



## General Office, Medical Office, Billing and Coding 12 Months

### Program Information:

The order and length of time spent on each topic is subject to change. Some students take longer in some areas and a shorter time in others, depending on their abilities to master the content. The advantage of this program is that it works at the student's pace. All training is done using one-on-one instruction during a student's scheduled class time.

### Start Dates and Class Hours:

Office Careers has open-enrollment. Students may not initially get a preferred classtime. Available classtimes start between 8:00 am and 2:00 pm. Classes run Monday through Friday where training time is one to three-hours per day.

### MS Office:

Microsoft Office Suite of software is the workhorse of the business world. We use current releases so you can be familiar with the most current programs and qualify for better jobs. We teach Word, Excel, PowerPoint, Access and Outlook from beginning to advanced.

### Keyboarding/Ten Key:

Daily practice of keyboarding and occasional practice of 10-key using Mavis Beacon Teaches Typing. Typing goal: 35 wpm and 130 spm.

### Customer Service:

Learn to assist customers with inquiries and problems in frontline call centers, help desks, tele service centers, and online. Includes instruction in user interfaces and user behavior; principles of hardware and software systems operation; customer interaction skills; telephone and e-mailing skills; data entry; and database and Internet searching and retrieval.

### Medical Office, Billing and Coding:

The Medical clerical course will teach the student basic medical terminology through daily quizzes. Upon completion of medical terminology the student will learn the basics of CPT and ICD-10 coding using coding books and computerized coding programs. When the student has completed this s/he will learn the basics of medical billing by learning how to fill in HCVA-1500 forms on the computer. Upon completion of the course the student will know basic medical terminology, how to use a ICD-10 and CPT coding book and look up codes on the Internet, and be able to fill out a HVCA-1500 billing form accurately.

### Cost:

\$13,800.00 Tuition - Excluding other fees listed, tuition is all-inclusive for \$1,150 per month. Tuition includes a specially configured laptop and devices described at the end of the training plan. Office Careers will make arrangements for internet access to deliver training services.

\$150.00 \$150 Medical Insurance, Billing and Coding Books.

\$13,950.00 Total



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Tuition is billed quarterly (every 90 days). Tuition is due at the start of training. Start dates may be any date Office Careers agrees to, based on instructor availability.

### **Week 1**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Word: Opening documents, editing, saving

### **Week 2**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: Medical Roots  
MS Office: MS Word: Opening documents, editing, saving

### **Week 3**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: Medical Roots  
MS Office: MS Word: creating business letters, creating reports

### **Week 4**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: Medical Roots  
Medical Office, Billing and Coding: Medical Suffixes  
MS Office: MS Word: creating business letters, creating reports

### **Week 5**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: Medical Suffixes  
MS Office: MS Word: creating business letters, creating reports

### **Week 6**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: Medical Prefixes  
Medical Office, Billing and Coding: Medical Suffixes  
MS Office: MS Outlook: Creating contact lists, using email, attaching files, calendar scheduling  
MS Office: MS Word: creating business letters, creating reports

### **Week 7**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: Medical Prefixes  
MS Office: MS Outlook: Creating contact lists, using email, attaching files, calendar scheduling

### **Week 8**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: Medical Prefixes  
Medical Office, Billing and Coding: Medical Terminology  
MS Office: MS Outlook: Creating contact lists, using email, attaching files, calendar scheduling



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### Week 9

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: Medical Terminology

MS Office: MS Outlook: Creating contact lists, using email, attaching files, calendar scheduling

### Week 10

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: Medical Abbreviations

Medical Office, Billing and Coding: Medical Terminology

MS Office: MS Excel: Opening documents, editing, saving

MS Office: MS Outlook: Creating contact lists, using email, attaching files, calendar scheduling

### Week 11

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: Medical Abbreviations

MS Office: MS Excel: Opening documents, editing, saving

### Week 12

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: Health Insurance Introduction

Medical Office, Billing and Coding: Medical Abbreviations

MS Office: MS Excel: Opening documents, editing, saving

### Week 13

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: Medical Office Careers

MS Office: MS Excel: Opening documents, editing, saving

### Week 14

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: Medical Forms, Set 1

Medical Office, Billing and Coding: Medical Office Careers

MS Office: Computer: MS Windows basics, security

MS Office: MS Excel: Opening documents, editing, saving

### Week 15

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Medical Office, Billing and Coding: Medical Laws & Ethics

MS Office: Computer: MS Windows basics, security



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### Week 16

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: Medical Filing  
Medical Office, Billing and Coding: Medical Laws & Ethics  
MS Office: Computer: MS Windows basics, security  
MS Office: MS Access: Data entry into multiple tables

### Week 17

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: Medical Filing  
MS Office: MS Access: Data entry into multiple tables

### Week 18

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: Medical Filing  
Medical Office, Billing and Coding: Medical Forms, Set 2  
MS Office: MS Access: Data entry into multiple tables

### Week 19

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: Types of Health Insurance  
MS Office: MS Access: Filing: Alphabetic Rules.

### Week 20

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: Medical Forms, Set 3  
Medical Office, Billing and Coding: Types of Health Insurance  
MS Office: MS Access: Filing: Alphabetic Rules.  
MS Office: MS Access: Filing: Complete alphabetic filing rules, numeric filing rules, chronological and subject filing.

### Week 21

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: The Patient Experience  
MS Office: MS Access: Filing: Final exam

### Week 22

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: Intro to Medical Coding  
Medical Office, Billing and Coding: The Patient Experience  
MS Office: MS Access: Filing: Final exam  
MS Office: MS Word: creating business letters, creating reports



## General Office, Medical Office, Billing and Coding 12 Months

### Week 23

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: Textbook Chapter Reviews  
MS Office: MS Word: creating business letters, creating reports

### Week 24

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: CMS 1500 Form Intro  
Medical Office, Billing and Coding: Textbook Chapter Reviews  
MS Office: MS Word: creating business letters, creating reports

### Week 25

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: Claim Submission Methods  
MS Office: MS Word: Tabs, Margins, Indents

### Week 26

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: Claim Submission Methods  
Medical Office, Billing and Coding: Reimbursement & Compliance  
MS Office: MS Word: Tabs, Margins, Indents

### Week 27

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: ICD-10-CM Overview  
MS Office: MS Word: creating business letters, creating reports

### Week 28

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: ICD-10-CM Coding  
Medical Office, Billing and Coding: ICD-10-CM Overview  
MS Office: MS Excel: Formulas, Formatting  
MS Office: MS Word: creating business letters, creating reports

### Week 29

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: ICD-10-CM Coding  
MS Office: MS Excel: Formulas, formatting

### Week 30

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: ICD-10-CM Coding  
MS Office: MS Excel: Formulas, formatting



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### Week 31

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: ICD-10-CM Coding  
MS Office: MS Excel: Formulas, formatting

### Week 32

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: ICD-10-CM Coding  
MS Office: MS Excel: Formulas, formatting  
MS Office: MS Word: creating business letters, creating reports

### Week 33

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: ICD-10-CM Coding  
MS Office: MS Access: Forms and Reports

### Week 34

Customer Service: Customer Service: phone etiquette, answering calls, dealing with customer  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: CPT & HIPAA Introduction  
Medical Office, Billing and Coding: ICD-10-CM Coding  
MS Office: MS Access: Forms and Reports

### Week 35

Customer Service: Customer Service: phone etiquette, answering calls, dealing with customer  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: CPT Modifiers  
MS Office: MS Access: Forms and Reports

### Week 36

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice  
Customer Service: Customer Service: phone etiquette, answering calls, dealing with customer  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: CPT Evaluation Management  
Medical Office, Billing and Coding: CPT Modifiers  
MS Office: MS Access: Forms and Reports  
MS Office: MS Access: Queries, entering and correcting data in tables

### Week 37

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: CPT Coding  
MS Office: MS Access: Queries, entering and correcting data in tables



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### **Week 38**

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: CPT Coding  
MS Office: MS Access: Queries, entering and correcting data in tables  
MS Office: MS PowerPoint: Basic presentations

### **Week 39**

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: CPT Coding  
MS Office: MS PowerPoint: Basic presentations

### **Week 40**

Customer Service: Customer Service: Entering data from phone calls  
Customer Service: Customer Service: phone etiquette continued, hands on telephone practice  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: CPT Coding  
MS Office: MS PowerPoint: Basic presentations

### **Week 41**

Customer Service: Customer Service: Entering data from phone calls  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: CPT Coding  
MS Office: MS PowerPoint: Basic presentations

### **Week 42**

Customer Service: Customer Service: Entering data from phone calls  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: CPT Coding  
MS Office: Internet: Using the Internet to perform searches, sending materials via Internet, downloading files

### **Week 43**

Customer Service: Customer Service: Entering data from phone calls  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: Coding Chapter Reviews  
MS Office: Internet: Using the Internet to perform searches, sending materials via Internet, downloading files





## General Office, Medical Office, Billing and Coding 12 Months

### **Week 44**

Customer Service: Customer Service: Entering data from phone calls  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: Coding Chapter Reviews  
MS Office: Using Word, Excel and Access together

### **Week 45**

Customer Service: Customer Service: Entering data from phone calls  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: NCCT Practice Test  
MS Office: Using Word, Excel and Access together

### **Week 46**

Customer Service: Customer Service: Entering data from phone calls  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: NCCT Practice Test  
Medical Office, Billing and Coding: NCCT Registration  
MS Office: Review of MS Office including testing over programs  
MS Office: Using Word, Excel and Access together

### **Week 47**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: NCCT Online Practice Test  
MS Office: Review of MS Office including testing over programs

### **Week 48**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
Medical Office, Billing and Coding: NCCT Online Practice Test  
MS Office: Review of MS Office including testing over programs

### **Week 49**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Review of MS Office including testing over programs

### **Week 50**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Review of MS Office including testing over programs

### **Week 51**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Review of MS Office including testing over programs

### **Week 52**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial





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12 Months**

**Laptops Provided by Office Careers:**

**Setup and Internet Access**

Essential equipment to attend classes remotely or onsite is included in the cost of all training plans. When a student uses a laptop from their home, they will need to sign an ownership agreement. Students may not use their own computers for classes unless they sign a terms agreement with Office Careers that releases us from any damages or loss of data.

Laptops provided by Office Careers are pre-configured for on-line communication and remote access. We setup our laptops for students with no prior computer experience. We have backups and safety built in so that we can repair a computer without a home visit and limit the loss of class days due to any technical issues.

Computers supplied by Office Careers may include a secondary monitor (our modern-day paper stand), and a wireless keyboard/mouse to avoid using the laptops keyboard. We can provide ergonomic devices that are generally sold at office stores or easily configure for prescribed devices. If needed, Office Careers will arrange for Internet service that may include paying the student to keep internet service running in their home. Only in cases where a student will need Internet access via Satellite, may other fees be negotiated as an additional expense.

**All other policies and holidays are posted at [officecareers.org](http://officecareers.org)**