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## **Medical Billing & Coding with Medical Administration**

Format: Self-Pace Online / eLearning  
Program Duration: 9 Months  
Course Contact Hours: 750

### **The Medical Billing & Coding Profession**

Medical billing and coding is one of the fastest-growing careers in the healthcare industry today! The need for professionals who understand how to code healthcare services and procedures for third-party insurance reimbursement is growing substantially. Physician practices, hospitals, pharmacies, long-term care facilities, chiropractic practices, physical therapy practices, and other healthcare providers all depend on medical billing and coding for insurance carrier reimbursement. Employment is expected to grow at a strong rate of 13% through 2026.

### **The Medical Billing & Coding Program**

This billing and coding course offers the skills needed to perform complex coding and billing procedures. The course covers: CPT (Introduction, Guidelines, Evaluation and Management), specialty fields (such as surgery, radiology and laboratory), the ICD-10 for both diagnosis and procedure coding. This billing and coding program delivers the skills students need to solve insurance billing and coding problems. It details proper assignment of codes and the process to file claims for reimbursement.

### **Education and Certifications**

- Students should have or will be pursuing a high school diploma or GED.
- There are no state approval and/or state requirements associated with this program.
- National Certification:
  - **American Academy of Professional Coders (AAPC) Certified Professional Coder Exam (CPC or CPC-H Apprentice)**
  - **American Health Information Association (AHIMA) Certified Coding Associate (CCA) exam**
  - **National Health Career Association (NHA) Billing and Coding Specialist Certification (CBCS)**

### **Medical Billing & Coding Program Objectives**

After completing this course, Learners will be able to:

- Introduction to International Classification of Diseases, Clinical Modifications, Coding Guidelines,

- Basics of diagnostic and procedural coding
- Introduction to the organization and use of the ICD-10, and CPT manuals
- The Health Insurance Claim Form (CMS 1500)
- Reviews of both ICD-10 (diagnostic coding) and ICD-10-PCS (inpatient procedural coding)
- Various issues surrounding the implementation of ICD-10
- HIPAA and Electronic Data Interchange (EDI)
- Review and practice coding Evaluation and Management (E&M) services
- Review and practice coding from anesthesia, surgery, radiology, medicine, and the pathology / laboratory sections of the CPT, CPT Modifiers, E and V Codes
- Coding surgical procedures of the integumentary system
- Coding procedures related to the female genital system and maternity care and delivery
- Coding for general surgery, radiology, pathology and laboratory services
- Coding for diagnostic and therapeutic services and the Level II National Codes
- Tracing delinquent claims, insurance problems & third-party reimbursement issues

## **Medical Billing & Coding Program Detailed Student Objectives**

### **Medical Terminology**

#### **INTRODUCTION TO MEDICAL TERMINOLOGY**

- Explain the role of medical terminology in the healthcare field
- List the types of medical terms
- Describe the word parts that make up a medical term
- Apply rules for combining word parts to create medical terms
- Use strategies to analyze medical terms

#### **ANATOMICAL TERMINOLOGY**

- Identify the planes and sections of the body
- Use correct directional terms to reference body position
- Use correct anatomical terms to reference body structures
- Align internal organs to the correct body cavity

#### **DERMATOLOGY: INTEGUMENTARY SYSTEM**

- Define the medical specialty of dermatology
- Review basic anatomy of the integumentary system
- Identify common roots, combining forms, suffixes, and abbreviations related to the integumentary system
- Build medical terms related to the integumentary systems

#### **ORTHOPEDICS: MUSCULOSKELETAL SYSTEM**

- Define the medical specialty of orthopedics
- Review basic anatomy of the musculoskeletal system
- Identify common roots, combining forms, suffixes, and abbreviations related to the musculoskeletal system
- Build medical terms related to the musculoskeletal systems

### **CARDIOLOGY: CARDIOVASCULAR SYSTEM**

- Define the medical specialty of cardiology
- Review basic anatomy of the cardiovascular system
- Identify common roots, combining forms, suffixes, and abbreviations related to the cardiovascular system
- Build medical terms related to the cardiovascular system

### **HEMATOLOGY AND: IMMUNOLOGY: BLOOD AND IMMUNE SYSTEMS**

- Define the medical specialties of hematology and immunology
- Review basic anatomy of the blood and immune systems
- Identify common roots, combining forms, suffixes, and abbreviations related to the blood and immune systems
- Build medical terms related to the blood and immune systems

### **PULMONOLOGY: RESPIRATORY SYSTEM**

- Define the medical specialty of pulmonology
- Review basic anatomy of lower respiratory system
- Identify common roots, combining forms, suffixes, and abbreviations related to the lower respiratory system
- Build medical terms related to the lower respiratory systems

### **GASTROENTEROLOGY: DIGESTIVE SYSTEM**

- Define the medical specialty of gastroenterology
- Review basic anatomy of the digestive system
- Identify common roots, combining forms, suffixes, and abbreviations related to the digestive system
- Build medical terms related to the digestive system

### **UROLOGY AND NEPHROLOGY: URINARY SYSTEM AND MALE REPRODUCTIVE SYSTEMS**

- Review basic anatomy of the urinary and male reproductive systems
- Identify common roots, combining forms, suffixes, and abbreviations related to the urinary and male reproductive systems
- Build medical terms related to the urinary and male reproductive systems
- Define the medical specialty of neurology

### **OBSTETRICS AND GYNECOLOGY: FEMALE REPRODUCTIVE SYSTEM**

- Define the medical specialties of obstetrics and gynecology
- Review basic anatomy of the female reproductive system
- Examine the processes of fertilization, pregnancy, labor, and delivery
- Identify common roots, combining forms, suffixes, and abbreviations related to the female reproductive system, pregnancy, and childbirth
- Build medical terms related to the female reproductive system, pregnancy, and childbirth

### **NEUROLOGY: NERVOUS SYSTEM**

- Define the medical specialty of neurology
- Review basic anatomy of the brain, spinal cord and nerves
- Identify common roots, combining forms, suffixes, and abbreviations related to the nervous system
- Build medical terms related to the nervous system

## **ENDOCRINOLOGY: ENDOCRINE SYSTEM**

- Define the medical specialty of endocrinology
- Review basic anatomy of the glands of the endocrine system
- Identify common roots, combining forms, suffixes, and abbreviations related to the endocrine system
- Build medical terms related to the endocrine system

## **OPHTHALMOLOGY AND OTORHINOLARYNGOLOGY: THE EYE, EAR, NOSE, AND THROAT**

- Define the medical specialties of ophthalmology and otorhinolaryngology
- Review basic anatomy of the eye, ear, nose, and throat
- Identify common roots, combining forms, suffixes, and abbreviations related to the eye, ear, nose, and throat
- Build medical terms related to the eye, ear, nose, and throat

## **Medical Administrative Assistant**

Format:	Self-Pace Online / eLearning
Program Duration:	6 Months
Course Contact Hours:	150

### **The Medical Administrative Assistant Profession**

Medical administrative assistants work primarily in physician offices, clinics, outpatient settings, hospitals, and other healthcare settings. The growth and the complexity of the U.S. healthcare system have resulted in a substantial increase in the need for qualified medical administrative assistants. This program prepares students to function effectively in many administrative and clerical positions within the healthcare field. It covers important background information on the medical administrative assisting profession as well as interpersonal skills, medical law and ethics, medical terminology, insurance billing and coding fundamentals, telephone techniques, appointment scheduling, medical records management, and basic finance-related skills. This program is intended to provide students with a well-rounded introduction to medical office administration so that they can gain the necessary skills required to either obtain a medical administrative assistant position or advance their current healthcare career.

### **The Medical Administrative Assistant Program**

This program covers information on the medical assisting profession, interpersonal skills, medical ethics and law, medical terminology, basics of insurance billing and coding, telephone techniques, scheduling appointments, medical records management and management of practice finances. A great course for physician's medical office professionals! This program prepares students to function effectively in many of the administrative and clerical positions in the healthcare industry. It provides students a well-rounded introduction to medical administration that delivers the skills students require to obtain an administrative medical assistant position or advance within their current healthcare career.

### **Education and Certifications**

- Students should have or be pursuing a high school diploma or GED.
- There are no state approval and/or state requirements associated with this program.
- National Certification:
  - **National Health career Association (NHA) Certified Medical Administrative**

## **Assistant (CMAA)**

### **Medical Administrative Assistant Program Objectives**

At the end of this course, students will be able to:

- Function effectively in administrative and clerical positions in the medical office
- Describe the roles of a professional medical administrative assistant
- Manage health information and records according to privacy policies
- Complete basic billing and coding to process insurance forms
- Manage practice finances
- Assist in handling medical emergencies
- Describe techniques for academic and career development
- Describe the healthcare environment

### **Medical Administrative Assistant Program Detailed Student Objectives**

#### **BECOMING A SUCCESSFUL STUDENT**

- Describe professional behaviors and their importance to members of a healthcare team
- Assess your learning style preference
- Adapt your learning style to new learning situations
- Practice effective problem solving and conflict management techniques
- Explain the importance of assertiveness in a healthcare environment
- Implement effective study skills and strategies
- Apply test-taking strategies
- Explain the process of critical thinking and how to apply it

#### **THE HISTORY OF MEDICINE AND HEALTHCARE**

- Describe the history of medicine and health care
- Discuss significant medical advances of previous centuries
- Discuss other members of the healthcare team and medical practice specialties

#### **MEDICAL ASSISTING TODAY**

- List educational requirements of medical assisting
- Discuss certification and registry credentials
- State the benefits of membership in professional organizations
- Define the scope of medical assisting

#### **THE MEDICAL ASSISTING CAREER: ROLES AND RESPONSIBILITIES**

- List the qualities of a good medical assistant
- List career opportunities for the medical assistant
- Discuss other members of the healthcare team and medical practice specialties

#### **MEDICAL LAW AND ETHICS**

- Describe legal terms as they apply to health care
- Outline the physician's public duties

- Discuss the physician-patient relationship
- Discuss the healthcare worker's role in patient confidentiality
- Discuss how HIPAA affects healthcare clinics
- Describe the federal and local organizations related to health care
- Discuss a code of ethics in health care

#### **INTERPERSONAL COMMUNICATION**

- Define verbal and nonverbal communication and how each can be used effectively
- Discuss effective use of listening skills in the workplace
- Identify communication barriers in the medical workplace and how to overcome them
- Name community resources for patient referrals
- Outline a plan for creating patient education materials

#### **WRITTEN COMMUNICATION**

- Use correct grammar, spelling, and punctuation in professional written communication
- Compose and proofread a business letter
- List accepted healthcare abbreviations
- Describe appropriate memo use in the medical office
- Classify mail, including size and postage requirements
- Explain policies for incoming mail and email correspondence

#### **TELEPHONE PROCEDURES**

- Describe the use of the main features of a typical telephone system and answering service
- Explain how to perform telephone triage and how to handle emergency calls
- Explain how to take a proper telephone message
- Explain how to call a patient via the telephone
- Discuss patient confidentiality when using the telephone

#### **FRONT DESK RECEPTION**

- Describe the steps to opening and closing the office efficiently
- List the steps to prepare files for patient arrivals
- Describe appropriate ways to greet and register new and established patients
- Discuss ways to maintaining patient confidentiality in all front-desk activities
- Discuss how to communicate with patients about scheduling delays
- Explain ways to manage difficult patients in the reception area
- Identify appropriate reading materials for the reception room
- Discuss safe and effective ways to incorporate a children's area

#### **PATIENT SCHEDULING**

- Discuss guidelines for scheduling patient appointments
- Differentiate between paper and electronic scheduling systems
- Chart patient no-shows accurately
- Follow up on patients who miss their appointments
- Manage the physician's appointment calendar for personal and professional events
- Schedule patients for hospital services and admissions and other necessary services

#### **MEDICAL RECORDS MANAGEMENT**

- Describe common types of file storage systems
- List information contained in the medical record
- Explain various types of charting strategies and procedures
- Explain how to find a missing paper file
- Explain the color-coded filing system for paper files
- Explain how to destroy a medical record
- Describe how to correct an error in a paper chart
- Distinguish between paper medical records and electronic medical records

#### **ELECTRONIC MEDICAL RECORDS**

- List information contained in the medical record
- Distinguish between paper medical records and electronic medical records
- Explain how paper records are converted to electronic records
- Discuss HIPAA compliance for electronic medical records
- Discuss use of personal digital assistance with electronic medical records

#### **COMPUTERS IN THE MEDICAL OFFICE**

- Describe common types of file storage systems
- Discuss how computers are used in the medical office
- Identify the components of the computer
- Explain how to maintain and secure computer equipment
- Explain computer ergonomics
- Discuss functions of basic office equipment

#### **EQUIPMENT, MAINTENANCE AND SUPPLY INVENTORY**

- Discuss office equipment maintenance, leasing, and purchasing
- Discuss functions of basic office equipment
- Discuss inventory control
- Discuss policies and procedures in the medical office

#### **OFFICE POLICES AND PROCEDURES**

- Create a patient brochure
- Discuss personnel manuals
- Discuss policies and procedures in the medical office

#### **HANDLING MEDICAL EMERGENCIES IN THE MEDICAL OFFICE**

- Describe the medical assistant's role in an emergency
- Identify the supplies and equipment used in an emergency and list contents of a crash cart for the medical office
- Explain how to respond to various life-threatening emergencies in the medical office
- Describe considerations in keeping employees safe in the medical office

#### **INSURANCE BILLING AND AUTHORIZATIONS**

- Define the medical assistant's role in the insurance claim process
- Define health insurance terminology
- Describe private health insurance and sources of coverage
- Describe the types of managed care plans

- Explain government insurance
- Describe reimbursement methods
- Explain how to prepare a claim using claim forms
- Discuss how to work with fee schedules
- Discuss how to trace claims
- Explain the relationship between accurate documentation and reimbursement
- Discuss how professional fees are determined
- Explain how to verify patient identification

#### **BASICS OF DIAGNOSTIC CODING**

- Describe the function and layout of the ICD-10-CM coding book
- List the steps to correctly choose diagnosis codes

#### **BASICS OF PROCEDURAL CODING**

- Describe the layout of the CPT coding book
- List the steps to accurate CPT coding
- Discuss how modifiers are used in procedural coding
- Explain the use of the Health Care Common Procedure Coding System and coding guides for specialized medical practices
- Explain the relationship between accurate documentation and reimbursement
- Identify fraudulent practices in coding and billing
- Discuss bundled codes

#### **BILLING, COLLECTIONS, AND CREDIT**

- Discuss a manual billing system
- Identify the types of payments typically made in the medical office
- Explain how to post payments to a manual and computerized billing system
- Explain how to prepare an accounts receivable trial balance
- Explain how to verify patient identification
- Discuss common collection policies and issues
- Describe how small claims court works for the medical office

#### **PAYROLL, ACCOUNT PAYABLE, AND BANKING PROCEDURES**

- Discuss the payroll, accounts payable, accounts receivable, and banking procedures for the medical office

#### **MANAGING THE MEDICAL OFFICE**

- Describe the characteristics and responsibilities of an effective office manager
- Describe different management leadership styles
- Explain how to conduct an effective staff meeting
- Discuss the tasks associated with staffing the medical office
- Discuss quality improvement and risk management in the medical office
- Discuss the components to effectively manage a medical office staff

#### **COMPETING IN THE JOB MARKET**

- Discuss the externship experience
- Prepare an attractive and effective resume
- Write an effective cover letter

- Discuss various places to look for employment as a medical assistant
- Describe effective interview techniques
- Discuss the importance of body language and proper dress
- Discuss how to follow up with a medical office after an interview

## **Medical Billing & Coding**

### **REIMBURSEMENT, HIPAA, AND COMPLIANCE**

- Address ethical issues related to medical coding
- Describe the purpose and components of Medicare Parts A, B, C, and D
- Explain the role of Quality Improvement Organizations (QIOs)
- Identify goals of the Health Insurance Portability and Accountability Act (HIPAA)
- Explain the relevance of the Federal Register for physician reimbursement
- Explain the third-party reimbursement structure established by the Resource-Based Relative Value Scale (RBRVS) system
- Describe the structure of Medicare fraud and abuse prevention
- Identify the major components of Managed Health Care

### **ICD-10-CM GUIDELINES: AN OVERVIEW**

- Identify the first-listed diagnosis in an encounter or visit
- Describe the coding guidelines for unconfirmed diagnoses
- Describe the coding guidelines for outpatient surgery
- Describe the coding guidelines for additional diagnoses
- Explain Z code reporting
- Distinguish between first-listed conditions and coexisting conditions
- Describe the reporting of an observation stay
- Describe the reporting of an uncertain diagnosis
- Describe the coding guidelines for chronic diseases
- Describe the coding guidelines for diagnostic services
- Distinguish between ICD-9-CM coding and ICD-10-CM coding
- Discuss the challenges and benefits of the ICD-10-CM coding system

### **ICD-10-CM: ORGANIZATION AND RULES**

- Use the Alphabetic Index and Tabular List
- Explain the steps to accurate coding
- Explain the organization of the Official Guidelines for Coding and Reporting
- Explain the need for level of specificity in diagnosis coding

- Explain how to assign multiple codes to a single condition
- Differentiate between the reporting of acute and chronic conditions
- Explain how to apply combination codes
- Differentiate between residual and late effects
- Describe the coding guidelines for chronic diseases
- Describe how to determine if a condition is impending or threatened
- Explain the rules for reporting the same diagnosis code more than once
- Explain how to assign codes based on laterality

#### **ICD-10-CM: CODING GUIDELINES PART 1**

- Analyze codes for infectious and parasitic diseases
- Analyze codes for neoplasms
- Analyze codes for the blood and blood-forming organs
- Analyze codes for disorders involving the immune mechanism
- Analyze codes for endocrine, nutritional, and metabolic diseases
- Analyze codes for mental, behavioral, and neurodevelopmental disorders
- Analyze codes for disease of the nervous system
- Analyze codes for diseases of the eye and adnexa
- Analyze codes for conditions of the ear and mastoid process

#### **ICD-10-CM: CODING GUIDELINES PART 2**

- Analyze codes for diseases of the circulatory system
- Analyze codes for diseases of the respiratory system
- Analyze codes for diseases of the digestive system
- Analyze codes for diseases of the integumentary system
- Analyze codes for diseases of the musculoskeletal system
- Analyze codes for the genitourinary system

#### **ICD-10-CM: CODING GUIDELINES PART 3**

- Analyze codes for conditions related to pregnancy, childbirth, puerperium, and the perinatal period
- Analyze codes for congenital malformations, deformities, and chromosomal abnormalities
- Explain how to code symptoms, signs, and abnormal clinical laboratory findings that are not elsewhere classified
- Explain how to code injury, poisonings, and certain other consequences of external causes

#### **INTRODUCTION TO CPT LEVEL II NATIONAL CODES (HCPCS)**

- Differentiate between CPT and HCPCS coding systems
- Explain the three categories of CPT codes
- Identify main terms and subterms in procedure documentation
- Use the CPT manual to locate and verify codes for services and procedures
- Explain the handling of unlisted procedures/services and the special report
- Apply HCPCS codes

#### **CPT MODIFIERS**

- Explain the purpose of CPT modifiers
- Assign CPT modifiers to various service and procedure scenarios

#### **CPT CODING: EVALUATION AND MANAGEMENT (E/M) SERVICES**

- Explain the three components of E/M code assignment

- Analyze documentation of patient history, examination, and medical decision-making according to the level of service, and then use your knowledge to select the correct codes
- Assess contributing factors as they apply to the level of service and code selection
- Apply CMS Documentation Guidelines to assign codes to E/M services

#### **CPT CODING: ANESTHESIA**

- Differentiate between types of anesthesia
- Use the anesthesia formula to calculate payments
- Appropriately code anesthesia services
- Assign modifiers to anesthesia codes

#### **CPT CODING: SURGERY**

- Review guidelines and notes in the Surgery section
- Explain the requirements for using unlisted procedure codes
- Use the separate procedure designations correctly
- Describe the contents of a surgical package

#### **CPT CODING: INTEGUMENTARY SYSTEM AND MUSCULOSKELETAL SYSTEM PROCEDURES**

- Review procedure types specific to the integumentary system
- Calculate lesion size
- Apply lesion size calculations to coding
- Apply guidelines and notes to code integumentary system procedures across anatomical sites
- Correctly apply modifiers relevant to integumentary system codes
- Use add-on codes relevant to integumentary system codes
- Review procedure types specific to the musculoskeletal system
- Differentiate between fracture treatment types
- Apply guidelines and notes to code musculoskeletal system procedures across anatomic sites

#### **CPT CODING: RESPIRATORY SYSTEM**

- Apply anatomical information and respiratory terminology to locate correct codes
- Differentiate among codes based on the surgical approach used for the procedure
- Apply rules to correctly code respiratory services and procedures

#### **CPT CODING: CARDIOVASCULAR SYSTEM PROCEDURES**

- Organize cardiovascular services according to the Surgery, Medicine, and Radiology specialties
- Differentiate among the rules for coding across the three CPT sections
- Apply guidelines and rules to correctly report cardiovascular services
- Apply anatomical information and cardiovascular terminology to locate correct codes

#### **CPT CODING: HEMIC, LYMPHATIC, MEDIASTINUM, AND DIAPHRAGM PROCEDURES**

- Assign codes to the hemic and lymphatic systems services
- Assign codes to mediastinum and diaphragm services
- Identify procedures relating to the spleen and corresponding systems

#### **CPT CODING: DIGESTIVE SYSTEM PROCEDURES**

- Review the format and codes of the Digestive System subsection
- Identify the anatomy and terminology of the digestive system sites and organs
- Apply guidelines and rules to correctly code procedures within the Digestive System subsection

### **CPT CODING: URINARY AND MALE REPRODUCTIVE SYSTEM PROCEDURES**

- Align procedures to anatomical structures within the urinary and male genital system subsections
- Apply rules and guidelines to correctly assign codes to urinary system procedures
- Apply rules and guidelines to correctly assign codes to male genital system procedures
- Align procedures to anatomical structures in the male genital system subsection

### **CPT CODING: FEMALE REPRODUCTIVE SYSTEM, MATERNITY CARE AND DELIVERY PROCEDURES**

- Apply guidelines and rules to correctly code reproductive and intersex surgery services
- Apply guidelines and rules to correctly code female genital system procedures
- Apply guidelines and rules to correctly code maternity care and delivery procedures
- Align procedures to anatomical structures in the female genital system subsection
- Define services in the global maternity and delivery packages
- Align procedures to the period performed, from ante- to postpartum, for maternity and delivery care.

### **CPT CODING: ENDOCRINE AND NERVOUS SYSTEM PROCEDURES**

- Align procedures to the glands of the Endocrine System
- Apply guidelines and rules to correctly code the endocrine system services
- Align procedures to the Nervous System subsections
- Apply guidelines and rules to correctly code the nervous system services

### **CPT CODING: EYE AND OCULAR ADNEXA, AUDITORY SYSTEM, AND MICROSCOPE PROCEDURES**

- Code eye and ocular adnexa services
- Code auditory system services
- Report the use of an operating microscope

### **CPT CODING: RADIOLOGY PROCEDURES**

- Align radiology terminology to appropriate procedures
- Describe component coding in the reporting of radiology services
- Apply rules and guidelines to correctly code radiology services and procedures

### **CPT CODING: PATHOLOGY AND LABORATORY PROCEDURES**

- Align pathology and laboratory terminology with CPT subheadings for related services
- Describe the use of venipuncture with pathology and laboratory services
- Define a facility indicator
- Apply guidelines to correctly code pathology and laboratory services

### **CPT CODING: MEDICINE PROCEDURES**

- Align procedures to the correct subsection and category
- Correctly code immunization administration and products
- Correctly code procedures from the Medicine section of the CPT

### **INPATIENT CODING**

- Differentiate between inpatient and outpatient coding
- Define the principal diagnosis and procedure

- Determine when a condition should be reported as an additional diagnosis
- Explain the purpose of the present on admission indicators
- Explain the purpose and use of the ICD-10-PCS system
- Apply the guidelines for selection of a principal diagnosis to sequencing procedure codes
- Use the official guidelines for coding and reporting to determine when a condition should be reported as an additional diagnosis