

SYLLABUS
PART I
EDISON STATE COMMUNITY COLLEGE
OHA 252S MEDICAL OFFICE COMPUTING
3 CREDIT HOURS

COURSE DESCRIPTION

Introduction to the concepts and fundamentals of medical office practice management through the use of computerized systems. Encompasses the entire reimbursement process from patient scheduling to insurance tracking and follow-up. Prerequisite or co-requisite: OHA 233S. Lab fee.

COURSE GOALS

The student will:

Bloom's Level		Program Outcomes
5	1. Explain the advantages and disadvantages of computerization in the medical office.	1, 3, 5
2	2. Discuss the Health Insurance Portability and Accountability Act (HIPAA) regarding privacy of electronic records.	1, 5, 9, 10
3	3. Demonstrate the basic principles of appointment scheduling, using electronic software.	1, 3, 10
3	4. Complete the reimbursement process starting at patient check-in through claims submission and patient billing.	4, 5, 6, 9, 10
2	5. Differentiate between group and individual insurance plans.	9, 10
2	6. Discuss how information is collected for new patients receiving services at facilities outside the physician's office.	2, 9, 10
3	7. Demonstrate posting procedure charges using the superbill, patient payment, insurance payment, and charges for services performed outside the office using electronic software.	3, 9, 10
3	8. Demonstrate claims preparation for electronic claims.	3, 9, 10
5	9. Explain and decide the techniques for proper collections when using the telephone and/or when writing collection letters to contact patients about delinquent accounts.	2, 5, 6, 9

CORE VALUES

The Core Values are a set of principles that guide in creating educational programs and environments at Edison. They include communication, ethics, critical thinking, human diversity, inquiry/respect for learning, and interpersonal skills/teamwork. The goals, objectives, and activities in this course will introduce/reinforce those Core Values whenever appropriate.

TOPIC OUTLINE

1. Introduction to Manual Pegboard Practice Management
2. Introduction to Medical Practice Management Software
3. Patient Registration and Data Entry
4. Procedure Posting Routines
5. Insurance Billing Routines
6. Payment Posting and Secondary Insurance Billing
7. Patient Billing and Collections
8. Secondary Insurance Payments, Claims Follow-up, and Dispute Resolution