

Business Technology Southwest College

POFM 2333 – Medical Document Production

Fall 2013 - CRN: 66242

3 credit hours (2 Lecture, 3 Lab) Second Session -8 weeks

October, 2013 to December 15, 2013

Instruction: Distance Education

SCANS Competencies Included

INSTRUCTOR: Terri Goode-Tomlin

INSTRUCTOR CONTACT INFORMATION:

E-mail: Course mail tool ([eMail List](#)) **Use for all course related communications.**

Alternate e-mail: terri.goode-tomlin@hccs.edu

OFFICE LOCATION AND HOURS

Students should feel to contact me concerning any problems that they are experiencing in this course. Students do not need to wait until you have received a poor grade before asking for my assistance. Student performance in my class is very important to me. I am available to hear student concerns and just to discuss course topics. Office hours are available upon request Monday through Friday.

FINAL EXAM: Available Dec. 11, 2013 (7:00 a.m.) – Dec. 15 2013 (11:55 p.m.). All quizzes, assessments and the Final Exam will be online only.

GRADES AVAILABLE: Friday, Dec. 20, 2013

LAST DAY FOR ADMINISTRATIVE & STUDENT WITHDRAWALS: Friday, Nov. 22, 2013, 4:30 p.m.

Verify in College Schedule Page.

COURSE DESCRIPTION

Study of advanced concepts of medical office activities, practices, and procedures. Topics include advanced medical reports, coding, billing, insurance activities, and records management. This course is designed to provide practical applications of the linkage of the CPT-4 coding system. Medical references will be used for research and verification. Medisoft software applicable.

DISCLAIMER:

Medical Coding introduces students to document coding of health insurance claims. Business Technology does not guarantee student job placement in hospitals or medical offices, or insurance claims offices. Additionally, the course does not prepare students for home/office coding businesses. Students should not expect to have experience necessary for employment in the hospital setting. The Medical Coding certificate program prepares a beginner student for entry-level skills in a doctor's office or billing department.

Students who want to code for hospitals should contact the Health Information Technology Program, Department Chair, located at the John B. Coleman Building, Texas Medical Center, 1900 Galen, 713-718-7347.

COURSE PREREQUISITE

POFM 1300

PROGRAM LEARNING OUTCOMES

- The student will be able to read, listen, speak, and write proficiently.
- The student will be able to apply keyboarding and document processing skills to specific office applications.
- The student will be able to use appropriate tools and processes such as records management, accounting fundamentals, and software applications in word processing, spreadsheet, database, and presentations to manage information.
- The student will be able to apply organizational skills to the management of projects, daily, schedules, multiple tasks, and unexpected interruptions.

STUDENT LEARNING OUTCOMES

1. The student will demonstrate use of CPT codes, national codes, and local codes by completing CMS 1500 claim form.
2. The student will demonstrate knowledge of the CMS-1500 Claim Instructions by preparing electronic filing of commercial claims, Blue Cross/Blue Shield plans, Medicare, Medicaid, Tricare, and Worker's Compensation through case studies.
3. The student will demonstrate the basic operations of the Medisoft database by entering transactions, scheduling, claim management reports in Medisoft through simulated patient records.
4. Students will process insurance claims and explain the importance of clean claims.

LEARNING OBJECTIVES

- 1.1 Be able to understand completing commonly used blocks on the CMS-1500
 - 1.2 Be able to understand the difference between procedure and diagnosis coding, apply basic accounting principles
 - 2.3 Be able to understand or explain the various claim forms.
 - 2.1 Be able to understand completing of claims for submission to commercial insurance companies.
 - 2.2 Be able to understand information about completing claims for submission to Blue Cross and Blue Shield plans.
 - 2.3 Be able to understand information about completing claims for submission to Medicare administrative contractors.
 - 2.4 Be able to understand information about completing claims for submission to Medicaid administrative contractors.
 - 2.5 Be able to understand information about completing claims for submission to TRICARE payers.
 - 2.6 Be able to understand information about completing claims for submission to workers compensation payers.
- Loris Bradshaw
Spring 2013
- 3.1 Be able to understand the role of information technology in the medical office and the common applications of information technology

3.3 Be able to create and analyze reports, Appointment scheduling, Understand or explain the various claim

forms (CMS1500, HIPAA 837P)

4.1 Be able to post deposits, payments, and adjustments from third party payers, Create and print patient statements

4.2 Be able to understand Appointment scheduling,

4.3 Be able to describe the billing cycle in a medical office, List various types of health insurance providers

SCANS

The Secretary's Commission on Achieving Necessary Skills (SCANS) from the U.S. Department of Labor was asked to examine the demands of the workplace and whether our young people are capable of meeting those demands. Specifically, the Commission was directed to advise the Secretary on the level of skills required to enter employment. In carrying out this charge, the Commission was asked to do the following:

- Define the skills needed for employment,
- Propose acceptable levels of proficiency,
- Suggest effective ways to assess proficiency, and
- Develop a dissemination strategy for the nation's schools, businesses, and homes.

SCANS research verifies that what we call *workplace know-how* defines effective job performance today. This know-how has two elements: *competencies* and a *foundation*. This report identifies five competencies and a three-part foundation of skills and personal qualities that lie at the heart of job performance. These eight requirements are essential preparation for all students, whether they go directly to work or plan further education. Thus, the competencies and the foundation should be taught and understood in an integrated fashion that reflects the workplace *contexts* in which they are applied.

The five SCANS workplace competencies identified by the Commission are the following:

1. **Resources**—An ability to identify, organize, and allocate time, money, materials, space, and people. Much of what you do in the classroom can help students develop competency with resources. Emphasize planning skills in relation to preparing, working, and completing assignments.
2. **Interpersonal**—Skills to participate as a member of a team, teach others, serve customers, exercise leadership, negotiate, and work with others possessing diverse backgrounds. Cooperative/collaborative learning activities are an effective way to teach interpersonal skills. In discussions after group activities, emphasize interpersonal lessons and challenges of the activities.
3. **Information**—An ability to acquire, organize, evaluate, interpret, and communicate information along with using computers to process information. Competency with information is basic to any classroom. Emphasize those efforts to master information skills prepare students for future employment.
4. **Systems**—An understanding of social, organizational, and technological systems; an ability to monitor and correct performance; a competence in the design and improvement of systems. Look for opportunities for students to use critical thinking skills to identify and analyze systems in their school, community, nation, and world.

5. **Technology**—The knowledge and skill to select equipment and tools, apply technology to specific tasks, and maintain and troubleshoot software and hardware. Although there are many forms of technology that can be used in your class, computers create real interest and opportunities for your students. Encourage your students to make computers an important part of their education, whether the computers are used in self-paced learning or in group projects.

The following skills will be developed in the Medical Document Production course:

- Using Resources: Identify—Plan—Manage
- Developing Interpersonal Skills: Collaborate—Negotiate—Lead
- Applying Technology: Select—Apply—Enhance
- Understanding Systems: Connect—Support—Improve
- Acquiring Information: Evaluate—Communicate—Apply

The three SCANS foundation skills identified by the Commission are the following:

Basic Skills—Reading, writing, mathematics, listening, and speaking. Classroom activities can develop and reinforce all these basic skills. Teaching these skills in the classroom can provide cross-curricular opportunities.

Thinking Skills—Creative thinking, decision-making, and problem solving, seeing things in the mind’s eye, knowing how to learn, and reasoning. During their careers, students will need this foundation to adapt to a rapidly changing society. Helping students to think critically becomes very important so that they may adjust to change. Seek opportunities for students to stretch their minds, find new answers, ask hard questions, and lay foundations for lifelong learning.

Personal Qualities—Responsibility, self-esteem, sociability, self-management, and integrity. Throughout their lives, your students will need to get along with others: with classmates, friends and family, customers, and coworkers. Look for chances to reinforce good personal qualities. And remember the power of teaching by example.

8-WEEK COURSE CALENDAR WEEKLY SCHEDULE OF ASSIGNMENTS Oct. 21, 2013 to Dec. 15, 2013

WEEK ONE:

Orientation
Biography
Chapter 11: Essential CMS-1500 Claim Instructions

WEEK TWO

Chapter 12: Commercial Insurance
Chapter 13: Blue Cross Blue Shield

WEEK THREE

Chapter 14: Medicare
Chapter 15: Medicaid

WEEK FOUR

Chapter 16: TRICARE
Chapter 17: Workers’ Compensation

Computers in the Medical Office Textbook and Medisoft Software

WEEK FIVE

- Chapter 1: The Medical Billing cycle
- Chapter 2: The Use of Information Technology in Physician Pra
- Chapter 3: Introduction to Medisoft
- Chapter 4: Entering Patient Information

WEEK SIX

- Chapter 5: Working with Case
- Chapter 6: Entering Charge Transactions and Patient Payments
- Chapter 7: Creating Claims
- Chapter 8: Posting Insurance Payments and Creating Patient Statements

WEEK SEVEN

- Chapter 9: Creating Reports
- Chapter 10: Collections in the Medical Office
- Chapter 11: Scheduling
- Chapter 12: Handling Patient Records and Transactions

WEEK EIGHT

- Chapter 13: Setting Up Appointments
- Chapter 14: Printing Lists and Reports
- Chapter 15: Putting It All Together

FINAL EXAMINATION (Available Dec. 11, 2013 (7:00am) – Dec. 15, 2013 (11:55 p.m.)

INSTRUCTIONAL METHODS

POFM 2333 is a required course for certain Business Technology certificates and AAS degrees. As an instructor, I want my students to be successful. I feel that it is my responsibility to provide students with knowledge concerning medical coding, modeling good teaching strategies, and organizing and monitoring the field experience that allows students to connect the information that students learn in this course to the real world of education.

As a student wanting to learn about medical coding, it is student's responsibility to read the textbook, submit assignments on the due dates, study for the exams, participate in activities, and attend class.

STUDENT ASSIGNMENTS

Assignments have been developed that will enhance student learning. To better understand a topic, students will be given assignments on key information that students will need to remember for student success in student reaching student goals.

SAVE A COPY OF THIS SYLLABUS

Late Assignments

Students are expected to adhere to the weekly schedule of assignments printed in the course syllabus. Late assignments **are not** accepted

Instructions for submitting assignments:

- 1 All assignments must be submitted under the proper assignment in the course for credit. Only the assigned assignment will be graded under the proper assignment. E-mailed assignment
 - 2 An inserted header is required on each assignment. Include your name and name of the assignment in the inserted header. Points will be deducted for assignments submitted without an inserted header containing your name and title of assignment.
 - 3 Assignments are available weeks in advance. Therefore, **late assignments will not be accepted.** HCC libraries and campuses have computers for student use. Call the library or campus computer center for times available.
 - 4 Please communicate with me through the class email. Class e-mail is checked daily and responded to within a 24-36 hour period, Monday through Friday.
 - 5 Periodically, the server will be down for service. In the event that this occurs, don't panic; inform me so that I am also aware that the course is not accessible due to the server being inaccessible. In the event that this occurs, your assignment will not be considered late. Allowances will be made for you to submit your assignment late.
- Forums (Discussions) must be responded to by deadline date under the assigned forum
- 6 (discussion) for credit. Be sure to read the instructions regarding the grading of discussion items. The forums will not be graded if done after the cutoff date. Do not attach files to the Forums postings.
 - 7 When your technology fails, **HCC libraries and campuses have computers for student use. Call the library or campus computer center for times available.**

If you are experiencing difficulties with the course material, e-mail me through the class mail. Please do not wait until the last minute to ask for help.

Make-Up Test and Assignment Policy

Students are expected to adhere to the weekly schedule of assignments printed in the course syllabus. Late assignments will only be accepted at the discretion of the instructor. There are no make-up test.

INSTRUCTOR REQUIREMENTS

As student 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 re

- sponsibility to: Log in to the class and participate in
- class activities Read and comprehend the textbook
- Complete the required assignments and exams on time:
- Ask for help when there is a question or problem
- Complete the field study with a 70% passing score

PROGRAM/DISCIPLINE REQUIREMENTS

Business Technology is determined to prepare students with the knowledge and skills needed to succeed in today's dynamic work environment. Students in Medical Coding Basics must be able to budget their time and perform class-related activities as assigned on a weekly basis. Students also perform various general activities as well as workbook activities related the course.

Degree Plan

Students are encouraged to file a degree plan with a Counselor or the Business Technology Department for the certificate and/or degree plan. Please ask your instructor for Degree Plan information or contact the Business Technology Department for information about filing a degree plan.

Virtual Career Center

The Virtual Career Center assist HCC Students and Alumni with career planning, assessments, job search and soft-skills training. Orientations and registration are available at all Southwest College Campuses.

<http://www.hccs.edu/hccs/current-students/career-planning-and-resources/southwest-college>

GRADING

HCCS Grading System

The Houston Community College grading system will be used to evaluate students' performance in this course.

Grade	Score
A-Excellent	100-90
B-Good	89-80
C-Fair	79-70
D-Passing	69-60
F-Failure	59 and below

Student Evaluation

The following departmental grading system will be used to evaluate students' performances in this course:

Assignments/Class Participation/Forums	40%
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Assessments	40%
Final Exam	20%
TOTAL	100%

INSTRUCTIONAL MATERIALS

REQUIRED TEXTBOOKS

Understanding Health Insurance: A Guide to Billing and Reimbursement, Green, Michelle A., and Rowell, Joann C. 11th Edition, Delmar/Cengage Publishers; ISBN: 9781133283737

Workbook to Accompany: Understanding Health Insurance with CD, Green, Michelle A., 11th Edition, Delmar/Cengage Publishers; ISBN: 9781133283751

Computers in the Medical Office W/Connect Plus Packaged with Medisoft;, 8th Edition, 2013, Sanderson, Susan M., McGraw-Hill. ISBN: 9780077776633

Computers in the Medical Office Companion website: www.mhhe.com/cimo8e

REFERENCE BOOKS

ICD-9-CM, 2010 or higher, Professional for Physicians Volumes 1 & 2.

Current Procedural Terminology (CPT) (2010 or higher).

HCPCS Level II Expert, 2010 or higher.

Medical Terminology Book

Tabers Medical Dictionary, Latest Edition

OPTIONAL OPEN SOURCE CODING WEBSITES:

ICD-9-CM: <http://www.icd9coding.com>; <http://www.cdc.gov/nchs/icd9.htm> ;

<http://icd9cm.chrisendres.com/2007/> HCPCS:

<http://www.cms.hhs.gov/HCPCSReleaseCodeSets/ANHCPCS/list.asp>

A copy of ICD-9-CM, HCPCS, and CPT Coding books can be found at the Southwest College Stafford Campus Library in the Reference section for in library use only.

STUDENT INFORMATION

A student handbook is available on the College website: <http://www.hccs.edu>. Look under the student subheading to get detailed information concerning students attending Houston Community College System (HCCS). Data such as withdrawal policies, refund policies, incomplete, late assignments, make-ups, extra credit, grading system, attendance requirements, and other details are included in the student handbook.

HCC DISTANCE EDUCATION POLICIES AND PROCEDURES

The Distance Education Student Handbook contains policies and procedures unique to the DE 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 DE 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 DE Student Handbook by visiting this link:

<http://de.hccs.edu/de/de-student-handbook>

ACADEMIC DISHONESTY

You are expected to be familiar with the College's Policy on Academic Honesty, found in the catalog and student handbook. Students are responsible for conducting themselves with honor and integrity in fulfilling course requirements. Penalties and/or disciplinary proceedings may be initiated by College System officials

against a student accused of scholastic dishonesty. "Scholastic dishonesty": includes, but is not limited to,

cheating on a test, plagiarism, and collusion.

Cheating on a test includes:

- Copying from another students' test paper;
- Using materials not authorized by the person giving the test;
- Collaborating with another student during a test without authorization;
- Knowingly using, buying, selling, stealing, transporting, or soliciting in whole or part the contents of a test that has not been administered;
- Bribing another person to obtain a test that is to be administered.

Plagiarism means the appropriation of another's work and the unacknowledged incorporation of that work in one's own written work offered for credit.

Collusion mean the unauthorized collaboration with another person in preparing written work offered for credit. Possible punishments for academic dishonesty may include a grade of 0 or F in the particular assignment, failure in the course, and/or recommendation for probation or dismissal from the College System. (See the Student Handbook).

Academic dishonesty can result in a grade of **F** or **0** for the particular test or assignment involved, dropped, and/or expelled from HCCS. Please refer to the HCCS Distance Education Student Handbook-(for further information regarding Academic Dishonesty refer to

http://distance.hccs.edu/decounseling/DE_student_handbook.htm.

CLASSROOM BEHAVIOR

As student instructor and as a student in this class, it is our shared responsibility to develop and maintain a positive learning environment for everyone. Student 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, students are asked to respect the learning needs of student's classmates and assist student instructor achieve this critical goal.

NOTE TO STUDENT: *If you have any questions or concerns about the course and /or course assignments, please discuss with me so that we can resolve any issues. If your concerns are not resolved, you are encouraged to meet with my supervisor, Mrs. Willie Caldwell, Department Chair, at 713-718-8708 or Room N109, Scarcella Building, Stafford Campus.*

End of Medical Document Production Syllabus