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**Coleman College for Health Sciences  
Medical Assistant Program**

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**MDCA 1343 – Medical Insurance**

CRN# 410226 – Fall 2017

Coleman College | Hybrid

Intermediate Level Course

<b>Instructor contact</b>	Cynthia Lundgren, BS,CMA(AAMA) Lakessa Monroe, MBA,BSBA, CMA (AAMA)
<b>Information and Preferred</b>	<a href="mailto:cynthia.lundgren@hccs.edu">cynthia.lundgren@hccs.edu</a> 713-718-7361 <a href="mailto:Lakessa.monroe@hccs.edu">Lakessa.monroe@hccs.edu</a> 713-718-7359
<b>Method of Contact</b>	Canvas Inbox (preferred method of contact) Students can expect a response from me within 24 hours. If there are any changes to the class schedule or course, I will notify the class by e-mail or an announcement within Canvas, as soon as practical after I learn of the required change.
<b>Office Location and Hours</b>	Coleman College: Monday and Wednesday – 8 am – 1 pm: Room 431 & Friday – 12 pm – 4 pm: Room 128  <b>Office location and hours</b> <i>The Medical Assistant Program is located on the fourth floor in Suite 434 at Coleman College (1900 Pressler St.). The main number for the program is 713-718-7365.</i>  <i>Please feel free to contact me concerning any problems that you are experiencing in this course. You do not need to wait until you have received a poor grade before asking for my assistance. Your performance in my class is very important to me. I am available to hear your concerns and just to discuss course topics.</i>
<b>Course Location/Times</b>	Coleman College Campus – Room 437/TBA (Lecture and Lab) Mondays/Wednesdays: Lecture 1:00 pm – 2:50 pm; Lab 1:00 pm –2:50 pm
<b>Course Semester Credit Hours (SCH) (lecture, lab) If applicable</b>	Credit Hours: 3.0 Lecture Hours Weekly: 2.0 Lab Hours Weekly: 2.0
<b>Total Course Contact Hours</b>	64.00
<b>Course Length (number of weeks)</b>	16
<b>Type of Instruction</b>	Hybrid
<b>Course Description</b>	Emphasizes medical office coding for payment and reimbursement by patient or third party payers for ambulatory care settings.

<b>Course Prerequisite(s)</b>	None
<b>MDCA Course Goal</b>	The course goal for MDCA 1343 is to provide allied health students who have minimum background in medical insurance with the basics of filing and coding medical insurance claims.
<b>MDCA Program Student Learning Outcomes</b>	<p><b>Administrative Office Skills:</b> Demonstrative competency in administrative skills as a Medical Assistant</p> <p><b>Patient Care:</b> Demonstrate the ability to safely perform clinical skills Perform entry level skills as required of a Medical Assistant</p> <p><b>Clinical Skills:</b> Differentiate between normal and abnormal laboratory reports in a clinical setting</p>
<b>Course Student Learning Outcomes (SLO): 4 to 7</b>	<p>The student will be able to:</p> <ol style="list-style-type: none"> <li>1. Code procedures and bill for services using both electronic and manual methods</li> <li>2. Compare and contrast insurance plans</li> <li>3. Define common terms used to file third party reimbursement forms</li> </ol>
<b>Learning Objectives</b>	<p>The student will be able to:</p> <ol style="list-style-type: none"> <li>1.1 Explain the ten steps in the revenue cycle.</li> <li>1.2 Analyze how professionalism, ethics, and etiquette contribute to career success.</li> <li>1.3 Explain the importance of accurate documentation when working with medical records.</li> <li>1.4 Compare the intent of HIPAA, HITECH, and ACA laws.</li> <li>1.5 Explain how the HIPAA Electronic Health Care Transactions and Code Sets standards influence electronic exchange of health information.</li> <li>1.6 Explain the method used to classify patients as new or established.</li> <li>1.7 Identify the eight types of charges that may be collected from the patients at the time of service.</li> <li>1.8 Discuss the use of audit tools to verify code selection.</li> <li>1.9 Describe the fee schedules that physicians create for their services.</li> <li>1.10 Discuss between the electronic claim transaction and the paper claim form.</li> <li>1.11 Evaluate the importance of checking claims prior to submission even when using software.</li> <li>1.12 Describe the major features of group health plans regarding eligibility, portability, and required coverage.</li> <li>1.13 List the eligibility requirements for Medicare program coverage.</li> <li>1.14 Input patient information and patient insurance electronically from the case studies.</li> <li>2.1 Define the three major types of medical insurance payers.</li> <li>2.2 Compare indemnity and managed care approaches to health plan organization.</li> </ol>

- 2.3 Discuss the five categories of information required of new patients.
- 2.4 Verify patients' eligibility for insurance benefits.
- 2.5 Summarize the use of the encounter forms.
- 2.6 Contrast health reimbursement accounts, health savings accounts, and flexible savings (spending) accounts.
- 2.7 Describe the information needed to collect co-payments and bill for surgical procedures under contracted plans.
- 2.8 Explain how to manage billing for capitated services.
- 2.9 Input patient information and patient insurance electronically from the case studies.
- 2.10 Differentiate among Medicare Part A, Part B, Part C, and Part D.
- 2.11 Differentiate between the types of medical and preventive services that are covered or excluded under Medicare Part B.
- 2.12 Complete an ABN form correctly.
- 2.13 Prepare accurate Medicare primary claims.
- 2.14 Discuss the purpose and eligibility requirements of the Medicaid program.
- 2.15 Discuss the eligibility requirements for TRICARE and CHAMPVA.
- 2.16 Prepare accurate TRICARE and CHAMPVA claims.
- 2.15 Explain the four federal workers' compensation plans.
- 2.16 Classify work related injuries.
- 2.17 Differentiate between SSDI and SSI.
- 2.18 Name the two federal laws that govern credit arrangements.
- 3.1 Discuss the purpose of ICD-10-CM.
- 3.2 Apply the rules for outpatient coding that are provided in the ICD-10-CM guidelines.
- 3.3 Explain the CPT code set.
- 3.4 Summarize the use of format and symbols in CPT.
- 3.5 Assign modifiers to CPT codes.
- 3.6 Apply the six steps for selecting CPT procedure codes to patient scenarios.
- 3.7 Discuss the purpose of the HCPCS code set and its modifiers.
- 3.8 Discuss the types of coding and billing errors.
- 3.9 Discuss the content of the patient information section of the CMS-1500 claim.
- 3.10 Describe the types of plans that the state offers Medicaid recipients.
- 3.11 Prepare accurate Medicaid claims.
- 3.12 Explain the claim adjudication process.
- 3.13 Interpret a remittance advice (RA).
- 3.14 Explain the process for posting payments and managing denials.
- 3.15 Describe the purpose and general steps of the appeal process.
- 3.16 Describe the procedure for filing secondary claims.
- 3.17 Discuss the tools that can be used to locate unresponsive or missing patients.
- 3.18 Describe the procedures for clearing uncollectible balances.

**SCANS and/or Core Curriculum Statement and Other Standards: If applicable**

Credit: 3

A study of the medical assistant's role in providing patient care in accordance with regulations, policies, laws and patient's rights in a medical practice.

SCANS:

MDCA 1343 addresses the federal mandate to prepare our students for the demands of the workplace, as medical assistants. SCANS are an acronym for the U.S. Department of Labor Secretary's Commission on Achieving Necessary Skills. Workplace know-how encompasses five competencies and a three-part foundation of basic skills and personal qualities.

The three-part foundation is composed of:

1. Basic skills – reading, writing, performing arithmetic and mathematical operations, listening, speaking;
2. Thinking skills – creative thinking, decision making, problem solving, seeing things in the mind's eye, knowing how to learn, reasoning;
3. Personal qualities – responsibility, self-esteem, sociability, self-management, integrity and honest.

The five competencies represent attributes needed in any employee and are as follows:

1. resources – identifies, organizes, plans, allocates resources;
2. interpersonal – works effectively with others as a team member, teaches others new skills, serves client/patients, exercises leadership, negotiates and works with diversity;
3. information – acquires and uses information;
4. systems – understands complex inter-relations;
5. technology – works with a variety of technologies

MDCA 1343 SCANS Content:

1. Basic Skills – writing proficiently
2. Thinking Skills – decision making, problem solving, reasoning skills
3. Personal qualities – display integrity and honesty.

**MAERB 2015 CORE CURRICULUM STANDARDS**

Cognitive (Knowledge) Objectives

VIII.C.5. Differentiate between fraud and abuse

X.C.1. Differentiate between scope of practice and standards of care for medical assistants

X.C.2. Compare and contrast provider and medical assistant roles in terms of standard of care

X.C.4. Summarize the Patient Bill of Rights

X.C.5. Discuss licensure and certification as they apply to health care providers

X.C.6. Compare criminal and civil law as they apply to the practicing medical assistant

X.C.7. Define:

- a. negligence,
- b. malpractice,
- c. statute of limitations,
- d. Good Samaritan Act(s),
- e. Uniform Anatomical Gift Act,
- f. Living will/Advanced Directives,
- g. Medical Durable Power of Attorney,
- h. Patient Self Determination Act (PSDA)

- i. Risk Management
- X.C.8. Describe the following type of insurance:
  - a. liability,
  - b. professional(malpractice),
  - c. personal injury
- X.C.10. Identify:
  - a. Generic Information Nondiscrimination Act of 2008(GNA)
  - b. Americans with Disabilities Act Amendments
- X.C.13 Define the following Medical Legal terms:
  - a. informed consent,
  - b. implied consent,
  - c. expressed consent,
  - d. patient in competence,
  - e. emancipated minor,
  - f. mature minor,
  - g. subpoena duces tecum,
  - h. respondent superior,
  - i. res ipsa loquitur,
  - j. locum tenens,
  - k. defendant-plaintiff,
  - l. deposition,
  - m. arbitration-mediation
  - n. Good Samaritan laws
- XI.C. Ethical Considerations
  - XI.C.1. Define:
    - a. ethics
    - b. morals
  - XI.C2. Differentiate between personal and professional ethics
- PSYCHOMOTOR (Skills)
  - X.P. Legal Implications
    - X.P.1. Locate a state's legal scope of practice for medical assistants
    - X.P.2 Apply HIPAA rules in regard to:
      - a. privacy

**Course Calendar**

**See Table at End of Syllabus**

**Instructional Methods**

This course emphasizes medical office coding procedures for payment and reimbursement by patient or third party payers for ambulatory care settings.

MDCA 1343 courses involve the uses of lectures, PowerPoint presentation, videos, virtual simulation, visual aid, and medical computer software.

**Student Assignments**

Assignments have been developed that will enhance your learning skills. To better understand a topic, you will be given assignments on key information that you will need to remember for your success in your career as a Medical Assistant. There are three special assignments for this course that must be completed for you to achieve success in this course along with three major exams.

Students will be required to successfully complete the following:

Midterm Lab Assignment

1. Investigate your health insurance. The student will review their own health insurance plan for benefit information. The student should be able to describe the following items included in the investigation of their plan:

- a. Deductible
  - b. Co-pay
  - c. Co-Insurance
  - d. Benefit Plan coverage
  - e. Premium
  - f. Inpatient versus outpatient benefits
  - g. Pre-authorizations
  - h. Pre-certifications
2. The student is then to create/format an insurance verification form and input the information gathered from the research of their insurance plan. Assignment is worth 5% of your final lab portfolio; **Due date 10/09/17**. No late work accepted under any circumstances.

### **Midterm Exam**

One hundred (100) multiple choice questions covering Chapters 1 - 8. Questions will include knowledge and comprehension questions covering office procedures, patient information, CMS- 1500 forms, definitions and terminology. Questions will also include practical application scenarios using the ICD and CPT with Connect exercises from the textbook.

### **Final Exam**

The test will consist of one hundred (100) multiple choice questions, which will include all chapters of the textbook. Questions will include knowledge and comprehension questions covering medical billing, coding, reimbursement, definitions and terminology. Questions will also include practical applications scenarios, coding identifications and completing a CMS-1500 form.

### **Final Lab Practical Portfolio**

Students are required to complete the twenty (20) cases studies from the MediSoft software through Connect which accompanies their textbook in Chapter 15..They are also to complete 24 exercises from chapter 16 (16.1-16.24).Following the general instructions for MediSoft the student must know how to enter and apply insurance carrier payments; therefore to gain experience in completing the secondary claim, the student must complete the CMS 1500 by hand; the student will use the guidelines in Appendix A to help them. The student must register with Connect before beginning these assignments.

- 1) Assignment: Upon completing of Chapter 13, the student will be responsible for completing exercises 16.1-16.24. There are the 24 exercises to complete and are **due date is 11/27/17**
- 2) Assignment: Using case students provided in Chapter 15, the student will accurately complete primary claims from the Valley Associates, PC, which requires the preparation of claims. These are the 20 case studies. There are twenty encounters. For the first encounters (claim 15.1-15.10) the student will complete patient information forms and encounter forms. Completion of a correct claim for each encounter base on abstracting information from this forms is required. For the next ten encounters (15.11-15.20), the student will correctly input the following: patient information, a diagnostic statement and a procedural statement. To prepare correct claims it requires the selection of correct ICD\_10\_CM and CPT codes for the encounter. This assignment is worth 25% of your final lab portfolio grade. **Due date 12/4/17**

<b>Student Assessment(s)</b>	Class participation/attendance	5% of your final grade
	Homework/Quizzes (Connect)	10% of your final grade
	Major Exam	15% of your final grade
	Midterm Exam	20% of your final grade
	Final Exam	20% of your final grade
	Final Lab Portfolio (MediSoft)	30% of your final grade

### Instructor's Requirements

As your Instructor, it is my responsibility to:

- Provide the grading scale and detailed grading formula explaining how student grades are to be derived
- Facilitate an effective learning environment through class activities, discussions, and lectures
- Description of any special projects or assignments
- Inform students of policies such as attendance, withdrawal, tardiness and make up
- Provide the course outline and class calendar which will include a description of any special projects or assignments
- Arrange to meet with individual students before and after class as required

To be successful in this class, it is the student's responsibility to:

- Attend class and participate in class discussions and activities and read and comprehend the textbook
- Complete the required assignments and exams
- Ask for help when there is a question or problem
- Keep copies of all paperwork, including this syllabus, handouts and all assignments
- Passing all written examinations, quizzes and assignments with a minimum grade average of 75%.
- Pass all skill competencies with 90% proficiency
- Be in class attendance 90% of the time

### Program/Discipline Requirements

In order to successfully complete MDCA 1205, the student is responsible for adherence to the attendance policy, completion of all assignments as designated in this syllabus; passing all written examinations, quizzes and assignments with a minimum grade average of 75% and achieve a final course average of 75% or higher.

#### **Make-up policy:**

It is the student's responsibility to consult with the instructor for any make-up assignments. The instructor is not required to provide any make-up assignments. All or any make-up work is at the discretion of the individual instructor. There will be only one make-up test allowed. No course online assignments will be reopened during the class semester to redo assignments; it is the student's responsibility to complete all assignments within the required time given which is one week. Any student absent from a major exam, test or quiz must contact the instructor and schedule a make-up exam to be taken before the scheduled date.

#### **HCC Course Withdrawal Policy:**

The last date for withdrawal from any class is **October 2, 2017**. It is the responsibility of the student to officially drop or withdraw from a course. Failure to officially withdraw may result in the student receiving a grade of "F" in the course. If you feel that you cannot complete this course, you will need to

withdraw from the course prior to the final date of withdrawal. Before, you withdraw from your course; please take the time to meet with department chair and instructor to discuss why you feel it is necessary to do so. The instructor may be able to provide you with suggestions that would enable you to complete the course. Your success is very important. Do not take withdrawals lightly.

To help students avoid having to drop/withdraw from any class, HCC has instituted an Early Alert process by which your professor *may* “alert” you and HCC counselors that you might fail a class because of excessive absences and/or poor academic performance. It is your responsibility to visit with your professor or a counselor to learn about what, if any, HCC interventions might be available to assist you – online tutoring, child care, financial aid, job placement, etc. – to stay in class and improve your academic performance.

If you plan on withdrawing from your class, you **MUST** contact the Program Director, an HCC Advisor or your professor prior to withdrawing (dropping) the class for approval and this must be done **PRIOR** to the withdrawal deadline to receive a “W” on your transcript. \*\*Final withdrawal deadlines vary each semester and/or depending on class length, please visit the online registration calendars, HCC schedule of classes and catalog, any HCC Registration Office, or any HCC counselor to determine class withdrawal deadlines.

***Remember to allow a 24-hour response time when communicating via email and/or telephone with a professor and/or counselor.***

***Do not submit a request to discuss withdrawal options less than a day before the deadline.*** If you do not withdraw before the deadline, you will receive the grade that you are making in the class as your final grade. If for any reason, you register for a class, show up once or twice and then decide not to attend, DROP THE CLASS! The last date for withdrawal from any class is **October 2, 2017** at 4:30 p.m.

**Early Alert:**

HCC has instituted an Early Alert process by which your professor will “alert” you through counselors of concerns that you might fail a class because of excessive absences and/or poor academic performance.

**Classroom Behavior:**

As your instructor and as a student in this class, it is our shared responsibility to develop and maintain a positive learning environment for everyone. Your instructor takes this responsibility very seriously and will inform members of the class if their behavior makes it difficult for him /her to carry out this task. As a fellow learner, you are asked to respect the learning needs of your classmates and assist your instructor achieve this critical goal.

**Use of Camera and/or Recording Devices:**

As a student, active in the learning community of this course; it is your responsibility to be respectful of the learning atmosphere in your classroom. To show respect of your fellow students and instructor, you will turn off your phone and other electronic devices, and will not use these devices in the classroom unless you receive permission from the instructor. Use of recording devices, including cam era phones and tape recorders, is prohibited in classrooms, laboratories, faculty offices, and other locations where instruction, tutoring, or testing occurs. Students with disabilities who need to use a recording device as a reasonable accommodation should contact the Office for Students with Disabilities for information regarding reasonable accommodations.



## HCC Grading Scale:

A = 100 – 90.....	4 points per semester hour
B = 89 – 80: .....	3 points per semester hour
C = 79 – 70: .....	2 points per semester hour
D = 69 – 60: .....	1 point per semester hour
59 and below = F.....	0 points per semester hour
FX (Failure due to non-attendance).....	0 points per semester hour
IP (In Progress) .....	0 points per semester hour
W(Withdrawn).....	0 points per semester hour
I (Incomplete).....	0 points per semester hour
AUD (Audit) .....	0 points per semester hour

IP (In Progress) is given only in certain developmental courses. The student must re-enroll to receive credit. COM (Completed) is given in non-credit and continuing education courses. To compute grade point average (GPA), divide the total grade points by the total number of semester hours attempted. The grades "IP," "COM" and "I" do not affect GPA.

## Instructor Grading Criteria

Your instructor will conduct quizzes, exams, and assessments that you can use to determine how successful you are at achieving the course learning outcomes (mastery of course content and skills) outlined in the syllabus. If you find you are not mastering the material and skills, you are encouraged to reflect on how you study and prepare for each class. Your instructor welcomes a dialogue on what you discover and may be able to assist you in finding resources on campus that will improve your performance.

### Grading Scale

90 - 100 = A

80 - 89 = B

75 - 79 = C

60 - 69 = D

below 60 = F

## Instructional Materials

**Medical Insurance A revenue Cycle Process Approach**, by Valerius, Bayes, Newby, Blochowiak 7th Edition, 2014, McGraw-Hill, publishers, ISBN: **978- 1-25968305- 3**

BOOKSTORE: West Loop Campus, 5601 West Loop South, Houston, 77081  
713-218-0391

## HCC Policy Statement:

ADA, Academic Honesty,  
Student attendance, 3-  
peater, Withdrawal Deadline

Access Student Services Policies on their Web site:

<http://www.hccs.edu/district/students/student-handbook/>

## HCC Policy Statement:

Accommodation

HCC strives to make all learning experiences as accessible as possible. If you anticipate or experience academic barriers based on your disability (including mental health, chronic or temporary medical conditions), please meet with a campus Abilities Counselor as soon as possible in order to establish reasonable accommodations. Reasonable accommodations are established through an interactive process between you, your instructor(s) and Ability Services. It is the policy and practice of HCC to create inclusive and accessible learning environments consistent with federal and state law. For more information, please go to <http://www.hccs.edu/district/students/disability-services/>.

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**HCC Policy Statement:  
Sexual Misconduct**

Houston Community College is committed to cultivating an environment free from inappropriate conduct of a sexual or gender-based nature including sex discrimination, sexual assault, sexual harassment, and sexual violence. Sex discrimination includes all forms of sexual and gender-based misconduct and violates an individual's fundamental rights and personal dignity. Title IX prohibits discrimination on the basis of sex-including pregnancy and parental status-in educational programs and activities. If you require an accommodation due to pregnancy please contact an Abilities Services Counselor. The Director of EEO/Compliance is designated as the Title IX Coordinator and Section 504 Coordinator. All inquiries concerning HCC policies, compliance with applicable laws, statutes, and regulations (such as Title VI, Title IX, and Section 504), and complaints may be directed to:

David Cross  
Director EEO/Compliance  
Office of Institutional Equity & Diversity  
3100 Main  
(713) 718-8271  
Houston, TX 77266-7517 or Houston, TX 77266-7517 or  
[Institutional.Equity@hccs.edu](mailto:Institutional.Equity@hccs.edu)

**Campus Carry**

"At HCC the safety of our students, staff, and faculty is our first priority. As of August 1, 2017, Houston Community College is subject to the Campus Carry Law (SB11 2015). For more information, visit the HCC Campus Carry web page at <http://www.hccs.edu/district/departments/police/campus-carry/>."

**HCC Online and/or  
Continuing Education  
Policies**

Access HCC Online Policies on their Web site:

All students are responsible for reading and understanding the HCC Online Student Handbook, which contains policies, information about conduct, and other important information. For the HCC, Online Student Handbook click on the link below or go to the HCC Online page on the HCC website.

The HCC Online Student Handbook contains policies and procedures unique to the online student. Students should have reviewed the handbook as part of the mandatory orientation. It is the student's responsibility to be familiar with the handbook's contents. The handbook contains valuable information, answers, and resources, such as HCC Online contacts, policies and procedures (how to drop, attendance requirements, etc.), student services (ADA, financial aid, degree planning, etc.), course information, testing procedures, technical support, and academic calendars. Refer to the HCC Online Student Handbook by visiting this link:

<http://www.hccs.edu/media/houston-community-college/distance-education/student-services/HCC-Online-Student-Handbook.pdf>

Access CE Policies on their Web site:

<http://www.hccs.edu/continuing-education/>

**EGLS3 - Evaluation for  
Greater Learning  
Student Survey System**

At Houston Community College, professors believe that thoughtful student feedback is necessary to improve teaching and learning. During a designated time near the end of the term, you will be asked to answer a short online survey of research-based questions related to instruction. The anonymous results of the survey will be made available to your professors and department chairs for continual improvement of instruction. Look for the survey as part of the Houston Community College Student System online near the end of the term.