

Pellissippi State Community College
Master Syllabus

HEALTH CARE INSURANCE SURVEY
ADMN 2950

Class Hours: 3.0
Laboratory Hours: 0
Credit Hours: 3.0
Revised: December 3, 2010

Instructor: Amy Lavelle
Office: MC 262A
Telephone: 694-6402
Email: aeanderson1@pstcc.edu

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; **Corequisites:** ADMN 2945

Textbooks, Reference Materials, and Supplies Basic to Course:

Required:

1. Fordney, M: *Insurance Handbook for the Medical Office*, Saunders Publishing Co., most recent edition. ISBN: 9781437701289
2. Fordney, M: Student Workbook. Saunders Publishing Co., most recent edition. ISBN: 9781437701326
3. 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:

<u>Week</u>	<u>Chapter(s)</u>	<u>Topic(s)</u>
1	1, 18	Role of an Insurance Billing Specialist and Employment
2	2	HIPAA Compliance and Privacy in Insurance Billing
3	3, 4	The Claims Process and Medical Documentation
4	7	Paper Claim
5	11	The Blue Plans, Private Insurance, and Managed Care Plans
6	8	EXAM - Theory and Overview of Electronic Data Interchange
7	12	Medicare
8	12	Medicare/Medigap, MSP, ABN
9	13	Medicaid
10	14	EXAM – Completion of Claim Forms and TRICARE and CHAMPVA
11	9	Receiving Payments and Insurance Problem Solving
12	10	Insurance Collection Strategies
13	15	Workers Compensation
14	--	EXAM – Completion of Claim Forms
15	→	EXAM – Theory

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 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 (Career Program Goals) listed at*

http://www.pstcc.edu/departments/curriculum_and_instruction/syllabi

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)

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 Expectations:** N/A

C. **Field Work:** N/A

D. **Other Evaluation Methods:**

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% – 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 for term average:**

92 – 100	A
89 – 91	B+
82 – 88	B
79 – 81	C+
72 – 78	C
65 – 71	D
0 – 64	F

V. **POLICIES:**

A. **Attendance Policy:**

Pellissippi State Community College expects students to attend all scheduled instructional activities. As a minimum, students in all courses must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course. Tardiness resulting in missed quizzes/class activities are not made up. Breaks are incorporated into multi-hour class times. Please use that time period for leaving the classroom (unless an emergency). NOTE: No differentiation is noted for excused/unexcused absences. These will be treated as an absence. (*Pellissippi State Online Catalog*)

Maintaining continuous attendance in your classes is very important. If you are considering dropping or withdrawing from a course, please check with the Financial Aid Office before doing so. Dropping or withdrawing from a class can adversely affect your financial aid and/or lottery eligibility.

B. Academic Dishonesty:

Plagiarism, cheating and other forms of academic dishonesty are prohibited. A student guilty of academic misconduct, either directly or indirectly through participation or assistance, is immediately responsible to the instructor of the class. In addition to other possible disciplinary sanctions that may be imposed through the regular Pellissippi State procedures as a result of academic misconduct, the instructor has the authority to assign an F or a zero for the exercise or examination or to assign an F in the course. (*Pellissippi State Online Catalog*)

C. 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. (*Pellissippi State Online Catalog*)

D. Accommodation for Disabilities:

If you need accommodations because of a disability, if you have emergency medical information to share, or if you need special arrangements in case the building must be evacuated, please inform the instructor immediately. Please see the instructor privately after class or in his/her 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 or by phone: 694-6429(TTY) or 539-7153 (Voice). More information is available at www.pstcc.edu/departments/swd/.

Extended College Closure:

Pellissippi State Community College is committed to the educational process and student learning. In the event of a prolonged college closure (of at least a week), the educational process will continue. If the college is closed for an extended period of time, instructors are required to maintain student learning and the progress of the course, even if classes cannot meet in person. For this course, if there is an extended college closure, the class will continue through the use of the college's on-line learning environment (Desire2Learn). The instructor will post instructions for the students, specific assignments, due dates, etc. in Desire2Learn (D2L). It is the student's responsibility to login to D2L and check posted instructions and assignments.