

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.

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

Check point meeting- Module 1

Read: Chapter 25 Procedural and Diagnostic Coding

Powerpoints: Chapter Procedural and Diagnostic Coding

Procedural and Diagnostic Coding Concept Check

Check Your Understanding: Chapter 25 Procedural and Diagnostic Coding

CPT, HCPCS, and ICD-10-CM Coding Worksheet

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

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 26.6 Training: Preparing the Encounter Form (Weinert)

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

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 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 Remit
 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: Batching and Billing Electronic
 Claims (CareONE BC BS)
 MOSS 27.3 Assessment: Batching 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 B
 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
 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

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 28.8 Training: Tracking Pending Payments by Running
 an Insurance Aging Report
 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 Payment s, and Collecting Fees
Patient Billing, Posting Patient Payment s, and Collecting Fees Exam - Requires Respondus LockDown Browser
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
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
Check point meeting- Module 4
End of Course Survey
Imported on 08/ 22/ 2024
Medical Office II
Course Orientation
Chapter 1: The Medical Assistant, Health Care Team, and Medical Environment
Chapter 2: Professionalism
Chapter 3: Legal and Ethical Issues
Chapter 4: Applying Communication Skills
Chapter 5: Introduction to Medical Terminology
Chapter 6: Anatomic Descriptors and Fundamental Body Structure
Chapter 7: The Nervous System

Chapter 8: The Senses
Chapter 9: The Integumentary System
Chapter 10: The Skeletal System
Chapter 11: The Muscular System
Chapter 12: The Respiratory System
Chapter 13: The Circulatory System
Chapter 14 The Lymphatic/Immune System
Chapter 15: The Digestive System
Chapter 16: The Urinary System
Chapter 17: The Endocrine System
Chapter 18: The Reproductive System
Chapter 19: Telephone Communications
Chapter 20: Written Communications
Chapter 21: The Office Environment
Chapter 22: Scheduling Appointments and Receiving Patients
Chapter 23: The Medical Record, Documentation, and Filing
Chapter 24: Health Insurance
Chapter 25: Procedural and Diagnostic Coding
Chapter 27: Preparing Insurance Claims and Posting Insurance Payments
Chapter 28: Patient Billing, Posting Patient Payments, and Collecting Fees
Chapter 29: Banking Procedures
Chapter 30: Accounts Payable and Accounting Procedures
Chapter 31: Infection Control and Medical Asepsis
Chapter 32: The Medical History and Patient Screening
Chapter 33: Body Measurements and Vital Signs
Chapter 34: Preparing for Examinations
Chapter 35: The Physical Exam
Chapter 36: Specialty Examinations and Procedures
Chapter 37: OB/GYN Examinations
Chapter 38: Pediatric Examinations
Chapter 39: Geriatrics
Chapter 40: Mental Health
Chapter 41: The Physician's Office Laboratory
Chapter 42: Specimen Collection and Processing
Chapter 43: Blood Specimen Collection
Chapter 44: Diagnostic Testing
Chapter 45: Cardiology Procedures
Chapter 46: Radiology Procedures
Chapter 47: Preparing for Surgery
Chapter 48: Assisting with Minor Surgery
Chapter 49: Pharmacology Fundamentals
Chapter 50: Measurement Systems, Basic Mathematics, and Dosage Calculations
Chapter 51: Administering Oral and Noninjectable Medications
Chapter 52: Administering Injections and Immunizations
Chapter 53: Emergencies in the Medical Office
Chapter 54: First Aid for Accidents and Injuries
Chapter 55: Rehabilitation
Chapter 56: Nutrition, Exercise, and Healthy Living
Chapter 57: Practicum and the Job Search

Chapter 58: Managing the Office

Additional Resources

[Cengage Technical Support](#)

[Cengage Student Dashboard/Instructor Center](#)

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
12:00 PM - 3:00 PM

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

Instructor Contact Information

Dusty Hunter — dhunter@stech.edu
Candice Cox — ccox@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.

Canvas Information

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

- 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 Assistant Policies & Orientation. Attendance is important to your success in the Medical Assistant program. You are responsible for the schedule that you set at the beginning of your course and to sign in at the clock-in station at the beginning of your first hour and sign out after your last hour. You are allotted one 15-minute break during each 3-hour block of time, breaks should not be taken within the first or last 30 minutes of your schedule. Problems with signing in must be reported to an instructor as soon as possible. You must maintain 80% attendance in the program. Failure to meet the required attendance standard will result in academic corrective action being taken. If you are going to be absent, communication with the instructor is required to set up time to make up the time missed. This makeup time will be scheduled at the convenience of the instructors and the availability of the classroom and clinic. If you do not have a schedule for ten (10) consecutive days, you will be withdrawn from Southwest Tech. Students are expected to complete coursework according to the scheduled amount of hours designated for the course. All students in the program must stay on task and maintain a minimum 67% progress to retain financial aid eligibility. Failure to meet these requirements shall result in the student completing an Academic Intervention Plan with the Medical Assistant program leadership team and possibly academic warning, probation, and withdrawal from the program if not brought up by the end of each quarter. Cell phones should be on silent and are not allowed in the clinic area. Be courteous to your classmates and take phone calls out in the hall. 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, (435) 865-3938.

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

Southwest Technical College

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