

Nashville State Community College
Business, Management and Hospitality Division
Healthcare Management
2021 Master Course Syllabus
HCMT 2350 – Insurance and Reimbursement

This syllabus sets forth the expectations for course content, work, and grading as well as expectations for student performance and conduct. The syllabus does not constitute a contract between the student and the instructor or the College. The information contained here is subject to change at any time. Students will be notified if any changes are made. Though changes are possible, it is expected that the course will be conducted as described in this syllabus.

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: HCMT 2305 and HCMT 2315 with a grade “C” or higher.

A grade of “C” or better is required for all HCMT courses in order to progress in the program.

Instructor Information:

Name: Eleonora Alvarado, RN, MHA, CPC

Email: eli.alvarado@nsc.edu

Office Phone: 615-353-3705

Office Location: C237H (Main Campus)

Office Hours (virtual):

Monday: 8AM-10AM; 7-8PM

Tuesday: 8AM-11AM; 7-8PM

Wednesday: 8:30-9:30AM

Thursday: 8AM-11AM

Friday: 8-9AM

Instructor Zoom Room link: <https://zoom.us/my/ea.office>

Required Textbook & Other Materials:

Textbook: *Insurance Handbook for the Medical Office 14th edition* by Marilyn Fordney. ISBN 978-0-323-31625-5

Workbook to Accompany Text, 14th edition by Marilyn Fordney, ISBN 978-0-323-31627-9

Reference Materials: None

Supplies: None

Once enrolled, all students should verify that they have the correct textbook and materials information by consulting the D2L/NS Online shell for the course. If you are registered with the Access Center and require an alternate format for the textbook and other course materials, please contact the Access Center at 615-353-3721, 615-353-3741, or accesscenter@nsc.edu.

Course Outcomes:

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

- Identify and explain terminology related to medical insurance and reimbursement
- Apply reimbursement methods for billing or reporting
- Evaluate payer remittance or payment reports for reimbursement and/or denials
- Apply the global surgical package concept to surgical procedures
- Verify that the data on the insurance claim form correctly reflects the services provided
- 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:

- Given billing scenarios student will be able to identify if the scenarios indicate fraud or abuse
- Students will be able to identify privileged and non privileged 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 nonbenefits 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:

- Role of Insurance Billing Specialist
- HIPAA Compliance and Privacy in Insurance Billing
- Basics of Health Insurance
- Medical Documentation
- Diagnostic Coding
- Procedural Coding
- The Paper Claim: CMS-1500
- Electronic Data Exchange: Transactions and Security

- Receiving Payments and Insurance Problem Solving
- Office and Insurance Collection Strategies
- Medicare

Course Assessments:

The following performance assessments will be used to demonstrate students' understanding, knowledge, and skills:

Homework

Homework can be found by clicking "Evaluations - Quizzes" on the Navigation Bar on the top of the course page. There is also a link on the content page by week. You will submit your homework within NS Online. Some homework assignments assigned will need to be submitted through the drop boxes in the Assignment link. A link will be included on the content page by week. There may be times that the link provided in the content by week MAY NOT work. If that is the case you can still access the homework by clicking on the "Evaluations- Quiz or "Assignment Dropbox" link at the top of the page on the navigation bar. Homework must be submitted to the instructor by the due date. Please do not wait until the last day to turn in homework because last minute computer problems could prevent you from getting the assignment in on time. Computer problems are not considered an excuse for late homework. **LATE HOMEWORK WILL NOT BE ACCEPTED AND WILL RECEIVE ZERO POINTS.**

Tests

There are 3 tests including the Final. Test #1 can be taken off campus and two (2) tests will be proctored and need to be taken at the Testing Center at Nashville State Community College OR a designated testing center approved by the instructor. **Proctored testing requires that you come on campus to take your tests. You also have an option to take your proctored testing through "Honorlock" which can be done off campus. Honorlock requires that you have a computer with a camera.** The Testing Center/Honorlock staff have the passwords and will input for you so that you can access your tests. If you are coming to the Main Campus, you will need to come to the Testing Center which is located in the Student Services Building. Testing Center policies require that you have a photo ID to take a test in the testing center. You should allow at least 1 hour to complete a test. Testing Center policies and hours for ALL campuses are listed at <https://www.nsc.edu/current-students/on-campus-resources/testing-center>. You must be in the Testing Center at least 1 hour before closing time or you will not be allowed to take the test. No children under 12 years of age will be allowed in the Testing Center while their parent is taking a test. **PLEASE NOTE: When taking a test at the Testing Center you will need to give them your course number (HCMT 2350), instructor name (Alvarado), and specific test number that you are taking for the course (Test#2 for Chapters 7-10; FINAL for Chapters 1-10).** If you are taking this course at a distance and cannot come to the Nashville State Testing Center, it will be your responsibility to make arrangements for a proctored exam. Contact your instructor to discuss the matter.

IF YOU ARE TAKING YOUR TESTS AT AN NSCC TESTING CENTER OTHER THAN THE MAIN CAMPUS PLEASE CHECK THE TESTING CENTER HOURS AT THAT PARTICULAR CENTER AS THEY DIFFER FROM THE MAIN CAMPUS TESTING CENTER HOURS.

Quizzes

There are 7 non proctored quizzes that can be taken off campus. The quizzes will be taken through NSOnline. The quizzes are short and are meant to quiz your knowledge on concepts that you have recently reviewed in the assigned chapters. They are meant to help you identify areas that you may need to go back and review prior to taking your tests. **These quizzes are timed, closed book, no note quizzes**

WARNING: When taking online tests and quizzes please be aware that the course software has a tracking feature that allows the Instructor to determine if you referred to course content material online while taking the test. Tests and quizzes are set by the instructor so they can't be printed. You are expected to adhere to the Honor Policy described below. You will need to read and sign an honor statement.

Grading Policy:

Homework 15%

Quizzes 15%

Tests 70%

Test 1 = 20%

Test 2 and FINAL = 50%

Total 100%

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

- There are specific due dates set for homework assignments and exams. Homework due dates and test/quiz dates will be strictly adhered to and will not be extended. Failure to complete homework and exams by the due dates will result in a grade of zero for that assessment.
- **NO MAKE UP TESTS OR QUIZZES WILL BE GIVEN.** A grade of "zero" will be assigned for any test/quiz that has not been taken.
- Please check your weekly assignments and semester calendar to check dates that are the last acceptable dates for completing the tests and quizzes. **ALL DUE DATES ARE LISTED ON THE COURSE OUTLINE.** It is recommended that you print the course outline and semester calendar and keep a copy with your text materials.

Attendance Policy

Students who have been exposed to COVID-19 or who have tested positive must email virusinfo@nsc.edu.

The College is not an attendance taking institution as defined by 34 CFR 668.22(b)(1) in the Code of Federal Regulations; however, students are expected to attend all scheduled classes and laboratories.

- Absences in a course may affect a student's final grade.
- Tardiness may also affect a student's final grade.
- Students are responsible for all work/tests that occur during any missed class session(s) regardless of reason(s) for absence.
- Students who are sick or not well enough to attend class must notify the instructor as soon as possible before the scheduled class time, unless incapacitated or unable to do so. In that case, students must contact the instructor as soon as reasonably possible.
- If a student has an unavoidable conflict with a scheduled class session, students must notify the instructor, preferably before the class session, or as soon as possible.

For purposes of financial aid continued attendance is determined via engagement in the course. This can be accomplished in several ways including, but not limited to, continued attendance and/or participation in on-ground class sessions, participating in D2L as prompted (e.g., responding to an instructor's email, posting to a discussion board), and/or completing and submitting assignments.)

To the extent that attendance is kept in this class it is not for the purpose of the College but is instead associated with the instructor's individual grading rubric. The attendance policy for this class is:

A student is expected to attend all scheduled classes and laboratories. 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.

Attendance in this course is critical to success. There are specific due dates set for homework assignments and exams. **Homework due dates and test/quiz dates will be strictly adhered to and will not be extended. Failure to complete homework and exams by the due dates will result in a grade of zero for that assessment.** Online attendance is measured by submission of assignments and completing tests and quizzes. If a student does not submit their assignments or fails to take a quiz or test they will be considered absent (non participating). Simply logging in to the classroom does not count as attending. Students must actively participate (submit assignments as well as quizzes and tests) in the course to be considered attending.

In cases where student absences are the result of emergency circumstances (e.g. death in the family, a student's serious injury or incapacitating illness), for which the students are unable to make immediate contact with faculty, the students are unable to make immediate contact with faculty, the student may contact the Dean for Students Services Office for assistance in providing such immediate notification to faculty. However, the student remains responsible for verify the emergency circumstances to faculty and for discussing arrangements with faculty for completion of course work requirements. (Student Handbook)

If you decide to drop this class, please check the printed semester schedule or the NSCC website for the last day to withdraw and receive a "W". The drop date will also be noted on the semester calendar for this course. You must complete an add/drop form or drop using MYNSCC before this date in order to receive a "W" rather than an "F".

Grading Scale:

Letter Grade	Percentage Range
A	90-100%
B	80-89%
C	70-79%
D	65-69%
F	64% or below

FA

According to NSCC policy, an FA is awarded to students who do not officially withdraw from a course and do not attend after the cut-off date provided in the academic calendar. 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).” Students who stop attending on or before this date receive an FA; students who stop attending after this date receive an F.

For online courses, attendance is defined by submission of assignments. Students who fail a course and whose last assignment is submitted on or before the FA date will earn an FA for the course. Students who fail a course and whose last assignment is submitted after the FA date will earn an F for the course. An FN is assigned to students who do not submit any assignments.

FN

An FN is awarded to students who never attended class.

Technology Statement

- All classes at the College are web enhanced.
- It will be essential for students to 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.
- Students may also be required to use free video conferencing platforms (ex: Zoom, Teams) for classes and meetings.
- Students will be responsible for appropriate dress while on video, to ensure a distraction free environment (mute sound as needed) and to ensure their background is neutral for others to view.
- If you have questions or concerns regarding access to a computer or internet resources, please contact your instructor. Additional information available: <https://www.nsc.edu/current-students/student-online-resources/access-to-internet-and-technology>.
- Certain publisher materials may not work on cellphones.

Computer Labs

Computers are available for student use at each campus during campus open hours. Open computer lab availability for Spring 2021 may vary from campus to campus.

Students should check NSCC website for current hours of operation.

D2L/NS Online and myNSCC

It is students' responsibility to check D2L/NS Online course shells for all enrolled courses and myNSCC, including student email, on a regular basis. These are the official communication channels between the college and students, who are responsible for the information communicated through those channels. D2L/NS Online contains specific course information and myNSCC contains information important for other purposes.

ADA Compliance Statement

Nashville State complies with the Americans with Disabilities Act (ADA). If you require accommodations for any courses in which you are enrolled, contact the Access Center at 615.353.3741 or 615.353.3721, or e-mail accesscenter@nsc.edu. If you are registered with the Access Center and require an alternate format for the textbook and other course materials, please contact the Access Center.

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 measures. 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

Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. Students are responsible for understanding and abiding by the [Academic Misconduct Policy](#) in the Nashville State Student Code of Conduct. In addition to other possible disciplinary measures that may be applied 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.

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.

Academic Early Alert System

Nashville State Community College uses an Early Alert System to let students know of a faculty member's concern in one or more of these academic areas: lack of attendance, lack of classroom participation, late or missing assignments, and/or poor performance on assignments/tests. *Please note that Early Alerts do not affect a student's academic standing. If you receive an Early Alert email, please see your instructor and your academic advisor as soon as possible.

RAVE Emergency Alert System

Emergency events can happen at any time, and Nashville State Community College wants to notify students if and when they occur. For this reason, all students have been enrolled in the free RAVE alert system. If you have not already done so, please log in at <https://www.getrave.com/login/nsc> to confirm and update your contact information and notification preferences. It is critical that your information be correct so that you will receive any emergency notifications. 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

- The general well-being of students is an important component of their academic success. With this in mind, Nashville State Community College has several resources available to provide support when needed:
 - Tutoring options and appointments: <https://www.nsc.edu/current-students/on-campus-resources/learning-center-and-tutoring>
 - Academic and student resources for school: <https://www.nsc.edu/current-students/student-online-resources>
 - Support services: <https://www.nsc.edu/current-students/on-campus-resources/student-support-services>

Equity Statement

Nashville State Community College has a relentless commitment to the transformation of our institution through the intentional design of college experiences that expect and promote excellence from students, faculty, staff and administration. We consider equity to be an obligation of higher education. We strive to ensure that each student receives what that student needs to be successful, with goals of success beyond the classroom. We do this through an evidence-based and collaborative effort, understanding that our student population has diverse needs that must be addressed. We recognize that this effort may not always be comfortable and that partnering with students is the driving force to overcome barriers to success.

Inclement Weather & Campus Closings

Nashville State will use the RAVE alert system to send a text message to students, staff, and faculty about adjusted hours of operation and/or closings at individual campuses. All students should check the

Nashville State web site home page at www.nsc.edu for announcements on campus closures, which may vary from campus to campus. Campus closures will also be announced on local television stations. Students should use their own best judgment in determining whether to report to campus during inclement weather when classes are not cancelled.

Even when campuses are closed, students are still responsible for completing all assigned work. When classes are cancelled, faculty will post online assignments and any additional instructions in the D2L/NS Online course shell. Check D2L/NS Online for a message from your instructor regarding your online assignment requirements. Faculty have discretion over adjusting deadlines or due date for assignments, but students are responsible for completing all assigned work by the due date established by the instructor.

Class Cancellation Policy

If the class is cancelled, the instructor will notify all students by posting in the D2L/NS Online course, e-mailing through D2L/NS Online, and/or by posting a sign on the classroom door. In the event of class cancellation, students must access D2L/NS Online to complete classwork and the assignment that will be posted in the course D2L site.