

**Nashville State Community College
Business, Management, and Hospitality
Healthcare Management Program
Master Course Syllabus
HCMT 2350 – Insurance and Reimbursement**

The purpose of the syllabus is to tell you how the course is organized, what the expectations are, and how you will be graded. In addition, there is important information about how the college will operate during severe weather and how the college will communicate with you. The syllabus is not a contract. Instead, it is meant to help you succeed in this course. If any of the content changes during the semester, you will be notified.

Course information: 100% online

Course Title: Insurance and Reimbursement

Credits: 3

Class Hours: 3

Course Description:

A study of insurance billing procedures. Topics include instruction for completing pertinent forms for third-party payers. Reimbursement methods for billing and reporting are discussed.

Prerequisite(s): HCMT 2305 and HCMT 2315 with a grade of “C” or higher. Student must maintain a grade of “C” or higher in order to progress in the program

Instructor Information:

Name:

Email:

Office Phone:

Office Location:

Office Hours:

Instructor Zoom Room link:

Class Session Zoom Link Information (if virtual): Class is 100% online

Required Textbook(s) & Other Materials:

Textbook(s): Smith/Fordney’s Medical Insurance and Billing, 16th ed., ISBN 978-0-323-79535-7 AND Smith/Fordney’s Medical Insurance and Billing Workbook, 16th ed., ISBN 978-0-323-79536-4

Once you have registered for your courses, you should make sure you have the correct textbook and materials for each course. Before courses begin, you can do this by looking up your courses on the [bookstore’s website](https://www.bkstr.com/nscstore/shop/textbooks-and-course-materials) (<https://www.bkstr.com/nscstore/shop/textbooks-and-course-materials>) using your A# or by entering your course information. If you are registered with the Access Center and need

an alternate format for the textbook and other course materials, please contact the Access Center at 615-353-3721, 615-353-3741, or accesscenter@nscc.edu.

Digital Course Materials: These ensure you pay less for your course materials and have easy access through D2L throughout the semester. When you registered for this course, the charge for these materials appeared on your account. If you decide you do not want to purchase the course materials embedded in NS Online, you can opt out of the program **until the end of the second week of classes**. If you opt out, you will be responsible for purchasing the required course materials on your own. For more information, please visit www.nscc.edu/dcm.

Honors Option: Honors credit is available in some classes. If you are interested in participating in the Honors Program, please see your instructor within the first four weeks of class.

Course Outcomes: At the end of the semester, this is what you should know and/or be able to do:

- CO1 Identify and explain terminology related to medical insurance and reimbursement
- CO2 Apply reimbursement methods for billing or reporting
- CO3 Evaluate payer remittance or payment reports for reimbursement and/or denials
- CO4 Apply the global surgical package concept to surgical procedures
- CO5 Verify that the data on the insurance claim form correctly reflects the services provided
- CO6 Validate the accuracy of the required data elements on the insurance claim form

Course Competencies:

The following are detailed course competencies, or specific skills or knowledge, intended to help you achieve the course outcomes:

- Given billing scenarios student will be able to identify if the scenarios indicate fraud or abuse
- Students will be able to identify privileged and nonprivileged information
- Students will be able to define medical insurance terms and abbreviations
- Students will be able to identify medical insurance billing aspects that are affected by medical legal issues
- Given insurance billing scenarios student will be able to differentiate between medical ethics and medical etiquette
- Students will be able to differentiate between group, individual, and prepaid health insurance contracts
- Student will be able to define the standard terms of an insurance policy
- Student will be able to explain coordination of benefits and the birthday law
- Student will be able to explain the physician/patient contract for various types of patients
- Student will be able to list different types of health insurance coverage and their benefit provisions
- Student will be able to identify source documents utilized in a physician office
- Student will be able to identify the purpose of an encounter form and enumerate alternative names for the form

- Given an insurance card, student will be able to abstract information from the card
- Given a ledger, student will be able to post transactions to the ledger
- Student will be able to list and explain the steps in processing an insurance claim
- Student will be able to explain the purpose and importance of coding as it relates to billing and reimbursement
- Student will be able to explain the use of modifiers and the importance as it relates to billing and reimbursement
- Student will be able to explain the Medicare global package rules and how it relates to reimbursement
- Given a billing scenario student will be able to apply reimbursement methods for billing or reporting
- Given an EOB, student will be able to evaluate for reimbursement and/or denials
- Given a completed 1500 form, student will be able to verify that the data on the form is correct to reflect services provided
- Given a completed 1500 form, student will be able to validate the accuracy of the required data elements on the claim form
- Given a billing scenario, student will be able to accurately complete a 1500 form
- Student will be able to identify principles of documentation
- Given a billing scenario, student will be able to list the principles for the release of medical information
- Student will be able to list the federal standards under HIPAA
- Student will be able to define PHI and explain the privacy rule as it pertains to PHI
- Given a 1500 form, student will be able identify the blocks and the specific purposes for each block
- Student will be able to list and explain methods utilized to determine fees
- Student will be able to list and explain various reimbursement methodologies
- Student will be able to list the benefits and non-benefits of Medicare
- Student will be able to list basic coverage for Medicare Parts A, B, and C
- Student will be able to execute formulas used to analyze accounts receivable and determine the financial status of a medical practice
- Student will be able to list and define credit and collection terminology
- Student will be able to list and explain possible solutions to insurance carrier collection problems

The following are general education competencies intended to support the course outcomes:

- Know how to locate, evaluate, and use information sources.
- Apply mathematical concepts to problems and situations.
- Use critical thinking skills.
- Apply scientific thought processes to a range of situations.

Topics to Be Covered:

- Career Role and Responsibilities of an Insurance Billing Specialist
 - Role
 - Privacy, Security, and HIPAA

- Compliance, Fraud, and Abuse
- Introduction to Health Insurance
 - Basics of Health Insurance
 - The Blue Plans, Private insurance, and Managed Care Plans
 - Medicare
 - Medicaid and Other State Programs
 - TRICARE and Veterans' Health Care
 - Workers' Compensation
 - Disability Income Insurance and Disability Benefit Programs
- Documentation and Coding for Professional Services
 - Medical Documentation and the Electronic Health Record
 - Diagnostic Coding
 - Procedural Coding
- Claims Submission in the Medical Office
 - The Paper Claim CMS-1500
 - The Electronic Claim
- Revenue Cycle Management
 - Receiving Payments and Insurance Problem Solving
 - Collection Strategies

Course Assessments: We will use the following assessments to demonstrate your understanding, knowledge, and skills:

Formative Learning Assignments

- Vocabulary/Acronyms Quizlet: Student uses external software (free) called Quizlet.com
- Quizzes on Reading: Student reads textbook and answers Questions using Unit PowerPoints for Notes
- Websites and Resources Reviews to learn how to find current and ever-changing healthcare system changes – NOT GRADED

Summative Learning Assessments

- Concept Reviews: Student will answer questions to establish mastery of the Learning Objectives
- Discussions: Student will discuss strengths and weaknesses with their classmates and instructor to ensure understanding of all topics.

Grading Policy:

Due Dates are provided to keep you paced properly to complete the course by the end of the term and are expected to be followed. All Course Assessments are due no later than the last day of classes. Extensions may be granted for the week of finals, not to exceed assignments from the last 2 weeks of the course. Your grade will be adjusted if you fail to complete the Assessments after the last day of class without an extenuating circumstance approved by your Instructor.

- 05% Introduction and Syllabus Quiz
- 25% Formative: Vocabulary Quizlets

- 25% Formative: Quizzes on Reading
- -0- Formative: Websites and Resources Reviews
- 30% Summative: Concept Reviews
- 15% Summative: Concept Reviews

Grading Scale:

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

FA

If you stop attending class or if you are in an online class and stop submitting assignments, but do not turn in a withdrawal form by the deadline, you are still enrolled in class. You will be given a grade of FA, which means you have failed due to not attending class and not completing your assignments. Please refer to the current academic calendar available on the Nashville State web site, looking for the date that indicates it is the “Last Day to Earn F for Attendance (FA).” If you stop attending your course after this date, you will receive an F.

FN

An FN is awarded if you have never attended your course or done any of the work in an online course.

Late Work Policy & Make-up Procedures for Missed Assignments and Work:

Due Dates are provided to guide you through completion of the course in the allotted time. All assignments and assessments must be submitted by the last day of class.

Attendance Policy

General Policy

- *Absences in a course may affect your final grade.*
- *Tardiness may also affect your final grade.*
- *You are responsible for all work/tests that occur during any missed course session(s) regardless of reason(s) for absence.*
- *If you are not well enough to attend a course session (class), you must notify the instructor as soon as possible before the scheduled course time.*
 - *If you are unable to notify an instructor before the scheduled course time, you must contact the instructor as soon as reasonably possible.*
- *If you have an unavoidable conflict with a scheduled course session, you must notify the instructor before the course session.*
 - *If you are unable to notify an instructor before the scheduled course time, you must contact the instructor as soon as reasonably possible.*

Instructor's Policy

Attendance for this course is calculated by turning in assignments because it is 100% online. It is necessary to complete the assignments timely in order to complete the course by the end of the term. Due dates are provided to help you keep paced.

For financial aid purposes, **attendance** is measured by participation in the course. Instructors can determine your level of participation in several ways. Some of those ways are:

- continued attendance
- participation in on-ground or virtual class sessions
- participating in D2L as prompted
- responding to an instructor's email
- posting to a discussion board
- completing and submitting assignments

Technology Statement

- All classes at the College are web enhanced. "Web enhanced" means that components of the course, such as assignments and online discussions, may be located online in the class D2L/NS Online course shell and used in the course, even if the course meets in a classroom on ground.
- You must have access to a computer and an internet connection to complete assignments, engage in online discussions, and access various course materials through D2L/NS Online course shells.
- You may also be required to use free video conferencing platforms (examples: Zoom, Teams, etc.) for course sessions and meetings.
- You will be responsible for appropriate dress while on video. This means that you are expected to dress as if you were in a classroom.
- You will be responsible for a distraction free environment while on video. This means that the professor and others in the course should not be able to hear noise in your home, such as cell phones, TVs, or barking dogs. The best way to do this is to keep yourself on "mute" until you need to speak.
- You will be responsible for making sure your background is neutral. Keep in mind that students and professors come from all around the world, and you are all a part of our community. Therefore, please avoid having images in your background that may be offensive to your classmates.
- Certain publisher materials, such as textbook figures, may not work on cellphones and may require a laptop or a tablet.
- If you have questions or concerns regarding access to a computer or internet resources, please contact your instructor. Additional information is available on the [access to internet and technology website](#).

Computer Labs

Computers are available for all Nashville State students to use at each campus during open hours. Open computer lab availability may vary from campus to campus.

You should check the NSCC website for current hours of operation.

D2L/NS Online and myNSCC

It is your responsibility to check your email in **both** D2L/NS Online course shells and your @my.nsc.edu (student email) on a regular basis. These are the official communication channels between the college and you. You are responsible for the information communicated through these email channels. D2L/NS Online emails contain specific course information and @my.nsc.edu emails contain important information from college offices, such as Financial Aid.

ADA Compliance Statement

If you need accommodations due to a disability, please do not hesitate to reach out to our Access Center. Disabilities for which you can receive accommodations include documented physical, emotional, and/or learning conditions. Nashville State is committed to supporting your success, and we encourage you to get assistance if needed. If you require accommodations for any courses in which you are enrolled, contact the Access Center at 615.353.3363, or e-mail accesscenter@nsc.edu.

Classroom Misconduct

Disruptive conduct is not allowed in the classroom. Disruptive conduct is any behavior that prevents students from learning and interferes with the ability of the instructor to teach. This may change from course to course; therefore, your individual instructors will give you guidance on what qualifies as “disruptive conduct” in their courses. Please review the [Nashville State Student Code of Conduct policy](#). Please be aware that children are not allowed in class or to be left unattended on campus.

Academic Misconduct

You have started this academic journey to prepare for a future career. Because of this, it is important that you learn the materials being presented in your courses. For this reason, cheating, in any form, robs you of your opportunity to learn and master the material that will enable you to succeed in that future career. Nashville State has a clear [Academic Misconduct Policy](#) that you are expected to follow. In addition, your instructors will clarify what Academic Misconduct looks like and the consequences for violations in each course that you take. The instructor has the authority to assign an “F” or a “zero” for such violations or for the semester grade.

Academic Early Alert System

If you are not doing well in your course, your instructor may send you an Early Alert through your @my.nsc.edu email. This email will go to your academic advisor and Student Success advisor, as well. If you get an Early Alert, contact your instructor immediately. Instructors send these when they want to help you figure out how to get extra support to pass the course. An Early Alert does not mean that you have already failed the course. Rather, it means you are in danger of failing the course if you do not change your learning strategy. Please use an Early Alert to your advantage and as an opportunity to improve your grade.

RAVE Emergency Alert System

You can log in to this free alert system to receive text messages about emergencies related to NSCC campuses: <https://www.getrave.com/login/nsc>. The instructions for this are listed below.

- Your RAVE Username is your NSCC email address.

- If you've never received an email from RAVE with your password, or if you need to reset your password, select “Forgot your password?” and a new password will be emailed to you.
- Should the RAVE system indicate “user not found”, select Register and create your own RAVE account.

Student Wellness

Your well-being is important to us. With this in mind, the college has several resources available to provide support when needed:

- [Free tutoring](#) provides assistance beyond the classroom to help you make the most of your college education.
- [These resources](#) include NSCC email, scheduling, online courses, textbooks, tech check out and support, computer labs on campuses, academic advising, financial advising, COVID-19 information and procedures on campuses.
- [Services](#) that help with bus passes, food, childcare, textbooks, housing, financial counseling, personal counseling, suicide prevention, health insurance.

Equity Statement

Nashville State Community College strives to ensure that each student receives what that student needs to be successful, with goals of success beyond the classroom. We understand and practice ideals of equity and inclusion for our students by embracing a full spectrum of experiences, viewpoints, and intellectual approaches in order to overcome barriers to success.

Inclement Weather & Campus Closings

You get notices about campus closings in these places: text messages from RAVE and www.nsc.edu. Even when campuses are closed, you are still responsible for completing all assigned work. Check D2L/NS Online for a message from your instructor so you do not miss important assignments and due dates, which may change due to the campus closure.

Class Cancellation Policy

Our instructors post messages about cancelling classes in the D2L/NSOnline course shells and/or on the classroom door on campus. These messages can be found in the News and Content section or the Email tab in the online shell. Please check these to be sure that you take advantage of opportunities for learning and points toward your grade.