with your instructor if you wish to utilize this transfer process.

**Receiving Your Grades**
End-of-semester grades will **not** be mailed to you by the college. Specific instructions for obtaining your grades can be found at [http://www.brookhavencollege.edu/grades.html](http://www.brookhavencollege.edu/grades.html) or by visiting the advising center. To access your grades on the internet complete the following steps.

1. Go to the Dallas County Community College District website ([http://www.dcccd.edu](http://www.dcccd.edu))
2. Click on eConnect and then select Current Credit Students Menu.
3. Under the heading, My eConnect Account, select Log In.
4. Enter your seven-digit student ID number (not your Social Security number).
5. Enter your password or, if this is your first time to use the system, enter your date of birth (for example, for April 25, 1987, enter 042587), then click on Submit.
6. Under the heading My Personal Information, select Check My Grades.
7. Select the term and grade type that you wish to review, then click on Submit.

**Student Services**
Go to [http://brookhavencollege.edu/onlinesvcs/students](http://brookhavencollege.edu/onlinesvcs/students) to learn about all the student services that are available.

**Technical Requirements and Support**
Online courses and some classroom courses require access to a computer, the Internet and e-mail. If you should have any technical difficulties, call 1-866-374-7169 or the eCampus Technical Support and Help Desk can be found at [http://dallastelecollege.dcccd.edu/techSupport.html](http://dallastelecollege.dcccd.edu/techSupport.html). Also alert the instructor concerning any technical problems.
Withdrawal/Drop Policy
If you are unable to complete this course, it is your responsibility to withdrawing yourself from the class. If you are unable to complete this course, you must withdraw from the class by the date listed on your Registration Summary Receipt. It is your responsibility to be aware of the drop date. Withdrawing from this course is a formal procedure which you must initiate. The instructor or the instructional associate cannot do it for you. You may do this in admissions or counseling. If you stop attending and do not withdraw, you will receive a performance grade, usually an “F”. Students sometimes drop courses when help is available that would enable them to continue. If you feel the need to withdraw, please discuss your plans with the instructor first.

Stop Before You Drop
For students who enrolled in college level courses for the first time in the fall of 2007, Texas Education Code 51.907 limits the number of courses a student may drop. You may drop no more than 6 courses during your entire undergraduate career unless the drop qualifies as an exception. Your campus counseling/advising center will give you more information on the allowable exceptions. Remember that once you have accumulated 6 non-exempt drops, you cannot drop any other courses with a “W”. Therefore, please exercise caution when dropping courses in any Texas public institution of higher learning, including all seven of the Dallas County Community Colleges. For more information, you may access: https://www1.dcccd.edu/coursedrops

Students Receiving Financial Aid
If you are receiving Financial Aid grants or loans, you must show participation in this class prior to the certification date as indicated on the Registration Summary Receipt by e-mailing or contacting the instructor or by logging on to eCampus. Do not drop or stop attending any class without consulting the Financial Aid office. Changes in your enrollment level and/or failing grades may have adverse consequences. Phone: 972-860-4110.

Repeating This Course
Effective with the Fall 2005 Semester, the Dallas County Community Colleges will charge additional tuition to students registering the third or subsequent time for a course. All third and subsequent attempts of the majority of credit and Continuing Education/Workforce Training courses will result in additional tuition being charged. Developmental Studies and some other courses will not be charged a higher tuition rate. Third attempts include courses taken at any Dallas County Community Colleges since the fall 2002 Semester.

Grading
Grading is based on weekly homework from the text on each chapter, periodic tests over covered material and classroom participation and attendance. The final exam will be comprehensive, including all the covered material from the course. The exam will consist of multiple choice, true/false and completion questions. Participation in discussions regarding chapter material is expected and part of your overall grade. Your professionalism grade will be based on being on time and observing attendance policies.
Grading Scale
A= 90 - 100
B= 80 - 89
C= 70 - 79
D= 60 - 69
F= Below 60

Course Component % of grade:
Weekly Homework 40
Participation/Professionalism 10
Unit Tests 40
Final Exam 10

Late Submission
Homework assignments are expected to be completed for the following class meeting. Assignments are graded on a value based on the number of questions in the assignment. The assignments are from the review at the end of the chapter. These assignments are designed to help you prepare for class, thus late submission is not fair to classmates completing the tasks as scheduled. Unique or unusual circumstances regarding homework may be discussed with the instructor. Any papers accepted after the due date will automatically have 30 points deducted. Notification to instructor by e-mail or phone of late homework is not necessary or acknowledged.

The completion schedule is developed with you and the course work load in mind. To keep on schedule, record all the due dates on your personal calendar. Set aside times each week to study and complete your assignments. Find small chunks of time or a bigger block of time to complete the assignments.

To receive a final grade of CE certificate (the certificate awarded demonstrates your performance in a non-credit setting), you must:

- Complete all assignments as directed by your instructor.
- Complete all tests listed in the completions schedule.

Note
- The instructor reserves the right to modify the course requirements, assignments, grading procedures, and other related policies as circumstances so dictate. You will be notified if changes are made.
Method of Communications
Numerous opportunities exist for you and your instructor to interact. You can do one of the following:

1. E-mail your instructor. In the subject line add your course and section numbers (POFM 1327) and remember to include your full name in the message area.

2. Telephone your instructor (214 499-7939).

Your instructor will respond to e-mails and phone calls in the following manner:

1. E-mail (with appropriate heading and subject line of e-mail) within 48 hours. Assignments e-mailed or notification of late assignments will not be acknowledged.

2. Phone calls--within 24 hours. Phone calls after 12:00 noon Friday will not be returned until the following Monday.

NOTE
The instructor reserves the right to modify the course requirements, calendar dates, assignments, grading procedures, and other related policies that are deemed necessary to manage and conduct this course in the classroom or online. Students are responsible for contacting the instructor and for seeking clarification of any requirement that is not understood.

ASSIGNMENTS WITH COURSE CALENDAR ARE ATTACHED.
COMPLETION SCHEDULE

January 22  First Class – Overview
  Chapter 1 Introduction to the Medical Billing Process

January 29  Chapter 2 HIPAA and Medical Records

February 05  Chapter 3 Patient Encounters and Billing Information

February 12  TEST CHAPTER 1-3
  Chapter 4 Diagnostic Coding: Intro to ICD-9-CM
  Chapter 5 Procedural Coding: Intro to CPT
  Chapter 6 Procedural Coding: Intro to HCPCS

February 19  Chapter 7 Visit Charges and Compliant Billing

February 26  Chapter 8 Health Care Claim Preparation and Transmissions

March 5  Test Chapters 4 – 8
  Chapter 14 Payments (RAs/EOBs) Appeals, 2ndary claims

March 12  Chapter 15 Patient Billing and Collections

March 19  SPRING BREAK

March 26  Test Chapters 14 and 15
  Chapter 9 Private Payers

April 02  Chapter 9  Private Payers/BC BS

April 09  Chapter 10 Medicare

April 16  Chapter 11 Medicaid

April 23  Chapter 12 TRICARE and CHAMPVA
  Chapter 13 Workers' Compensation & Disability

April 30  Test Chapters 9 -13/Review for Final

May 07  Chapter 18 Hospital Billing and Reimbursements

May 14  Final Exam

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