



INSTRUCTIONAL PACKAGE

HIM 130

Billing and Reimbursement

Effective Term
Spring 2020

INSTRUCTIONAL PACKAGE

Part I: Course Information

Effective Term: 201920

COURSE PREFIX: HIM130

COURSE TITLE: Billing and Reimbursement

CONTACT HOURS: 3 LECTURE 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)

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](#).

HIM 130 Fall 2019 ADA

Part II: Student Learning Outcomes

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.

COURSE LEARNING OUTCOMES and ASSESSMENTS*:

Students will be required to participate in weekly Critical Thinking Exercises

Students will be required to complete weekly Homework Assignments

Students will be required to take Unit Tests

Students will be required to take the Final Exam

Students are encouraged to attend AAPC meetings for networking and learning

Students are encouraged to work with the career resource center to fine tune resume

Although not a requirement students are STRONGLY encouraged to participate in weekly Q&A boards

UNIT 1: CAREER ROLE AND RESPONSIBILITIES

Assessments: Weekly Critical Thinking, Weekly Homework, Unit Test

Role of an Insurance Billing Specialist

- 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.

Compliance, Privacy, Fraud, and Abuse in Insurance Billing

- 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

Assessments: Weekly Critical Thinking, Weekly Homework, Unit Test

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: HEALTH CARE PAYERS

Assessments: Weekly Critical Thinking, Weekly Homework, Unit Test

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

Assessments: Weekly Critical Thinking, Weekly Homework, Unit Test

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

****Students – please refer to the Instructor's Course Information sheet for specific information on assessments and due dates.***

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.

EVALUATION*

Unit Tests	30%
Homework Assignments	30%
Critical Thinking Participation	30%
Final Exam	10%
	100%

****Students, for the specific number and type of evaluations, please refer to the Instructor's Course Information Sheet.***

Part IV: Attendance

Horry-Georgetown Technical College maintains a general attendance policy requiring students to be present for a minimum of 80 percent (80%) of their classes in order to receive credit for any course. Due to the varied nature of courses taught at the college, some faculty may require up to 90 percent (90%) attendance. Pursuant to 34 Code of Federal Regulations 228.22 - Return to Title IV Funds, once a student has missed over 20% of the course or has missed two (2) consecutive weeks, the faculty is obligated to withdraw the student and a student may not be permitted to reenroll. **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 or go to the [Online Resource Center](#) to access on-demand resources any time.

TECH Central – Student Information Center



TECH Central provides quality enrollment and collegiate guidance for students, faculty, and staff.

Services include phone, walk-in, and online technical support for technology training and troubleshooting. Additionally, we offer support in Office 365, Outlook E-mail setup, and ID cards.

Phone: 843-349-5340

Email: techcentral@hgtc.edu

Text: 843-357-8552

TECH Talk (Live Chat): Located on the "Home" tab in WaveNet.

Website: www.hgtc.edu/techcentral

Locations:

Conway Building 1100, Room 132D

Grand Strand Building 200, Room 136

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 Beth Havens, 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, sex, national or ethnic origin, age, religion, disability, marital or family status, veteran status, political ideas, sexual orientation, gender identity, or pregnancy, childbirth, or related medical conditions, including, but not limited to, lactation in educational programs and/or activities.

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

Title IX Requirements

All students (as well as other persons) at Horry-Georgetown Technical College are protected by Title IX—regardless of their sex, sexual orientation, gender identity, part- or full-time status, disability, race, or national origin—in all aspects of educational programs and activities. Any student, or other member of the college community, who believes that he/she is or has been a victim of sexual harassment or sexual violence may file a report with the college’s Chief Student Services Officer, campus law enforcement, or with the college’s Title IX Coordinator, or designee.

*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:	
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 Vice President for Student Affairs.	Employee and applicant inquiries concerning Section 504, Title II, and Title IX and their application to the College may be directed to the Vice President for Human Resources.
Dr. Melissa Batten, VP 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	Jacquelyne Snyder, VP 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