Piedmont Technical College Course Syllabus

COURSE INFORMATION

Course Prefix/Number: MED 104

Title: Medical Assisting Administrative Procedures

Responsible Division: Health Care

Last Day to Withdraw from this Course: For the last date to withdraw from this course, consult the current *Student Calendar*.

Course Description:

For course, credit hour, pre-requisite(s) and co-requisite(s) information, visit the Detailed Course Information page: www.ptc.edu/courses/MED104.

Textbook and Other Materials:

For textbook information and additional required and/or supplemental materials, visit the college bookstore (www.ptc.edu/bookstore).

Proctored Examinations:

Proctored examinations for distance learning courses taken at non-PTC campuses may require a proctoring fee for each exam taken.

COURSE POLICIES

Course policies are available online through the *Academic Catalog* and *Student Handbook*. Visit the Course Policies page (www.ptc.edu/syllabus/policies) for a detailed list of important policies and more information.

GRADE POLICY

Detailed grading policy information can be found on the Grading Policy webpage (http://www.ptc.edu/grading-policy). Final grade appeal information is available in the *Academic Catalog* (http://www.ptc.edu/catalog/).

ACCOMMODATIONS

Accommodations for ADA:

Information is available on the [Student Disability Services webpage](http://www.ptc.edu/ada) (http://www.ptc.edu/ada).

TITLE IX HARASSMENT AND SEXUAL ASSAULT INFORMATION

In accordance with Title IX of the Education Amendments of 1972, Piedmont Technical College does not discriminate on the basis of sex in its education programs or activities. Title IX protects students, employees, and applicants from sex discrimination in admissions and employment to include discrimination based on gender identity or failure to conform to stereotypical notions of masculinity or femininity. More information regarding Title IX, including contact information for the Title IX coordinators, is available at [Title IX Harassment and Sexual Assault Information](https://www.ptc.edu/about/legal-disclosures/title-ix-harassment-and-sexual-assault-information) (https://www.ptc.edu/about/legal-disclosures/title-ix-harassment-and-sexual-assault-information).

RATIONALE

Why do I need this course?

This course provides a study of receptionist duties, patient record management, insurance claims processing, ICD-10-CM, CPT and HCPCS coding, letter writing, computer applications and the use of business machines.

PROGRAM INFORMATION

For program information including required courses, program learning outcomes, gainful employment information and advisement information, refer to the Academic Program webpage. Go to [Academics](http://www.ptc.edu/academics) (http://www.ptc.edu/academics), select your program, and then select Credentials Offered.

MAERB CORE CURRICULUM OBJECTIVES AND COMPETENCIES:

Upon successful completion of this course and/or clinical, each student will be able to demonstrate knowledge and competency of the subject matter listed below:

I.C Anatomy and Physiology

12. Identify quality assurance practices in healthcare.

VI.C Administrative Functions

9. Explain the purpose of routine maintenance of administrative and clinical equipment.

10. List steps involved in completing an inventory.

VII.C Basic Practice Finances

1. Define the following bookkeeping terms: charges, payments, accounts receivable, accounts payable and adjustments.

2. Describe banking procedures as related to the ambulatory care setting.

3. Identify precautions for accepting the following types of payments: cash, check, credit card and debit card.

4. Describe types of adjustment made to patient accounts including non-sufficient funds (NSF) check, collection agency transaction, credit balance and third party.

5. Identify types of information contained in the patient's billing record

6. Explain patient financial obligations for services rendered.

VIII.C Third Party Reimbursement

1. Identify types of third party plans, information required to file a third party claim, and the steps for filing a third party claim.

2. Outline managed care requirements for patient referral.

3. Describe processes for a verification of eligibility for services, precertification and preauthorization.

4. Define a patient-centered medical home (PCMH).

5. Differentiate between fraud and abuse.

IX.C Procedural and Diagnostic Coding

1. Describe how to use the most current procedural coding system

2. Describe how to use the most current diagnostic coding classification system.

3. Describe how to use the most current HCPCS level II coding system

4. Discuss the effects of upcoding and downcoding.

5. Define medical necessity as it applies to procedural and diagnostic coding.

X.C Legal Implications

9. List and discuss legal and illegal applicant interview questions

11. Describe the process in compliance reporting unsafe activities,

errors in patient care, conflicts of interest and incident reports.

Psychomotor

VI.P Administrative Functions

8. Perform routine maintenance of administrative or clinical equipment.

9. Perform an inventory with documentation.

VII.P Basic Practice Finances

1. Perform accounts receivable procedures to patient's accounts including posting charges, payments and adjustments.

2. Prepare a bank statement.

3. Obtain accurate patient billing information.

4. Inform a patient of financial obligations for services rendered.

VIII.P Third Party Reimbursement

1. Interpret information on an insurance card.

2. Verify eligibility for services including documentation.

3. Obtain precertification or preauthorization including documentation.

4. Complete an insurance claim form.

IX.P Procedural and Diagnostic Coding

1. Perform procedural coding.

2. Perform diagnostic coding.

3. Utilize medical necessity guidelines.

X.P Legal Implications

7. Complete an incident report related to an error in patient care.

XII.P Protective Practices

4. Evaluate the work environment to identify unsafe working conditions.

Affective

VII.A Basic Practice Finances

1. Demonstrate professionalism when discussing patient's billing record.

2. Display sensitivity when requesting payment for services rendered.

VIII.A Third Party Reimbursement

1. Interact professionally with third party representatives.

2. Display tactful behavior when communicating with medical providers regarding third party requirements.

3. Show sensitivity when communicating with patients regarding third party requirements.

IX.A Procedural and Diagnostic Coding

1. Utilize tactful communication skills with medical providers to ensure accurate code selection.

Medical Assisting students must obtain a passing score of 100% satisfaction on 100% of all psychomotor and affective competencies in all Medical Assisting courses to progress. Students will be allowed three attempts to successfully pass a psychomotor or affective competency. A grade of pass or fail only is given. Failure to pass a psychomotor or affective competency in three attempts will result in the student failing the course resulting in dismissal from the program.

GENERAL EDUCATION COMPETENCIES

Piedmont Technical College General Education Competencies for All Graduates:

This course may address one or more of the following General Education Competencies (assessment will be stated when applicable):

Communicate effectively.

Assessment:

Writing assignments, skills assessments, role play activities, and critical thinking exercises

Apply mathematical skills appropriate to an occupation.

Assessment:

Mathematical computations

Employ effective processes for resolving problems and making decisions.

Assessment:

Writing assignments, skills assessments, role play activities, and critical thinking exercises

Demonstrate the basic computer skills necessary to function in a technological world.

Assessment:

Assignments submitted through D2L, web assignments, PowerPoints

To validate proficiency in the general education competencies, students in some programs will be tested using Work Keys.

Revision Date: 2/2/2021