

Nashville State Community College
Business, Management, and Hospitality Division
Healthcare Management
Fall 2021 Master Course Syllabus
HCMT 2360 – Reimbursement Practices

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: Reimbursement Practices

Credits: 3

Class Hours: 3

Course Description:

This course introduces students to major reimbursement systems, and it also focuses on prospective payment systems and the management of documentation for applicable reimbursement, while avoiding fraudulent practices.

Prerequisite: HCMT 2305, HCMT 2315, HCMT 2350 with a grade of “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 (White Bridge Rd Campus)

Office Hours (virtual):

Monday: 7PM-9PM (virtual office)

Tuesday: 8AM-11AM(On Campus)

Wednesday: 8:00-9:30AM (virtual office); 11:30-1PM (virtual office)

Thursday: 8AM-11AM (On Campus)

Friday: 8-9AM (virtual office)

Additional office hours available by appointment

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

Required Textbook(s) & Other Materials:

Textbook: Principles of Healthcare Reimbursement by Anne Casto, 7th edition, AHIMA

ISBN: 978-1-58426-800-0

Reference Materials: None

Supplies: None

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>) 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@nsc.edu

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:

- Describe public and private types of insurance plans
- Apply payer policy, Local Coverage Determinations (LCD), and National Coverage Determination (NCD) for successful claim submissions
- Identify the rules and regulations applying to reimbursement in the healthcare industry
- Demonstrate effective claim follow-up, patient follow-up, and denial resolution

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 define medical reimbursement
- terms and
- abbreviations
- Students will be able to identify medical insurance billing aspects that
- are affected by medical legal issues
- Students will be able to differentiate between group, individual, and
- prepaid health insurance contracts and policies
- 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 list different types of health insurance
- coverage and their benefit provisions
- Given an insurance card, student will be able to abstract information from the card
- 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
- 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
- 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 C & D
- Student will be able to execute formulas used to analyze accounts receivable and determine the financial status of a healthcare facility
- Student will be able to list and define reimbursement terminology
- Student will be able to analyze reimbursement data to identify financial health of a healthcare facility
- Student will be able to describe trends in the healthcare sector

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:

- Healthcare Reimbursement Methodologies
- Clinical Coding and Coding Compliance
- Voluntary Healthcare Insurance Plans
- Government Sponsored Healthcare Programs
- Managed Care Plans
- Medicare-Medicaid Prospective Payment Systems for Inpatients
- Ambulatory and Other Medicare-Medicaid Reimbursement Systems
- Medicare-Medicaid Reimbursement Systems
- Revenue Cycle Management
- Value Based Purchasing

Course Assessments: We will use the following assessments to demonstrate your 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 (2 plus the Final). You will need to take these tests through Honorlock **OR** 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 OR you can take off campus through Honorlock.** The Honorlock/Testing Center staff have the passwords and will input for you so that you can access your tests. If you are coming to the White Bridge 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. 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. Testing Center policies and hours for ALL campuses can be found at:

<https://www.nsc.edu/current-students/on-campus-resources/testing-center>. **PLEASE NOTE:**

When taking a test at the Testing Center you will need to give them your course number (HCMT 2360), instructor name (Alvarado), and specific test number that you are taking for the course (Test#1 for Chapters 1-5; Test #2 for Chapters 6-9; Test #3 for Chapter 1-13). 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 13 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 and corresponding instructor notes. 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 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.

Final Exam

The Final exam is a comprehensive test that can be taken off campus. ALL students are required to take the Final.

Grading Policy:

Assignments 40%

Examinations 50%

Quizzes 10%

Total 100%

Grading Scale:

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

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 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:

- 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

General Policy

If you have been exposed to COVID-19 or have tested positive, you must email virusinfo@nsc.edu.

- *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

The attendance policy for this course:

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".

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 this website: <https://www.nsc.edu/current-students/student-online-resources/access-to-internet-and-technology>.

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 615.353.3741 or 615.353.3721, 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.

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

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: <https://www.nsc.edu/current-students/on-campus-resources/learning-center-and-tutoring>
- 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: <https://www.nsc.edu/current-students/student-online-resources>
- Services that help with bus passes, food, childcare, textbooks, housing, financial counseling, personal counseling, suicide prevention, health insurance: <https://www.nsc.edu/current-students/on-campus-resources/student-support-services>

Equity Statement

We are taking steps to become more aware of the many different needs of students. Faculty, staff and administrators are committed to helping students find ways to meet their needs so that ALL students can reach their goals. Please ask for things you need.

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.