

**MAYLAND COMMUNITY COLLEGE**  
**Welcomes You To:**  
**MED 131.10**  
**Administrative Office Procedures II**  
**SPRING 2007**  
**Course Description**

This course is the second in a series and provides medical office procedures in economic management skills, automated office, and medical insurance/coding/billing. Topics include liability coverage, medical economics, and introductory insurance procedures. Coding procedures for reimbursement is emphasized. Medical office simulation is based on Medisoft software. Upon completion, students should be able to manage the economics of the medical office and supervise personnel.

**Prerequisites:** MED 130 **Corequisites:** ENG 114, MED 122, MED 134, MED 150, and MED 240  
**Lecture:** 1 hour                      **Lab:** 2 hours                      **Credit hours:** 2 hours

**Instructor Information**

**Instructor:** Dolly Horton, CMA, BS, M.Ed.  
**Office Location:** Room #P217  
**Telephone Number:** 828-765-7351 ext. 330  
**E-mail Address:** dhorton@mayland.edu  
**Office Hours:** Office hours posted

**Course Information**

**Course Meetings:** Wednesday from 8-10:50, Room 216

**Required Text(s):** Sanderson, Susan (2005). Computers in the medical office. 4<sup>th</sup> Ed. Glencoe McGraw Hill, Susan. Woodbury, CT

Lindh, W., Pooler, M., Tamparo, C. (2006). Comprehensive medical assisting: administrative and clinical competencies. 3<sup>rd</sup> Ed. Delmar Learning. Clifton Park, NY.

**LRC Resources:** Selected readings assigned by the instructor

**Required supplies:** Formatted, clean diskette, pencil

**Course Objectives/Competencies:** Successful completion of this course includes the following objectives, but may not be limited to those listed. The instructor has the option to add objectives and to delete those that may become obsolete.

Given questions (multiple choice, essay, true/false, matching, etc.) on written exam, the student, without aid of reference and with at least 77% proficiency, will complete the following course objectives.

**Chapter 16: Transcription**

The student should meet the following performance objectives and demonstrate an understanding of the facts and principles presented.

1. Outline the duties of the medical transcriptionist.
2. Differentiate among chart notes, history and physician examination reports, consultation reports, and medical correspondence.
3. Identify four ways the medical transcriptionist can be compliant with the HIPAA.

4. Discuss ergonomics and friendly workstation for the transcriptionist.
  5. Transcribe various medical documents.
- Perform routine maintenance of administrative equipment.  
Utilize computer software to maintain office systems

### **Chapter 17: Daily Financial Practices**

The student should meet the following performance objectives and demonstrate an understanding of the facts and principles presented.

1. Describe four different types of bookkeeping and accounting systems
2. Compare financial, managerial, and cost accounting
3. Explain the use of validity of the income statement
4. Recall three useful financial ratios and explain
5. Identify proper steps in accounts payable management
6. Demonstrate knowledge of banking procedures, including types of accounts and services.
7. Understand the purpose and range of the accounting function in the ambulatory care setting.
8. Differentiate between manual and computerized bookkeeping systems
9. Show proficiency in preparing bank deposits, writing checks, recording checks, and reconciling accounts.
10. Demonstrate proficiency in recording payments received through mail and receiving a payment on account that requires a receipt.

*Prepare a bank deposit*

*Perform accounts payable procedures*

### **Chapter 18 & 19 : Medical Insurance, Coding, and Reimbursement**

The student should meet the following performance objectives and demonstrate an understanding of the facts and principles presented.

1. Review the history of health insurance in the United States, and its evolution.
2. Explain the significance of diagnosis related groups.
3. Name the major types of health insurance coverage.
4. Describe the primary managed care organization models.
5. Understand the process of procedures and diagnosis coding.
6. Explain the difference between the CMA 1500 and the UB92 form.
7. List reasons for possible rejection of claims.
8. Define frequently used insurance terms and abbreviations.
9. Demonstrate competence in diagnostic coding.
10. Demonstrate competence in procedural coding.
11. Complete a CMS1500 claim form for the following:
  - a. Commercial health insurance
  - b. Medicare
  - c. Medicaid

*Apply managed care policies and procedures*

*Apply third party guidelines*

*Perform procedural coding*

*Perform diagnostic coding*

*Complete insurance claim forms*

### **Chapter 20: Billing, and Collecting**

The student should meet the following performance objectives and demonstrate an understanding of the facts and principles presented.

1. Develop knowledge of various credit arrangements for patient fees.
2. State the advantages of computerized systems.
3. Explain the process of purchasing equipment and supplies for the ambulatory care setting.

5. Recall at least five examples of medical insurance coverage and discuss their differences.
6. Explain the significance of diagnosis-related groups.
7. Code a sample claim form.
8. Explain the difference between the HCFA-1500 and the UB92 forms.
9. Describe the way computers have altered the claims process.
10. Discuss why claims follow-up is important to the ambulatory care setting.
11. Describe the advantages of billing at time of service.
12. Differentiate between monthly and cycle billing.
13. Explain the process of aging accounts.
14. Explain the ramifications of the statute of limitations.

*Organize a patient's medical record*

*Post entries on a daysheet*

*Perform accounts receivable procedures*

*Perform billing and collection procedures*

*Post adjustments*

*Process credit balance*

*Process refunds*

*Post NSF checks*

*Post collection agency payments*

## **Chapter 21: Accounting Practices**

The student should meet the following performance objectives and demonstrate an understanding of the facts and principles presented.

1. Describe the four different types of bookkeeping and accounting systems.
2. Perform Accounts receivable procedures.
3. Perform Accounts payable procedures.
4. Explain purpose of W-4 forms.
5. List four items that all financial records should show at any given time.
6. Explain importance of trial balance.
7. Process an employee payroll.
8. Describe the importance of the day-end summary and the accounts receivable trial balance.

*File medical records*

## **Medical Office Simulation**

1. Schedule appointments
  2. Gather, record patient information
  3. Bill patients
  4. File insurance claims
  5. Record payments
  6. Balance accounts
  7. Create an electronic claim
- Perform an inventory of supplies and equipment*
- Perform routine maintenance of administrative and clinical equipment*
- Utilize computer software to maintain office systems*

## **Methods of Presentation:**

Administrative Office Procedures II will meet 3 hours a week. Teaching methods include lectures, handouts, workbook exercises, audiovisuals, and software. Students will be responsible for completing exercises for each chapter in the workbook and successfully completing competency evaluation sheets.

**Evaluation and Testing:**

1. There will be comprehensive written examinations at regular intervals.
2. Students are responsible for completing all workbook assignments in a timely manner
3. Students will be required to successfully complete each competency sheet for each chapter.
4. **Exams not taken on assigned day will have ten points deducted from the score. Tests not taken within one week will become a zero. It is the student’s responsibility to contact the instructor and arrange a make-up test within one week.**

**Grading Scale:**

<b>A = 93-100</b>	<b>Final Grade based on:</b>	
<b>B = 85-92</b>	Tests	70%
<b>C = 77-84</b>	Computer Assignments	30%
<b>D =70-76</b>		100%
<b>F=69 or below</b>		

**Note:** In all MED courses, the student must make a “C” or better to continue in the Medical Assisting Program.

**Inclement Weather Procedures:** See student Medical Assisting handbook.

**Withdrawal Dates: Spring 2007**

February 13, 2007	End of Unconditional Withdrawal
March 27, 2007	End of Conditional Withdrawal

The following ADA statement: Any student requesting special accommodations for this course due to a disability should apply for services through the SOAR Office or the Counseling Center, which will document the disability. A counselor will then help determine which reasonable accommodations, if any, the student needs for success in this course.

**Outline for Administrative Procedures II**

Jan. 10	Syllabi distribution, review of Administrative Procedures I
17	Chapter 17
24	Test 17, Chapter 18
31	Test 18, Chapter 19
Feb. 7	Test 19, Chapter 20
14	Test 20, Chapter 21
21	Test 21, Chapter 16
28	Transcription
Spring Break	March 5-9
14	Transcription
21	Test 16, final day for transcription
Software:	Medisoft Assignments
28	Due: Chapter 1-7
Apr. 4	Due: Chapter 6-8
11	Due: Chapter 9-10
18	Due: Chapter 11-12
25	Due: Chapter 13-14
May 2	Due: Chapter 15