



**TENTATIVE—SUBJECT TO CHANGE**  
**MAST 1100 Medical Insurance Management**  
**HYBRID COURSE SYLLABUS**  
**Fall Semester 2021 (202212)**

**COURSE INFORMATION**

Credit Hours/Minutes: 2/3000

Campus/Class Location: Vidalia Campus, Gillis Building Room 735

Class Meets: Monday 9:00 to 12:00 (40% Hybrid/60% Face-to-Face)

Course Reference Number (CRN): 20315

Preferred Method of Contact: Email or In Class

**INSTRUCTOR CONTACT INFORMATION**

Instructor Name: Stephannie Waters

Email Address: [Stephannie Waters \(swaters@southeasterntech.edu\)](mailto:swaters@southeasterntech.edu)

Campus/Office Location: Vidalia Campus, Gillis Building Room 735

Office Hours: Monday, Tuesday, Wednesday 1:00 to 5:00, Thursday 9:00-5:00

Phone: (912) 538-3195

Fax Number: (912) 538-3106

Tutoring Hours (if applicable): By appointment

**This course is taught in a hybrid format. Hybrid classes require students to complete a portion of the required contact hours traditionally by attending classes on campus while completing the remaining portion online at the student's convenience with respect to the instructor's requirements.**

**SOUTHEASTERN TECHNICAL COLLEGE'S (STC) CATALOG AND HANDBOOK**

Students are responsible for all policies and procedures and all other information included in Southeastern Technical College's [Catalog and Handbook](https://catalog.southeasterntech.edu/college-catalog/downloads/current.pdf) (<https://catalog.southeasterntech.edu/college-catalog/downloads/current.pdf>).

**REQUIRED TEXT**

Understanding Health Insurance: A guide to Billing and Reimbursement 14<sup>th</sup> Edition, Green – Cengage Publishing, MindTap Access Cengage Unlimited – access codes available in STC bookstore or online through Cengage 12 month - International Standard Book Number (ISBN): 9780357700044 – MA diploma, in MAST 1080, MAST 1100

**2019** Coding Manuals: International Classification of Diseases, 10<sup>th</sup> Edition, Clinical Modification (ICD-10-CM); Current Procedural Terminology (CPT); Healthcare Common Procedure Coding System, Level II (HCPCS II). These can be rented from Chegg online (approximately \$120).

**REQUIRED SUPPLIES & SOFTWARE**

**Desktop or Laptop computer with camera/microphone and reliable internet**

EHRGo (18 month): 978-0-9858379-2-1 – available in STC bookstore or online purchase (see instructions on Blackboard)

Jump drive/flash drive

Paper, pens, highlighters, index cards

Note: Although students can use their smart phones and tablets to access their online course(s), exams, discussions, assignments, and other graded activities should be performed on a personal computer. Neither Blackboard nor Georgia Virtual Technical Connection (GVTC) provide technical support for issues relating to the use of a smart phone or tablet so students are advised to not rely on these devices to take an online course.

**Students should not share login credentials with others and should change passwords periodically to maintain security.**

### **COURSE DESCRIPTION**

Emphasizes essential skills required for the medical practice. Topics include: managed care, reimbursement, and coding.

### **MAJOR COURSE COMPETENCIES**

1. Managed Care
2. Reimbursement Coding

### **PREREQUISITE(S)**

ALHS 1011, ALHS 1090, ENGL 1010

### **COURSE OUTLINE**

#### **Managed Care**

<b>Order</b>	<b>Description</b>	<b>Learning Domain</b>	<b>Level of Learning</b>
1	Define frequently used insurance terms and abbreviations.	Cognitive	Knowledge
2	Identify these types of insurance plans, Governmental Carriers: Medicare, Medicaid, TRICARE, etc.; Managed Care: HMO, PPO, POS; Workers' Compensation; Blue Cross Blue Shield; and private insurance.	Cognitive	Knowledge
3	Define medical necessity as it applies to procedural and diagnostic coding. (IX.C.5)	Cognitive	Knowledge
4	Utilize medical necessity guidelines. (IX.P.3)	Cognitive	Application
5	Outline managed care requirements for patient referral. (VII.C.2)	Cognitive	Analysis
6	Describe how guidelines are used in processing an insurance claim.	Cognitive	Comprehension
7	Compare processes for filing insurance claims both manually and electronically.	Cognitive	Analysis
8	Identify: a. Types of third party plans, b. Information required to file a third party claim, c. The steps for filing a third party claim (VIII.C.1)	Cognitive	Knowledge
9	Discuss physician fee schedules.	Cognitive	Comprehension
10	Describe the concept of RBRVS.	Cognitive	Comprehension
11	Define Diagnosis-Related Groups (DRGs).	Cognitive	Knowledge
12	Interact professionally with third party representatives. (VIII.A.1)	Affective	Valuing
13	Complete an insurance claim form. (VIII.P.4)	Psychomotor	Guided Response
14	Describe processes for: a. verification of eligibility for services, b. precertification, c. preauthorization. (VIII.C.3)	Cognitive	Knowledge
15	Obtain precertification or preauthorization including documentation. (VIII.P.3)	Psychomotor	Guided Response
16	Verify eligibility for services including documentation. (VIII.P.2)	Psychomotor	Guided

Order	Description	Learning Domain	Level of Learning
			Response
17	Display tactful behavior when communicating with medical providers regarding third party requirements. (VIII.A.2)	Affective	Responding
18	Show sensitivity when communicating with patients regarding third party requirements. (VIII.A.3)	Affective	Valuing
19	Utilize tactful communication skills with medical providers to ensure accurate code selection. (IX.A.1)	Affective	Responding
20	Differentiate between fraud and abuse. (VIII.C.5)	Cognitive	Analysis
21	Interpret information on an insurance card. (VIII.P.1)	Psychomotor	Mechanism
22	Define a patient-centered medical home (PCMH). (VIII.C.4)	Cognitive	Knowledge

### Reimbursement and Coding

Order	Description	Learning Domain	Level of Learning
1	Describe how to use the most current procedural coding system. (IX.C.1)	Cognitive	Comprehension
2	Discuss the effects of: a. upcoding, b. downcoding. (IX.C.4)	Cognitive	Comprehension
3	Describe how to use the most current diagnostic coding classification system. (IX.C.2)	Cognitive	Comprehension
4	Describe how to use the most current HCPCS Level II coding system. IX.C.3)	Cognitive	Comprehension
5	Perform procedural coding. (IX.P.1)	Psychomotor	Guided Response
6	Perform diagnostic coding. (IX.P.2)	Psychomotor	Guided Response
7	Complete a referral form.	Psychomotor	Guided Response

### GENERAL EDUCATION CORE COMPETENCIES

Southeastern Technical College has identified the following general education core competencies that graduates will attain:

1. The ability to utilize standard written English.
2. The ability to solve practical mathematical problems.
3. The ability to read, analyze, and interpret information.

### STUDENT REQUIREMENTS

Students are required to abide by all of the policies, rules, and regulations of Southeastern Technical College, as published in the *STC Online Catalog and Handbook*. STC Catalog and Student Handbook Related Policies and Procedures are found online at: <http://www.southeasterntech.edu>

Students are expected to complete all reading, tests, and daily assignments by the specified date. This includes tests, quizzes, workbooks, and any special projects assigned by the instructor throughout the course. **A final unit test average of 75 is required to sit for the final exam. Grades of 74.9 will not be rounded up. If you have below a 75 average, you will receive a "0" for your final test grade.**

Students must satisfactorily complete each skill competency area successfully. Failure to complete a competency area successfully will result in dismissal from the course (regardless of overall grade average) and a final grade of "WF" or "F". Students will be given three (3) opportunities to demonstrate each skill

competency.

Critical thinking is also a necessary part of the learning process in this course. The student is expected to complete all critical thinking assignments prior to class. Situations will be included on tests in order to test critical thinking ability.

The use of proper grammar, correct spelling, and writing principles is expected in all work. Full credit will not be granted for work that contains grammar or spelling errors.

Tests will consist of true/false, multiple choice, matching, and fill-in-the blank questions.

### **RESPONDUS ONLINE TESTING GUIDELINES:**

Due to the COVID 19 pandemic the Medical Assisting program is making an exception in offering online/offsite testing. The programs will use **Respondus Monitor** through Blackboard to administer and proctor the examinations. If a student violates any of these guidelines, his/her test score/attempt will not be counted, and the student may be required to take a makeup/additional test.

The following are faculty expectations of the student during the online/offsite testing process.

1. The student will download Respondus to their devices from the STC website.  
<https://download.respondus.com/lockdown/download.php?id=492358809>
2. The student will log in at least 15 minutes before the exam is scheduled to begin.
3. The student will secure an area with reliable internet service prior to beginning the exam. It is the student's responsibility to secure a location with reliable internet connection before beginning the examination. Specific Requirements listed below:
  - Windows: 10, 8, 7. Windows 10S is not a compatible operating system.
  - Mac: OS X 10.12 to macOS 10.15.
  - Web camera (internal or external) & microphone
  - A broadband internet connection
4. Mobile Hotspots are not to be used since as they are not considered a reliable internet source.
5. The student will perform all required Respondus checks prior to being allowed to test. (examples- Webcam Check and Facial Recognition Check) Faculty are not responsible for student technology issues. It is the student's responsibility to maintain their equipment in working order.
6. The student will have in place a monitoring camera as Respondus Monitor will be used to ensure test integrity. The student will take a complete, 360-degree scan of the testing environment, showing floor, desk, and walls. In addition, the student will use a handheld mirror held up to the camera to show that their screen and keyboard is clear of any unnecessary items. The student will need to show the front and back of the mirror.
7. During the exam, students will be both audio and visually recorded.
8. The student exams will be timed, just like in the face-to-face setting.
9. The student will not use any books, notes, or third-party supplies during the test. The desk/table will be cleared of additional items. There will be no paper or writing materials allowed.
10. The student has reviewed the Dishonesty Policy and Procedure for Academic Dishonesty as noted on the course syllabus.
11. The student will not be allowed to use smart watches, cell phones, tablets, calculators, earphones or other electronic devices during the exam.
12. The student will not wear a hat or any items that obscures the face or eyes while testing.
13. The student will keep the face in clear view of the camera while testing.
14. The student will have all background noise silenced while testing.
15. The student will have no other operating functions open on the computer during testing. (ie: Word, Excel, PowerPoint)

16. The student will be prohibited from taking screen shots or recording of the exam in anyway.
17. The student is prohibited from reading questions or any test material out loud during the test.
18. Question rationales will not be available at this time for test security. Instructors will be available later for missed content review. Students are encouraged to set up individualized meetings with their faculty to discuss specific content areas which were missed.
19. After the exam, the final grade will not be issued or posted to the Blackboard gradebook until the validity of the test is reviewed and approved by the instructor(s). Be aware that the downloads may take 24-72 hours. This includes reviewing the Respondus Monitor report and the video recording of the testing session. At any time, the validity is questionable, the student may be required to take a different version of the examination.
20. If a student believes a test question needs to be challenged, the student must email their instructor the evidence-based rationale for consideration. This request must be received via email within 24 hours of the examination.

### **COVID-19 MASK REQUIREMENT**

Regardless of vaccination status, masks or face coverings must be worn at all times while ~~on the campus~~ in a classroom or lab of Southeastern Technical College. This measure is being implemented to reduce COVID-19 related health risks for everyone engaged in the educational process. Masks or face coverings must be worn over the nose and mouth, in accordance with the Centers for Disease Control and Prevention (CDC). A student's refusal to wear a mask or face covering will be considered a classroom disruption and the student may be asked to leave campus and/or receive further discipline.

### **COVID-19 SIGNS AND SYMPTOMS**

We encourage individuals to monitor for the signs and symptoms of COVID-19 prior to coming on campus.

If you have experienced the symptoms listed below or have a body temperature 100.4°F or higher, we encourage you to self-quarantine at home and contact a primary care physician's office, local urgent care facility, or health department for further direction. Please notify your instructor(s) by email and do not come on campus for any reason.

<b>COVID-19 Key Symptoms</b>
Fever or felt feverish
Chills
Shortness of breath or difficulty breathing (not attributed to any other health condition)
Cough: new or worsening, not attributed to another health condition
Fatigue
Muscle or body aches
Headache
New loss of taste or smell
Sore throat (not attributed to any other health condition)
Congestion or runny nose (not attributed to any other health condition)
Nausea or vomiting
Diarrhea
<b>In the past 14 days, if you:</b>
Have had close contact with or are caring for an individual diagnosed with COVID-19 at home (not in healthcare setting), please do not come on campus and contact your instructor (s).

## **COVID-19 SELF-REPORTING REQUIREMENT**

Students, regardless of vaccination status, who test positive for COVID-19 or who have been exposed to a COVID-19 positive person, are required to self-report using <https://www.southeasterntech.edu/covid-19/>. Report all positive cases of COVID-19 to your instructor and [Stephannie Waters](mailto:swaters@southeasterntech.edu), Exposure Control Coordinator, [swaters@southeasterntech.edu](mailto:swaters@southeasterntech.edu), 912-538-3195.

## **ATTENDANCE GUIDELINES**

Class attendance is a very important aspect of a student's success. Being absent from class prevents students from receiving the full benefit of a course and interrupts the learning process. Southeastern Technical College considers both tardiness and leaving early as types of absenteeism. Responsibility for class attendance rests with the student. Regular and punctual attendance at all scheduled classes is required for student success. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

Instructors have the right to give unannounced quizzes/assignments. Students who miss an unannounced quiz or assignment will receive a grade of 0. Students who stop attending class, but do not formally withdraw, may receive a grade of "F" (Failing 0-59) and face financial aid repercussions in upcoming semesters.

Instructors are responsible for determining whether missed work may be made up and the content and dates for makeup work is at the discretion of the instructor.

Attendance is counted from the first scheduled class meeting of each semester. To receive credit for a course a student must attend at least 90% of the scheduled instructional time. All work missed due to tardiness or absences must be made up at the convenience of the instructor. Any student attending less than the required scheduled instructional time (90%) may be dropped from the course as stated below in the Withdrawal Procedure.

Tardy means arriving after the scheduled time for instruction to begin. Early departure means leaving before the end of the scheduled time. Three (3) tardies or early departures equal one (1) absence for the course.

**For this class, which meets 1 days a week for 15 weeks, the maximum number of days a student may miss is 2 days during the semester.**

## **STUDENTS WITH DISABILITIES**

Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact the appropriate campus coordinator to request services.

Swainsboro Campus: [Daphne Scott \(dscott@southeasterntech.edu\)](mailto:dscott@southeasterntech.edu) 478-289-2274, Building 1, Room 1210.

Vidalia Campus: [Helen Thomas \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126, Building A, Room 165.

## **SPECIFIC ABSENCES**

Provisions for Instructional Time missed because of documented absences due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

## **PREGNANCY**

Southeastern Technical College does not discriminate on the basis of pregnancy. However, we can offer accommodations to students who are pregnant that need special consideration to successfully complete the course. If you think you will need accommodations due to pregnancy, please make arrangements with the appropriate campus coordinator.

Swainsboro Campus: [Daphne Scott \(dscott@southeasterntech.edu\)](mailto:dscott@southeasterntech.edu) 478-289-2274, Building 1, Room 1210.

Vidalia Campus: [Helen Thomas \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126, Building A, Room 165.

It is strongly encouraged that requests for consideration be made **PRIOR** to delivery and early enough in the pregnancy to ensure that all the required documentation is secured before the absence occurs. Requests made after delivery MAY NOT be accommodated. The coordinator will contact your instructor to discuss accommodations when all required documentation has been received. The instructor will then discuss a plan with you to make up missed assignments.

### **WITHDRAWAL PROCEDURE**

Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% point of the term in which student is enrolled (date will be posted on the school calendar) must speak with a Career Counselor in Student Affairs and complete a Student Withdrawal Form. A grade of "W" (Withdrawn) is assigned for the course(s) when the student completes the withdrawal form.

Important – Student-initiated withdrawals are not allowed after the 65% point. After the 65% point of the term in which the student is enrolled, the student has earned the right to a letter grade and will receive a grade for the course. Please note: Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of "F" (Failing 0-59) being assigned.

Informing your instructor that you will not return to his/her course, does not satisfy the approved withdrawal procedure outlined above.

There is no refund for partial reduction of hours. Withdrawals may affect students' eligibility for financial aid for the current semester and in the future, so a student must also speak with a representative of the Financial Aid Office to determine any financial penalties that may be assessed due to the withdrawal. A grade of "W" will count in attempted hour calculations for the purpose of Financial Aid.

### **MAKEUP GUIDELINES (TESTS, QUIZZES, HOMEWORK, PROJECTS, ETC.)**

No make-up exams are allowed without a physician's excuse that must be provided to the instructor within three (3) days of the absence. If an exam is missed, the student will be allowed to take the exam during one hour at the end of the semester (date to be scheduled by the instructor). There will be no exceptions to this policy. If you are absent or late on the day a chapter quiz is given, you will receive a "0" for that grade.

LOWEST EXAM GRADES ARE NOT DROPPED.

### **ACADEMIC DISHONESTY POLICY**

The Southeastern Technical College Academic Dishonesty Policy states that all forms of academic dishonesty, including but not limited to cheating on tests, plagiarism, collusion, and falsification of information, will call for discipline. The policy can also be found in the Southeastern Technical College Catalog and Handbook.

### **PROCEDURE FOR ACADEMIC MISCONDUCT**

The procedure for dealing with academic misconduct and dishonesty is as follows:

#### **1. First Offense**

Student will be assigned a grade of "0" for the test or assignment. Instructor keeps a record in course/program files and notes as first offense. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus. The Registrar will input the incident into Banner for tracking purposes.

#### **2. Second Offense**

Student is given a grade of "WF" (Withdrawn Failing) for the course in which offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Registrar will input the incident into Banner for tracking purposes.

#### **3. Third Offense**

Student is given a grade of "WF" for the course in which the offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of third offense. The Vice President for Student Affairs, or

designee, will notify the student of suspension from college for a specified period of time. The Registrar will input the incident into Banner for tracking purposes.

### STATEMENT OF NON-DISCRIMINATION

The Technical College System of Georgia (TCSG) and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, spouse of military member, or citizenship status (except in those special circumstances permitted or mandated by law). This nondiscrimination policy encompasses the operation of all technical college-administered programs, federally financed programs, educational programs and activities involving admissions, scholarships and loans, student life, and athletics. It also applies to the recruitment and employment of personnel and contracting for goods and services.

All work and campus environments shall be free from unlawful forms of discrimination, harassment and retaliation as outlined under Title IX of the Educational Amendments of 1972, Title VI and Title VII of the Civil Rights Act of 1964, as amended, the Age Discrimination in Employment Act of 1967, as amended, Executive Order 11246, as amended, the Vietnam Era Veterans Readjustment Act of 1974, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Americans With Disabilities Act of 1990, as amended, the Equal Pay Act, Lilly Ledbetter Fair Pay Act of 2009, the Georgia Fair Employment Act of 1978, as amended, the Immigration Reform and Control Act of 1986, the Genetic Information Nondiscrimination Act of 2008, the Workforce Investment Act of 1998 and other related mandates under TCSG Policy, federal or state statutes.

The Technical College System and Technical Colleges shall promote the realization of equal opportunity through a positive continuing program of specific practices designed to ensure the full realization of equal opportunity.

The following individuals have been designated to handle inquiries regarding the nondiscrimination policies:

<b>American With Disabilities Act (ADA)/Section 504 - Equity- Title IX (Students) – Office of Civil Rights (OCR) Compliance Officer</b>	<b>Title VI - Title IX (Employees) – Equal Employment Opportunity Commission (EEOC) Officer</b>
Helen Thomas, Special Needs Specialist Vidalia Campus 3001 East 1 <sup>st</sup> Street, Vidalia Office 165 Phone: 912-538-3126 Email: <a href="mailto:hthomas@southeasterntech.edu">Helen Thomas</a> <a href="mailto:hthomas@southeasterntech.edu">hthomas@southeasterntech.edu</a>	Lanie Jonas, Director of Human Resources Vidalia Campus 3001 East 1 <sup>st</sup> Street, Vidalia Office 138B Phone: 912-538-3230 Email: <a href="mailto:ljonas@southeasterntech.edu">Lanie Jonas</a> <a href="mailto:ljonas@southeasterntech.edu">ljonas@southeasterntech.edu</a>

### ACCESSIBILITY STATEMENT

Southeastern Technical College is committed to making course content accessible to individuals to comply with the requirements of Section 508 of the Rehabilitation Act of Americans with Disabilities Act (ADA). If you find a problem that prevents access, please contact the course instructor.

### GRIEVANCE PROCEDURES

Grievance procedures can be found in the Catalog and Handbook located on Southeastern Technical College's website.

### ACCESS TO TECHNOLOGY

Students can now access Blackboard, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the [Southeastern Technical College \(STC\) Website \(www.southeasterntech.edu\)](http://www.southeasterntech.edu).



## TECHNICAL COLLEGE SYSTEM OF GEORGIA (TCSG) GUARANTEE/WARRANTY STATEMENT

The Technical College System of Georgia guarantees employers that graduates of State Technical Colleges shall possess skills and knowledge as prescribed by State Curriculum Standards. Should any graduate employee within two years of graduation be deemed lacking in said skills, that student shall be retrained in any State Technical College at no charge for instructional costs to either the student or the employer.

### GRADING POLICY

Assessment/Assignment	Percentage
Unit Tests	50%
Coding Exercises	10%
Quizzes	10%
MindTap Exercises	10%
Final Exam	20%

### GRADING SCALE

Letter Grade	Range
A	90-100
B	80-89
C	70-79
D	60-69
F	0-59

## CORE CURRICULUM

Core Curriculum for Medical Assistants Medical Assisting Education Review Board (MAERB) 2015 Curriculum Requirements

Cognitive (Knowledge Base) VIII.C Third Party Reimbursement	Psychomotor (Skills) VIII.P Third Party Reimbursement	Affective (Behavior) VIII.A Third Party Reimbursement
<ol style="list-style-type: none"> <li>1. Identify:                             <ol style="list-style-type: none"> <li>a. Types of third party plans</li> <li>b. Information required to file a third party claim</li> <li>c. The steps for filing a third party claim</li> </ol> </li> <li>2. Outline managed care requirements for patient referral</li> <li>3. Describe processes for:                             <ol style="list-style-type: none"> <li>a. Verification of eligibility for services</li> <li>b. Precertification</li> <li>c. preauthorization</li> </ol> </li> <li>4. Define a patient-centered medical home (PCMH)</li> <li>5. Differentiate between fraud and abuse</li> </ol>	<ol style="list-style-type: none"> <li>1. Interpret information on an insurance card</li> <li>2. Verify eligibility for services including documentation</li> <li>3. Obtain precertification or preauthorization including documentation</li> <li>4. Complete an insurance claim form</li> </ol>	<ol style="list-style-type: none"> <li>1. Interact professionally with third party representatives</li> <li>2. Display tactful behavior when communicating with medical providers regarding third party requirements</li> <li>3. Show sensitivity when communicating with patients regarding third party requirements</li> </ol>
Cognitive (Knowledge Base) IX.C Procedural and Diagnostic Coding	Psychomotor (Skills) IX.P Procedural and Diagnostic Coding	Affective (Behavior) IX.A Procedural and Diagnostic Coding
<ol style="list-style-type: none"> <li>1. Describe how to use the most current procedural coding system</li> <li>2. Describe how to use the most current diagnostic coding classification system</li> <li>3. Describe how to use the most current HCPCS level II coding system</li> <li>4. Discuss the effects of:                             <ol style="list-style-type: none"> <li>a. Upcoding</li> <li>b. Downcoding</li> </ol> </li> <li>5. Define medical necessity as it applies to procedural and diagnostic coding</li> </ol>	<ol style="list-style-type: none"> <li>1. Perform procedural coding</li> <li>2. Perform diagnostic coding</li> <li>3. Utilize medical necessity guidelines</li> </ol>	<ol style="list-style-type: none"> <li>1. Utilize tactful communication skills with medical providers to ensure accurate code selection</li> </ol>

# **MAST 1100 Medical Insurance Management Fall Semester 2021 Lesson Plan**

Weeks will begin on Thursday of each week and end on Wednesday of the following week. Graded assignments available during the designated week for you to complete by due dates are in **bold**.

**Make sure you check your EMAIL every day!!!**

**Do not get behind on assignments!**

**READ EVERYTHING TWICE** before you ask questions and **ALWAYS** refer to your syllabus and Blackboard before you ask. I am happy to answer questions and help you, but I do expect you to attempt to figure things out on your own to a certain extent.

I frequently send reminder emails when assignments are upcoming or are due. If you get a reminder and the assignment is not due for a few days, please don't be alarmed; it is simply a reminder for you to know the assignment will be due during the week. If you get a reminder on the date that an assignment is due, that means you have not submitted it and need to get it done asap.

**On the first day of class before you begin ANY assignments, complete the following in BLACKBOARD**

Complete the following by **08/23** to reserve your spot in the class!!

## Getting Started Tab

1. Getting Started presentation
2. Pledge Acknowledgement
3. Student Introduction
4. Technology Access video

## Blackboard Orientation Tab

1. Blackboard Online Orientation
2. Online Orientation Quiz

## COVID-19 Tab

1. Covid 19 Presentation
2. Covid 19 Presentation Acknowledgment

Date/Week	Chapter /Lesson	Content	Assignments & Tests Due Dates	Competency Area
08/16	Chapter 1	First Day of class; Review Syllabus/Lesson plan; Blackboard; Coding books; MindTap  Discussion/Lecture Health Insurance Specialist Career	Read Chapters 1, 2 and 3 prepare for quizzes in class on 08/23	1, 2 a, c
<b>Week 1</b> 08/16 to 08/25	Chapter 1 Chapter 2 Chapter 3	Health Insurance Specialist Career  Introduction to Health Insurance  Managed Health Care  <b><u>Bolded assignments available 08/16/21 at 8:00 am to 08/25/21 at 11:59 pm</u></b>	Read Chapters 1, 2 and 3 prepare for quizzes in class on 08/23  <b>MindTap Chapters 1 and 2</b> <b>MindTap Chapter 3</b>  <b>Test 1 Chapters 1-3</b>  <b>RENT CODING BOOKS for use beginning 08/30/21!!</b>	1, 2 a, c
Monday 08/23	Chapter 2 Chapter 3	Discussion/Lecture Introduction to Health Insurance  Managed Health Care	<b>Quiz 1 Chapter 1 in class</b> available 8:30 a.m. - 10:00 a.m. <b>Quiz 2 Chapter 2 in class</b> available 8:30 a.m. - 10:00 a.m. <b>Quiz 3 Chapter 3 in class</b> available 8:30 a.m. - 10:00 a.m.  Read Chapters 4 and 5 prepare for quizzes in class on 08/30	1, 2 a, c
<b>Week 2</b> 08/26 to 09/01	Chapter 4 Chapter 5	Revenue Cycle Management  Legal Aspects of Health Insurance and Reimbursement  <u>EHRGo</u> New Patient Registration, Exam and Billing A New Patient Registration, Exam and Billing B New Patient Registration, Exam and Billing C  <b><u>Bolded assignments available 08/26/21 at 8:00 am to 09/01/21 at 11:59 pm</u></b>	<b>MindTap Chapters 4 and 5</b>  <b>Test 2 Chapters 4 and 5</b>  Read Chapters 4 and 5 prepare for quizzes in class on 08/30  <b>RENT CODING BOOKS for use beginning 08/30/21!!</b>	1, 2 a, c

Date/Week	Chapter /Lesson	Content	Assignments & Tests Due Dates	Competency Area
Monday 08/30	Chapter 4 Chapter 5	Discussion/Lecture Revenue Cycle Management  Legal Aspects of Health Insurance and Reimbursement  ICD-10-CM Coding reference book overview <b>MUST have coding books by 08/30/2021</b> <b>ONLY Bring ICD-10-CM to class!</b>	<b>Quiz 4 Chapter 4 in class</b> available 8:30 a.m. to 9:30 a.m. <b>Quiz 5 Chapter 5 in class</b> available 8:30 a.m. to 9:30 a.m.  <b>**If you have not done so already, rent coding books for use beginning 08/30/21!!</b>  Read Chapter 6 and prepare for quiz on 09/13	1, 2 a, c
<b>Week 3</b> 09/02 to 09/08	Chapter 6	ICD-10-CM Coding	Work on MindTap  <b>Coding Exercises due via Blackboard</b>	2 a, c
09/06 <b>HOLIDAY</b>				
<b>Week 4</b> 09/09 to 09/15	Chapter 6	ICD-10-CM Coding ICD-10-CM Coding reference book overview <b>ONLY Bring ICD-10-CM book to class!</b> <b>Bolded assignments available 09/09/21 at 8:00 am to 09/15/21 at 11:59 pm</b>	Work on MindTap  <b>Coding Quizzes due via Blackboard</b>	2 a, c
Monday 09/13	Chapter 6	Discussion/Lecture ICD-10-CM Coding <b>ONLY Bring ICD-10-CM book to class!</b>  <b>In Class Coding Exercises</b> Factors Influencing Health Status External Causes of Morbidity	<b>Quiz 6 Chapter 6 in class</b> available 8:30 a.m. to 9:30 a.m.  <b>Coding Quizzes due via Blackboard</b>  Medical Terminology Review Factors Influencing Health Status External Causes of Morbidity	2 a, c
<b>Week 5</b> 09/16 to 09/22	Chapter 6	ICD-10-CM Coding (Continued) Discussion/Lecture <b>ONLY Bring ICD-10-CM book to class!</b>  <b>Bolded assignments available 09/16/21 at 8:00 am to 09/22/21 at 11:59 pm</b>	<b>Coding Quizzes due via Blackboard</b>  Work on MindTap	2 a, c

Date/Week	Chapter /Lesson	Content	Assignments & Tests Due Dates	Competency Area
Monday 9/20	Chapter 6	Discussion/Lecture <u>In Class Coding Exercises</u> Infectious Diseases Neoplasms Blood and Blood-forming Organs/Immune System Endocrine, Nutritional, and Metabolic Diseases Mental, Behavioral, and Neurodevelopmental Disorders Diseases Nervous System, Eye and Adnexa, Ear and Mastoid Process	<b>Coding Quizzes due via Blackboard</b> Infectious Diseases Neoplasms Blood and Blood-forming Organs/Immune System Endocrine, Nutritional, and Metabolic Diseases Mental, Behavioral, and Neurodevelopmental Disorders Diseases Nervous System, Eye and Adnexa, Ear and Mastoid Process	2 a, c
<b>Week 6</b> 09/23 to 09/29	Chapter 6	ICD-10-CM Coding (Continued) <b>ONLY Bring ICD-10-CM book to class!</b>  <b><u>Bolded assignments available 09/23/21 at 8:00 am to 09/29/21 at 11:59 pm</u></b>	<b>Coding Quizzes due via Blackboard</b>  Work on MindTap	2 a, c
Monday 9/27	Chapter 6	Discussion/Lecture <u>In Class Coding Exercises</u> Diseases Circulatory System Diseases Respiratory System Diseases Digestive System Diseases Skin & Subcutaneous Tissue Diseases Musculoskeletal System & Connective Tissue Diseases of Genitourinary System	<b>Coding Quizzes due via Blackboard</b> Diseases Circulatory System Diseases Respiratory System Diseases Digestive System Diseases Skin & Subcutaneous Tissue Diseases Musculoskeletal System & Connective Tissue Diseases of Genitourinary System	2 a, c
<b>Week 7</b> 09/30 to 10/06	Chapter 6	ICD-10-CM Coding (Continued) <b>ONLY Bring ICD-10-CM book to class!</b>  <b><u>Bolded assignments available 09/30/21 at 8:00 am to 10/06/21 at 11:59 pm</u></b>	<b>Coding Quizzes due via Blackboard</b>  <b>MindTap Chapter 6</b>  <b>Test 3 Chapter 6</b>  Read Chapter 7 and prepare for quiz in class on 10/11	2 a, c

Date/Week	Chapter /Lesson	Content	Assignments & Tests Due Dates	Competency Area
Monday 10/04		Discussion/Lecture <u>In Class Coding Exercises</u> Pregnancy, Childbirth, and the Puerperium Certain Conditions Originating in the Perinatal Period Congenital Malformations, Deformations, and Chromosomal Abnormalities Symptoms, Signs & Abnormal Clinical & Lab Findings, NEC Injury, Poisoning & Certain Other Consequences of External Causes	<b>Coding Quizzes due via Blackboard</b> Pregnancy, Childbirth, and the Puerperium Certain Conditions Originating in the Perinatal Period Congenital Malformations, Deformations, and Chromosomal Abnormalities Symptoms, Signs & Abnormal Clinical & Lab Findings, NEC Injury, Poisoning & Certain Other Consequences of External Causes  Read Chapter 7 and prepare for quiz in class on 10/11	2 a, c
<b>Week 8</b> 10/07 to 10/13	Chapter 7	CPT Coding <b>ONLY Bring CPT book to class!</b>  <b><u>Bolded assignments available 10/07/21 at 8:00 am to 10/13/21 at 11:59 pm</u></b>	<b>Coding Quizzes due via Blackboard</b>  Work on MindTap Chapter 7	2 a, c
Monday 10/11  Mid-Term 10/08	Chapter 7	Discussion/Lecture <b>ONLY Bring CPT book to class!</b>  <u>In Class Coding Exercises</u> Modifiers Evaluation and Management Anesthesia	<b>Quiz 7 Chapter 7 in class</b> available 8:30 a.m. to 9:30 a.m.  <b>Coding Quizzes due via Blackboard</b> Modifiers Evaluation and Management Anesthesia	2 a, c
<b>Week 9</b> 10/14 to 10/20	Chapter 7	CPT Coding (Continued) <b>ONLY Bring CPT book to class!</b>  <b><u>Bolded assignments available 10/14/21 at 8:00 am to 10/20/21 at 11:59 pm</u></b>	<b>Coding Exercises due via Blackboard</b>  Work on MindTap Chapter 7	2 a, c

Date/Week	Chapter /Lesson	Content	Assignments & Tests Due Dates	Competency Area
Monday 10/18	Chapter 7	Discussion/Lecture <b>ONLY Bring CPT book to class!</b>  <u>In Class Coding Exercises</u> General; Integumentary System Musculoskeletal System Respiratory System Cardiovascular System Hemic & Lymphatic Systems; Mediastinum & Diaphragm Digestive System Urinary System Male Genital System; Reproductive System Procedures; Intersex Surgery	<b>Coding Exercises due via Blackboard</b> General; Integumentary System Musculoskeletal System Respiratory System Cardiovascular System Hemic & Lymphatic Systems; Mediastinum & Diaphragm Digestive System Urinary System Male Genital System; Reproductive System Procedures; Intersex Surgery	2 a, c
Week 10 10/21 to 10/27	Chapter 7  Chapter 8	CPT Coding (Continued) <b>Bring CPT &amp; HCPCS book to class!</b>  HCPCS Level II Coding  <b>Bolded assignments available 10/21/21 at 8:00 am to 10/27/21 at 11:59 pm</b>	<b>Coding Exercises due via Blackboard</b>  <b>MindTap Chapters 7 and 8</b>  <b>Test 4 Chapter 7 and 8</b>  Read Chapters 9 – 11 and prepare for quizzes in class on 11/01	2 a, c
Monday 10/25  65% point 10/27	Chapter 8	Discussion/Lecture <b>Bring CPT &amp; HCPCS book to class!</b>  <u>In Class Coding Exercises</u> Female Genital System; Maternity Care & Delivery Endocrine System; Nervous System Eye & Ocular Adnexa; Auditory System; Operating Microscope Radiology Section Pathology & Laboratory Section Medicine Section  HCPCS Level II Coding  <u>In Class HCPCS Level II Coding Exercises</u> HCPCS Level II National Codes and Modifiers	<b>Coding Quizzes due via Blackboard</b> Female Genital System; Maternity Care & Delivery Endocrine System; Nervous System Eye & Ocular Adnexa; Auditory System; Operating Microscope Radiology Section Pathology & Laboratory Section Medicine Section HCPCS Level II National Codes and Modifiers  <b>Quiz 8 Chapter 8 in class</b> available 8:30 a.m. to 9:30 a.m.  Read Chapters 9 – 11 and prepare for quizzes in class on 11/01	2 a, c

Date/Week	Chapter /Lesson	Content	Assignments & Tests Due Dates	Competency Area
Week 11 10/28 to 11/03	Chapter 9 Chapter 10 Chapter 11	CMS Reimbursement Methodologies Coding Compliance, Clinical Documentation Improvement, and Coding for Medical Necessity CMS-1500 and UB-04 Claims <b>EHRGo</b> Creating a Claim A Creating a Claim B  <b><u>Bolded assignments available 10/28/21 at 8:00 am to 11/03/21 at 11:59 pm</u></b>	<b>MindTap Chapters 9 – 11</b>  <b>EHRGo</b>  <b>Test 5 Chapters 9-11</b>  Read Chapters 12 and 13 and prepare for quizzes in class on 11/08	1, 2 a, c
Monday 11/01	Chapter 9 Chapter 10 Chapter 11	Discussion/Lecture CMS Reimbursement Methodologies Coding Compliance, Clinical Documentation Improvement, and Coding for Medical Necessity CMS-1500 and UB-04 Claims  <b><u>Bolded assignments available 10/28/21 at 8:00 am to 11/03/21 at 11:59 pm</u></b>	<b>Quiz 9 Chapter 9 in class</b> available 8:30 a.m. - 10:00 a.m. <b>Quiz 10 Chapter 10 in class</b> available 8:30 a.m. - 10:00 a.m. <b>Quiz 11 Chapter 11 in class</b> available 8:30 a.m. - 10:00 a.m.  Read Chapters 12 and 13 and prepare for quizzes in class on 11/08	1, 2 a, c
Week 12 11/04 to 11/10	Chapter 12 Chapter 13	Commercial Insurance BlueCross BlueShield	<b>MindTap Chapters 12 and 13</b>  <b>Test 6 Chapters 12 and 13</b>  Read Chapters 14 and 15 and prepare for quizzes in class on 11/08	1, 2 a, c
Monday 11/08	Chapter 12 Chapter 13	Discussion/Lecture Commercial Insurance BlueCross BlueShield  <b><u>Bolded assignments available 11/04/21 at 8:00 am to 11/10/21 at 11:59 pm</u></b>	<b>Quiz 12 Chapter 12 in class</b> available 8:30 a.m. - 10:00 a.m. <b>Quiz 13 Chapter 13 in class</b> available 8:30 a.m. - 10:00 a.m.  Read Chapters 14 and 15 and prepare for quizzes in class on 11/08	1, 2 a, c



Date/Week	Chapter /Lesson	Content	Assignments & Tests Due Dates	Competency Area
<b>Week 13</b> 11/11 to 11/17	Chapter 14 Chapter 15	Medicare Medicaid  <b><u>Bolded assignments available 11/11/21 at 8:00 am to 11/17/21 at 11:59 pm</u></b>	<b>MindTap Chapters 14 and 15</b>  <b>Test 7 Chapters 14 and 15</b>  Read Chapters 16 and 17 and prepare for quizzes in class on 11/15	1, 2 a, c
Monday 11/15	Chapter 14 Chapter 15	Discussion/Lecture Medicare Medicaid  <b><u>Bolded assignments available 11/11/21 at 8:00 am to 11/17/21 at 11:59 pm</u></b>	<b>Quiz 14 Chapter 14 in class</b> available 8:30 a.m. - 10:00 a.m. <b>Quiz 15 Chapter 15 in class</b> available 8:30 a.m. - 10:00 a.m.  Read Chapters 16 and 17 and prepare for quizzes in class on 11/29	1, 2 a, c
<b>Week 14</b> 11/18 to 11/24		Thanksgiving Break  <b>No Assignments can be submitted via Blackboard 11/20 through 11/27 due to upgrades</b>	Read Chapters 16 and 17 and prepare for quizzes in class on 11/29	
<b>Week 15</b> 11/28 to 12/02  NOTE: This is a short week and will begin on Sunday and end on Thursday due to BLACKBOARD UPGRADES	Chapter 16 Chapter 17	Tricare Workers' Compensation  <b><u>Bolded assignments available 11/28/21 at 8:00 am to 12/02/21 at 11:59 pm</u></b>	<b>MindTap Chapters 12 and 13</b>  <b>Test 8 Chapters 16 and 17</b>  Study for Final	1, 2 a, c
Monday 11/29	Chapter 16 Chapter 17	Discussion/Lecture Tricare Workers' Compensation	<b>Quiz 16 Chapter 16 in class</b> available 8:30 a.m. - 10:00 a.m. <b>Quiz 17 Chapter 17 in class</b> available 8:30 a.m. - 10:00 a.m.  Study for Final	1, 2 a, c
12/6 or 12/7		<b><u>Comprehensive Final Exam available 12/06/20 at 8:00 am to 12/07/20 at 11:59 pm</u></b>	<b>Final Exam</b>	1, 2 a, c

**COMPETENCY AREAS: (WILL VARY FOR EACH COURSE/TAKEN FROM STATE STANDARDS)**

1. Managed Care
2. Reimbursement and Coding

**GENERAL CORE EDUCATIONAL COMPETENCIES:**

- a) The ability to utilize standard written English.
- b) The ability to solve practical mathematical problems.
- c) The ability to read, analyze, and interpret information.