Nashville State Community College
Business & Applied Arts Division
Healthcare Management

Master Course Syllabus

This master course syllabus is meant simply as a guide and overview of the course. Each instructor will further clarify their criteria for grading, classroom procedures, attendance, exams and dates, etc. on his/her course syllabus.

Course Title: HCM 2600 – Insurance and Reimbursement
Credits 3
Class Hours 3
Course description from catalog including prerequisites and co-requisites.
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): HCM 2000 and HCM 2200 with a grade “C” or higher. Student must maintain a grade of “C” or higher in order to progress in program. Note: This is the same course as ADMIN 2313 – Health Insurance Survey

Instructor Information:
Name:
Email:
Office Phone:
Office Location:
Office Hours:

Textbook and Other Materials:
Reference Materials: None
Supplies: Computer with Internet access, computes in the Computer Lab can be used.

Course Outcomes:
Upon successful completion of this course, students should be able to:

1. Identify and explain terminology related to medical insurance and reimbursement
2. Apply reimbursement methods for billing or reporting
3. Evaluate payer remittance or payment reports for reimbursement and/or denials
4. Apply the global surgical package concept to surgical procedures
5. Verify that the data on the insurance claim form correctly reflects the services provided
6. Validate the accuracy of the required data elements on the insurance claim form

**Course Competencies:**
The following are detailed course competencies intended to support the course outcomes:

1. Given billing scenarios student will be able to identify if the scenarios indicate fraud or abuse
2. Students will be able to identify privileged and non privileged information
3. Students will be able to define medical insurance terms and abbreviations
4. Students will be able to identify medical insurance billing aspects that are affected by medical legal issues
5. Given insurance billing scenarios student will be able to differentiate between medical ethics and medical etiquette
6. Students will be able to differentiate between group, individual, and prepaid health insurance contracts
7. Student will be able to define the standard terms of an insurance policy
8. Student will be able to explain coordination of benefits and the birthday law
9. Student will be able to explain the physician/patient contract for various types of patients
10. Student will be able to list different types of health insurance coverage and their benefit provisions
11. Student will be able to identify source documents utilized in a physician office
12. Student will be able to identify the purpose of an encounter form and enumerate alternative names for the form
13. Given an insurance card, student will be able to abstract information from the card
14. Given a ledger, student will be able to post transactions to the ledger
15. Student will be able to list and explain the steps in processing an insurance claim
16. Student will be able to explain the purpose and importance of coding as it relates to billing and reimbursement
17. Student will be able to explain the use of modifiers and the importance as it relates to billing and reimbursement
18. Student will be able to explain the Medicare global package rules and how it relates to reimbursement
19. Given a billing scenario student will be able to apply reimbursement methods for billing or reporting
20. Given an EOB, student will be able to evaluate for reimbursement and/or denials
21. Given a completed 1500 form, student will be able to verify that the data on the form is correct to reflect services provided
22. Given a completed 1500 form, student will be able to validate the accuracy of the required data elements on the claim form
23. Given a billing scenario, student will be able to accurately complete a 1500 form
24. Student will be able to identify principles of documentation
25. Given a billing scenario, student will be able to list the principles for the release of medical information
26. Student will be able to list the federal standards under HIPAA
27. Student will be able to define PHI and explain the privacy rule as it pertains to PHI
28. Given a 1500 form, student will be able identify the blocks and the specific purposes for each block
29. Student will be able to list and explain methods utilized to determine fees
30. Student will be able to list and explain various reimbursement methodologies
31. Student will be able to list the benefits and nonbenefits of Medicare
32. Student will be able to list basic coverage for Medicare Parts A B and C
33. Student will be able to execute formulas used to analyze accounts receivable and determine the financial status of a medical practice
34. Student will be able to list and define credit and collection terminology
35. 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:

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

Topics to Be Covered:
1. Role of Insurance Billing Specialist
2. HIPAA Compliance and Privacy in Insurance Billing
3. Basics of Health Insurance
4. Medical Documentation
5. Diagnostic Coding
6. Procedural Coding
7. The Paper Claim: CMS-1500
8. Electronic Data Exchange: Transactions and Security
9. Receiving Payments and Insurance Problem Solving
10. Office and Insurance Collection Strategies
11. Medicare

**Grading Policy**

Assignments 35%
Examinations 45%
Quizzes 20%
Total 100%

**Grading Scale:**

A (90-100%)
B (80-89%)
C (70-79%)
D (60-69%)
F (59% or below)
FA (for students who do not comply with the attendance requirements of the course)

**Make-up procedures for missed assignments and work.**

All work must be submitted to the instructor by the due date. LATE WORK WILL NOT BE ACCEPTED AND A GRADE OF ZERO WILL BE ASSIGNED. Please do not wait until the last day to turn in homework, because last minute computer problems could prevent the assignment from being submitted prior to the deadline. Computer problems will not be considered an excuse for late homework; the online environment requires planning, it is a good idea to submit all assignments 24 hours prior to the deadline to allow time to correct potential technical problems.

**Attendance Policy**

A student is expected to attend all scheduled classes and laboratories. Each instructor will formulate an attendance policy and provide it on the course syllabus. Absences are counted from the first scheduled meeting of the class, and it is the responsibility of each student to know the attendance policy of each instructor in whose class he/she is enrolled. If a student is absent from a class, he/she should give an advanced explanation to the instructor. Absences in a course may affect a student’s final grade. The student is responsible for all assigned work in the course regardless of excused or unexcused absences. Tardiness may also affect a student’s final grade.
Failure to attend class will result in a final course grade of “FA” or “FN” (see explanation below) depending on the individual instructor’s course policy.

FA= failure, attendance-related (unofficial withdrawal) Last recorded date of attendance required.
FN= failure, never attended class (unofficial withdrawal)

**Student Communication Channels**
It is the student’s responsibility to check D2L and MyNSCC email on a regular basis. These are the official communication channels between the college and students. Students are responsible for the information communicated through those channels. D2L contains specific course information and MyNSCC contains information important for other purposes.

**ADA Compliance Statement**
Nashville State complies with the Americans with Disabilities Act. If you wish to request any special accommodations for any courses in which you are enrolled, contact the Student Access Center at 615.353.3741 3721.

**Classroom Misconduct**
Nashville State Community College has a zero tolerance policy for disruptive conduct in the classroom. Students whose behavior disrupts the classroom will be subject to disciplinary sanctions. Please consult your Student Handbook for more specific details.

The instructor has primary responsibility for control over classroom behavior and maintenance of academic integrity. He/she can order temporary removal or exclusion from the classroom of any student engaged in disruptive conduct or in conduct which violates the general rules and regulations of the College.

Disruptive behavior in the classroom may be defined as, but is not limited to, behavior that obstructs or disrupts the learning environment (e.g., offensive language, harassment of students and professors, repeated outbursts from a student which disrupt the flow of instruction or prevent concentration on the subject taught, failure to cooperate in maintaining classroom decorum, etc.), the continued use of any electronic or other noise or light emitting device which disturbs others (e.g., disturbing noises from beepers, cell phones, palm pilots, lap-top computers, games, etc.).

Please be aware that children are not allowed in class or unattended on campus.

**Academic Dishonesty (Honor Code)**
Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. “Plagiarism may result from: (1) failing to cite quotations and borrowed ideas, (2) failing to enclose borrowed language in quotation marks, and (3) failing to put summaries and paraphrases in your own words (A Writer’s Reference 331). Academic dishonesty may be defined as, but is not limited to, intentionally trying to deceive by claiming credit for the work of another person, using information from a web page or source without citing the reference, fraudulently using someone else’s work on an exam, paper, or assignment, recycling your own
work from another course, purchasing papers or materials from another source and presenting them as your own, attempting to obtain exams/materials/assignments in advance of the date of administration by the instructor, impersonating someone else in a testing situation, providing confidential test information to someone else, submitting the same assignment in two different classes without requesting both instructor’s permission, allowing someone else to copy or use your work, using someone else’s work to complete your own, altering documents, transcripts or grades, and forging a faculty/staff member’s signature.

In addition to other possible disciplinary sanctions that may be imposed through regular college procedures as a result of academic dishonesty the instructor has the authority to assign an “F” or a “Zero” for the exercise, paper, or examination or to assign an “F” for the course. Students may appeal through the appropriate college grade appeal procedures.

**Inclement Weather Policy**

In the event of an inclement weather event, check the Nashville State web site home page at www.nscc.edu for announcements on campus closures. Campus closures will also be announced on local television stations (channels 2, 4, 5, and 17).

When classes are cancelled, an online assignment will be posted in NS Online. Check your NS Online email for a message from your instructor regarding your online assignment requirements. Even though classes may be cancelled, some areas, i.e. Testing Center, may be open. However, you should check before commuting to campus.

The Vice President for Academic Affairs and the Director of Security are responsible for cancellation decisions during an inclement weather event for the Nashville State main campus and the Southeast campus. Cookeville, Waverly, and Dickson Campus Directors will make class cancellation decisions based on conditions in their respective areas. Decisions about class cancellations are based on actual conditions, not forecasts. The perspective used for making decisions is that of the college as an employer, not as a K-12 institution. Students should use their own best judgment in determining whether to report to campus during inclement weather when classes are not cancelled.