PELLISSIPPI STATE COMMUNITY COLLEGE
MASTER SYLLABUS

HEALTH CARE INSURANCE SURVEY
ADMN 2950

Class Hours: 3.0 Credit Hours: 3.0
Laboratory Hours: 0.0 Revised: Fall 2013

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

Textbook(s) and Other Course Materials:
Required:

2. ICD-9-CM with Volumes 1 & 2 and HCPCS Level II and CPT-4 code books used in ADMN 2940 or current issue.

I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
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<tbody>
<tr>
<td>1</td>
<td>Intro to Course, Health Insurance Specialist Career</td>
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<tr>
<td>2</td>
<td>Overview of Health Insurance and Managed Health Care</td>
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<td>3</td>
<td>The Claims Process and Legal/Regulatory Issues</td>
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<td>4</td>
<td><strong>Exam 1</strong>, CMS-1500 Claim Instructions</td>
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<td>5</td>
<td>Commercial Insurance</td>
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<td>6</td>
<td>Blue Cross Blue Shield</td>
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<tr>
<td>7</td>
<td><strong>Exam 2</strong>, CMS Reimbursement Methodologies</td>
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<tr>
<td>8</td>
<td>Medicare</td>
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II. Course Goals*:

The course will:

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 CMS-1500 claim forms and ledger cards 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).

*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. Research a current topic using multiple sources, use the information to prepare a PowerPoint presentation, post the URL of a related site online in a discussion forum, and present the topic for group discussion. (G)

18. Discuss relationship of current medical/office practice issues to billing/coding/office management. (A,G)

* Capital letters after Expected Student Learning Outcomes reference the course goals listed above.

IV. Evaluation:

A. Testing Procedures:

Tests: 60% of final grade is based upon four (4) exams given during the semester. Two consist of objective questions in the form of multiple choice, true/false, short answer, or short essay covering the class lectures, text, and speakers. Application assessment activities will consist of claim form and ledger card completion for the other two exams.

B. Laboratory Expectation:

N/A

C. Field Work:

N/A

D. Other Evaluation Methods: 40% of grade

35% – Class work, homework, weekly quizzes, and participation make up 35% 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.

\[ 05\% \quad \text{A research assignment will be presented orally to the class for 5\% of final grade.} \]

**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:**

\[ 92 – 100 \quad \text{A} \]
\[ 89 – 91 \quad \text{B+} \]
\[ 82 – 88 \quad \text{B} \]
\[ 79 – 81 \quad \text{C+} \]
\[ 72 – 78 \quad \text{C} \]
\[ 65 – 71 \quad \text{D} \]
\[ 0 – 64 \quad \text{F} \]

**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 who 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 Services for Students with Disabilities (SSWD) in order to receive accommodations in this course. Services for Students with Disabilities may be contacted by going to Goins 127, 132, 134, 135, 131 or by phone: 539-7153 or TTY 694-6429. More information is available at http://www.pstcc.edu/sswd/.

D. Other Policies:

**Computer Usage Guidelines:**
College-owned or –operated computing resources are provided for use by students of Pellissippi State. All students are responsible for the usage of Pellissippi State's computing resources in an effective, efficient, ethical and lawful manner. Eating or drinking is not permitted in computer labs.