

Medical Office II

TEMA1030 301

Course Description

The Medical Office II course introduces students to the management of all aspects of medical office finances. Instruction includes diagnostic and procedural coding for insurance billing. Students will track claims reimbursement, process patient statements, and review fee collection processes.

Semester(s): All

The Medical Office II course introduces students to the management of all aspects of medical office finances. Instruction includes diagnostic and procedural coding for insurance billing. Students will track claims reimbursement, process patient statements, and review fee collection processes.

Course Student Learning Outcomes

- Describe how to use procedural, diagnostic, and HCPCS coding required for insurance paperwork.
- Demonstrate professionalism in handling patient accounts and medical records.
- Describe banking and accounting procedures as related to the ambulatory care setting.
- Define healthcare insurance types, utilization, and guidelines.

College Wide Student Learning Outcomes

- Acquire substantive knowledge
- Communicate effectively

- Develop quantitative literacies
- Think critically
- Work with others in a professional and constructive manner
- Develop information literacy

Transfer/Certification/Licensure/Employment Information

An SLCC Certificate is earned after successfully completing all the courses within the program (the entire training program). This type of certificate provides evidence to employers that a level of competence has been achieved.

Additionally, students take the tests for industry-standard certificates when completing specific courses intended to prepare students for those certificates (e.g., CPR, First Aid, etc.).

A national certification test must be taken before completing the Clinical Medical Assisting program, typically during the externship. Students may choose from 3 certifications: NHA, NCCT, and AMT. Speak with your instructor regarding the differences and costs associated with each.

Communication Plan

- Instructors are open and available to help you in the classroom for face-to-face interaction, through college email or Canvas comments and messaging, Zoom, and telephone as posted within the syllabus and the 'Home Page' in Canvas including the 'Communications Statement' (with exception of holidays and campus closures). Feel free to reach out to us!
- I will respond to email within 48 hours. The best way to contact me is via the Canvas Inbox, as I will prioritize this email over other modes of communication.

- In this course I will be posting interactive announcements which will offer specific opportunities for class questions and participation in activities.

Keys for Success (how to succeed in the course)

Communication:

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Clothing/Lab Dress Code:

Scrubs may be worn in the classroom, and are required in the lab area and for externship (some externship facilities have specific requirements eg. U of U Red, Black, or Navy Blue scrubs only). A disposable lab coat may be provided for use over street clothes if scrubs are not worn for lab and clinical skills. Closed-toe shoes are also required in the laboratory/clinical setting areas when practicing skills.

Food and Drinks:

There will be no food or drinks allowed in the computer or lab area of the classroom. A 'Break Room' with a microwave and refrigerator is available for student use.

Cellular Phone Usage:

Cellular phones will be turned to silent mode or if the phone does not have a silent option then they will be turned off while in the classroom. Any phone conversation must be made outside the classroom so as not to disrupt others. Phones are not allowed at the testing stations.

Classroom Safety:

There is an emergency guideline and evacuation route posted in the classroom. As you progress through the program, you will learn OSHA standards of safety in a medical setting. There is a binder with Material Safety Data Sheets located in the classroom to use as a reference in the event of an incident involving hazardous materials. Please be aware of the location of these safety guidelines.

Student Responsibilities:

All students are accountable for the following:

1. Stay engaged and on task (read, watch videos, listen, take notes, ask questions, complete assignments, schedule, and complete skills)
2. Log into the LMS (Canvas - the College's learning management system) for course materials presentations, and examinations
3. Follow the instructor's directions AT ALL TIMES
4. Ask the instructor for assistance when needed; after FIRST having attempted to resolve the problem themselves
5. Complete 12-24 hours of coursework each week for on-time course completion (based on part-time vs full-time enrollment status).

Required Text or Materials

Title: Kinn's the Medical Assistant

ISBN: 9780323871167

Authors: Brigitte Niedzwiecki, Brigitte Niedzwiecki, RN, MSN, RMA, Julie Pepper, Julie Pepper, BS, CMA (AAMA)

Publisher: Elsevier

Edition: 15th

Title: Study Guide and Procedure Checklist Manual for Kinn's the Medical Assistant

ISBN: 9780323874243

Authors: Brigitte Niedzwiecki, Brigitte Niedzwiecki, MSN, RN, RMA, Julie Pepper, Julie Pepper, BS, CMA (AAMA)

Publisher: Elsevier
Edition: 15th



Title: SimChart for the Medical Office: Learning the Medical Office Workflow - 2023 Edition
ISBN: 9780443108839
Authors: Elsevier
Publisher: Elsevier
Edition: 2023 edition or earlier

For more information on textbook accessibility, contact Accessibility & Disability Services at ads@slcc.edu.

Brief Description of Assignments/Exams

- Module 1-Health Insurance Essentials
- Module 2-Diagnostic Coding Essentials
- Module 3-Procedural Coding Essentials
- Module 4-Medical Billing and Reimbursement Essentials
- Module 5-Patient Accounts and Practice Management

Assignment Schedule

Due Date	Assignment Name	Assignment Type	Points
	Collecting Fees & Medical Office Management Spelling Test	Quiz	100
	Corporate Compliance Training Certificate	Assignment	100

Due Date	Assignment Name	Assignment Type	Points
	Explanation of Benefits - Payments and Adjustments	Assignment	6
	Health Insurance Basics Spelling Test	Quiz	100
	Introduce Yourself	Discussion	0
	Introduce Yourself	Discussion	0
	Kinn's Chapter 13 Test	Quiz	50
	Kinn's Chapter 12 Practice Quiz	Quiz	100
	Kinn's Chapter 12 Test	Quiz	50
	Kinn's Chapter 13 Practice Quiz	Quiz	100
	Kinn's Chapter 14 Practice Quiz	Quiz	100
	Kinn's Chapter 14 Test	Quiz	50
	Kinn's Chapter 15 Practice Quiz	Quiz	100
	Kinn's Chapter 15 Test	Quiz	50
	Kinn's Chapter 16 Practice Quiz	Quiz	100
	Kinn's Chapter 16 Test	Quiz	50
	Obtain a Referral with Documentation	Assignment	12

Due Date	Assignment Name	Assignment Type	Points
	Procedure 13.1 Perform Coding Using the Current ICD-10-CM (Manual and Encoder).	Assignment	10
	Procedure 14.1 Perform Procedural Coding: Surgery	Assignment	10
	Procedure 14.2 Perform Procedural Coding: Office Visit and Immunizations	Assignment	8
	Procedure 14.3 Working with Providers to Ensure Accurate Code Selection	Assignment	10
	Procedure 15.1: Interpret Information on an Insurance Card	Assignment	10
	Procedure 15.3: Perform Precertification with Documentation	Assignment	8
	Procedure 15.4: Complete an Insurance Claim Form #1	Assignment	16
	Procedure 15.4: Complete an Insurance Claim Form #2	Assignment	16

Due Date	Assignment Name	Assignment Type	Points
	Procedure 15.4: Complete an Insurance Claim Form #3	Assignment	16
	Procedure 15.4: Complete an Insurance Claim Form #4	Assignment	16
	Procedure 15.5 Utilize Medical Necessity Guidelines; respond to a 'Medical Necessity Denied' Claim Part 1	Assignment	6
	Procedure 15.5: Utilize Medical Necessity Guidelines; respond to a 'Medical Necessity Denied' Claim Part 2	Assignment	16
	Procedure 16.1: Post Charges and Payments to Patient Accounts - Submission	Assignment	12
	Procedure 16.2 (1): Inform a Patient of Financial Obligations for Services Rendered	Assignment	10

Due Date	Assignment Name	Assignment Type	Points
	<u>Procedure 16.2 (2): Inform a Patient of Financial Obligations for Services Rendered</u>	Assignment	10
	<u>Procedure 16.2 (3): Inform a Patient of Financial Obligations for Services Rendered</u>	Assignment	10
	<u>Procedure 16.2 (4): Inform a Patient of Financial Obligations for Services Rendered</u>	Assignment	10
	<u>Procedure 16.3 Post Payments and Adjustments to Patient Account</u>	Assignment	10
	<u>Procedure 16.4: Prepare a Bank Deposit</u>	Assignment	8
	<u>Summative Objective Assessment</u>	Quiz	100
	<u>Summative Performance Assessment Insurance Claim Form</u>	Assignment	100
	<u>Vaccinations and Background Check</u>	Assignment	160

Grading Scale

Percentage	Letter Grade
93-100	A
90-92	A-
86-89	B+
83-85	B
80-82	B-
76-79	C+
73-75	C
70-72	C-
66-69	D+
63-65	D
60-62	D-
59 or below	E

How to Navigate to Canvas

Institutional Policies

As members of our academic community, we would like to invite you to review the Institutional Syllabus which covers important policies and procedures. This document contains important links for students on the code of student rights and responsibilities, academic integrity, and grading policies, Title IX and other important acknowledgements. By familiarizing yourself with this information, you can help us create a safe and respectful environment for everyone.

You can access the document by clicking on the following link:

<https://slcc.instructure.com/courses/530981/pages/institutional-syllabus>

Learning Support and Tutoring Services

We are pleased to offer a range of tutoring and learning support services to help you achieve your academic goals. Whether you need assistance with a specific subject or want to improve your study skills, you have many options for tutoring or other support.

To learn more about the services we offer and how to access them, please visit the Institutional Syllabus under the Tutoring and Learning Support tab: <https://slcc.instructure.com/courses/530981/pages/institutional-syllabus>. We encourage you to take advantage of these resources to help you succeed in your studies. If you have any questions or would like to schedule a tutoring session, please don't hesitate to reach out to us. We are here to support you in any way we can.

Advising and Counseling Support Services

At our institution, we are committed to supporting your academic and personal growth. That's why we offer a range of advising and counseling services to help you navigate the challenges of college life. To learn more about the resources available to you and how to access them, please visit the Institutional Syllabus under the Advising and Counseling Support Services tab: <https://slcc.instructure.com/courses/530981/pages/institutional-syllabus>. Our advising team and the support centers across campus are here to support you in achieving your goals and overcoming any obstacles you may face.

Student Academic Calendar

As students you should be aware of all important dates in the semester, such as the day that courses begin and end, as well as the drop date and the last day to withdraw. To learn more about those dates, navigate to the Student Academic Calendar below:

[SLCC Student Academic Calendar](#)