PELLISSIPPI STATE COMMUNITY COLLEGE
MASTER SYLLABUS

HEALTH CARE INSURANCE SURVEY
ADMN 2950

Class Hours: 3.0
Credit Hours: 3.0
Laboratory Hours: 0
Revised: December 2014

Catalog Course Description:
A study of insurance plans and payers, claim form completion specific to the insurance carrier, and reimbursement issues

Entry-level Standards:
Students must be able to read, write and reason at the college level. Successful completion of the medical terminology course sequence is required.

Prerequisites: ADMN 2940

Textbooks, Reference Materials, and Supplies Basic to Course:

Required:

I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Chapter(s)</th>
<th>Topic(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>Introduction to Health Insurance, Role of Insurance Specialist</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>HIPAA Compliance and Privacy in Insurance Billing</td>
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<tr>
<td>3</td>
<td>3,4</td>
<td>Basics of Health Insurance and medical documentation</td>
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<tr>
<td>4</td>
<td>7</td>
<td>Paper Claim</td>
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<tr>
<td>5</td>
<td>8</td>
<td>Electronic data interchange</td>
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<tr>
<td>6</td>
<td>9,10</td>
<td>Receiving payments and Insurance collections strategies</td>
</tr>
<tr>
<td>7</td>
<td>11</td>
<td>The Blues Plans, Private Insurance, and Managed Care Plans</td>
</tr>
<tr>
<td>8</td>
<td></td>
<td>EXAM 1-Theory and application</td>
</tr>
<tr>
<td>9</td>
<td>12</td>
<td>Medicare</td>
</tr>
<tr>
<td>10</td>
<td>13</td>
<td>Medicaid</td>
</tr>
<tr>
<td>11</td>
<td>14</td>
<td>TRICARE and CHAMPVA</td>
</tr>
<tr>
<td>12</td>
<td>15</td>
<td>Workers compensation</td>
</tr>
<tr>
<td>13</td>
<td>16</td>
<td>Disability Insurance</td>
</tr>
<tr>
<td>14</td>
<td>17-</td>
<td>Hospital Billing</td>
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<tr>
<td>15</td>
<td></td>
<td>EXAM 2 Theory and Application</td>
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</tbody>
</table>
II. Course Goals:*

A. Increase understanding of the roles of the medical office staff and requirements for licensure, accreditation, and certification. (II)
B. Enhance understanding of various insurance programs and plans using correct terminology. (II)
C. Emphasize mastery of completion of paper claim forms and ledger cards and electronic claims submission and follow the claims through reimbursement. (II,V)
D. Improve student’s ability of problem-solving in the area of claim processing, claim completion, delinquent claims, carrier denials, and compliance programs. (II,III,IV)
E. Expand the student’s understanding of the importance of diagnostic and procedural coding to physician reimbursement. (II)
F. Expand understanding/knowledge of federal and state regulations (HIPPA, red flags, etc.) and ethical issues (II,IV).
G. Develop an awareness of the relationship between insurance billing/coding/practice management to current health and medical topics of interest (I,II,IV).
H. Emphasize mastery of use of electronic claims software. (IV)

*Roman numerals after course goals reference goals of the Administrative Professional Technology program.

III. Expected Student Learning Outcomes:*

The student will be able to:

1. Discuss legal/ethical issues regarding insurance filing/billing. (F)
2. Identify and define the role of mandatory, regulatory, and governmental agencies within the medical office setting. (A,F,G)
3. Discuss the requirements for proper licensure, accreditation and certification of staff. (A)
4. Differentiate between the various health insurance programs and plans: commercial and governmental, HMO, POS, PPO, Medicaid, Medicare, etc. (B)
5. Describe how different health care settings are organized and operate. (B,G)
6. Explain how Workers Compensation and Disability Insurance are different from the previous health insurance plans (B,G)
7. Describe the information needed to complete each portion of the insurance claim form(s). (C,D,F)
8. Apply principles of risk management to reduce medical practice liability. (F)
9. Identify problem claims, trace delinquent claims and insurance problems. (D,E)
10. Describe steps and importance of each step in patient registration (A)
11. Complete insurance claim forms with data provided. (C)
12. Demonstrate how to complete patient ledger cards to accompany the insurance claim form. (C)
13. Define terms, phrases and abbreviations specific to each health insurance plan. (B)
14. Explain the importance of correct information needed to complete each portion of the insurance claim form. (B,C)
15. Describe how a medical office employee could be charged with breach of confidentiality. (F)
16. Explain the significance of having patient authorization documentation. (F)
17. Apply knowledge of different carrier requirements for claims and reimbursement purposes in electronic claims submission. (H)
18. Discuss relationship of current medical/office practice issues to billing/coding/office management. (A,G)
V. Evaluation:

A. Testing Procedures:
Tests: 70% of final grade is based upon 2 (two) exams given during the semester. Exams consist of objective questions in the form of multiple choice, true/false, short answer, or short essay covering the class lectures, text, and speakers as well as application assessment activities that consist of claim form and reimbursement completion.

B. Laboratory Expectations: N/A

C. Field Work: N/A

D. Other Evaluation Methods:
30% – Class work, homework, weekly quizzes, and participation make up 30% of the final grade. Each student is expected to complete all homework assignments. Late submissions are not accepted. Completion of weekly quizzes will count as class participation. Participation points are also awarded for class discussion and activities. Participation points lost because of absence or tardiness are not made up.

You should plan for 2-4 hours of study for each one-hour of class. In other words, you are expected to spend at least six hours completing the assigned work in addition to time spent in the classroom. If you are experiencing problems, please consult the instructor.

E. Grading Scale for term average:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>A</td>
<td>92 – 100</td>
</tr>
<tr>
<td>B+</td>
<td>89 – 91</td>
</tr>
<tr>
<td>B</td>
<td>82 – 88</td>
</tr>
<tr>
<td>C+</td>
<td>79 – 81</td>
</tr>
<tr>
<td>C</td>
<td>72 – 78</td>
</tr>
<tr>
<td>D</td>
<td>65 – 71</td>
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<tr>
<td>F</td>
<td>0 – 64</td>
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</tbody>
</table>

V. Policies:

A. Attendance Policy:
Pellissippi State expects students to attend all scheduled instructional activities. As a minimum, students in all courses (excluding distance learning courses) must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course. Individual departments/programs/disciplines, with the approval of the vice president of Academic Affairs, may have requirements that are more stringent. In very specific circumstances, an appeal of the policy may be addressed to the head of the department in which the course was taken. If further action is warranted, the appeal may be addressed to the vice president of Academic Affairs.

B. Academic Dishonesty:
Academic misconduct committed either directly or indirectly by an individual or group is subject to disciplinary action. Prohibited activities include but are not limited to the following practices:

- Cheating, including but not limited to unauthorized assistance from material, people, or devices when taking a test, quiz, or examination; writing papers or reports; solving problems; or completing academic assignments.
- Plagiarism, including but not limited to paraphrasing, summarizing, or directly quoting published or unpublished work of another person, including online or computerized services, without proper documentation of the original source.
• Purchasing or otherwise obtaining prewritten essays, research papers, or materials prepared by another person or agency that sells term papers or other academic materials to be presented as one’s own work.
• Taking an exam for another student.
• Providing others with information and/or answers regarding exams, quizzes, homework or other classroom assignments unless explicitly authorized by the instructor.
• Any of the above occurring within the Web or distance learning environment.

Please see the Pellissippi State Policies and Procedures Manual, Policy 04:02:00 Academic/Classroom Conduct and Disciplinary Sanctions for the complete policy.

C. Accommodations for disabilities:
Students that need accommodations because of a disability, have emergency medical information to share, or need special arrangements in case the building must be evacuated should inform the instructor immediately, privately after class or in her or his office. Students must present a current accommodation plan from a staff member in Disability Services (DS) in order to receive accommodations in this course. Disability Services may be contacted by sending email to disabilityservices@pstcc.edu, or by visiting Alexander 130. More information is available at http://www.pstcc.edu/sswd/.