

SPRINGFIELD TECHNICAL COMMUNITY COLLEGE

ACADEMIC AFFAIRS

Course Number: MAST 220 Department: Medical Assisting
Course Title: Administrative Skills for the Semester: Fall Year: 2002
Medical Assistant

Objectives/Competencies

Course Objective	Competencies
<p>Unit I: Introduction to Insurance</p> <ol style="list-style-type: none">1. Managed care policies and procedures.2. Managed care terms: Precertification; Preauthorization; Utilization review; Primary care provider; Eligibility3. Managed care referral guidelines: Referring physician; Specialist being referred to; Patients' personal data; Authorization numbers; Expiration date; Location of service4. Precertification guidelines: Type of procedure and diagnosis; Patients' personal data; Referring physician5. Major insurance plans: Blue Cross/Blue Shield; Medicare; Medicaid	<p>Upon completion of this unit, the student will:</p> <ol style="list-style-type: none">1. Analyze the different types of managed care plans in local area.2. Review a managed care manual and develop an office policy and procedure for the acceptance of managed care patients.3. Obtain precertification and preauthorization for a simulated managed care patient, fill out mock forms.4. Complete HCFA 1500 forms for a government plan and commercial carrier.5. Complete claim forms using a medical insurance billing software.6. Outline the procedure for obtaining a managed care referral for a patient.7. Outline the procedure for obtaining precertification approval for a patient.

Course Objective	Competencies
<p>6. Apply third party guidelines</p> <p>7. Complete insurance claim form: Insurance processing methods, electronic and manual; claim for completion guidelines; assignment of benefits box; coordination of benefits; birthday rule</p> <p>8. Insurance claims processing guidelines: HCFA 1500 form; electronic submission of forms; required fields; primary and secondary carriers; co-payments and deductibles; appropriate and legal diagnostic and procedure codes; signatures and PIN</p> <p>9. Follow-up guidelines for claims: tracking; status of unpaid claims; resubmit; appeals; explanation of benefits (EOB).</p>	<p>8. Reconcile payment rejectins with a sample explanation of benefits form.</p> <p>9. Outline the steps for follow-up on claims.</p> <p>10.Cite the process for an appeal of an unpaid claim.</p>
<p>Unit II: Introduction to Diagnostic and Procedural Coding</p>	
<p>1. Reasons for coding: tracking; classification; research; utilization</p> <p>2. CPT coding book: purpose; converting written descriptions of procedures into a numerical description; codes required for processing; organization of book, six numerical sections divided into subheadings and categories</p>	<p>1. Prepare a bank deposit</p> <ul style="list-style-type: none"> a. Bank deposit methods b. Check acceptance requirements c. Check endorsements <p>2. Reconcile a bank statement</p> <p>3. Post entries on a daysheet</p> <ul style="list-style-type: none"> a. Transaction types including charges, payments, adjustment, refunds, collection payments, NSF

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<p>3. HCPCS coding book levels: Level I and Level II</p> <p>4. Coding issues: extracting correct information from record; incorrect coding; fraudulent coding</p> <p>5. ICD-9-CM coding book: Purpose; convert diagnosis into a numerical description; required for filing insurance claims; volume 1 – tabular; Volume 2 – alphabetical; Primary 3 digit code; fourth and fifth digits needed to code to specificity.</p> <p>6. Coding guidelines</p>	<p>b. Ledger cards</p> <p>4. Accounts receivable procedures</p> <p>5. Bookkeeping systems</p> <p> a. Pegboard</p> <p> b. Single entry</p> <p> c. Double entry</p> <p> d. Computerized</p> <p>6. Accounts payable procedures</p> <p>7. Control procedures</p> <p> a. Packing/shipping slips</p> <p> b. Invoices</p> <p> c. Back orders</p> <p> d. Substitutions</p> <p> e. Receipts</p> <p>8. Perform billing and collection procedures</p> <p> a. Payment options</p> <p> b. Billing options</p> <p> c. Statement preparation</p> <p> d. Collection techniques</p> <p> e. Legal terms</p> <p>9. Establish and maintain a petty cash fund</p> <p>10. Post adjustments</p> <p>11. Process credit balances, refunds, non-sufficient fund checks</p> <p>12. Prepare a check</p> <p>13. Prepare a sample bank deposit</p> <p>14. Highlight check for acceptable data</p>

Course Objective	Competencies
	15.Endorse a sample check 16.Reconcile a simulated bank statement 17.Assemble a daysheet and ledger card