NORTHEAST TEXAS COMMUNITY COLLEGE
ADMINISTRATIVE PROCEDURES
MDCA 1421
Fall 2024

COURSE SYLLABUS

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Course Description
Students will examine the role of the Medical Assistant within a medical office setting and learn medical office procedures including appointment scheduling, medical records creation and maintenance, phone communications, financial processes, scheduling inpatient and outpatient admissions and testing, and the use of the computer for basic office functions and electronic medical records.

Required Texts

- **Cengage Medical Assisting: Administrative and Clinical Competencies (2023) 9th edition. Blesi, Michelle & Ferrari, Virginia**
- *Moss: Medical Office Simulation Software 4.0*
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Course Learning Objectives:

- Demonstrate knowledge of medical office procedures.
- Demonstrate knowledge and aptitude of an electronic medical records system.
- Demonstrate knowledge of the basic principles of documentation and HIPAA compliance.
- Demonstrate knowledge of basic financial principles and responsibilities in a medical office
- Define terminology related to the administrative aspect of the medical office
- Be able to complete objectives related to each chapter of the text.

Cognitive Competencies
V.C.1 Identify types of verbal and nonverbal communication
V.C.2 Identify communication barriers
V.C.3 Identify techniques for overcoming communication barriers
V.C.4 Identify the steps in the sender-receiver process
V.C.7 Identify different types of electronic technology use in professional communication
V.C.9 Identify the principles of self-boundaries
V.C.10 Identify the role of the MA as a patient navigator
V.C.11 Identify coping mechanisms
V.C.12 Identify subjective and objective information

V.C.13 Identify the basic concepts of the following theories of: a. Maslow b. Erikson C. Kubler-Ross
V.C.14 Identify issues associated with diversity as it relates to patient care

VI.C.1 Identify different types of appointment scheduling methods
VI.C.2 Identify critical information required for scheduling patient procedures
VI.C.3 Recognize the purpose for routine maintenance of equipment
VI.C.4 Identify the steps involved in completing an inventory
VI.C.5 Identify the importance of data back-up
VI.C.6 Identify the components of an EMR, EHR, and Practice Management Systems

VII.C.1 Define the following bookkeeping terms: a. charges b. payments c. accounts receivable d. accounts payable e. adjustments f. end of day reconciliation
VII.C.2 Identify precautions for accepting the following types of payments: a. cash b. check c. credit card d. debit card
VII.C.3 Identify types of adjustments made to patient accounts including: a. non-sufficient funds (NSF) check b. collection agency transaction c. credit balance d. third party
VII.C.4 Identify patient financial obligations for services rendered

VIII.C.1 Identify: a. types of third-party plans b. steps for filing a third-party claim
VIII.C.2 Identify managed care requirements for patient referral
VIII.C.3 Identify processes for: a. verification of eligibility for services b. precertification/preauthorization c. tracking unpaid claims d. claim denials and appeals
VIII.C.5 Define the following: c. allowed amount d. deductible e. co-insurance f. co-pay

X.C.1 Identify scope of practice and standards of care for medical assistants
X.C.2 Identify the provider role in terms of standard of care
X.C.4 Identify the standards outlined in the Patient Care Partnership (pt bill of rights)
X.C.5 Identify licensure and certification as they apply to healthcare providers
X.C.9 Identify legal and illegal applicant interview questions
X.C.11.a,b,c,d Identify the process in compliance reporting for unsafe practices, errors in patient care, conflicts of interest, incident reports
X.C.13.j Define the following medical legal terms: locum tenens

XI.C.4 Identify professional behaviors of a medical assistant

<u>Psychomotor Competencies</u>
V.P.1 Respond to nonverbal communication
V.P.3.a Coach patient regarding: office policies
V.P.4 Demonstrate professional telephone techniques
V.P.5 Document telephone messages accurately
V.P.6 Using technology, compose clear and correct correspondence
V.P.7 Use a list of community resources to facilitate referrals

V.P.1 Manage appointment schedule using established priorities
V.P.2 Schedule a patient procedure
V.P.3 Input patient data using an electronic system
V.P.4 Perform an inventory of supplies

VII.P.1 Perform accounts receivable procedures to patient accounts including posting:
a. charges b. payments c. adjustments
VII.P.2 Input accurate billing information in an electronic system
VII.P.3 Inform a patient of financial obligations for services rendered

VIII.P.1 Interpret information on an insurance card
VIII.P.2 Verify eligibility for services
VIII.P.3 Obtain precertification or preauthorization with documentation
VIII.P.4 Complete an insurance claim form
VIII.P.5 Assist a patient in understanding an Explanation of Benefits (EOB)

IX.P.1 Perform procedural coding
IX.P.2 Perform diagnostic coding
IX.P.3 Utilize medical necessity guidelines

X.P.1 Locate a state's legal scope of practice for Mas
X.P.2 Apply HIPAA rules in regard to: a. privacy b. release of information

Affective Competencies
A.4 Demonstrate active listening
A.6 Recognize personal boundaries

Course Policies:

Students are expected to attend and participate in all classes. If you are absent, regardless of the cause, you are still responsible for any course work missed.

Students are responsible for checking their Blackboard Course Messages, Blackboard Announcement Board, NTCC email, and Microsoft Teams for instructor communications. All email contact should be done through your NTCC email per our IT Department.

Drop Policy: The last day to drop with a grade of W is **Tuesday, November 14, 2024.**

Alternate Operations During Campus Closure and/or Alternate Course Delivery Requirements

In the event of an emergency or announced campus closure due to a natural disaster or pandemic, it may be necessary for Northeast Texas Community College to move to altered operations. During this time, Northeast Texas Community College may opt to continue delivery of instruction through methods that include, but are not limited to: online through the BlackBoard Learning Management System, online conferencing, email messaging, and/or an alternate schedule. It is the responsibility of the student to monitor NTCC's website (http://www.ntcc.edu/) for instructions about continuing courses remotely, BlackBoard for each class for course-specific communication, and NTCC email for important general information.
Additionally, there may be instances where a course may not be able to be continued in the same delivery format as it originates (face-to-face, fully online, live remote, or

hybrid). Should this be the case, every effort will be made to continue instruction in an alternative delivery format. Students will be informed of any changes of this nature through email messaging and/or the Blackboard course site.

Instructional Methods and Tools:

The instructional methods and tools are tied to the course and chapter learning objectives by allowing the student to research, discover, and perform the differing educational exercises in class and within the Sim Chart Learning Platform. This course uses the following tools to aid students in successfully achieving the learning objectives in this course:

1. The Sim Chart Learning Platform will be used for the majority of assignments and procedures related to electronic health records and business practices.
2. Completion of hands-on competencies.
3. Articles, lectures, and powerpoint presentations supplied by the instructor.
4. Workbook assignments
5. Weekly quizzes (at instructor's discretion)
6. Unit tests

Evaluation and Grading Criteria:

Exams will be given throughout the semester and will cover chapter reviews, terminology, and any additional materials given by the instructor during lecture. If there is any alteration in the class calendar, the change will be announced in class. If a student exits the room during an exam, the time will be noted and for every minute the student is out of the room, that number of points will be subtracted from the test score.

In addition, medical assisting students must obtain a passing score on all psychomotor and affective domain objectives (competencies) in the course. CAAHEP accreditation requires 100% of all medical assisting graduates pass 100% of all competencies.

Examinations, tests, and quizzes:

There will be chapter tests, pop-quizzes (at the instructor's discretion) and one (1) comprehensive final examination. All chapter tests are considered to be a major part of the course work upon which a portion of your final grade will be based. If the total average of ALL chapter tests is below 75%, the student will not qualify to sit for the final examination. **There are NO make-up tests!** Chapter tests are listed in the learning modules. If this schedule must be altered, the change in the schedule will be announced in class. If you have a conflict with the date, you must contact me well in advance of the examination. Failure to do so will result in an examination grade of zero. **There is absolutely no make-up exam for the final exam**. You must be in attendance to take the final. If you are not able to take the final exam, a grade of 0 will be given for the exam.

Assignments:

All assignments are due on the specified due date. **No late assignments will be accepted.** If you are unable to turn in your assignment on the specified date, you must contact me in advance to make arrangements for submission.

Academic Dishonesty:

Academic dishonesty is considered an act of cheating. Each student has a responsibility to follow the college policies regarding academic dishonesty which are found on page 86 in the Northeast Texas Community College General Catalog. Please see my letter regarding Academic Integrity found on BlackBoard under "START HERE"

Any student in violation of this policy will automatically receive a grade of "0" for that assignment. A second violation will result in suspension from the program.

APA (American Psychological Association) Format: APA is a specific format that is a guideline for every aspect of writing, from determining authorship to constructing a table to avoiding plagiarism and constructing accurate reference citations. This format must be adhered to for all writing assignments to avoid plagiarizing your written material. If you are unfamiliar with APA formatting, I have provided an Internet link on the **"START HERE"** page for reference.

Grading Scale:

Mindtap Assignments	15%
Moss Assignments	10%
Procedure (Psychomotor and Affective Competencies)	20%
Tests and Projects (to include Cognitive Competencies)	25%
Final Comprehensive Exam	30%

Grading Scale: The grading scale of all evaluation combined will be as the following:

90% - 100%	=	A
89% - 80%	=	B
79% - 75%	=	C
Below 75%	=	F

75% is the minimum passing level of achievement for this course. All class tests are considered to be a major part of the course work upon which a portion of your final grade will be based. If the total average of ALL chapter tests is below 75%, the student will not qualify to sit for the final examination. Any student who receives a final course grade below 75% will not pass the course. In addition, medical assistant students must obtain a passing score on all psychomotor and affective domain objectives (competencies) of 75% in the course. CAAHEP accreditation requires 100% of all medical assisting graduates pass 100% of all competencies.

Students must receive a passing grade for the laboratory component of each course to progress in the program. All students will be required to demonstrate continued competency of ALL clinical skills during the course of the program. Although your procedure grade average may be 75% or better, if you fail ANY procedure after three

attempts you will receive a failing grade for the course and be dismissed from the program. This is in compliance with the CAAHEP Standards which reads in the following statement and may be found on the CAAHEP website.

Medical Assisting students must obtain a passing score on ALL psychomotor and affective domain objectives (competencies) in the course. CAAHEP accreditation requires 100% of all medical assisting graduates pass 100% of all competencies (procedures).

Competency/Performance Test Policy:
Procedure passed on first attempt, maximum score possible = 100 %
Procedure passed on second attempt, maximum score possible = 88 %
Procedure passed on first attempt, maximum score possible = 75 %

ADA Statement

It is the policy of Northeast Texas Community College to provide reasonable accommodations for qualified individuals who are students with disabilities. This College will adhere to all applicable federal, state and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal educational opportunity. It is the student's responsibility to arrange an appointment with a College counselor to obtain a Request for Accommodations form. For more information, please refer to the Northeast Texas Community College Catalog or Student Handbook or you can contact the Coordinator of Special Populations at 903-434-8202, or visit the website:
http://www.ntcc.edu/index.php?module=Pagesetter&func=viewpub&tid=111&pid=1

Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. FERPA gives parents certain rights with respect to their children's educational records. These rights transfer to the student when he or she attends a school beyond the high school level. Students to whom the rights have transferred as considered "eligible students." In essence, a parent has no legal right to obtain information concerning the child's college records without the written consent of the student. In compliance with FERPA, information classified as "directory information" may be released to the general public without the written consent of the student unless the student makes a request in writing. Directory information is defined as: the student's name, permanent address and/or local address, telephone listing, dates of attendance, most recent previous education institution attended, other information including major, field of study, degrees, awards received, and participation in officially recognized activities/sports.

Tobacco Use:

The use of tobacco products including smokeless tobacco, smoking tobacco, and any legal smoking preparation is prohibited in all College buildings, enclosed facilities, inner campus, and College owned vehicles.
Tobacco use is prohibited in:
1. All enclosed buildings and facilities, including but not limited to classrooms, offices, food service areas, lavatories and residence halls
2. All exterior areas in the inner campus and parking lots.
3. All college owned vehicles.
Tobacco use is permitted in:
1. Personal vehicles
2. Designated smoking huts on the west side of campus.

CELL PHONES, PAGERS & OTHER ELECTRONIC DEVICES

Classrooms should be free of all unnecessary distractions from the tasks of learning. Therefore, as a general rule, students should silence all personal electronic devices not being used for coursework prior to entering the classroom. Instructional management is a right and a responsibility of the instructor; therefore, policy regarding the use of electronic devices in the classroom may vary depending upon the nature of the course or the guidelines of the instructor. Upon entering the classroom, all cell phones will be placed in vibrate/silent mode.

CLASSROOM COMPUTERS

The computers in the classroom are for course work only. Checking social media sites and other Internet activity not related to educational work is prohibited. Computers are monitored at the discretion of the instructor. Please make sure that you read the Social Media and Electronic Devices policy found in your MA Program Handbook. **If you are found in violation of this policy, your course grade will be decreased one letter grade for each occurrence.**

Learning Objectives

Chapter 1: The Medical Assistant, Health Care Team, and Medical Environment
Learning Objectives
- Spell and define, using the glossary, all the Words to Know in this chapter.
- Describe the role of the medical assistant.
- List the general responsibilities and skills of the medical assistant.
- Define patient navigator.
- Describe the role of the medical assistant as a patient navigator.
- Intervene on behalf of the patient regarding issues/concerns that may arise, for example, insurance policy information, medical bills, physician/provider orders, and so on.
- Partner with health care teams to attain optimal patient health outcomes.
- Define the principles of self-boundaries.
- Describe the current employment outlook for the medical assistant.

- Summarize licensure, accreditation, certification, and registration.
- Identify the various types of medical centers.
- Describe alternatives to the traditional medical model.
- Compare licensure and certification requirements of allied health professionals.
- Describe the duties of various health care professionals.
- Explain how the medical assistant will work alongside various types of allied health professions.
- Describe the role of government legislation and organizations in health care.

Chapter 2: Professionalism
LEARNING OBJECTIVES

1. Describe behaviors that are necessary when working in a professional capacity.
2. Describe the ideal appearance of a medical assistant.
3. List the basic goals of time management.
4. Describe items or situations that take priority when working in an administrative or clinical capacity.
5. Describe how biases or prejudices can inhibit therapeutic communication.
6. Describe how to apply critical thinking skills when providing patient care.
7. Explain what continuing education is and how it is acquired.
8. Discuss examples of cultural, social, and ethnic diversity.

Skills
1. Demonstrate professional behavior.

Behaviors
1. Demonstrate empathy and active listening skills.
2. Demonstrate respect for individual diversity including gender, race, religion, age, economic status, and appearance.
3. Demonstrate an understanding of the core competencies for Interprofessional Collaborative Practice, i.e., values/ethics; roles/responsibilities; interprofessional communication; teamwork.
4. Demonstrate cultural awareness.
5. Display effective interpersonal skills with patients and health care team members.

Chapter 3: Legal and Ethical Issues
Learning Objectives

1. Spell and define, using the glossary, all the Words to Know in this chapter.
2. Describe the sources of law.
3. Describe the following types of insurance: liability, professional (malpractice), and personal injury.
4. Compare criminal and civil law as it applies to the practicing medical assistant.
5. Outline various legal acts affecting medical practice.
6. Summarize the torts of negligence as they pertain to the medical practice.
7. Describe how to perform all duties with respect to the medical assistant scope of practice and individual state laws.
8. Differentiate between scope of practice and standard of care for medical assistants.
9. Differentiate the medical provider and medical assistant roles in terms of standard of care.
10. Summarize the elements of the Health Insurance Portability and Accountability Act (HIPAA).

11. Differentiate between informed and implied consent.
12. Differentiate between personal and professional ethics.
13. Differentiate between legal, ethical, and moral issues affecting health care.
14. Describe the relationship between personal morals and professionalism on the job.

Skills

1. Locate a state's legal scope of practice for medical assistants.
2. Develop a plan for separation of personal and professional ethics.
3. Demonstrate appropriate responses to ethical issues.

Behaviors

1. Display compliance with code of ethics of the profession.
2. Recognize the impact personal ethics and morals have on the delivery of health care.

Chapter 4: Applying Communication Skills
Learning Objectives

1. Spell and define, using the glossary, all the Words to Know in this chapter.
2. Differentiate between the roles of sender and receiver in the communication cycle.
3. Identify styles and types of verbal communication.
4. Recognize barriers to communication.
5. Identify techniques for overcoming communication barriers.
6. Identify types of nonverbal communication.
7. Describe the benefits of therapeutic touch on patients' comfort.
8. Discuss the theories of Maslow, Erikson, and Kübler-Ross.
9. Discuss developmental stages of life.
10. Describe a therapeutic approach to patients who have life-threatening illnesses.
11. Identify commonly used behavioral defense mechanisms.
12. Compare adaptive and nonadaptive coping mechanisms as they relate to therapeutic communication.
13. Define coaching a patient as it relates to health maintenance, disease prevention, compliance with treatment plan, community resources, and adaptations relevant to individual patient needs.
14. Differentiate between assertive, aggressive, and passive behaviors as they apply to professional communication.
15. Analyze the effect of hereditary, cultural, and environmental influences on behavior and communication.

Skills

1. Respond to nonverbal communication.
2. Use feedback techniques to obtain patient information including: reflection, restatement, and clarification.
3. Coach patients regarding office policies, health maintenance, disease prevention and treatment plans.
4. Coach patients appropriately considering cultural diversity, developmental life stages, and communication barriers.

Behaviors

1. Demonstrate empathy, active listening, and nonverbal communication.
2. Demonstrate the principles of self-boundaries.
3. Adapt care to address the developmental stages of life.
4. Demonstrate respect for individual diversity including gender, race, religion, age, economic status, and appearance.

Chapter 19 Telephone Communications
Learning Objectives
1.   Spell and define, using the glossary, all the Words to Know in this chapter.
2.   List proper techniques for answering the telephone in a health care setting.
3.   Summarize factors that affect the clarity, effectiveness, and professionalism of telephone communication.
4.   Summarize the procedure followed for routing incoming calls in the medical office.
5.   List the steps for taking a detailed telephone message.
6.   Explain how to handle common incoming and outgoing telephone calls.
7.   Describe how to take a message from a pharmacy for a patient refill.
8.   Outline Health Information Portability and Accountability Act (HIPAA) guidelines regarding telephone communication.
9.   Explain how to respond to an angry or unreasonable caller.
10.   Define coaching a patient as it relates to community resources.

Skills
1.   Demonstrate professional telephone techniques.
2.   Document telephone messages accurately.
3.   Develop a current list of community resources related to patients' health care needs.
4.   Facilitate referrals to community resources in the role of a patient navigator.

Behaviors
1.   Demonstrate empathy, active listening, and nonverbal communication.
2.   Display professionalism through written and verbal communications.

Chapter 20: Written Communications
Learning Objectives
1.   Spell and define, using the glossary, all the Words to Know in this chapter.
2.   Identify uses for different types of correspondence in the medical office.
3.   Discuss applications of electronic technology in professional communication.
4.   Describe how to manage incoming facility correspondence.
5.   List the pros and cons of using email.
6.   List precautions to take to avoid acquiring a virus through email.
7.   Explain how HIPAA affects correspondence.
8.   Recognize elements of fundamental writing skills, including spelling, parts of speech, sentence structure, punctuation, capitalization, and treatment of numbers.
9.   Identify three letter styles.
10.   List five classifications of mail.
11.   Describe specialty mailing services provided by USPS.
12.   Describe the importance of written communication skills in the professional setting.

Skills
1.   Compose professional correspondence utilizing electronic technology.

Behaviors
1.   Display professionalism through written and verbal communications

Chapter 21: The Office Environment, Computers, and Equipment
Learning Objectives
1.   Spell and define, using the glossary, all the Words to Know in this chapter.

2.	List key steps of opening the office for the workday.
3.	Identify safety techniques used to prevent accidents and maintain a safe work environment.
4.	List steps involved in completing an inventory.
5.	List key steps of closing the office at the end of the workday.
6.	Differentiate between computer hardware and software.
7.	Differentiate between electronic medical records (EMR) and a practice management system.
8.	Explain the capabilities of electronic health records, practice management software, electronic medical records software, and encoder software.
9.	Explain when computer downtime would be used.
10.	Describe guidelines for finding credible information on the Internet.
11.	Explain why it is important for the medical office to back up its computer database on a regular basis.
12.	Identify principles of ergonomics.
13.	Describe the functions of common office management equipment found in a medical practice.
14.	Describe the rationale for performing scheduled routine maintenance on all medical office equipment.

Skills
1.	Evaluate the work environment to identify unsafe working conditions.
2.	Perform an inventory of equipment and supplies with documentation.
3.	Use proper ergonomics.
4.	Perform routine maintenance of administrative or clinical equipment.

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Chapter 22: Scheduling Appointments and Receiving Patients
Learning Objectives
1.	Spell and define, using the glossary, all the Words to Know in this chapter.
2.	Identify different types of appointment scheduling methods.
3.	Identify advantages and disadvantages of the following appointment systems: manual and electronic.
4.	Identify critical information required for scheduling patient procedures.
5.	Outline typical steps for greeting and receiving new and established patients in the medical office.
6.	Summarize the Patient's Bill of Rights.
7.	Explain patient financial obligations for services rendered.

Skills
1.	Manage appointment schedule using established priorities.
2.	Schedule a patient procedure.
3.	Input patient data utilizing a practice management system.
4.	Apply HIPAA rules in regard to privacy and release of information.
5.	Apply the Patient's Bill of Rights as it relates to choice of treatment, consent for treatment, and refusal of treatment.
6.	Coach patients regarding office policies.
7.	Follow established policies when initiating or terminating medical treatment.

Behaviors
1.	Display sensitivity when managing appointments.
2.	Demonstrate sensitivity to patient rights.

3.   Protect the integrity of the medical record.

Chapter 23: The Medical Record, Documentation, and Filing
Learning Objectives
1.   Spell and define, using the glossary, all the Words to Know in this chapter.
2.   Summarize the purpose of patient medical records.
3.   Describe the Health Information Technology for Economic and Clinical Health (HITECH) Act.
4.   Explain the Medicare Promoting Interoperability (PI) Program (formerly known as meaningful use) as it applies to EMR.
5.   Explain how to comply with the Medicare Promoting Interoperability (PI) Program (formerly known as meaningful use).
6.   Describe confidentiality and legal issues associated with medical documents.
7.   Define types of information contained in the patient's medical record.
8.   Differentiate between subjective and objective information.
9.   Identify methods of organizing the patient's medical record based on: (a) problem-oriented medical record (POMR), and (b) source-oriented medical record (SOMR).
10.   Describe how to make a correction to a progress note entry.
11.   Identify equipment and supplies needed in order to create, maintain, and store medical records.
12.   Summarize the three primary filing systems used in the medical office or clinic.
13.   Describe filing indexing rules.

Skills
1.   Perform compliance reporting based on public health statutes.
2.   Report an illegal activity in the health care setting following proper protocol.
3.   Apply HIPAA rules in regard to privacy and release of information.
4.   Institute federal and state guidelines when releasing medical record information.
5.   Follow established policies when initiating or terminating medical treatment.
6.   Create a patient's medical record.
7.   Organize a patient's medical record.
8.   Utilize an electronic medical record.
9.   Input patient data utilizing a practice management system.
10.   File patient medical records.
11.   Gather and process documents.

Behaviors
1.   Demonstrate sensitivity to patient rights.
2.   Protect the integrity of the medical record.
3.   Follow documentation guidelines.

Chapter 25: Procedural and Diagnostic Coding
Learning Objectives
1.   Spell and define, using the glossary, all the Words to Know in this chapter.
2.   Compare the three types of coding systems used in the healthcare setting.
3.   Describe how to use the most current procedural coding system.
4.   Identify the symbols used in the CPT manual.
5.   Identify the key components of an evaluation and management (E/M) service.
6.   Explain how modifiers are used in the CPT coding of services and procedures.
7.   Describe how to use the most current HCPCS Level II coding system.

8.   Describe how to use the most current diagnostic coding classification system.
9.   Describe the conventions used in ICD-10-CM.
10.   Explain the use of the ICD-10-CM Official Guidelines for Coding and Reporting.
11.   Explain the rules for sequencing procedures and diagnoses.
12.   Define medical necessity as it applies to procedural and diagnostic coding.
13.   Interpret the form providers use to indicate diagnoses and services provided.
14.   Summarize the consequences of the four types of insurance fraud.
15.   Discuss the effects of upcoding and downcoding.

Skills

1.   Perform procedural coding.
2.   Locate a HCPCS Level II code using the HCPCS coding manual.
3.   Perform diagnostic coding.
4.   Utilize medical necessity guidelines.
5.   Perform electronic coding of a patient visit including CPT, HCPCS, and ICD-10-CM codes.

Behaviors

1.   Utilize tactful communication skills with medical providers to ensure accurate code selection.

Chapter 26:Patient Accounts
Learning Objectives

1.   Spell and define, using the glossary, all the Words to Know in this chapter.
2.   Describe the revenue cycle in practice management.
3.   List the components of an encounter form.
4.   Describe the kinds of information found within the patient billing record.
5.   Describe the day sheet and the patient ledger.
6.   Explain the differences between debit and credit.
7.   Describe the information that should be captured on a cash control sheet.
8.   Explain patient financial obligations for services rendered.
9.   Define a professional discount.

Skills

1.   Post charges and patient payments to patient accounts.
2.   Assist the patient in navigating issues and concerns that may arise
3.   Assist a patient in understanding an Explanation of Benefits (EOB)
4.   Inform a patient of financial obligations for services rendered.

Behaviors

1.   Demonstrate professionalism when discussing patient's billing record.
2.   Display sensitivity when requesting payment for services rendered.

Chapter 28:Patient Billing, Posting Patient Payments, and Collecting Fees
Learning Objectives

1.   Spell and define, using the glossary, all the Words to Know in this chapter.
2.   List the items the account statement contains.
3.   Differentiate between monthly billing and cycle billing.
4.   List the required information when posting payments on a patient account.
5.   List the general steps in posting a nonsufficient funds (NSF) check.
6.   Explain the aging account process.

7.   Summarize the Truth in Lending Act (TILA), Fair Debt Collection Practices Act (FDCPA), and statue of limitations laws related to collections.
8.   Explain the steps in making a collection call.
9.   List the words to avoid and the words to use when preparing a collection letter.
10.   Describe the role of the collection agency.
11.   Identify common special circumstances related to collections.
12.   Identify two common exceptions to the payer/responsible party in the usual billing and collections procedures.
13.   Describe types of adjustments made to patient accounts including: nonsufficient funds (NSF) check, collection agency transaction, credit balance, and third party.

Skills
1.   Obtain accurate patient billing information.
2.   Post adjustments.
3.   Perform payment procedures (credit balance, nonsufficient funds, refunds).
4.   Perform accounts receivable procedures for patient accounts including posting charges, payments, and adjustments.

Chapter 29:Banking Procedures
Learning Objectives
1.   Spell and define, using the glossary, all the Words to Know in this chapter.
2.   Describe banking procedures as related to the ambulatory care setting.
3.   Differentiate between savings and checking accounts.
4.   Explain the proper handling of currency in the office.
5.   Differentiate among types of checks.
6.   Identify the seven components of a check that make it negotiable.
7.   Identify five security features contained in a check.
8.   Differentiate between blank endorsement and restrictive endorsement.
9.   Identify precautions for accepting the following types of payments: cash, check, credit card, and debit card.
10.   Describe the process of preparing a deposit slip and check register.
11.   Explain the stop payment process for checks.
12.   Describe the information contained on a bank statement.

Skills
1.   Prepare a check.
2.   Prepare a bank deposit.

Chapter 30:Accounts Payable and Accounting Procedures
Learning Objectives
- Spell and define, using the glossary, all the Words to Know in this chapter.
- Explain the importance of comparing shipments to packing lists or invoices.
- Describe the components of a typical invoice.
- Differentiate between accounting and bookkeeping.
- Compare operating information and managerial accounting information.
- Identify the accounting formula, accounts receivable ratio, gross collection ratio, net collection ratio, and cost ratio.
- Describe the importance of proper accounting practices in the medical office.
- List examples of situations in which a write-off may be necessary.
- List the steps in cost-benefit analysis.

- Describe the components of an income statement and balance sheet.

Skills

- Establish and maintain a petty cash fund.