



MEDICAL BILLING & ADMINISTRATIVE MEDICAL ASSISTANT COMBINATION PROGRAM

MBILLAMA — Medical Billing and Administrative Medical Assistant , hours

PROFESSOR

Gina Hobert

Gina is the Internal Audit Director at MaineGeneral Health in the Health Information Services Department. Prior to joining MaineGeneral Health, she was a Senior Manager Consultant at BNN's healthcare management consulting practice, specializing in medical billing and coding education, provider education, chart auditing, billing compliance, provider-based practices and billing, and chargemaster reviews.

Gina has over 25 years of healthcare experience, including managing billing compliance and medical audit functions, and conducted educational sessions for a major New England hospital system. She was also previously employed as the director of the Coding Center, which provided chart auditing services, on-site coding education programs, and coding certification courses.

Summer Haggins

Summer has a Bachelor of Science in Nursing and a Master of Business Administration with a specialization in Healthcare Administration from Cleveland State University. Summer has 15 years of professional experience which include critical care nursing, medical surgical nursing, staff development, teaching, and management. The management experience included supervising the daily operations of a 27-bed facility while also overseeing an expansion of the facility.

In her spare time, she is actively involved in church and fitness. She also enjoys teaching focusing on motivation and assisting individuals with achieving a healthy lifestyle.

CONTACT INFORMATION

Gina Hobert

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Summer Haggins

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ONLINE SUPPORT (IT) AND MOODLE NAVIGATION:

All members of the Lakewood University community who use the University's computing, information or communication resources must act responsibly. Support is accessible by calling 1-800-517-0857 option 2 or by emailing info@lakewood.edu

BOOKS AND RESOURCES

Medical Billing

Green, Michelle A., and Jo Ann C. Rowell. *Understanding Health Insurance: A Guide to Billing and Reimbursement*. 14th ed. Clifton Park, NY: Delmar Cengage Learning, 2019

Administrative Medical Assistant

Kinn's the Administrative Medical Assistant: An Applied Learning Approach, 13 edition (June 7, 2016)

EVALUATION METHOD

Graded work will receive a numeric score reflecting the quality of performance.

Course Requirement Summary

- Assignments - Total of 140 Points
- Weekly discussion forums-Total of 70 Points
- Lesson Test - 1400 Points
- Final Exam - 50 Points
- Practical Learning Exercises – 200 Points

GRADING SCALE

Graded work will receive a numeric score reflecting the quality of performance as given above in evaluation methods. The maximum number of points a student may earn is 1660. To determine the final grade, the student's earned points are divided by 1660.

Your overall course grade will be determined according to the following scale:

- A = (90% -100%)
- B = (80% - 89%)
- C = (70% - 79%)
- D = (60% - 69%)
- F < (Below 60%)

ACADEMIC INTEGRITY/ PLAGIARISM:

Cheating (dishonestly taking the knowledge of another person whether on a test or an assignment and presenting it as your work) and plagiarism (to take and pass off as one's own the ideas or writing of another) are a serious issue. While it is legitimate to talk to others about your assignments and incorporate suggestions, do not let others "write" your assignments in the name of peer review or "borrow" sections or whole assignments written by others. We do get ideas from life experiences and what we read but be careful that you interpret these ideas and make them your own.

I am aware that many types of assignments are available on the internet and will check these sources when there is legitimate suspicion.

Penalty is a zero on the assignment. In cases where there is a major or continuous breach of trust, further discipline, such as an "F" in the course, may be necessary.

The major consequence of any form of cheating is damage to your character and the result of trust and respect.

DISABILITY ACCOMMODATIONS

Students who have a disability and wish to request an academic accommodation should contact Jim Gepperth, the Disabilities Services Coordinator and Academic Dean. The student can request an accommodation at any time although it is encouraged to do so early in the enrollment process. The student should complete an accommodation request form which begins a conversation between the school and the student regarding the nature of their disability and an accommodation that would help the student succeed in their program. The school may request documentation regarding the disability to address the accommodation request effectively. The school will communicate to the student the type of accommodation arranged. This process typically follows a team approach, bringing together persons from the academic department (including the instructor) and personnel from other departments as necessary. Additional information on disability accommodations may be found in the Lakewood University Catalog.

Disability Services Email: disabilityservices@lakewood.edu

SUPPLEMENTAL TEXTS

You can use the following resources to assist you with proper source citation.

American Psychological Association Style Guide- https://www.mylakewoodu.com/pluginfile.php/118179/mod_resource/content/1/APA%20Style%20Guide%207th%20edition.pdf

The Purdue OWL website is also a helpful resource for students. Here is a link to the OWL website: https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/general_format.html

LIBRARY

Mary O'Dell is the Librarian on staff at Lakewood University

She is available by appointment. You can make an appointment with her by emailing her at modell@lakewood.edu or call at 1-800-517-0857 X 730

You may also schedule a meeting at this link: <https://my.setmore.com/calendar#monthly/r3a761583354923270/01032020>

She can assist you with navigating LIRN, research, citations etc.

SUPPORT

Each student at Lakewood University is assigned a Success Coach. Your Success Coach exists to assist you with academic and supportive services as you navigate your program. They will reach out to you, often, to check-in. Please use the resources they offer.

Student Services is available to assist with technical questions regarding Lakewood University and all services available to you.

1-800-517-0857 option 2
info@lakewood.edu
studentservices@lakewood.edu

CAREER SERVICES

Students are offered Career Services at any point as they journey their academics at Lakewood University.

1-800-517-0857 option 2
careerservices@lakewood.edu

LESSONS

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #1	Medical Terminology and NHA Registration	Medical Terminology NHA Registration	Complete all activities in lesson	Objective 1 Objective 2
Lesson #2	Health Insurance Specialist Career	Reading: Understanding Health - Chapter 1 Assignment #1 Essay Simulated Experiential Learning Exercise #2 Medical Billing Lesson Test #1	Complete all activities and tests in lesson	Objective 2
Lesson #3	Introduction to Health Insurance/Managed Health Care	Reading: Understanding Health - Chapter 2 & 3, Assignment #2 Simulated Experiential Learning Exercise #3 Medical Billing Lesson Test 2	Complete all activities and tests in lesson	Objective 3
Lesson #4	Processing an Insurance Claim	Reading: Understanding Health- Chapter 4, Assignment #3 Medical Billing Lesson Test #3 Discussion Forum — Life Cycle of a Claim Lesson Evaluation Simulated Experiential Learning Exercise 4	Complete all activities and tests in lesson	Objective 6
Lesson #5	Legal and Regulatory Issues	Reading: Understanding Health - Chapter 5, Assignment #4 Medical Billing Lesson Test #4 Discussion Forum — The 1970s Affect on Healthcare Simulated Experiential Learning Exercise 5	Complete all activities and tests in lesson	Objective 1 Objective 4
Lesson #6	ICD-10-CM Coding	Reading: Understanding Health - Chapter 6, Assignment #5 Medical Billing Lesson Test #5 Lesson Evaluation Simulated Experiential Learning Exercise #6	Complete all activities and tests in lesson	Objective 1 Objective 4
Lesson #7	CPT Coding		Complete all activities and tests in lesson	Objective 1 Objective 4

Reading: Understanding Health - Chapter 7,
Assignment #6
Medical Billing Lesson Test #6

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #8	HCPCS Coding System	Reading: Understanding Health - Chapter 8 Assignment #7 Medical Billing Lesson Test #7	Complete all activities and tests in lesson	Objective 7

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #9	CMs Reimbursement Methodologies	Reading: Understanding Health - Chapter 9 Assignment #8 Medical Billing Lesson Test #8	Complete all activities and tests in lesson	Objective 5

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #10	Coding for Medical Necessity	Reading: Understanding Health - Chapter 10, Assignment #9 Medical Billing Lesson Test #9	Complete all activities and tests in lesson	Objective 7

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #11	Essential CMS-1500 Claim Instructions	Reading: Understanding Health - Chapter 11 Assignment #10 Medical Billing Lesson Test #10 Discussion Forum - InsureKIds	Complete all activities and tests in lesson	Objective 1 Objective 3

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #12	Commercial Insurance	Reading: Understanding Health - Chapter 12, Assignment #11 Medical Billing Lesson Test #11	Complete all activities and tests in lesson	Objective 1 Objective 3

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #13	Blue Cross and Blue Shield Plans	Reading: Understanding Health - Chapter 13, Assignment #12 Discussion Forum - Blue Cross Blue Shield Medical Billing Lesson Test #12	Complete all activities and tests in lesson	Objective 1 Objective 3

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #14	Medicare and Medicaid	Reading: Understanding Health, Chapters 14 & 15 Assignment #13 Medical Billing Lesson Test #13 Discussion Forum - CMS Quarterly Medicare Updates	Complete all activities and tests in lesson	Objective 1 Objective 3

TITLE Lesson #15 outcome 1 and outcome 3	COURSE TOPIC TRICARE & Workers' Compensation	READINGS/ASSIGNMENTS Reading: Understanding Health, Chapter 16 & 17, Assignment #14 Discussion Forum—TRICARE Medical Billing Lesson Test #14	DUE Complete all activities and tests in lesson	
TITLE Lesson #16	COURSE TOPIC Final Examination	READINGS/ASSIGNMENTS Final Exam Code of Ethics	DUE Complete all activities and tests in lesson	
TITLE Lesson #17 outcome8	COURSE TOPIC Introduction to Administrative Medical Assisting	READINGS/ASSIGNMENTS Review required information.	DUE Complete all activities.	
TITLE Lesson #18	COURSE TOPIC The Medical Assisting Profession	READINGS/ASSIGNMENTS Reading: The AMA - Chapters 1 & 2 Simulated Experiential Learning Exercise #1 Discussion Forum - Introductions/ The New Medical Assistant	DUE Complete all activities and lessons	OBJECTIVES Objective 8 Objective 9
TITLE Lesson #19	COURSE TOPIC Professional Behavior in the Workplace and Ethics in Administrative Medical Assisting	READINGS/ASSIGNMENTS Reading: The AMA - Chapters 3 & 4 Simulated Experiential Learning Exercise #2 AMA Lesson Test #11 Discussion Forum - Professional Grooming in the Workplace	DUE Complete all activities	OBJECTIVES Objective 10
TITLE Lesson #20	COURSE TOPIC Interpersonal Communication	READINGS/ASSIGNMENTS Reading: The AMA - Chapters 5 & 6 Simulated Experiential Learning Exercise #3 Assignment - An Ethical Issue	DUE Complete all activities	OBJECTIVES Objective 9
TITLE Lesson #21	COURSE TOPIC Maintaining Patient Privacy (HIPAA)	READINGS/ASSIGNMENTS Reading: The AMA Chapters 7 & 8 Simulated Experiential Learning Exercise #4 Discussion Forum - Mrs. Smith AMA Test 2	DUE Complete all activities	OBJECTIVES Objective 10 Objective 11
TITLE Lesson #22	COURSE TOPIC Patient Reception and Processing	READINGS/ASSIGNMENTS Reading: The AMA Chapters 9 & 10 Simulated Experiential Learning Exercise #5 Discussion Forum - HIPAA Regulations Assignment - Scheduling Appointments	DUE Complete all activities	OBJECTIVES Objective 8 Objective 12
TITLE Lesson #23	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES Objective 1

The Paper Medical Record

Reading: The AMA Chapters 11 & 12
Simulated Experiential Learning
Exercise #6
Discussion Forum - Interacting with Patients
AMA Test 3

Complete all activities

Objective 13

TITLE
Lesson #24

COURSE TOPIC
The Electronic Medical Record

READINGS/ASSIGNMENTS
Reading: The AMA Chapters 13 & 14
Simulated Experiential Learning Exercise #7
Discussion Forum - Equipment in the Office
Assignment - The Paper Medical Record

DUE
Complete all activities

OBJECTIVES
Objective 1
Objective 13

TITLE
Lesson #25

COURSE TOPIC
Privacy in the Physician's Office

READINGS/ASSIGNMENTS
Reading: The AMA Chapters 15 & 16
Simulated Experiential Learning Exercise #8
Discussion Forum - The Electronic Health Record
AMA Test 4

DUE
Complete all activities

OBJECTIVES
Objective 10
Objective 11

TITLE
Lesson #26

COURSE TOPIC
Basics of Procedural Coding

READINGS/ASSIGNMENTS
Reading: The AMA Chapters 17 & 18
Simulated Experiential Learning Exercise #9
Assignment - Patient Privacy and Office Coding
Assignment - Exploring the NHA Website

DUE
Complete all activities

OBJECTIVES
Objective 14

TITLE
Lesson #27

COURSE TOPIC
The Health Insurance Claim Form

READINGS/ASSIGNMENTS
Reading: The AMA Chapters 19 & 20
Simulated Experiential Learning Exercise #10
Discussion Forum - Updating the CPT
AMA Test 5

DUE
Complete all activities

OBJECTIVES
Objective 15

TITLE
Lesson #28

COURSE TOPIC
Banking Services and Procedures / Financial and Practice Management

READINGS/ASSIGNMENTS
Reading: The AMA Chapters 21 & 22
Simulated Experiential Learning Exercise #11
Assignment - The Insurance Claim Form

DUE
Complete all activities

OBJECTIVES
Objective 16

TITLE
Lesson #29

COURSE TOPIC
Interview with a Medical Assistant Preparation

READINGS/ASSIGNMENTS
Reading: The AMA Chapter 23
Simulated Experiential Learning Exercise #12
Discussion Forum - Bookkeeping in Medical Offices
AMA Test 6

DUE
Complete all activities

OBJECTIVES
Objective 8
Objective 9

TITLE
Lesson #30

COURSE TOPIC

READINGS/ASSIGNMENTS

DUE

OBJECTIVES
Objective 8

Interview with a Medical Assistant Summary

This assignment may take longer than previous assignments because it requires the student to schedule and meet with a Medical Assistant in their area.

Complete all activities

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS
Lesson 31	Your Future in Medical Assisting	Assignment - Your Future as a Medical Assistant

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE
Lesson #32	Final Examination	Final Examination	Complete all activities

DESCRIPTION

Program Objectives

- 1) Apply medical terminology
- 2) Explain the importance of health insurances and managed health care
- 3) Process an insurance claim for commercial insurance, Blue Cross/Blue Shield, Medicare, Medicaid, TRICARE, and Workers' Compensation
- 4) Demonstrate the basics of medical coding
- 5) Explain the importance of coding for medical necessity
- 6) Explain the legalities of medical billing
- 7) Follow essential CMS-1500 Claim instructions
- 8) Discuss daily activities of an Administrative Medical Assistant
- 9) Demonstrate professional communication in the medical workplace
- 10) Identify ethical issues related to Administrative Medical Assisting
- 11) Awareness of HIPAA and other patient privacy regulations and guidelines
- 12) Engage in proper professional relationships with patients and clients
- 13) Demonstrate ability to navigate medical records and office equipment
- 14) Familiar with CPT Coding changes and updates
- 15) Familiar with insurance claims forms
- 16) Demonstrate ability to engage in proper bookkeeping practices

OBJECTIVES

1. 1) Apply medical terminology

- 2) Explain the importance of health insurances and managed health care
- 3) Process an insurance claim for commercial insurance, Blue Cross/Blue Shield, Medicare, Medicaid, TRICARE, and Workers' Compensation
- 4) Demonstrate the basis of medical coding
- 5) Explain the importance of coding for medical necessity
- 6) Explain the legalities of medical billing
- 7) Follow essential CMS-1500 Claim instructions
- 8) Discuss daily activities of an Administrative Medical Assistant
- 9) Demonstrate professional communication in the medical workplace
- 10) Identify ethical issues related to Administrative Medical Assisting
- 11) Awareness of HIPAA and other patient privacy regulations and guidelines
- 12) Engage in proper professional relationships with patients and clients
- 13) Demonstrate ability to navigate medical records and office equipment
- 14) Familiar with CPT Coding changes and updates
- 15) Familiar with insurance claims forms
- 16) Demonstrate ability to engage in proper bookkeeping practices