



TECHNICAL COLLEGE
OF THE LOWCOUNTRY

Technical College of the Lowcountry
Medical Assisting Program
FALL, 2018

Instructors: Jaclyn Valenti
Office: Beaufort Campus 4/111
Phone: 843-525-8228
Email: jvalenti@tcl.edu

COURSE SYLLABUS/Fall 2018
MED 104 Medical Assisting Administrative Procedures

Course Number & Title: MED 104 Medical Assisting Administrative Procedures

Course Length: 16 weeks

Contact Hours: SH-4, LEC-4

Credits: 4

Section: FALL 2018

Class Meeting Days/Times: Wednesday/10-12 (Beaufort) and Thursday/1-3 (New River)

Location: Wednesday-Beaufort Campus Room: 4-125 and Thursday-New River Campus Room: 50-220

Prerequisites: NONE (suggested to take all general education requirements prior to application but not required)

Corequisites: AHS 102, BIO 112, MED 112, MED 103

Required Texts

Medical Assisting: Administrative and Clinical Procedures with Anatomy and Physiology, 6th ed., Booth, Kathryn A., Whicker, Leesa G., Wyman, Terri D., McGraw-Hill Education, 2016. ISBN: 1259197743

Student Workbook for use with Medical Assisting, 6th ed. Booth, Kathryn A., Whicker, Leesa G., Wyman, Terri D., McGraw-Hill Education, 2016. ISBN: 1259731901

All required online assignments and the SmartBook for this course are available in Connect. To access and purchase Connect, go to (instructor provided URL). Purchasing Connect online is the best value for your required course materials – typically half the price of the printed textbook bundle—and is usually cheaper than buying a rental or used book and a Connect access code separately.

In Connect, every question links directly to the SmartBook. This means that when you are struggling with a question you can go directly to the explanation in the SmartBook for help without carrying around a heavy textbook! You can access the SmartBook from any computer, any time. If you change your mind and decide to purchase a print text, you can buy a discounted looseleaf version of your book with the click on a button. Remember, Connect is worth part of your total grade in this course.



TECHNICAL COLLEGE
OF THE LOWCOUNTRY

Supplemental Materials used in class:

ICD-10-CM 2016: The Complete Official Codebook: Spiralbound.
American Medical Association, 2016 ISBN#: 978-1-62202-212-0

Current Procedural Terminology (CPT) Professional Codebook: Spiralbound
American Medical Association, 2016, ISBN#: 978-1-62202-204-5

Medical Coding Workbook: For Physician Practices and Facilities. Newby, C., 2013, ISBN#: 978-0-07-786215-2

Required Equipment

Flash drive / thumb drive to save work on
Working calculator (no phone calculators allowed)

Course Aims and Objectives

This course provides a study of receptionist duties, patient record management (including filing procedures), insurance claims processing, IDC-9-CM, CPT and HCPCS coding, letter writing, computer applications and the use of other business machines.

Specific Learning Objectives

By the end of this course, students will (***denotes crucial objective**):

- 7.8 List the design items to be considered when setting up an office reception area.
- 7.9 Summarize the housekeeping tasks required to keep the reception area neat and clean.*
- 7.10 Relate how the Americans with Disabilities and Older American Acts have helped to make physical access to the medical office easier for all patients.*
- 7.11 Describe the functions of the front office staff, including patient registration and accepting payments from patients.*
- 7.12 Implement policies and procedures for opening and closing the office.
- 8.1 Identify common types of computers.
- 8.2 Describe computer hardware components and explain the functions of each.
- 8.3 Describe the types of software applications commonly used in the medical office.
- 8.4 Summarize the options available for learning computer software programs.
- 8.5 Recall the steps involved in selecting new or upgrading existing office computer equipment.
- 8.6 Outline the basic care and maintenance required for the office computer system.
- 8.7 Identify several reasons why security is particularly important in the computerized office.*
- 8.8 Explain the function of other types of administrative medical office equipment.*
- 8.9 Outline the steps to be taken in deciding whether new office equipment is needed.
- 8.10 Explain the difference between a maintenance contract and a service contract.
- 8.11 Define vital, periodic, and incidental supplies.
- 8.12 Outline the steps in performing a supply inventory.*
- 8.13 List the items that should be considered when choosing a vendor for supply ordering.
- 10.1 Explain why well-written documents are important to the image of the medical practice.*



TECHNICAL COLLEGE
OF THE LOWCOUNTRY

- 10.2 Describe the types of document supplies that will be used in a medical office.
- 10.3 Outline the general guidelines to effective writing.*
- 10.4 List and explain the purpose of different types of documents used in a medical office.
- 10.5 Explain why it is important to have a signed written consent from the patient for e-mail communications.
- 10.6 Describe the tasks involved in editing and proofreading a document.
- 10.7 Outline the steps for preparing a completed letter for mailing.
- 10.8 Explain the differences among the different types of mail services offered by the USPS.
- 10.9 Describe the steps involved in processing incoming mail.
- 15.1 Identify the benefits of patient education and the medical assistant's role in providing education.*
- 15.2 Describe factors that affect learning and teaching.
- 15.3 Implement teaching techniques.
- 15.4 Choose reliable patient education materials used in the medical office.*
- 15.5 Explain how patient education can be used to promote good health habits.
- 15.6 Describe the types of information that should be included in the patient information packet.
- 15.7 Describe the benefits and special considerations of patient education prior to surgery.*
- 16.1 Describe how the appointment book is key to the continuity of patient care.
- 16.2 Identify how to properly apply a matrix to an appointment book.*
- 16.3 Compare different types of appointment scheduling systems.
- 16.4 Identify ways to organize and schedule patient appointments.
- 16.5 Model how to handle special scheduling situations.*
- 16.6 Explain how to schedule appointments that are outside the medical office.
- 16.7 Implement ways to keep an accurate and efficient practitioner schedule.*
- 17.1 Define the basic terms used by the insurance industry.
- 17.2 Compare fee-for-service plans, HMOs, and PPOs and explain the new concept of patient centered medical home.*
- 17.3 Outline the key requirements for coverage by the Medicare, Medicaid, TRICARE, and CHAMPVA programs.*
- 17.4 Describe allowed charge, contracted fee, capitation, and the formula for RBRVS.
- 17.5 Outline the tasks performed to obtain the information required to produce an insurance claim.
- 17.6 Produce a clean CMS-1500 health insurance claim form.*
- 17.7 Explain the methods used to submit an insurance claim electronically.
- 17.8 Recall the information found on every payer's remittance advice.
- 18.1 Recall the six ways that ICD codes are used today.
- 18.2 Compare ICD-9-CM and ICD-10-CM.*
- 18.3 Describe the conventions used in ICD-10.
- 18.4 Outline the steps to code a diagnosis using ICD-10-CM.*
- 18.5 Explain the purpose and usage of external cause of injury and health status codes.
- 18.6 Illustrate unique coding applications for neoplasms, diabetes mellitus, fractures, signs and symptoms, poisonings, and Z codes.
- 19.1 List the sections of the CPT manual, giving the code range for each.
- 19.2 Describe briefly each of the CPT's general guidelines.
- 19.3 List the types of E/M codes within the CPT.
- 19.4 List the areas included in the surgical coding section.



TECHNICAL COLLEGE OF THE LOWCOUNTRY

19.5 Locate a CPT code using the CPT manual.*

19.6 Explain how to locate a HCPCS code using the HCPCS coding manual.

19.7 Explain the importance of code linkage in avoiding coding fraud.

Professional Objectives

1. Demonstrate self-discipline and a positive attitude by being on time, being prepared for class, and submitting all assignments on time and in a neat and professional manner.
2. Be respectful, and not disruptive, to your peers and instructor.
3. Demonstrate effective oral and written communication skills by participating in class discussions, projects, problem solving, and by following verbal instructions, etc.
4. Demonstrate accuracy by following directions explicitly when completing assignments.
5. Adhere to HIPAA regulations by maintaining patient/student confidentiality.

Grading Procedures

At the end of each course, each student's final grade is determined as follows:

Unit Assignments and Quizzes (9):	25%
Professionalism	5%
Exams (9) and Projects	35%
Competencies	35%
Total	100%

Grading Policy

Grading scale

90% - 100% A

82% - 89% B

75% - 81% C

70% - 74% D

Below 70% F

W withdraw

WP withdraw with passing grade

WF withdraw with failing grade

I Incomplete

Grading Methodology

1. **Honorlock Online Proctoring and Technology Requirements**
 - a. TCL uses an online test proctoring service called Honorlock to monitor some online tests as an alternative to in-person proctoring. Your instructor may elect to have some of your tests proctored using Honorlock. If so, you will need to make sure that you have access to the necessary equipment in order to take your online-proctored tests:



TECHNICAL COLLEGE
OF THE LOWCOUNTRY

- b. -A computer with access to a high-speed Internet connection
 - c. -A webcam and microphone. A functioning webcam and microphone are required to complete proctored online tests.
 - d. -Microsoft Office. Microsoft Office can be downloaded free by accessing the Office 365 link in you TCL email account.
2. All assignments are due on the date scheduled and no late assignments will be accepted. A grade of "0" will be given if projects or assignments are not turned in on time. If you are not going to attend class then you must turn the assignment in to the instructor prior to date due or scan and email it by the day it is due.
 3. A grade of '0' will be recorded for missed tests except under extenuating circumstances. In order for a makeup test to be considered, a written excuse must be presented to the instructor (i.e. doctor, ER physician, jury duty, accident report).
 4. If a lecture by a guest speaker is missed the student will be required to write a comprehensive term paper on the information covered. The term paper will be due within 1 week of the time missed.
 5. If a student is absent on an assigned presentation date, a zero will automatically be given for the presentation grade except under extenuating circumstances which must be approved by the instructor.
 6. A minimum score of 80% must be met on all psychomotor and affective domain objectives (skill). Three (3) attempts will be allowed per skill / objective. The student must successfully complete the 3rd objective attempt before the end of the semester.
 7. If the objective is to be repeated, the highest possible recorded grade will be an 80%. If the objective is not passed on the third attempt, the grade received is the grade recorded.
 8. Repeat attempts of any psychomotor and affective objectives (skills) will be scheduled at the instructor's discretion.
 9. The final grade must be 75.000 or more in order to pass the course and progress in the program.
 10. Grades are posted on Blackboard within one week of administration of tests and examinations.
 11. Students enrolled in classes taught online or have an online component are expected to attend on campus activities, such as testing, labs, and/or presentations as determined by program faculty.

Hazardous Weather

In case weather conditions are so severe that operation of the College may clearly pose a hardship on students and staff traveling to the College, notification of closing will be made through the following radio and television stations: WYKZ 98.7, WGCO 98.3, WGZO 103.1, WFXH 106.1, WWVV 106.9, WLOW 107.9, WGZR 104.9, WFXH 1130 AM, WLVH 101.1, WSOK 1230 AM, WAEV 97.3, WTOC TV, WTGS TV, WJWJ TV, and WSAV TV.

With TCL's Text Alerts you can receive immediate notification of emergency events via text messaging on your cell phone. All students are strongly encouraged to register their cell phones with this service. Signing up is easy, just fill out the simple form on the TCL website (<https://tcl.reggroup.com/signup>).

Academic Misconduct



TECHNICAL COLLEGE OF THE LOWCOUNTRY

There is no tolerance at TCL for academic dishonesty and misconduct. The College expects all students to conduct themselves with dignity and to maintain high standards of responsible citizenship.

It is the student's responsibility to address any questions regarding what might constitute academic misconduct to the course instructor for further clarification.

The College adheres to the Student Code for the South Carolina Technical College System. Copies of the Student Code and Grievance Procedure are provided in the TCL Student Handbook, the Division Office, and the Learning Resources Center.

Health care professionals hold the public trust. Academic misconduct by health science students calls that trust into question and academic integrity is expected.

It is a fundamental requirement that any work presented by students will be their own. Examples of academic misconduct include (but are not limited to):

1. Copying the work of another student or allowing another student to copy working papers, printed output, electronic files, quizzes, tests, or assignments.
2. Completing the work of another student or allowing another student to complete or contribute to working papers, printed output, electronic files, quizzes, tests, or assignments.
3. Viewing another student's computer screen during a quiz or examinations.
4. Talking or communicating with another student during a test.
5. Violating procedures prescribed by the instructor to protect the integrity of a quiz, test, or assignment.
6. Plagiarism in any form, including, but not limited to: copying/pasting from a website, textbook, previously submitted student work, or any instructor-prepared class material; obvious violation of any copyright-protected materials.
7. Knowingly aiding a person involved in academic misconduct.
8. Providing false information to staff and/or faculty.
9. Entering an office unaccompanied by faculty or staff.
10. **Misuse of any electronic devices including "cheating watches". All students are required to remove ALL electronic watches of any kind during exams & quizzes and should be placed with their personal belongings in the back of the classroom.**

****During paper examinations, only answers transferred and completed on Scantron sheets will be graded electronically to count towards the test score.***

Classroom Computer Policy

Only assigned computer activity will be conducted during class time. If a student is observed accessing a computer for any reason other than assigned activities, the instructor can administer a pop quiz to the entire class. Exceptions will be made on an individual basis and must be discussed with the instructor prior to the start of class.



TECHNICAL COLLEGE OF THE LOWCOUNTRY

Cell Phone and Electronic Devices Policy

All cell phones and electronic devices will be turned off and stored before class starts. If a student's cell phone rings or if a student is observed texting or engaging in any other cell phone activity during class time, the instructor can administer a pop quiz to the entire class.

Exceptions will be made on an individual basis and must be discussed with the instructor prior to the start of class.

Attendance

1. Students will be expected to accept their responsibility for successful completion of course objectives and to demonstrate sincere interest in professional development by attendance at every scheduled class and lab.

When a student is unable to attend class due to illness, death in the family, etc., that student will be responsible for notifying the instructor (**not sending a message with another student**) prior to the class or lab from which the student will be absent.

Any student absent from class is responsible for:

- a. Obtaining all handouts
 - b. Acquiring material discussed in the missed class by contacting a classmate before class to assist with notes taken, etc.
 - c. Assignments
 - d. Understanding that pop quizzes cannot be made up.
2. Perfect attendance (no absences, tardiness or early departures from class or lab) will be rewarded with 5 (five) extra credit points added to the final exam grade.
 3. A total of 2 absences from lecture, lab or a combination of these will be permitted without penalty. (See tardy and early departure policy below.) Each absence, tardy or early departure thereafter from either lecture or lab will result in the deduction of 2 points from the student's final grade.
 4. Any student who is late for class should enter quietly as to not disrupt activities already in progress or other students in the learning process. The program faculty expects that students will be on time for each and every class and lab. A student will be counted tardy if they are 1 to 10 minutes late for class (according to clock in room where exam is being held). Tardiness of more than 10 minutes is considered an absence of one class period. Faculty expects students to remain in class for the entire period. An early departure is defined as leaving class before class is dismissed by the instructor. Two instances of tardy, or two of early departure or one tardy and one early departure will equal one absence.
 5. If a student never attends or is absent for more than 10% of a class the student will be withdrawn per the attendance policy in the student handbook. Failure to attend class and/or withdrawal from class can negatively impact your financial assistance.



TECHNICAL COLLEGE
OF THE LOWCOUNTRY

6. Reinstatement to any program requires the signature of the Division Dean.

Attendance in an online course is defined by; at least once weekly course access and by completion of assignments as required by the instructor. Each student will be expected to access the web class at least once a week and complete weekly assignments on time. Additional access is encouraged and may be necessary for successful completion of classes.

Withdrawals and Incompletes

In this course, the instructor *will* withdraw a student during the course of the class for non-attendance. It is the responsibility of the student to email the instructor that you will not be attending and withdraw from the class if that becomes necessary. Failure to attend class and/or withdrawal from class may impact your financial assistance.

While withdrawing from a course is sometimes necessary, it is advisable to discuss this with the instructor before withdrawing. Additionally before withdrawing, consider whether this course is a prerequisite for another course; whether the course will be offered again in the future; whether withdrawing will delay plans to transfer graduation; or whether withdrawing will affect eligibility for honors designation, health insurance benefits or other financial arrangements.

When a student determines that he/she will be unable to complete courses in which he/she is currently enrolled, it is the student's responsibility to initiate procedures leading to a formal withdrawal ("W") in order to avoid a failing ("F") grade.

In the event it becomes necessary for a student to withdraw from the course ***OR if a student stops attending class, it is the student's responsibility to initiate and complete the necessary paperwork.*** Withdrawing from class may have consequences associated with financial aid and time to completion. Students are strongly encouraged to consult with Financial Aid prior to withdrawing from any class, particularly if the student is currently on a warning or probation status.

Progression Policy

Progression in the Medical Assisting program is dependent on satisfying course prerequisites, co-requisites and maintaining a grade of "C" or better for all courses in the curriculum. No course in the Medical Assisting curriculum may be taken more than twice.

Student Academic Integrity Policy

Students are expected to maintain absolute integrity and high standards of individual honor in their academic work. Students are expected to do their own work in this course. It is a violation of policy for any student to share work with another. This includes but is not limited to, homework, papers, other written reports, tests and exams. In addition, conduct that violates the standards of academic honesty



TECHNICAL COLLEGE
OF THE LOWCOUNTRY

and integrity and is subject to disciplinary action may include but is not limited to cheating, fabrication and falsification, plagiarism, abuse of academic materials, installation of a computer virus, and complicity in academic dishonesty.

Accommodations for Students with Disabilities

Students who have a documented disability or who may think that they may have learning problem may contact the school administration office. Instructors will provide the necessary accommodations upon the advice of the administration office.

Netiquette

If you communicate with your classmates or instructor in writing through the discussion forum, e-mail, message link, or chat sessions. "Online manners" are generally known as "netiquette." As a general rule, you should adhere to the same classroom conduct that you would "off-line" in a face-to-face course. Some examples of proper netiquette are:

- Avoid writing messages in all capital letters. THIS IS GENERALLY UNDERSTOOD AS SHOUTING.
- Be careful what you put in writing. Even if you are writing a message to one person, assume that anyone could read it. Though you may send a message to a single person, it is very easy to forward your message to many other people.
- Grammar and spelling matter. Online courses demand the same standard of academic communication and use of grammar as face-to-face courses.
- Never use profanity in any area of an online course. The transcripts of online course message boards, email, discussion forums, and chat sessions may be saved by the instructor and/or school administration.
- When responding to e-mail messages, only use "Reply to All" when you really intend to reply to all.
- Avoid unkindly public criticism of others.
- Use sarcasm cautiously. In the absence of nonverbal cues such as facial expressions and voice inflections, the context for your sarcasm may be lost, and your message may thus be misinterpreted.

Course Coordinator: Jaclyn Valenti, RMA, AS, BA, MEd.
OFFICE LOCATION: Building 4 Room 111
PHONE NUMBER: (843) 525-8228
OFFICE HOURS: As posted, by appointment
Email: jvalenti@tcl.edu

[*This syllabus is subject to change at any point in the semester at the instructor's discretion](#)



TECHNICAL COLLEGE
OF THE LOWCOUNTRY

PROFESSIONALISM GRADE

I, _____, understand that in [MED 104/Fall 2017], a professionalism grade will be assigned to me. I will start out with 100 points. If I breach any of the “Dress Code and Professionalism” policies as stated in the Medical Assisting Program Handbook, a minimum of 5 points will be deducted.

Student Signature _____ Date _____



TECHNICAL COLLEGE
OF THE LOWCOUNTRY

16-WEEK ADMINISTRATIVE COURSE OUTLINE

WEEK	TOPIC(S)*	CHAPTER(S)	SUGGESTED COMPETENCIES**
1-3	XII.C.4. Describe fundamental principles for evaluation of a healthcare setting	7	PROCEDURE 7-3 Creating a Pediatric Reception Area PROCEDURE 7-4 Creating a Reception Area Accessible to Patients with Special Needs PROCEDURE 7-5 Opening and Closing the Medical Office
4	V.C.8. Discuss applications of electronic technology in professional communication VI.C.9. Explain the purpose of routine maintenance of administrative and clinical equipment VI.C.11. Explain the importance of data back-up VI.C.10. List steps involved in completing an inventory VI.P.8. Perform routine maintenance of administrative or clinical equipment VI.P.9. Performance inventory with documentation	8	PROCEDURE 8-1 Using a Facsimile (Fax) Machine PROCEDURE 8-2 Using a Photocopier Machine PROCEDURE 8-3 Using a Postage Meter PROCEDURE 8-4 Using a Check-Writing Machine



TECHNICAL COLLEGE
OF THE LOWCOUNTRY

			PROCEDURE 8-5 Step-by-Step Overview of Inventory Procedures
5,6	V.C.7. Recognize elements of fundamental writing skills V.C.8. Discuss applications of electronic technology in professional communication V.P.8. Compose professional correspondence utilizing electronic technology "X.P.2. Apply HIPAA rules in regard to: a. privacy b. release of information"	10	PROCEDURE 10-1 Creating a Professional Letter PROCEDURE 10-2 Writing an Interoffice Memo PROCEDURE 10-3 Composing a Professional E-mail Message PROCEDURE 10-4 Composing an Electronic Patient Letter PROCEDURE 10-5 Sorting and Opening Mail
7	V.P.6. Demonstrate professional telephone techniques V.P.7. Document telephone messages accurately "V.A.1. Demonstrate: a. empathy b. active listening"	14	PROCEDURE 14-1 Using a Telecommunications Device for the Deaf (TDD) PROCEDURE 14-2 Renewing a Prescription by Telephone PROCEDURE 14-3 Screening and Routing Telephone Calls



TECHNICAL COLLEGE
OF THE LOWCOUNTRY

			<p>PROCEDURE 14-4 Handling Emergency Calls</p> <p>PROCEDURE 14-5 Retrieving Messages from an Answering Service or System</p>
8	<p>"V.C.6. Define coaching a patient as it relates to:</p> <ul style="list-style-type: none"> a. health maintenance b. disease prevention c. compliance with treatment plan d. community resources <p>V.C.8. Discuss applications of electronic technology in professional communication "</p> <p>X.C.3. Describe components of the Health Insurance Portability and Accountability Act (HIPAA)</p> <p>"V.C.6. Define coaching a patient as it relates to:</p> <ul style="list-style-type: none"> e. adaptations relevant to individual patient needs" <p>"V.P.4. Coach patients regarding:</p> <ul style="list-style-type: none"> a. office policies b. health maintenance c. disease prevention d. treatment plan" 	15	<p>PROCEDURE 15-1 Creating Electronic Patient Instructions</p> <p>PROCEDURE 15-2 Identifying Community Resources</p> <p>PROCEDURE 15-3 Locating Credible Patient Education Information on the Internet</p> <p>PROCEDURE 15-4 Developing a Patient Education Plan</p> <p>PROCEDURE 15-5 Outpatient Surgery Teaching</p>



TECHNICAL COLLEGE
OF THE LOWCOUNTRY

	<p>V.P.9. Develop a current list of community resources related to patients' healthcare needs "V.P.10. Facilitate referrals to community resources in the role of a patient navigator VI.P.6. Utilize an EMR X.P.3. Document patient care accurately in the medical record"</p>		
9-10	<p>"VI.C.2. Identify advantages and disadvantages of the following appointment systems a. manual b. electronic" VI.C.1. Identify different types of appointment scheduling methods VI.C.3. Identify critical information required for scheduling patient procedures VI.P.1. Manage appointment schedule using established priorities VI.P.2. Schedule a patient procedure VI.A.1. Display sensitivity when managing appointments</p>	16	<p>PROCEDURE 16-1 Creating an Appointment Matrix PROCEDURE 16-2 Scheduling Appointments PROCEDURE 16-3 Completing the Patient Appointment Card PROCEDURE 16-4 Placing Appointment Confirmation Calls PROCEDURE 16-5 Scheduling Outpatient Surgical Appointments PROCEDURE 16-6 Scheduling Inpatient Surgical Appointments</p>



TECHNICAL COLLEGE
OF THE LOWCOUNTRY

11	<p>"VIII.C.1. Identify:</p> <ul style="list-style-type: none">a. types of third party plansb. information required to file a third party claimc. the steps for filing a third party claim <p>VIII.C.4. Define a patient-centered medical home (PCMH)"</p> <p>VIII.C.2. Outline managed care requirements for patient referral</p> <p>"VIII.C.3. Describe processes for:</p> <ul style="list-style-type: none">a. verification of eligibility for servicesb. precertificationc. preauthorization" <p>"VIII.P.1. Interpret information on an insurance card</p> <p>VIII.P.2. Verify eligibility for services including documentation</p> <p>VIII.P.3. Obtain precertification or preauthorization including documentation"</p> <p>VIII.P.4. Complete an insurance claim form</p> <p>"X.P.2. Apply HIPAA rules in regard to:</p> <ul style="list-style-type: none">a. privacyb. release of information"	17	<p>PROCEDURE 17-1 Verifying Workers' Compensation Coverage</p> <p>PROCEDURE 17-2 Submitting a Request for Prior Authorization</p> <p>PROCEDURE 17-3 Completing the CMS-1500 Claim Form</p> <p>PROCEDURE 17-4 Tracking Insurance Claims Submissions</p>
----	---	----	--



TECHNICAL COLLEGE
OF THE LOWCOUNTRY

	"VIII.A.1. Interact professionally with third party representatives VIII.A.2. Display tactful behavior when communicating with medical providers regarding third party requirements VIII.a.3. Show sensitivity when communicating with patients regarding third party requirements"		
12,13	IX.C.2. Describe how to use the most current diagnostic coding classification system	18	PROCEDURE 18-1 Locating an ICD-10-CM Code PROCEDURE 18-2 Locating a Health Status (Z) Code PROCEDURE 18-3 Locating an External Cause Code
13,14	"IX.C.1. Describe how to use the most current procedural coding system IX.C.5. Define medical necessity as it applies to procedural and diagnostic coding" IX.C.3. Describe how to use the most current HCPCS level II coding system "IX.C.4. Discuss the effects of: a. upcoding b. downcoding" "IX.P.1. Perform procedural coding	19	PROCEDURE 19-1 Locating a CPT Code PROCEDURE 19-2 Locating a HCPCS Code PROCEDURE 19-3 Entering CPT/HCPCS and ICD Codes into an EHR Program



TECHNICAL COLLEGE
OF THE LOWCOUNTRY

	IX.P.3. Utilize medical necessity guidelines"		
16.	Course Review	Final Exam	All required competencies must be completed

* Utilize correlated content activities and questions including Videos, Animations, ACTIVSim, LearnSmart, and EHR SpringCharts.

** Competencies are found at the end of the chapter in the textbook and check-off sheets are found in the workbook.