McLennan
COMMUNITY
COLLEGE

WACO, TEXAS

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# COURSE SYLLABUS

# AND

# INSTRUCTOR PLAN

**Medical Insurance**

**MDCA 1343.50**

**Alyssa Van Vleet**

## NOTE: This is an online 16-week course.

**COVID 19 Notice:**

McLennan Community College is committed to providing you with every resource you need to reach your academic goals. We are also concerned for your safety. We are working through COVID-19 guidelines to make sure we offer a safe environment for you and our faculty. This will include smaller class sizes to manage social distancing and proper cleaning techniques. You will have the advantage of a physical classroom experience but may also need to work part of the time online as we adjust to limited classroom capacity. This will also allow us the flexibility to move online if so directed by federal, state and/or local COVID 19 guidelines. Faculty and staff are preparing now to ensure that you have the best experience in the midst of these uncertain times.

**Course Description:**
Emphasizes medical office coding for payment/reimbursement by patient or third party for ambulatory care settings. Semester Hours 3 (3 lec)

**Prerequisites and/or Corequisites:**
Prerequisite: Successful completion of required pre-requisite with a grade of C or better. Concurrent enrollment in MDCA 142.

**Course Notes and Instructor Recommendations:**
The Medical Insurance Course is an online college-level course that will require you to submit various activities weekly via MindTap, as well as Brightspace.

We will be covering a lot of information throughout this semester, discussing all topics related to health insurance. There will be weeks that you have several assignments due, but this is where time management comes into play. It is important that you plan enough time each week to view and read the material and submit the assignments BEFORE the due date.

Even though this is an online course, I am available for any questions or concerns you have throughout the semester.

**Instructor Information:**
Instructor Name: Alyssa Van Vleet
MCC Email: avanvleet@mclennan.edu
Office Phone Number: 254-299-8319
Office Location: HP 129
Office/Teacher Conference Hours: Monday/Wednesday: 2:30 PM - 4:30 PM
Tuesday/Thursday: 2:30 PM - 4:30 PM
Other Instruction Information: Office hours will be conducted via Zoom until further notice. If a meeting is needed, it will need to be scheduled in advance so I can send the Zoom meeting link.

**Required Text & Materials:**
**NOTE: You can purchase just the MindTap Access Card that comes with the eBook OR you can purchase the bundle that includes the MindTap Access Card and a hardcopy of the book. I will post both below.**
Title: MindTap for Green's Understanding Health Insurance: A Guide to Billing and Reimbursement – 2020 (This is the Access Card and eBook (online book)).
Author: Green
Edition: 15th
Publisher: Cengage

ISBN: 9780357378700

**The other option for the course is below**

Title: Bundle: Understanding Health Insurance: A Guide to Billing and Reimbursement - 2020 (This includes the Access Card and the hardcopy of the book).
Author: Green
Edition: 15th
Publisher: Cengage
ISBN: 9780357475805
**MCC Bookstore Website: http://www.mclennan.edu/bookstore/**

**Required Software:**
MindTap Access Card is required and will be needed for the first day of class. You will have purchased this from the Bookstore, along with the hardcopy of the textbook if you chose to purchase the bundle package. (Remember, as listed above, you do not need to purchase the bundle, only if you wish to do so. By purchasing the MindTap Access Card alone, it will still allow you to view the eBook online and complete any and all activities required.)

Microsoft Office – download for free at https://www.mclennan.edu/tech-support/software.html

*****INSTRUCTOR NOTE:*****
Do not submit *.pages, *.numbers, or *.key files. These are Apple iWorks files and cannot be opened. If you submit Apple iWorks files and your work cannot be opened by the instructor, you will receive a zero for the assignment.

Do not submit *.odp, *.odt, or *.ods files. These are OpenOffice files and, when opened in Microsoft Office, will lose formatting and document properties. If you submit OpenOffice files and your document loses formatting when opened, you will lose any points associated with the formatting of the document for the assignment.

If you submit *.pdf files, your professor will be limited to how they can markup the document or assist with modifications to the document. PDF files are an acceptable submission format, but may limit the assistance that you can receive if corrections or revisions must be made.

**Methods of Teaching and Learning:**
This course consists of group discussions, brief video lectures, a student performance evaluation, quizzes, exams, and completing simulation activities and questionnaires via MindTap.

**Course Objectives and/or Competencies:**
The CAAHEP's core competencies listed below must be met by each student

# Cognitive Domain

## C.VII

### Managed Care/Insurance

1. Identify types of insurance plans.
2. Identify models of managed care
3. Discuss workers compensation as it applies to patients
4. Describe procedures for implementing both managed care and insurance plans
5. Discuss utilization review principles
6. Discuss referral process for patients in a managed care program
7. Describe how guidelines are used in processing an insurance claim
8. Compare processes for filing insurance claims both manually and electronically
9. Describe guidelines for third party claims
10. Discuss types of physician fee schedules
11. Describe the concept of RBRVS
12. Define Diagnosis-Related Groups (DRGs)

## C.VIII

### Procedural and Diagnostic Coding

1. Describe how to use to most current procedural coding system
2. Define upcoding and why it should be avoided
3. Describe how to use the most current diagnostic coding classification system
4. Describe how to use the most current HCPCS coding

# Psychomotor Domain

## Foundations for clinical practice

## P.VII
### Managed Care/Insurance

1. Apply both managed care policies and procedures
2. Apply third party guidelines
3. Complete insurance claim forms
4. Obtain precertification, including documentation
5. Obtain preauthorization, including documentation
6. Verify eligibility for managed care services

## P.VIII
### Procedural and diagnostic coding

1. Perform procedural coding
2. Perform diagnostic coding

# Affective Domain
## Foundations for clinical practice

## A.VII
### Managed Care/Insurance

1. Demonstrate assertive communication with managed care and/or insurance provider
2. Demonstrate sensitivity in communicating with both providers and patients
3. Communicate in language the patient can understand regarding managed care and insurance plans

**Course Outline or Schedule:**
In the event that a schedule change is necessary, students will be notified by course announcement in Brightspace and their school email. All assignments must be submitted by 8:00 PM on the specified due date.

## Week 1
Introductions
Chapter 1: Health Insurance Specialist Career

Week 2
Chapter 2: Introduction to Health Insurance
Chapter 3: Managed Health Care

Week 3
Chapter 4: Revenue Cycle Management
**Exam One**

Week 4
Chapter 5: Legal Aspects of Health Insurance and Reimbursement

Week 5
Chapter 6: ICD – 10 – CM Coding
Chapter 7: CPT Coding

Week 6
Chapter 8: HCPCS Level II Coding
**Exam Two**

Week 7
Chapter 9: CMS Reimbursement Methodologies
**Zoom Meet for Student Evaluations**

Week 8
Chapter 10: Coding Compliance Programs, Clinical Documentation Improvement
Chapter 11: CMS – 1500 and UB – 04 Claims

**Spring Break**

Week 9
Chapter 12: Commercial Insurance
**Exam Three**

Week 10
Chapter 13: BlueCross BlueShield

Week 11
Chapter 14: Medicare

Week 12
Chapter 15: Medicaid
**Exam Four**

Week 13
Chapter 16: Tricare

Week 14
Chapter 17: Workers Compensation
**Exam Five**
Week 15
Review for final

Week 16
**Final Exam**

**Course Grading Information:**
**FINAL GRADE DETERMINATION**

| | |
|---|---|
| Weekly Assignments and Simulation Actitivities | 15% |
| Discussion Board | 15% |
| Zoom Meet for Student Evaluation | 20% |
| Quizzes | 20% |
| Exams | 30% |
| | 100% |

**Weekly Assignments and Simulation Activities** – These assignments and activities are to be completed through MindTap.

**Discussion Board** – Most weeks you will have a Discussion Board post due over a specific case study that I will post. You are to post your own reply, then reply to 2 other students. If you fail to not post or do not post to 2 additional students, you will receive a 0 for the D.B. post for that week.
However, there will be a couple weeks out of the semester that you will NOT complete a D.B. post. On those specific weeks, you will answer questions through a Word Document and submit them under "Assignments" in Brightspace. Please do not worry, I will let you know each week what is due, through the video I will upload every Monday to Brightspace and through the checkoff lists that will be under "Content".
Since this is an online course, the Discussion Board posts or the alternative assignment to the Discussion Board will be how I check attendance for the week. So no D.B. post or submission of the alternative assignment = a 0 for that grade and an absence for the week. **Hint – make sure you complete your work!

**Zoom Meet for Student Evaluation** – As seen above in week 7 of the schedule, you will have a time to meet with me to discuss your thoughts on the course, how your doing and receive any feedback on your progress. This is for a grade (20% worth) so missing the meeting is not an option! On the first week of school, I will give out additional information on how to schedule an appointment with me for the Zoom meet.

**Quizzes** – Quizzes will be taken through MindTap. For each chapter, there could be up to 2 quizzes due, or none at all, depending on the chapter (I like to keep students on their toes 😊)

**Exams** – There are 5 exams and a final as listed above in the schedule.

**Late Work, Attendance, and Make Up Work Policies:**
Assignments and due dates can be found on Brightspace under "Content". I will also be uploading weekly videos every Monday, detailing what is due for that week. ALL WORK IS DUE BY THE SPECIFIED DATE as this is not a self-paced course. If you miss an assignment or exam, you will have one week to submit with a 10 point deduction. No work will be accepted after one week from the return from the absence (unless you have documentation stating the reason for the missed work).

**Attendance**
For this course, completing the weekly Discussion Board (or alternative assignment if there is no D.B. post) will be how I take attendance. You will be marked present for the D.B. posts submitted on time. Late work or work not submitted will be considered as an absence.

Absence from 25 percent of scheduled lecture and/or laboratory meetings (8 days) will be taken as evidence that a student does not intend to complete the course, and the student will be withdrawn from the course with a grade of W. If the student's 25 percent absences are reached after the official drop date, the instructor may assign a W, if the student is passing and requests to be withdrawn. However, if a student who is not passing reaches the 25 percent point after the official drop date, the student will receive an F. Each absence will count toward attendance requirements in each course.

**Computer Problems**

All coursework and quizzes, (minus the Discussion Board) is required to be submitted via MindTap. Exams will be taken through Brightspace under "Assessments" then "Quizzes:". MCC has created a WiFi hotspot in the parking lot of the Highlander Gym, as well as in all campus buildings, for students to use in the event that their home internet connection fails. It is your responsibility to ensure that work is completed on time and from a reliable source. If technology fails on campus (such as Brightspace going down for ALL users), adjustments will be made at the instructor's discretion.

**Student Behavioral Expectations or Conduct Policy:**

The following are the behavioral expectations which will provide a more conducive learning environment for all students and will provide opportunities for successful completion of this course:

You are expected to communicate with your professor just as you would communicate with your supervisor out in the field. If you find that you are not able to submit an assignment on time, email me. If you are having technical difficulties, email me. If you are having trouble grapsing the material and need some additional help, email me. This is what I am here for! Communication is the key in the workplace and education!

You are also expected to communicate professionally amongst other students and the instructor at all times. Rude behavior, foul language, or degrading comments will not be tolerated.

*****INSTRUCTOR NOTE:*****

When contacting your professor by email for this course, you must follow these rules:

1. Write using formal English only (as if to the president of the company where you work). This means no slang, or being "lazy" with your wording. You are in college, preparing for your future, communicate like it!
2. Always begin your subject line with Medical Insurance
3. Use your MCC student email address
4. Attach documents using Microsoft Office formats (doc, docx, xls, xlsx, ppt, and pptx) or in Rich Text Format, when possible. Avoid sharing documents with your professor through OneDrive, Google Drive, or Dropbox unless absolutely necessary. Work will not be accepted by email unless specifically requested by the professor.
5. I check my email several times a day and try to respond as quickly as possible. However, I still have my own schedule and may not be able to respond instantly.
6. I do not respond to emails after 9 PM. If you need to contact me, please do it before then.

*** Click Here for the MCC Academic Integrity Statement**

**(www.mclennan.edu/academic-integrity)**

The link above will provide you with information about academic integrity, dishonesty, and cheating.

*** Click Here for the MCC Attendance/Absences Policy**

**(https://www.mclennan.edu/highlander-guide/policies.html)**

Click on the link above for the college policies on attendance and absences. Your instructor may have additional guidelines specific to this course.

*****INSTRUCTOR NOTE:*****

Please understand that I care for each of my students, especially when it comes to their safety and well-being. If during the course of our discussions an issue arises in which I feel warrants a referral for Title IX or to our success coaches, I will not hesitate to make the referral. I will do my best to notify you in advance of the referral and will stand by your side as part of your circle of care for as long as you and the college will allow. Should these circumstances arise, please understand that the referral is not disciplinary, but rather an opportunity to intervene early and identify all resources that can help you find academic and personal success.

* *You will need to access each link separately through your Web browser (for example: Mozilla Firefox, Chrome, Microsoft Edge or Safari) to print each link's information.*

McLennan COMMUNITY COLLEGE

# ACADEMIC RESOURCES/POLICIES

**Student Support/Resources:**
MCC provides a variety of services to support student success in the classroom and in your academic pursuits to include counseling, tutors, technology help desk, advising, financial aid, etc. A listing of these and the many other services available to our students is available at http://www.mclennan.edu/campus-resource-guide/

College personnel recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources or want to explore strategies for balancing life and school, we encourage you to contact a success coach by calling (254) 299-8226. Students can visit the Completion Center Monday-Friday from 8 a.m.-5 p.m. to schedule a meeting with a success coach and receive additional resources and support to help reach academic and personal goals. Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff based on household size. Text (254) 870-7573 to schedule a pantry appointment. The Completion Center and pantry are located on the Second Floor of the Student Services Center (SSC).

**MCC Foundation Emergency Grant Fund:**
Unanticipated expenses, such as car repairs, medical bills, housing, or job loss can affect us all. Should an unexpected expense arise, the MCC Foundation has an emergency grant fund that may be able to assist you. Please go to https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html to find out more about the emergency grant. The application can be found at https://www.mclennan.edu/foundation/docs/Emergency_Grant_Application.pdf.

**Minimum Technical Skills:**
Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

**Backup Plan for Technology:**
In the event MCC's technology systems are down, you will be contacted/notified through your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

*** Click Here for the Minimum System Requirements to Utilize MCC's D2L|Brightspace (https://www.mclennan.edu/center-for-teaching-and-learning/Faculty%20and%20Staff%20Commons/requirements.html)**
Click on the link above for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

**Email Policy:**
McLennan Community College would like to remind you of the policy (http://www.mclennan.edu/employees/policy-manual/docs/E-XXXI-B.pdf) regarding college email. All students, faculty, and staff are encouraged to use their McLennan email addresses when conducting college business.

A student's McLennan email address is the preferred email address that college employees should use for official college information or business. Students are expected to read and, if needed, respond in a timely manner to college emails.

**Instructional Uses of Email:**
Faculty members can determine classroom use of email or electronic communications. Faculty should expect and encourage students to check the college email on a regular basis. Faculty should inform students in the course syllabus if another communication method is to be used and of any special or unusual expectations for electronic communications.

If a faculty member prefers not to communicate by email with her/his students, it should be reflected in the course syllabus and information should be provided for the preferred form of communication.

**Email on Mobile Devices:**
The College recommends that you set up your mobile device to receive McLennan emails.

**Forwarding Emails:**
You may forward the emails that come to your McLennan address to alternate email addresses; however, the College will not be held responsible for emails forwarded to an alternate address that may become lost or placed in junk or spam filters.

**Accommodations/ADA Statement**
Any student who is a qualified individual with a disability may request reasonable accommodations to assist with providing equal access to educational opportunities. Students should contact the Accommodations Coordinator as soon as possible to provide documentation and make necessary arrangements. Once that process is completed, appropriate verification will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification has been provided by the Accommodations Coordinator. Instructors should not provide accommodations unless approved by the Accommodations Coordinator. For additional information, please visit mclennan.edu/disability.

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:

disabilities@mclennan.edu
254-299-8122
Room 319, Student Services Center

*** Click Here for more information about Title IX**
**(www.mclennan.edu/titleix)**
We care about your safety, and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed behavior, we are here to help. Individuals who would like to report an incident of sexual misconduct are encouraged to immediately contact the Title IX Coordinator at

titleix@mclennan.edu or by calling Dr. Drew Canham (Chief of Staff for Equity & Inclusion/Title IX) at 299-8645. Individuals also may contact the MCC Police Department at 299-8911 or the MCC Student Counseling Center at MCC by calling 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student or employee may report sexual harassment anonymously by visiting the following website: http://www.lighthouse-services.com/mclennan/.

McLennan's Title IX webpage (http://www.mclennan.edu/titleix/) contains more information about definitions, reporting, confidentiality, resources, and what to do if you or someone you know is a victim of sexual misconduct, gender-based violence or the crimes of rape, acquaintance rape, sexual assault, sexual harassment, stalking, dating violence, or domestic violence.

* *You will need to access each link separately through your web browser (for example Mozilla Firefox, Chrome, Microsoft Edge, or Safari) to print each link's information.*