

## TEMA 1030 - Medical Office II (2 Credits)

### Course Description

The Medical Office II course introduces students to the management of all aspects of medical office finances. Instruction includes diagnostic and procedural coding for insurance billing. Students will track claims reimbursement, process patient statements, and review fee collection processes.

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### Course Objectives

- Describe how to use procedural, diagnostic, and HCPCS coding required for insurance paperwork.
  - Demonstrate professionalism in handling patient accounts and medical records.
  - Describe banking and accounting procedures as related to the ambulatory care setting.
  - Define healthcare insurance types, utilization, and guidelines.
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### Course Outline

- Health Insurance
- Procedural and Diagnostic Coding
- Patient Accounts and Billing
- Banking and Accounting Procedures

## Assignments and Assessments

Welcome

Orientation

Syllabus and Course Agreement

Course Timeline

Read: Chapter 24 Health Insurance

PowerPoints: Chapter 24 Health Insurance

Health Insurance Concept Check

Check Your Understanding: Chapter 24 Health Insurance

Critical Thinking Challenge 3.0: Bias in the Workplace  
(Chapter 24 Health Insurance)

Insurance Card Worksheet

Preauthorization Request Form Activity

Video Quiz: Patient with No Insurance (Chapter 24 Health Insurance)

Quiz: Chapter 24 Health Insurance

Flashcards: Chapter 24 Health Insurance

Health Insurance Exam - Requires Respondus LockDown

Browser+ Webcam

Check point meeting- Module 1

Read: Chapter 25 Procedural and Diagnostic Coding

PowerPoints: Chapter 25 Procedural and Diagnostic Coding

Procedural and Diagnostic Coding Concept Check

Check Your Understanding: Chapter 25 Procedural and Diagnostic Coding

Learning Lab: Medical Insurance and Coding (Chapter 25 Procedural and Diagnostic Coding)

Writing Assignment: Overview of CPT and ICD-10-CM Coding  
(Chapter 25 Procedural and Diagnostic Coding)

Quiz: Chapter 25 Procedural and Diagnostic Coding

Flashcards: Chapter 25 Procedural and Diagnostic Coding

Procedural and Diagnostic Coding Exam - Requires Respondus LockDown Browser+ Webcam

Check point meeting- Module 2

Read: Chapter 26 Patient Accounts

PowerPoints: Chapter 26 Patient Accounts

Patient Accounts Concept Check

Check Your Understanding: Chapter 26 Patient Accounts

MOSS 26.1 Training: Preparing the Encounter Form (Acuna)

MOSS 26.2 Training: Preparing the Encounter Form (Blomquist)

MOSS 26.3 Training: Preparing the Encounter Form (Fransson)

MOSS 26.4 Training: Preparing the Encounter Form (Lorenzo)

MOSS 26.5 Training: Preparing the Encounter Form (Patel)

MOSS 26.7 Training: Preparing the Encounter Form (Johnsson)

MOSS 26.8 Training: Preparing the Encounter Form (Alvarez)

MOSS 26.9 Training ADVANCED: Preparing the Encounter Form (Lindgren)

MOSS 26.10 Training ADVANCED: Preparing the Encounter Form (Wolf)

MOSS 26.11 Training: Running a Journal (Day Sheet)

Competency Challenge: Patient Accounts (Chapter 26

Patient Accounts)

Writing Assignment: Communicating Fees to Patients  
(Chapter 26 Patient Accounts)

MOSS 26.1 Assessment: Preparing the Encounter Form (Acuna)

MOSS 26.2 Assessment: Preparing the Encounter Form (Blomquist)

MOSS 26.3 Assessment: Preparing the Encounter Form (Fransson)

MOSS 26.4 Assessment: Preparing the Encounter Form (Lorenzo)

MOSS 26.5 Assessment: Preparing the Encounter Form (Patel)

MOSS 26.6 Assessment: Preparing the Encounter Form (Weinert)

MOSS 26.7 Assessment: Preparing the Encounter Form (Johnsson)

MOSS 26.8 Assessment: Preparing the Encounter Form (Alvarez)

MOSS 26.9 Assessment ADVANCED: Preparing the Encounter Form (Lindgren)

MOSS 26.10 Assessment ADVANCED: Preparing the Encounter Form (Wolf)

MOSS 26.11 Assessment: Running a Journal (Day Sheet)

Quiz: Chapter 26 Patient Accounts

Flashcards: Chapter 26 Patient Accounts

Patient Accounts Exam - Requires Respondus LockDown Browser+ Webcam

Read: Chapter 27: Preparing Insurance Claims and Posting Insurance Payments

PowerPoints: Chapter 27: Preparing Insurance Claims and Posting Insurance Payments

Preparing Insurance Claims and Posting Insurance Payments Concept Check

Check Your Understanding: Chapter 27 Preparing Insurance Claims and Posting Insurance Payments

MOSS 27.1 Training: Generating Paper (CMS-1500) Claims (FlexiHealth PPO)

MOSS 27.2 Training: Batching and Billing Electronic Claims (CareONE BCBS)

MOSS 27.3 Training: Batching and Billing Electronic Claims (Signal HMO)

MOSS 27.4 Training: Posting an Insurance Payment to One Patient Account Using a Remittance Advice

MOSS 27.5 Training: Posting Insurance Payments to Patient Accounts Using an RA (Medicare)

MOSS 27.6 Training: Posting Insurance Payments to Patient Accounts Using an RA (FlexiHealth PPO)

MOSS 27.7 Training: Posting Insurance Payments to Patient Accounts Using an ERA (Signal HMO)

MOSS 27.8 Training ADVANCED: Posting Insurance Payments to Patient Accounts Using an RA (Medicare Ad)

MOSS 27.9 Training ADVANCED: Posting Insurance

Payments to Patient Accounts Using an RA (CareONE BC)  
 MOSS 27.10 Training: Posting a Deductible from a Remittance Advice (Tate)  
 MOSS 27.11 Training: Posting a Non-Covered Service from a Remittance Advice (Bishop)  
 MOSS 27.12 Training: Posting a Denial from an Explanation of Benefits (Shulman)  
 MOSS 27.13 Training: Billing a Secondary Insurance  
 MOSS 27.14 Training: Billing Medicare as a Secondary Payer (MSP)  
 MOSS 27.15 Training: Posting Secondary Insurance  
 Payments to Multiple Patient Accounts Using a R-emit  
 Case Study: Claim Scrubber Software (Chapter 27: Preparing Insurance Claims and Posting Insurance Payments)  
 Writing Assignment: Preparing Insurance Claims and Posting Insurance Payments (Chapter 27)  
 MOSS 27.1 Assessment: Generating Paper (CMS-1500) Claims (FlexiHealth PPO)  
 MOSS 27.2 Assessment: Batch and Billing Electronic Claims (CareONE BC BS)  
 MOSS 27.3 Assessment: Batch and Billing Electronic Claims (Signal HMO)  
 MOSS 27.4 Assessment: Posting an Insurance Payment to One Patient Account Using a Remittance Advice  
 MOSS 27.5 Assessment: Posting Insurance Payments to Patient Accounts Using an RA (Medicare)  
 MOSS 27.6 Assessment: Posting Insurance Payments to Patient Accounts Using an RA (FlexiHealth PPO)  
 MOSS 27.7 Assessment: Posting Insurance Payments to Patient Accounts Using an ERA (Signal HMO)  
 MOSS 27.8 Assessment ADVANCED: Posting Insurance Payments to Patient Accounts Using an RA (Medicare)  
 MOSS 27.9 Assessment ADVANCED: Posting Insurance Payments to Patient Accounts Using an RA (CareONE BC)  
 MOSS 27.10 Assessment: Posting a Deductible from a Remittance Advice (Tate)  
 MOSS 27.11 Assessment: Posting a Non-Covered Service from a Remittance Advice (Bishop)  
 MOSS 27.12 Assessment: Posting a Denial from an Explanation of Benefits (Shulman)  
 MOSS 27.13 Assessment: Billing a Secondary Insurance  
 MOSS 27.14 Assessment: Billing Medicare as a Secondary Payer (MSP)  
 MOSS 27.15 Assessment: Posting Secondary Insurance  
 Payments to Multiple Patient Accounts Using a Rem  
 Quiz: Chapter 27 Preparing Insurance Claims and Posting Insurance Payments  
 Flashcards: Chapter 27: Preparing Insurance Claims and Posting Insurance Payments  
 Preparing Insurance Claims and Posting Insurance Payments Exam - Requires  
 Respondus LockDown Browser+ Webcam  
 Read: Chapter 28 Patient Billing, Posting Patient Payments, and Collecting Fees

PowerPoints: Chapter 28 Patient Billing, Posting Patient Payments, and Collecting Fees  
 Patient Billing, Posting Patient Payments, and Collecting Fees Concept Check  
 Check Your Understanding: Chapter 28 Patient Billing, Posting Patient Payments, and Collecting Fees  
 MOSS 28.1 Training: Batch Invoicing to Patients with Balances Due  
 MOSS 28.2 Training: Posting a Co-Payment (Lindgren)  
 MOSS 28.3 Training: Posting a Co-Payment (Bachmayer)  
 MOSS 28.4 Training: Posting a Co-Payment (Johnsson)  
 MOSS 28.5 Training: Posting a Co-Payment (Acuna)  
 MOSS 28.6 Training ADVANCED: Posting a Co-Payment (Lorenzo)  
 MOSS 28.7 Training: Posting an Adjustment for a Non-Sufficient Funds Check (NSF) (Bachmayer)  
 MOSS 28.9 Training: Generating a Collection Letter (30 or More Days Overdue)  
 MOSS 28.10 Training: Generating a Collection Letter (60 or More Days Overdue)  
 MOSS 28.11 Training ADVANCED: Generating a Collection Letter (90 or More Days Overdue)  
 MOSS 28.12 Training: Creating a Custom Collection Letter  
 Learning Lab: Billing and Payment for Medical Services (Chapter 28 Patient Billing, Posting Patient Payments, and Collecting Fees)  
 Writing Assignment: Posting Charges and Payments and Collecting Fees (Chapter 28)  
 MOSS 28.1 Assessment: Batch Invoicing to Patients with Balances Due  
 MOSS 28.2 Assessment: Posting a Co-Payment (Lindgren)  
 MOSS 28.3 Assessment: Posting a Co-Payment (Bachmayer)  
 MOSS 28.4 Assessment: Posting a Co-Payment (Johnsson)  
 MOSS 28.5 Assessment: Posting a Co-Payment (Acuna)  
 MOSS 28.6 Assessment ADVANCED: Posting a Co-Payment (Lorenzo)  
 MOSS 28.7 Assessment: Posting an Adjustment for a Non-Sufficient Funds Check (NSF) (Bachmayer)  
 MOSS 28.8 Assessment: Tracking Pending Payments by Running an Insurance Aging Report  
 MOSS 28.9 Assessment: Generating a Collection Letter (30 or More Days Overdue)  
 MOSS 28.10 Assessment: Generating a Collection Letter (60 or More Days Overdue)  
 MOSS 28.11 Assessment ADVANCED: Generating a Collection Letter (90 or More Days Overdue)  
 MOSS 28.12 Assessment: Creating a Custom Collection Letter  
 Quiz: Chapter 28 Patient Billing, Posting Patient Payments, and Collecting Fees  
 Flashcards: Chapter 28 Patient Billing, Posting Patient Payments, and Collecting Fees  
 Patient Billing, Posting Patient Payments, and Collecting Fees Exam - Requires

Respondus LockDown Browser+ Webcam  
Check point meeting- Module 3  
Read: Chapter 29 Banking Procedures  
PowerPoints: Chapter 29 Banking Procedures  
Banking Procedures Concept Check  
Check Your Understanding: Chapter 29 Banking Procedures  
Prepare a Check Activity  
Prepare a Deposit Slip Activity  
Learning Lab: Banking and Accounting Procedures (Chapter 29 Banking Procedures)  
Writing Assignment: Currency, Checks, and Bank Statements (Chapter 29 Banking Procedures)  
Quiz: Chapter 29 Banking procedures  
Flashcards: Chapter 29 Banking Procedures  
Banking Procedures Exam - Requires Respondus LockDown Browser + Webcam  
Read: Chapter 30 Accounts Payable and Accounting Procedures  
PowerPoints: Chapter 30 Accounts Payable and Accounting Procedures  
Accounts Payable and Accounting Procedures Concept Check  
Check Your Understanding: Chapter 30 Accounts Payable and Accounting Procedures  
Establish and Maintain a Petty Cash Fund Activity  
Case Study: Determining Cost Effectiveness (Chapter 30 Accounts Payable and Accounting Procedures)  
Writing Assignment: Cost-Benefit Analysis  
Quiz: Chapter 30 Accounts Payable and Accounting Procedures  
Flashcards: Chapter 30 Accounts Payable and Accounting Procedures  
Accounts Payable and Accounting Procedures Exam - Requires Respondus LockDown Browser+ Webcam  
Check point meeting- Module 4  
End of Course Survey

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*Subject to change. Please consult your Canvas course for the most current instructions and updates.*

## Classroom Hours

Mo, Tu, W, Th, Fr  
8:00 AM - 11:00 AM

For a full list of course hours visit: [Course Schedule](#)

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## Instructor Contact Information

Dusty Hunter — [dhunter@stech.edu](mailto:dhunter@stech.edu)  
Ashlyn Ogden — [aogden@stech.edu](mailto:aogden@stech.edu)

Office Hours: By appointment

Email is the preferred method of communication; you will receive a response within 24 hours during regular business hours.

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## Canvas Information

Canvas is the where course content, grades, and communication will reside for this course.

- [stech.instructure.com](https://stech.instructure.com)
- For Canvas passwords or any other computer-related technical support contact Student Services.
- For regular Hours and Weekdays call (435) 586 - 2899.
- For after Hours & Weekends call (435) 865 - 3929 (Leave a message if no response).

## Course Policies

**Course Grading:** Students must have a minimum of 80% on each module to pass off the module and all modules must be passed off before students are allowed to sign up for the next class. Each assignment is awarded points according to how well the submission follows the assignment's requirements. Written submissions are graded according to the college writing guidelines. Some assignments may be submitted more than once. If that is the case, the assignment will clearly state this. At the end of each module, students are asked to submit a "Module Checkpoint Meeting" showing that they have completed all module requirements.

**High School Power School Grades:** Quarter student grades will be determined by student progress percentage. Faculty will use the higher percentage of either 1) quarter progress, or 2) cumulative progress for the current training plan year.

**Grade Scale:** The following grading scale will be used to determine a letter grade.

• A : 94 - 100%	• B : 83 - 86%	• C : 73 - 76%	• D : 63 - 66%
• A- : 90 - 93%	• B- : 80 - 82%	• C- : 70 - 72%	• D- : 60 - 62%
• B+ : 87 - 89%	• C+ : 77 - 79%	• D+ : 67 - 69%	• F : 0 - 59%

**Course Policies:** Students must adhere to the Program Safety, Work Ethic, and Dress Code as outlined in the Medical Office Receptionist Policies & Orientation. Students are expected to complete coursework according to the scheduled amount of hours designated for the course. Progress is calculated by the number of scheduled hours versus the number of module hours signed off in Northstar. A course timeline will be provided to help you track this progress. You and an instructor will review this during a required weekly video meeting. All students in the program must stay on task and maintain a minimum 67% progress. Failure to meet these requirements shall result in the student completing an Academic Intervention Plan with the Medical Office Receptionist program leadership team and possibly academic warning, probation, and withdrawal from the program if not brought up by the end of each quarter. If you do not have a schedule for ten (10) consecutive scheduled days, you will be withdrawn from Southwest Tech. Excessive cell phone use can hinder progress.

## Additional Information

InformaCast Statement: Southwest Tech uses InformaCast to ensure the safety and well-being of our students. In times of emergency, such as weather closures and delays, this app allows us to promptly deliver notifications directly to your mobile devices. To stay informed and receive real-time updates, we encourage all students to sign up for notifications. Your safety is our priority, and staying connected ensures a swift response to any unforeseen circumstances. More information and directions for signing up are available at: <https://stech.edu/emergency-notifications/>

Internet Acceptable Use Policy: The student is expected to review and follow the Southwest Technical College Internet Safety Policy at: <https://stech.edu/students/policies/>

Student Code of Conduct Policy: The student is expected to review and follow the Southwest Technical College Student Code of Conduct Policy at: <https://stech.edu/students/policies/>

Accommodations: Students with medical, psychological, learning, or other disabilities desiring accommodations or services under ADA, must contact the Student Services Office. Student Services determines eligibility for and authorizes the provision of these accommodations and services. Students must voluntarily disclose that they have a disability, request an accommodation, and provide documentation of their disability. Students with disabilities may apply for accommodations, based on an eligible disability, through the Student Services office located at 757 W. 800 S., Cedar City, UT 84720, and by phone at (435) 586-2899. No diagnostic services are currently available through Southwest Technical College.

Safety and Building Maintenance: The College has developed and follows a variety of plans to ensure the safe and effective operation of its facilities and programs. The following plans are available online:

1) Facilities Operations and Maintenance Plan; 2) Technical Infrastructure Plan; and 3) Health and Safety Plan.

Withdrawals and Refunds: Please refer to the Southwest Technical College Refund Policy at: <https://stech.edu/students/policies/>

Any high school or adult student, who declares a technical training objective is eligible for admission at Southwest Technical College (Southwest Tech). Program-specific admissions requirements may exist and will be listed on the Southwest Tech website. A high school diploma or equivalent is not required for admission but is mandatory for students seeking Title IV Federal Financial Aid.

Non-Discriminatory Policy: Southwest Technical College affirms its commitment to promote the goals of fairness and equity in all aspects of the educational enterprise, and bases its policies on the idea of global human dignity.

Southwest Tech is committed to a policy of nondiscrimination. No otherwise qualified person may be excluded from participation in or be subjected to discrimination in any course, program or activity because of race, age, color, religion, sex, pregnancy, national origin or disability. Southwest Technical College does not discriminate on the basis of sex in the education programs or activities that it operates, as required by Title IX and 34 CFR part 106. The requirement not to discriminate in education programs or activities extends to admission and employment. Inquiries about Title IX and its regulations to STECH may be referred to the Title IX Coordinator, to the Department of Education, and/or to the Office for Civil rights.

If you believe you have experienced discrimination or harassment on our campus, please contact the Title IX Coordinator, Cory Estes: [cestes@stech.edu](mailto:cestes@stech.edu), (435) 865-3938.

For special accommodations, please contact the ADA Coordinator, Cyndie Tracy: [ctracy@stech.edu](mailto:ctracy@stech.edu), (435) 865-3944.

Southwest Technical College

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