EXCELSIOR COLLEGE

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CENTER FOR PROFESSIONAL DEVELOPMENT

ADMINISTRATIVE MEDICAL SPECIALIST WITH MEDICAL BILLING AND CODING

300 Hours/12 Months/Instructor-Facilitated
Course Code: **CPD023** || Course Cost: **$1995**

OVERVIEW

Excelsior College has partnered with ed2go to bring you this program which will give you the skills you need to find the job you are looking for as an Administrative Medical Specialist (AMS), Medical Billing Specialist, Medical Coder, and/or Medical Office Manager. In addition to the extensive Medical Billing information, you will be taught every aspect of the Medical Receptionist/Front Desk position.

Upon successful completion of the Administrative Medical Specialist with Medical Billing and Coding course, students will be prepared for an entry-level position doing medical billing or coding in a medical office setting and will be prepared to sit for the Certified Billing and Coding Specialist (CBCS) exam and the Certified Medical Administrative Assistant (CMAA) exam offered by National Healthcareer Association (NHA).

OBJECTIVES

Upon successful completion of the Administrative Medical Specialist with Medical Billing and Coding program, you will:

- Be proficient in skills such as communication, telephone techniques, organization and time management.
- Have knowledge of medical practice settings and specialties, as well as the differences in Traditional and Managed Healthcare.
- Understand the differences between Commercial, HMO/PPO, Federal and State insurance plans, including eligibility and coverage, preauthorization, certification, and referrals, as well as reimbursement methodologies.
- Explain the legal and ethical responsibilities of an administrative medical specialist, including the HIPAA mandates, the rules for maintaining privacy of medical records and protected health information, and the types of consents and disclosures that are required in a medical office environment.
- Perform tasks associated with a typical patient encounter including reception, appointment scheduling, chart preparation and maintenance, and charge ticket processing at check-out.
- Perform tasks associated with billing and reimbursement, including insurance and patient billing, payment processing, and claims review, correction, and appeals.
- Perform traditional business office tasks for Accounts Receivable, Accounts Payable, and bookkeeping maintenance.
- Demonstrate a proficiency in diagnostic and procedural coding using the ICD-9, CPT, and HCPCS coding manuals.

- Perform data entry tasks, run office reports, and process insurance claims using Medical Office Simulation Software (MOSS©).
- Be prepared to take advanced education courses, including advanced coding, healthcare administration, and health information management.

MATERIALS INCLUDED

In partnership with the National Healthcareer Association (NHA), you may register for the Medical Administrative Assistant/Medical Billing and Coding (CMAA/CBCS) exam after you have completed your program. Your registration fees are included with the cost of your program.

Excelsior College / ed2go will provide the following materials:

- *Administrative Medical Assisting- Text & Workbook (Fordney)*
- *Getting Started in the Computerized Medical Office: Fundamentals & Practice with Medical Office Simulation Software (MOSS©) (Correa)*
- *Understanding Health Insurance: A Guide to Insurance Billing (Green, Rowell, Williamson)*
- *Current Year's CPT Coding Manual*
- *Current Year's HCPCS Coding Manual*
- *Merriam-Webster's Medical Desk Dictionary*
- *Current Year's ICD-9-CM Coding Manual*

OUTLINE

I. Lesson 1: Introduction to Health Care
   - Program Introduction and Overview
   - Medical Assisting as a Profession
   - Health care: Past, Present, and Future
   - Communication Skills
   - Introduction to Medical Office Simulation Software (MOSS)

II. Lesson 2: Law, Ethics, and HIPAA
   - Health Insurance Portability and Accountability Act (HIPAA)
   - Law and Ethics

III. Lesson 3: The Patient Encounter
   - Telephone Procedures
   - Appointment Scheduling
   - MOSS Appointment Scheduling
   - Filing Procedures
   - Medical Records Management
   - The Receptionist and the Facility Environment
   - MOSS Patient Registration
   - Drugs and Medications
   - MOSS Procedure and Payment Posting

IV. Lesson 4: Billing and Reimbursement
   - Medical Insurance Overview

- Billing and Reimbursement
- CMS-1500 Claim Form (Provider)
- MOSS Insurance Processing
- Insurance Carriers
    - Blue Cross/Blue Shield
    - Medicare
    - Medicaid
    - TRICARE
    - Worker's Compensation
- Reimbursement and Follow-up

V. Lesson 5: Diagnostic Coding
- Diagnostic Coding Overview
- Abstracting from the Medical Document
- ICD9 Conventions, Layout, and Guidelines
- Steps for Diagnostic Coding
- ICD9 Guidelines by Body System

VI. Lesson 6: Procedural Coding
- CPT Overview
- Evaluation and Management Coding
- Anesthesia Coding
- Surgery Coding (By Body and Organ System)
- Laboratory and Pathology Coding
- Radiology Coding
- Medicine Coding
- HCPCS Level II Coding

VII. Lesson 7: Business Office Practices and Management
- Daily Financial Practices
- Accounting Practices
- Medical Office Simulation Software (MOSS)
- Office Management
- Human Resources Management

VIII. Lesson 8:: Completion and Certification Preparation
- Instructions for Program Completion
- Employment Strategies
- Certification
    - Steps to Access: National Health careers Association
    - Certification Preparation
    - Certification Handbook and Study Guide
    - Certification Exam

COMPUTER REQUIREMENTS

Important Note: This program cannot be taken on a Mac.

- This program must be taken on a PC running Windows XP/Vista/7
- CD ROM drive, sound card or integrated sound support, headset or speakers
- Word-processor, preferably Microsoft Word
- Internet access (high-speed connection recommended)

INSTRUCTOR BIOS

Felisha Bochantin has been in the medical coding industry since 1994. She currently holds a bachelor's degree in Health Care Administration. Felisha is a Certified Professional Medical Coder, Certified Professional Medical Coder- Hospitals and a Certified Professional Medical Coding Curriculum Instructor, and is a member of the AAPC and AHIMA. She has an extensive background in teaching a variety of medical billing and coding core courses as well as general education courses. Her experience includes: administrative billing, correct coding and compliance auditing for inpatient, and outpatient and physician offices. Felisha has instructed and designed core curriculum for medical coding certification programs. In addition to her adjunct teaching schedule, she is employed full time by a large health care payer.

LaTisha Cottingham has over 18 years of experience in the healthcare industry. She has four years of teaching experience in the field of medical billing and coding and Medical Assisting. Currently she is employed as the lead instructor for the Allied Health Department for a local career institute. LaTisha's field of expertise is in the area of physician-based inpatient coding and Emergency Department coding. The certifications that she holds are: a Registered Health Information Technician (RHIT), a Certified Professional Coder (CPC), and a Certified Clinical Medical Assistant (CCMA). LaTisha is a member of the American Academy of Professional Coders (AAPC) and the National Healthcare Association (NHA) where she is a test proctor.

Ms. Dalgleish has worked in medical office administration, including billing and coding, for over 30 years. She holds a bachelor's degree in Business Information Systems and a master's degree in Leadership. She is an AHIMA Approved ICD-10-CM/PCS Trainer and is a member of the American Health Information Management Association (AHIMA) and the American Association of Healthcare Administrative Management (AAHAM). She owns her own consulting firm, AnnGrant Education Services, Inc. She is currently completing a textbook on the new ICD-10 coding system and is completing a bachelor's degree in Health Information Management with a Registered Health Information Administrator (RHIA) certification.

LaTrisha Howard has over 10 years experience in the healthcare industry. Ms. Howard has expertise in coding Inpatient, Outpatient, and ER medical records. In addition to Ms. Howard's experience in coding, she has experience in chart auditing and physician education.

She is currently working as an ER Coder/Auditor for a physician billing and consulting service, and currently holds the CCS and CPC certification, as well as being a member of AHIMA and AAPC.

Mrs. Shonda Miles is a Certified Professional Coder, Certified Professional Medical Auditor, and holds an Executive Masters of Business Administration, Master's Degree in Business

Administration with a concentration in Human Resources and a Bachelor's degree in Business Administration (Management).

Shonda Miles has over 6 ½ years in the healthcare industry. Mrs. Miles has expertise in coding and chart auditing Inpatient, Outpatient, and ER medical records. She is a member of AAPC, NAMAS and ACHE. She is currently employed with a university hospital as a Compliance Auditor.

Shonda Miles currently teaches in the Administrative Medical Specialist and Medical Billing and Coding Programs. She resides in Shreveport, LA with her husband, Dameon and three sons.

April Raines currently teaches in the Administrative Medical Specialist and Medical Billing & Coding Programs. She resides in Albany, Georgia with her husband, Gabriel, and two sons, Justin and Jordan.

April attended Albany State University where she earned a BS in Allied Health Sciences and Healthcare Administration. She later received an MBA in Healthcare Management from American Intercontinental University.

During her role as Business Office Manager at the Phoebe Cancer Center, she received her Certification from the Healthcare Financial Management Association in Patient Accounting. Her professional experience includes management of Patient Access, Medical Records, and Patient Accounting/Business Office functions.

April is a member and Co-Chair of the Georgia Society of Clinical Oncology Administrators' Association, National Association of Healthcare Executives, and Oncology Nursing Society.

In addition to her service at the Phoebe Cancer Center and ed2go, April is also adjunct faculty at University of Phoenix and Anthem College. In her free time, April enjoys reading, shopping, traveling, and spending time with family and friends

Marguerite Spence has served as a Health Information Specialist since 1997. She is currently a corporate compliance auditor at a medical center in New York. Ms. Spence simultaneously operates a consulting company where she hires consultants for professional training of medical staff and offers a workshop regarding guidelines and regulations for documentation and coding. Ms. Spence also teaches CPC prep classes at the City University of New York.

Ms. Spence is a certified professional coder. She is a member of AAPC and AMBA.

Ms. Spence is admired by students, doctors, and administrators for her knowledge, skills, and training methods. She is also the proud mother of a Magna Cum Laude graduate of Morgan State University.

Lydia S. Stewart, RN, BSN received her Bachelor of Science Degree in Nursing from McNeese State University in Lake Charles, La. Lydia currently serves as the Revenue Cycle Manager at a large regional medical center in Northeast Louisiana. Lydia has been a Registered Nurse for 23 years, 15 of those years specializing in Critical Care Nursing and supervision.

Lydia has mentored hundreds of nurses throughout the course of her nursing career. She is responsible for Medical Audits, Charge Capture, and governmental compliance audits and

reviews. She performs revenue cycle fundamental and charging education to department directors and hospital staff. Lydia collaborates with the business office to rectify billing edit issues. She performs managed care reviews for accurate payment. Lydia also serves as an independent chargemaster and reimbursement consultant to area outpatient service centers. Lydia is a member of the Louisiana Medical Auditor Association and HFMA.

Lydia enjoys reading, spending time with family, elderly parents and brilliant Boxers Venus and Pluto. She resides in Monroe, La. with her husband and son.

Outlines are subject to change.
For more information, visit our Web site at: **www.excelsior.edu/CPD**,
email **CPD@excelsior.edu**, or call: **888-647-2388 ext 11-8211**