

McLennan C O M M U N I T Y C O L L E G E

WACO, TEXAS

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 including your safety. We will continue to monitor the evolving situation with COVID 19 and adjust our safety guidelines to make sure we offer a safe environment for you and our faculty. Please make sure to consult your faculty and the MCC website at <https://www.mclennan.edu/crisis-management/coronavirus-updates/index.html> on any changes to these guidelines.

AN EQUAL OPPORTUNITY INSTITUTION

Spring 2023

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 1421.

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@mcclennan.edu

Office Phone Number: 254-299-8319

Office Location: HP Bldg. Rm. 129

Office/Teacher Conference Hours: Monday/Wednesday: 2:00 PM – 3:30 PM

Tuesday/Thursday: 2:00 PM – 3:30 PM

Fridays: 8:00 AM - 10:00 AM

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 the 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 11:59 PM on the specified due date.

Week 1

Introduction

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: Chapters 1-4

Week 4

Chapter 5: Legal Aspects of Health Insurance and Reimbursement

Chapter 6: ICD – 10 – CM Coding

Week 5

Chapter 7: CPT Coding

Week 6

Chapter 8: HCPCS Level II Coding

Exam Two: Chapters 5-8

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: Chapters 9-12

Week 10

Chapter 13: BlueCross BlueShield

Week 11

Chapter 14: Medicare

Week 12

Chapter 15: Medicaid

Exam Four: Chapters 13-15

Week 13

Chapter 16: Tricare

Week 14

Chapter 17: Workers Compensation

Exam Five: Chapters 16 & 17

Week 15

Review for final

Week 16

Final Exam

Course Grading Information:

FINAL GRADE DETERMINATION

Weekly Assignments and Simulation Activities	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 and are to be completed by the due date.

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. Also, your reply must be more than “I agree”. It HAS to include some sort of discussion as to why you agree or disagree with the post. If you fail to not post or do not post to 2 additional students, OR fail to say more than “ I agree or I disagree”, 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 attendance is checked 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:

Late work/make up work

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 your 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 grasping 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 Attendance/Absences Policy](https://www.mclennan.edu/highlander-guide/policies.html)**

(<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.

Updated 11/04/2022

McLennan
C O M M U N I T Y
COLLEGE

ACADEMIC RESOURCES/POLICIES

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. For additional information, please visit www.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

Title IX:

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 acting Title IX Coordinator at titleix@mclennan.edu or by calling, Dr. Claudette Jackson, (Diversity, Equity & Inclusion/Title IX) at (254) 299-8465. MCC employees are mandatory reporters and must report incidents immediately to the Title IX Coordinator. Individuals may also contact the MCC Police Department at (254) 299-8911 or the MCC Student Counseling Center at (254) 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student or employee may report sexual harassment anonymously by visiting <http://www.lighthouse-services.com/mclennan/>.

Go to McLennan's Title IX webpage at www.mclennan.edu/titleix/. It 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.

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/>

Academic Support and Tutoring is here to help students with all their course-related needs. Specializing in one-on-one tutoring, developing study skills, and effectively writing essays. Academic Support and Tutoring can be found in the Library and main floor of the Learning Commons. This service is available to students in person or through Zoom from 7:30 am - 6:00 pm Monday through Thursday and 7:30 am - 5:00 pm on Friday. You can contact the Academic Support and Tutoring team via Zoom (<https://mclennan.zoom.us/j/2542998500>) or email (ast@mclennan.edu) during the above mentioned times.

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 either MCC CREW – Campus Resources Education Web by calling (254) 299-8561 or by emailing crew@mclennan.edu or a Success Coach by calling (254) 299-8226 or emailing SuccessCoach@mclennan.edu. Both are located in the Completion Center located on the second floor of the Student Services Center (SSC) which is open Monday-Friday from 8 a.m.-5 p.m.

Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff. To schedule an appointment, go to https://mclennan.co1.qualtrics.com/jfe/form/SV_07byXd7eB8iTqJg. Both the Completion Center and Paulanne's 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.

MCC Academic Integrity Statement:

Go to www.mclennan.edu/academic-integrity for information about academic integrity, dishonesty, and cheating.

Minimum System Requirements to Utilize MCC's D2L|Brightspace:

Go to <https://www.mclennan.edu/center-for-teaching-and-learning/Faculty-andStaffCommons/requirements.html> for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

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 notified via 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.

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. For more information about your student email account, go to www.mclennan.edu/studentemail.

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 their 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. If you need assistance with set-up, you may email Helpdesk@mclennan.edu for help.

You can find help on the McLennan website about connecting your McLennan email account to your mobile device:

- [Email Setup for iPhones and iPads](#)
- [Email Setup for Androids](#)

Forwarding Emails:

You may forward 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 be lost or placed in junk or spam filters.

For more helpful information about technology at MCC, go to [MCC's Tech Support Cheat Sheet](#) or email helpdesk@mclennan.edu.

Disclaimer:

The resources and policies listed above are merely for informational purposes and are subject to change without notice or obligation. The College reserves the right to change policies and other requirements in compliance with State and Federal laws. The provisions of this document do not constitute a contract.