



INSTRUCTIONAL PACKAGE

HIM 130

Billing and Reimbursement

Effective Term

Fall/2018

INSTRUCTIONAL PACKAGE

Part 1: Course Information

Effective Term: 201810

COURSE PREFIX: HIM 130

COURSE TITLE: Billing and Reimbursement

CONTACT HOURS: 3

CREDIT HOURS: 3

RATIONALE FOR THE COURSE:

To introduce basic medical billing and reimbursement policies

COURSE DESCRIPTION:

This course provides an introduction to medical insurance billing and reimbursement practices with emphasis on the primary payers such as Medicare and Medicaid.

PREREQUISITES/CO-REQUISITES:: Credit level HIM 103 Minimum Grade of C or Credit level HIM 103 Minimum Grade of TC) and (On-Line Orientation 1)

***Online/Hybrid** courses require students to complete the DLI Online Student Orientation prior to completing an online course. The DLI Online Student Orientation can be found in WaveNet, under the My Student tab.

REQUIRED MATERIALS:

Please visit the Bookstore online site for most current textbook information. Use the direct link below to find textbooks.

[BOOKSTORE.](#)

Enter the semester, course prefix, number and section when prompted and you will be linked to the correct textbook.

TECHNICAL REQUIREMENTS:

Access to Desire2Learn (D2L), HGTC's student portal for course materials.
WaveNet and D2L email access.

STUDENT IDENTIFICATION VERIFICATION

Students enrolled in online courses will be required to participate in a minimum of one (1) proctored assignment and/or one (1) virtual event to support student identification verification. Please refer to your Instructor Information Sheet for information regarding this requirement.

CLASSROOM ETIQUETTE:

NETIQUETTE: is the term commonly used to refer to conventions adopted by Internet users on the web, mailing lists, public forums, and in live chat focused on online communications etiquette. For more information regarding Netiquette expectations for distance learning courses, please visit: [Online Netiquette](#).

Part II: Student Learning Outcomes

COURSE OUTCOMES:

Upon completion of the course, the student should be able to:

1. Students will understand why correct billing and reimbursement is so critical to the success of a medical practice.
2. Students will comprehend the basics of how to correctly file claims to an insurance company.
3. Students will understand the foundational rules, guidelines, and functions of medical billing and reimbursement.

UNIT 1: CAREER ROLE AND RESPONSIBILITIES

Materials Covered: Career role and responsibilities

Assessment(s): Class Participation, Homework Assignments, Weekly Quizzes, & Final Exam

Learning Outcomes:

- Students will have the opportunity to learn the background and importance of insurance claims completion, coding, and billing.
- Students will have the opportunity to learn at least three skills (e.g., knowledge of medical terminology, use of code books, and basic mathematics) useful in gaining proficiency as an insurance billing specialist.
- Students will have the opportunity to learn the educational requirements, necessary personal qualifications, and skills, as well as a variety of career possibilities and areas of specialization open to the insurance billing specialist.
- Students have the opportunity to consider how to project a professional image as an insurance billing specialist.
- Students will have the opportunity to become familiar with the electronic health information process.
- Students will have the opportunity to apply necessary knowledge for the release of patient information and maintain HIPAA privacy rules.
- Students will have the opportunity to utilize consent forms, authorization forms, and develop guidelines for a compliance plan.

UNIT 2: THE CLAIMS PROCESS

Materials Covered: The claims process

Assessment(s): Class Participation, Homework Assignments, Weekly Quizzes, & Final Exam

Learning Outcomes:

Basics of Health Insurance

- Students will have the opportunity to become familiar with the four concepts of a valid insurance contract and how to explain the difference between an implied and express physician-patient contract.
- Students will have the opportunity to describe, in general terms, the important federal, state, and private health insurance plans.
- Students will have the opportunity to define common insurance terms.
- Students will have the opportunity to learn list four actions to prevent problems when given signature authorization for insurance claims.
- Students will have the opportunity to learn how to handle insurance claims in the physician's office to obtain payment and minimize rejection by insurance carriers.

Medical Documentation and the Electronic Health Record

- Students will have an opportunity to identify steps in the medical documentation process, explain why medical documentation is required, and discuss principles of documentation.
- Students will have an opportunity to learn the definitions of common medical, diagnostic, and legal terms, and how to state the contents of a medical report.
- Students will have an opportunity to learn about the documents required for an internal review of medical records, and they will be able to learn how to describe the difference between a prospective and retrospective review of records.
- Students will have an opportunity to learn why an insurance company decides to perform an external audit of medical records and how to identify principles relating to the release and retention of medical records.
- Students will have an opportunity to learn how to formulate a procedure for termination of a case and prepare letters of appeal.
- Students will have an opportunity to learn techniques used for fax confidentiality and how to respond appropriately to the subpoena of a witness or record.

Diagnostic Coding

- Students will have the opportunity to learn the history of diagnostic coding and the purpose and importance of coding diagnoses.
- Students will have the opportunity to learn how to properly use diagnostic code books to obtain accurate codes.
- Students will have the opportunity to learn the meaning of basic abbreviations and symbols used in the code books and diagnostic coding terminology.
- Students will have the opportunity to complete the problems in the student workbook, which will help them obtain the skills necessary to perform diagnostic coding.

Procedural Coding

- Students will have the opportunity to learn procedural terminology and how to properly use a procedure code book.
- Students will have the opportunity to learn the importance and usage of modifiers in procedural coding.

- Students will have the opportunity to learn the difference between CPT and RVS coding systems, as well as various methods of payment by insurance companies and state and federal governments.

The Paper Claim CMS-1500 (02-12)

- Students will have the opportunity to learn the history of the Health Insurance Claim Form (CMS-1500 [02-12]) and when the claim form may or may not be used.
- Students will have the opportunity to learn how to expedite the handling and processing of the CMS-1500 (02-12) insurance claim form and define two types of claim submissions.
- Students will have the opportunity to learn the differences among clean, pending, rejected, incomplete, and invalid claims.
- Students will have the opportunity to learn how to minimize the number of insurance forms returned because of improper completion, to identify techniques required for optically scanned insurance claims, and how to execute general guidelines for completing the CMS-1500 (02-12) claim form for federal, state, and private payer insurance contracts.
- Students will have the opportunity to learn reasons why claims are rejected, and how to abstract relevant information from the patient record for properly completing the CMS insurance claim form will be discussed.

The Electronic Claim

- Students will have the opportunity to learn basic principles and terminology of electronic data interchange (EDI) and to demonstrate understanding of computers, records management, and electronic claim submission (ECS).
- Students will have the opportunity to learn how to select an office computer system, types of carrier agreements, the use of forms, and other materials and processes that are part of electronic claim submission.

Receiving Payments and Insurance Problem Solving

- Students will have the opportunity to learn about the overall picture of where and when insurance claim problems occur, as well as some potential solutions to those problems.
- Students will have the opportunity to learn about claim policy provisions, the role of the state insurance commissioner, claim management techniques, and specifics on appeals processes, including Medicare and TRICARE review and appeal.

Office and Insurance Collection Strategies

- Students will have the opportunity to learn about accounts receivable (A/R), including payments and unpaid balances due from patients; setting, adjusting, and collecting fees; payment options; and billing and collecting.

UNIT 3: HEALTHCARE PAYERS

Materials Covered: Healthcare payers

Assessment(s): Class Participation, Homework Assignments, Weekly Quizzes, & Final Exam

Learning Outcomes:

The Blue Plans, Private Insurance, and Managed Care Plans

- Students will have the opportunity to learn the differences between private insurance and managed care and how managed care options affect reimbursement.
- Students will have the opportunity to learn about the many types of managed care plans and related financial management issues, along with content about medical review organization and other important health care administration topics.

Medicare

- Students will have the opportunity to learn the essentials of Medicare policies and regulations, payment, and reimbursement.
- Students will have the opportunity to learn about billing for Medicare when combined with additional insurance programs, managed care plans, claim submission, and post-claim submissions.

Medicaid and Other State Programs

- Students will have the opportunity to learn about Medicaid and other state-administered health programs, including eligibility criteria, benefits, managed care coverage, and claim and after-claim procedures.
- Students will also have an opportunity to become familiar with printouts from a point-of-service device and the Medicaid remittance advice form.

TRICARE and Veterans' Health Care

- Students will have the opportunity to learn the eligibility criteria and regulations of TRICARE and Veterans Health Administration health care programs for military personnel and dependents.
- Students will have the opportunity to demonstrate completion of a CHAMPVA claim form.
- Students will have the opportunity to learn about situations in which the TRICARE/CHAMPVA sponsor or beneficiary is covered by another health care option.

Workers' Compensation

- Students will have the opportunity to learn about the background, purpose, and correct application of workers' compensation insurance.
- Students will have the opportunity to learn about the eligibility criteria, reporting mechanisms, and documentation processes used in workers' compensation cases.

Disability Income Insurance and Disability Benefit Programs

- Students will have the opportunity to learn about disability income insurance terminology and various benefit program options.
- Students will have the opportunity to learn about federal and state disability programs including eligibility criteria, reporting mechanisms, and documentation processes used to file medical reports for disability claims.

UNIT 4: INPATIENT AND OUTPATIENT BILLING

Materials Covered: Inpatient and outpatient billing

Assessment(s): Class Participation, Homework Assignments, Weekly Quizzes, & Final Exam

Learning Outcomes:

Hospital Billing

- Students will have the opportunity to learn about the hospital billing process, including confidentiality issues, admissions procedures, coding procedures, billing, and reimbursement.
- Students will have the opportunity to learn how to locate and sequent diagnostic codes, identify hospital departments that input data for the UB-04 claim form, study UB-04 claim form block data, and locate errors on a computer-generated UB-04 claim form

UNIT 5: EMPLOYMENT

Materials Covered: Employment

Assessment(s): Class Participation, Homework Assignments, Weekly Quizzes, & Final Exam

Learning Outcomes:

- Students will have the opportunity to learn about how to identify employment opportunities, methods of searching for a job, and preparation of letters of introduction and résumés.
- Students will have the opportunity to learn about the option of self-employment, the role of professional associations, and the best ways to keep current with trends in the field.

Part III: Grading and Assessment

EVALUATION OF REQUIRED COURSE MEASURES/ARTIFACTS*

Students' performance will be assessed and the weight associated with the various measures/artifacts are listed below.

Class Participation	30%
Homework Assignments	30%
Weekly Quizzes	30%

Final Exam	10%
Total	100%

****Students, please refer to the Instructors Course Information Sheet for the specific number and type of assessments and due dates***

GRADING SYSTEM:

State the College's or departmental grading system as delineated in the Catalog. Please note the College adheres to a 10 point grading scale A = 100 – 90, B = 89- 80, C = 79 – 70, D = 69 – 60, F = 59 and below. You must have your Dean's approval if changes in the scale are made.

Grades earned in courses impact academic progression and financial aid status. Before withdrawing from a course, be sure to talk with your instructor and financial aid counselor about the implications of that course of action. Ds, Fs, Ws, WFs and Is also negatively impact academic progression and financial aid status.

The Add/Drop Period is the first 5 days of the semester for **full term** classes. Add/Drop periods are shorter for accelerated format courses. Please refer to the academic calendar for deadlines for add/drop ([ACADEMIC CALENDAR](#)). You must attend at least one meeting of all of your classes during that period. If you do not, you will be dropped from the course(s) and your Financial Aid will be reduced accordingly.

Part IV: Attendance

Horry-Georgetown Technical College maintains a general attendance policy requiring students to be present for a minimum of eighty percent (80%) of his or her classes in order to be eligible to receive credit for any course. However, due to the varied nature of courses taught at the College, a more rigid attendance policy may be required by individual instructors. At a minimum, a student may be withdrawn from a course(s) after he or she has been absent in excess of ten percent (10%) of the total contact hours for a course. **Instructors define absentee limits for their class at the beginning of each term; please refer to the Instructor Course Information Sheet.**

For online and hybrid courses, check your Instructor's Course Information Sheet for any required on-site meeting times. Please note, instructors may require tests to be taken at approved testing sites, if you use a testing center other than those provided by HGTC, the center may charge a fee for its services.

Part V: Student Resources



The Student Success and Tutoring Center (SSTC)

The SSTC offers to all students the following **free** resources:

1. **Academic coaches** for most subject areas, **Writing Center Support**, and **college success skills**.
2. **On-line student success and academic support resources**.

Visit the SSTC website: [Student Success & Tutoring Center](#) and visit the student services tab in your WaveNet account to schedule appointments using TutorTrac. For more information, call: SSTC Conway, 349-7872; SSTC Grand Strand, 477-2113; and SSTC Georgetown, 520-1455. Room locations and Live Chat is available on the SSTC website.



Student Information Center: WaveNet Central (WNC)

WNC offers to all students the following **free** resources:

1. **Getting around HGTC**: General information and guidance for enrollment!
2. Use the [Online Resource Center \(ORC\)](#) for COMPASS support, technology education, and online tools.
3. **Drop-in technology support or scheduled training** in the Center or in class.
4. **In-person workshops, online tutorials and more services** are available.

Visit the WNC website: [Wavenet Central](#). Live Chat and Center locations are posted on the website. Or please call one of the following locations: WNC Conway, 349-5182; WNC Grand Strand, 477-2076; and WNC Georgetown, 520-1473.

Student Testing: (If course is offered in multiple format include this section, delete if only F2F sections are offered.)

Testing in an **online/hybrid** course may be accomplished in a variety of ways:

- Test administered within D2L
- Test administered in writing on paper
- Test administered through Publisher Platforms

Further more tests may have time limits and/or require a proctor.

Proctoring can be accomplished either face-to-face at an approved site or online through RPNOW, our online proctoring service. To find out more about proctoring services, please visit the [Online Testing](#) section of the HGTC's Testing Center webpage.

The **Instructor Information Sheet** will have more details on test requirements for your course.

Disability Services

HGTC is committed to providing an accessible environment for students with disabilities. Inquiries may be directed to Jocelyn Williams, Director of Student Development on the Conway Campus Jaime Davis, Counselor/Advisor on the Georgetown Campus or Kristin Griffin, Counselor on the Grand Strand Campus. These individuals will review documentation of the student's disability and, in a confidential setting with the student, develop an educational accommodation plan.

Note: It is the student's responsibility to self-identify as needing accommodations and to provide acceptable documentation. After a student has self-identified and submitted documentation of a disability, accommodations may be determined, accepted, and provided.

Statement of Equal Opportunity/Non-Discrimination Statement

Horry Georgetown Technical College prohibits discrimination and harassment, including sexual harassment and abuse, on the basis of race, color, gender, national or ethnic origin, age, religion, disability, marital status, veteran status, sexual orientation, gender identity, or pregnancy in educational programs and/or activities.

Title IX Requirements

Horry Georgetown Technical College prohibits the offenses of domestic violence, dating violence, sexual assault, and stalking. Any student who believe he or she has experienced or witnessed discrimination including sexual harassment, domestic violence, dating violence, sexual assault or stalking is encouraged to report such incidents to one of the College's Title IX Coordinators.

*Faculty and Staff are required to report incidents to the Title IX Coordinators when involving students. The only HGTC employees exempt from mandatory reporting are licensed mental health professionals (only as part of their job description such as counseling services).

Inquiries regarding the non-discrimination policies:	
<p>Student and prospective student inquiries concerning Section 504, Title II, and Title IX and their application to the College or any student decision may be directed to the Associate Vice President for Student Affairs.</p>	<p>Employee and applicant inquiries concerning Section 504, Title II, and Title IX and their application to the College may be directed to the Associate Vice President for Human Resources.</p>
<p>Dr. Melissa Batten, AVP Student Affairs <i>Title IX Coordinator</i> Building 1100, Room 107A, Conway Campus PO Box 261966, Conway, SC 29528-6066 843-349-5228 Melissa.Batten@hgtc.edu</p>	<p>Jacquelyne Snyder, AVP Human Resources <i>Section 504, Title II, and Title IX Coordinator</i> Building 200, Room 212A, Conway Campus PO Box 261966, Conway, SC 29528-6066 843-349-5212 Jacquelyne.Snyder@hgtc.edu</p>