



MDCA 1443-101CL
Medical Insurance for Medical Assistants
Fall 2024
Wednesday –Thursday 9:30am - 12:30pm

Instructor Information: Darlene Alexander, A.A.S., CMA, RMA dalexander@com.edu ,
409-933-8231

Student hours and location: Wed-Thur. 12:30 pm - 1:30 pm; STEMS bld. #12 Room 233

Required Textbook: Medical Insurance; A Revenue Cycle Process Approach: Valerius 8th Edition. ICD-10 CM for Physician’s Office and CPT & HCPCS Coding

Course Description: Emphasizes accurate ICD-10 and CPT coding of office procedures for payment/reimbursement by patient or third party and prevention of insurance fraud. Additional topics may include managed care or medical economics.

Course Prerequisite/ Co-requisite: Students must be enrolled in MDCA 1309, MDCA 1302, MDCA 1321 and HITT 1305 as co-requisites for this class.

Course Requirements:

1. Log into Brightspace/D2L at least once a week to check for Announcements and e-mail, review the content, and complete any graded course activities.
2. Complete and submit all graded activities within the time limit prescribed by the instructor. Graded activities and their due dates are indicated in the Course Schedule toward the end of this document but are subject to revision if circumstances (such as hurricanes) dictate.
3. **Maintain an average of 75% or better.** Students are responsible for submitting weekly graded activities within the date/time parameters indicated in the Course Schedule.
4. The mid-term and final exam will be administered as indicated on the Course Schedule.

This course requires classroom attendance (on campus). You will also be required to wear a uniform to consist of royal blue scrubs and appropriate shoes.

Determination of Course Grade/Detailed Grading Formula: As a student you are required to complete all lessons, assignments, and tests as part of each course within the program. Your semester grade will be comprised of: Case studies, assignments, chapter quizzes, mid-term exam, and final exam. Grading rubric for assignments is found on the course menu.

Grading Formula: As a student you are required to complete all lessons, assignments, and tests as part of each course within the program. Your semester grade will be comprised of:

Assignments	15%
Lab/Participation	15%
Quizzes	10%
Discussion/Case Study	10%
Tests (mid-term = 20% and final = 30%)	50%

Final Grade Breakdown: In order for me to meet “grade due” deadlines, I must have all work submitted to me by the deadlines noted on the calendar. Absolutely, no late submittals of work can be accepted. Furthermore, I do not give extra credit assignments in this course. Final grades will be assigned according to the following scale:

Grading Scale:

- 90.0% to 100% = A
- 80.0% to 89.99% = B
- 75.0% to 79.99 % = C
- 70.0% to 74.99 % = D
- 0% to 70% = F

A student must receive a “C” (75%) or better.” If a student receives a grade of a “D”, or “F” for the same MDCA course on two occasions, the student will not be eligible to continue in the Medical Assistant Program.

The Medical Assisting program use a competency-based evaluation process that provides the students with three attempts to pass. If the student completes a competency on their first attempt, the student will earn a grade of 100%. If the student completes on their second attempt, the student will earn a grade of 90%. If the student completes on their third attempt, the student will earn a grade of 80%. Should the competency not be passed with an 80% or higher, the student will be required to repeat the course. Competency evaluations are averaged at the end of term for the student’s final grade. A student must receive a “C” (75%) or better.” If a student

receives a grade of a "D", or "F" for the same MDCA course on two occasions, the student will not be eligible to continue in the Medical Assistant Program

Late Work: Late work is defined as work not turned in when a student is present in class. Late work may be turned in with ten points off for each day the work is late up to an average of 70% or 2 days. All class work is due on the day it is given. Any class assignment not turned in on time will be considered late. All homework assignments are due on the assigned day – no exceptions! Homework assignments not turned in the next class day will be given a grade of zero.

Make-Up Policy: If a student misses a graded activity due to an **emergency absence, or illness (of the student)**, it is the student's responsibility to promptly arrange for make-up work. Students that cannot complete assignments on time must contact the instructor. Parameters for make-up work will be made at the discretion of the instructor and may not be an option, depending on the circumstances. Furthermore, students that cannot take an exam within the allotted time must contact the instructor in order for the test to be considered for an additional attempt. The percentage of each activity will weigh in the final grade, regardless of the student participates in the activity or test. Keep in mind, you must contact the instructor and make arrangements for submission. Do not expect the instructor to remind you. If you fail to contact your instructor your work assignments may not be turned in and will receive zero for what was due.

Quizzes: Please Note – Quizzes cannot be made up. If you miss a quiz, you will not receive a grade and it might affect your average. I will e-mail you if I make any adjustments to the calendar.

Mid-term and Exam make-ups will not be allowed unless there is an emergency, and I must be notified before the time of the exam.

Attendance Policy: Students are expected to attend every class and be on time. Students who are late more than 5 minutes may be counted absent by the instructor. If an absence occurs, it is mandatory for the student to call my office (409-933-8231) and leave a reason for the absence. A student may be dropped for non-attendance after two (2) absences. Leaving the class early (before being released by the instructor) will result in an absence. More than two (2) absences would prohibit students from successful completion of this course. Attendance will be checked daily by the instructor. Students are expected to attend all lectures. Any student who has missed any days of instruction will be required to make up the hours the following class day and student will scheduled with the instructor. It is the student's responsibility to make arrangements. After the 2nd missed day then all students (MUST HAVE DR. NOTE) and make up any missed time. If the student fails to make up the required hours, the student will be withdrawn from the program by the program director. In order to take the RMA exam, you must have 720 Instructional and 200 Clinical hours.

Communicating with your instructor: ALL electronic communication with the instructor must be through your COM email. Due to FERPA restrictions, faculty cannot share any information about performance in the class through other electronic means. (Faculty may add additional statement requiring monitoring and communication expectations via Brightspace/D2L or other LMS)

Student Learning Outcomes:

Students successfully completing this course will demonstrate competency in the following Core Objectives:

SLO	Maps to Core Objective	Assess by Activity
SLO #1: Students completing MDCA 1443 will be able to describe the basic features of medical insurance and describe procedures for implementing both managed care and insurance plans.	Communication Skills: Students will effectively develop, interpret, and express ideas through written, oral and visual communication (written, oral, and visual).	Assignments
SLO #2: Students completing MDCA 1443 will be able to accurately code procedures and file third party reimbursement forms.	Critical Thinking Skills: Students will demonstrate creative thinking, innovation, inquiry & the ability to analyze, evaluate & synthesize information.	Discussions,
SLO #3: Students completing MDCA 1443 will be able to accurately bill patients or insurance carriers for visits and procedures.	Teamwork: Students will consider different points of view and work effectively with others to support a shared purpose or goal.	Discussion project

Learning Goals:

The learning goals for this course include:

- Working with medical insurance and billing.
- Claim Coding.
- Claim preparation.
- Payers
- Payment processing.
- Hospital services.
- Claim case studies.

Entry Level Competencies for the Medical Assistant taken from the 2015 Standards and Guidelines for the Medical Assisting Educational Programs:

This course includes the following competencies: (Cognitive, Psychomotor, Affective)

Knowledge Based:

- VIII.C.1. Identify: **a.** types of third-party plans; **b.** steps for filing a third-party claim
- VIII.C.2. Identify managed care requirements for patient referral.
- VIII.C.3. Describe processes for: **a.** verification of eligibility for services; **b.** precertification; **c.** preauthorization
- VIII.C.4 Define a patient-centered medical home (PCMH).
- Describe how to use the most current diagnostic coding classification system.
- VIII.C.1. Identify: **a.** types of third-party plans; **b.** information required to file a third-party claim; **c.** the steps for filing a third-party claim
- VIII.C.1. Identify: **a.** types of third-party plans; **b.** information required to file a third-party claim; **c.** the steps for filing a third-party claim
- IX.C.1. Describe how to use the most current procedural coding system
- IX.C.2. Describe how to use the most current diagnostic coding classification system
- IX.C.3. Describe how to use the most current HCPCS level II coding system
- IX.C.4. Discuss the effects of: **a.** upcoding; **b.** downcoding
- IX.C.5. Define medical necessity as it applies to procedural and diagnostic coding

Skill Based:

- VIII.P.1. Interpret information on an insurance card
- VIII.P.2. Verify eligibility for services
- VIII.P.3. Obtain precertification or preauthorization with documentation
- VIII.P.4. Complete an insurance form
- VIII.P.5. Assist a patient in understanding an Explanation of Benefits (EOB)
- IX.P.1. Perform procedure
- IX.P.2 Perform diagnostic coding.
- IX.P.3 Utilize medical necessity guidelines.

Behavior Based:

- A.1. Incorporate critical thinking skills
- A.2. reassure patients
- A.3. Demonstrate empathy for patient's concerns
- A.4. Demonstrate active listening
- A.5. Respect diversity
- A.6. Recognize personal boundaries
- A.7. Demonstrate tactfulness
- A.8. Demonstrate self-awareness

Academic Dishonesty: Any incident of academic policy will be dealt with in accordance with college policy and Student Handbook. Academic dishonesty – such as cheating on exams is an extremely serious offense and will result in a **grade of zero** on that exam and the student will be referred to the Office of Student Conduct for appropriate discipline action.

Student Concerns: If you have any questions or concerns about any aspect of this course, please contact me using the contact information previously provided. If, after discussing your concern with me, you continue to have questions, please contact Kay Frieze, Allied Health Careers Chairperson at 409-933-8414 / kcarriere3@com.edu .

Course Outline:**Class Schedule Fall 2023**

Open/Close Dates	Lecture	Graded Activities	Due Date
<i>Week One</i> <i>Aug 30th - Sept 5th</i>	Chapter 1 - From Patient to Payment: Understanding Medical Insurance	Homework, Discussions Assignment, Quiz, Connect assignments	Due <i>Sept 6th</i>
<i>Week Two</i> <i>Sept 6th - Sept 12th</i>	Chapter 2 - Electronic Health Records, HIPPA, & HITECH: Sharing and Protecting Patients Health Information	Homework, Assignment Quiz, Discussions, Connect assignments	Due <i>Sept 13th</i>
<i>Week Three</i> <i>Sept 13th - Sept 19th</i>	Chapter 3 – Patient Encounters and Billing Information	Homework, Discussions Assignment, Quiz, Connect assignments	Due <i>Sept 20th</i>
<i>Week Four</i> <i>Sept 20th - Sept 26th</i>	Chapter 4 – Diagnostic Coding	Homework, Discussions Assignment, Quiz, Connect assignments	Due <i>Sept 27th</i>
<i>Week Five</i> <i>Sept 27th - Oct 3rd</i>	Chapter 5 – Procedural Coding	Homework, Discussions Assignment, Quiz, Connect assignments	Due <i>Oct 4th</i>

<i>Week Six</i> <i>Oct 4th – Oct 10th</i>	Chapter 6 - Payment Methods and Checkout Procedures	Homework, Discussions Assignment, Quiz, Connect assignments	Due <i>Oct 11th</i>
<i>Week Seven</i> <i>Oct 11th – Oct 17th</i>	Chapter 7 – Health Care Claims Preparation and Transaction	Homework, Discussions Assignment, Quiz, Connect assignments	Due <i>Oct 18th</i>
<i>Week Eight</i> <i>Oct 18th – Oct 24th</i>	Mid-Term		Due by 4:00
<i>Week Nine</i> <i>Oct 25th – Oct 31st</i>	Chapter 8 – Private Payers/BlueCross BlueShield	Homework, Discussions Assignment, Quiz, Connect assignments	Due <i>Nov 1st</i>
<i>Week Ten</i> <i>Nov 1st- Nov 7th</i>	Chapter 9 - Medicare	Homework, Discussions Assignment, Quiz, Connect assignments	Due <i>Nov 8th</i>
<i>Week Eleven</i> <i>Nov 8th – Nov 14th</i>	Chapter 10 - Medicaid	Homework, Discussions Assignment, Quiz, Connect assignments	Due <i>Nov 15th</i>
<i>Week Twelve</i> <i>Nov 15th – Nov 21st</i>	Chapter 11 - Tricare and CHAMPVA	Homework, Discussions Assignment, Quiz, Connect assignments	Due <i>Nov 22nd</i>
<i>Week Thirteen</i> <i>Nov 22nd – Nov 28th</i>	Chapter 12 - Worker’s Compensation and Automobile/Disability Insurance	Homework, Discussions Assignment, Quiz, Connect assignments	Due <i>Nov 29th</i>
<i>Week Fourteen</i> <i>Nov 29th – Dec 5th</i>	Chapter 13 - Claims Processing, Payments, and Collections	Homework, Discussions Assignment, Quiz, Connect assignments	Due <i>Dec 6th</i>
<i>Week Fifteen</i> <i>Dec 6th – Dec 12th</i>	Classroom work and Lab Review	Homework, Discussions Assignment, Quiz, Connect assignments	Due <i>Dec 13th</i>
<i>Week Sixteen</i> <i>Dec 13th – Dec 14th</i>	Final		Due by 4:00 pm Final

This Schedule is subject to change at the discretion of the instructor

****Textbook assignments will be assigned in class***

Institutional Policies and Guidelines

Grade Appeal Process: Concerns about the accuracy of grades should first be discussed with the instructor. A request for a change of grade is a formal request and must be made within six months of the grade assignment. Directions for filing an appeal can be found in the student handbook [Student Handbook 2022-2023_v4.pdf \(com.edu\)](#). *An appeal will not be considered because of general dissatisfaction with a grade, penalty, or outcome of a course. Disagreement*

with the instructor's professional judgment of the quality of the student's work and performance is also not an admissible basis for a grade appeal.

Academic Success & Support Services: The College of the Mainland is committed to providing students with the necessary support and tools for success in their college career. Support is offered through our Tutoring Services, Library, Counseling, and through Student Services. Please discuss any concerns with your faculty or an advisor.

ADA Statement: Any student with a documented disability needing academic accommodations is requested to contact:

Kimberly Lachney, Student Accessibility Services Coordinator

Phone: 409-933-8919

Email: AccessibilityServices@com.edu

Location: COM Doyle Family Administration Building, Student Success Center

Textbook Purchasing Statement: A student attending College of the Mainland is not under any obligation to purchase a textbook from the college-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.

Withdrawal Policy: Students may withdraw from this course for any reason prior to the last eligible day for a "W" grade. Before withdrawing students should speak with the instructor and consult an advisor. Students are permitted to withdraw only six times during their college career by state law. The last date to withdraw from the 1st 8-week session is October 2. The last date to withdraw from the 16-week session is November 15. The last date to withdraw for the 2nd 8-week session is November 26.

FN Grading: The FN grade is issued in cases of *failure due to a lack of attendance*, as determined by the instructor. The FN grade may be issued for cases in which the student ceases or fails to attend class, submit assignments, or participate in required capacities, and for which the student has failed to withdraw. The issuing of the FN grade is at the discretion of the instructor.

Early Alert Program: The Student Success Center at College of the Mainland has implemented an Early Alert Program because student success and retention is very important to us. I have been asked to refer students to the program throughout the semester if they are having difficulty completing assignments or have poor attendance. If you are referred to the Early Alert Program, you will be contacted by someone in the Student Success Center who will schedule a meeting with you to see what assistance they can offer in order for you to meet your academic goals.

Resources to Help with Stress: If you are experiencing stress or anxiety about your daily living needs including food, housing or just feel you could benefit from free resources to help you through a difficult time, please click here <https://www.com.edu/community-resource-center/>. College of the Mainland has partnered with free community resources to help you stay on track with your schoolwork, by addressing life issues that get in the way of doing your best in school. All services

are private and confidential. You may also contact the Dean of Students office at deanofstudents@com.edu or communityresources@com.edu.

Nondiscrimination Statement:

The College District prohibits discrimination, including harassment, against any individual on the basis of race, color, religion, national origin, age, veteran status, disability, sex, sexual orientation, gender (including gender identity and gender expression), or any other basis prohibited by law. Retaliation against anyone involved in the complaint process is a violation of College District policy.

Resources to Help with Stress: If you are experiencing stress or anxiety about your daily living needs including food, housing or just feel you could benefit from free resources to help you through a difficult time, please click here <https://www.com.edu/community-resource-center/>. College of the Mainland has partnered with free community resources to help you stay on track with your schoolwork, by addressing life issues that get in the way of doing your best in school. All services are private and confidential. You may also contact the Dean of Students office at deanofstudents@com.edu or communityresources@com.edu.

Tardiness Policy: Class starts at 9:30 and students who are more than 5 minutes late may be counted tardy by the instructor and the door will be locked. You must communicate with your instructor before class starts by email or voice mail. Three tardies will equal one absence. This includes all breaks during class time which are 15 minutes each. The door will be lock and students will have to wait in the break room until the next break to rejoin the class so as not interrupt class and all work missed will not be accepted. ***This includes All breaks during any on campus class times.*** Failure to interact with course content via Brightspace/D2L as indicated on the Course Schedule and module overview pages in Brightspace/D2L can likewise negatively impact a student' final course grade. Unless arranged by the instructor BEFORE the due date, a late submission will be given a score of zero. Once the class is closed it WILL NOT be reopened.

Class Activities: Course topics are introduced and discussed during classroom sessions. Additional group exercises and workbook activities are conducted throughout the class meetings. General, ongoing feedback for assessments and assignments will be conducted before and after the assigned due dates.

Course Communication Policy: I check my e-mail and course mailbox and discussion areas daily Monday through Friday. For any course related questions please email me through Brightspace/D2L. I will respond to your phone call and e-mails within 24 hours or less. However, I may not always be able to respond to e-mails sent over the weekend until Monday Morning. I will be communicated changes in or new assignments within 48 hours. When leaving a message or e-mail please state your name and student id.

Cell Phone Use: Cell phones or any **Camera and or Recording devices** use is **strictly prohibited** during any lab/class session. Please keep in “silent” mode during lectures and be respectful of instructors and other students. Should you need to answer the call, please do so outside of the classroom. Due to cheating in the past, we cannot allow any wireless devices to be on during the tests. In an emergency, you may be reached by contacting Campus Police at 409-933-8403.

Failure to comply will result in dismissal of class for that day. You will receive one verbal warning, one written warning, and on the third warning you will be asked to leave the class for that class period. If you are asked to leave the class for the day more than two times you will have to turn in your cell phone to instructor before each class period for the remainder of the semester. **To show respect for your fellow students and instructor, you will turn off your phone and other electronic devices and will not use these devices in the classroom unless you receive permission from the instructor.** Use of recording devices, including camera phones and tape recorders, is prohibited in classrooms, laboratories, faculty offices, and other locations where instruction, tutoring, or testing occurs. Students with disabilities who need to use a recording device as reasonable accommodation should contact the Office for Students with Disabilities for information regarding reasonable accommodation.

Classroom Behavior: Students are expected to conduct themselves as mature adults observing all college rules and classroom etiquette. Disruptive behavior of any kind will not be tolerated in the classroom at any time. As a student active in the learning community of this course, it is your responsibility to be respectful of the learning atmosphere in your classroom. Failure to comply could mean dismissal from the program.

Professionalism: Success in one’s career is almost as dependent on professional behavior as on one’s academic knowledge and abilities. Therefore, students are expected to exhibit professional behavior in the classroom as well as all activities with this course. Professional behavior includes:

- **Attends class is punctual-** The student attends every class period, arrives on time for class activities or informs the instructor in a timely manner of unavoidable situations that cause the student to be late or miss class.
- **Dependable-** the student meets assignment deadlines and follows through to completion of responsibilities.
- **Effective interpersonal and team skills-** The student relates well to people, shows respect to others, deals tactfully and effectively with others, influences as opposed to directs, provides constructive critics without altering others, negotiates or mediates when appropriate, exhibits openness to new ideas, and demonstrates a positive attitude.
- **Effective communication skills-** The student listens, speaks using correct grammar and without excess fillers. Example: Umm, you know, and like.

- **Ethical Conduct-** The student maintains honesty, integrity, and confidentiality of patient provider, fellow student, and college information.

Plagiarism:

The practice of taking someone else's work or ideas and passing them off as one's own. Plagiarism is a very serious offense. Plagiarism includes paraphrasing someone else's words without giving proper citation, copying directly from a website, and pasting it into your paper, using someone else's words without quotation marks. Any assignment containing any plagiarized material will receive a **grade of zero** and the student will be referred to the Office of Student Conduct for appropriate discipline action. In this course you may not use AI for any assignment in any way, shape, or form. Use of AI will be treated as plagiarism. **Use of Artificial Intelligence (AI):** Any assignment containing material generated by Artificial Intelligence (AI) will receive a **grade of zero** and the student will be referred to the Office of Student Conduct for appropriate disciplinary action.

Success Tips for Students:

- Read all assignments and understand requirements for completing assignment prior to coming to class.
- **Three Prior to Me:** The MA faculty encourages students to problem-solve, work as a team as well as utilize available resources. In order to develop these skills, we will employ the “**Three Prior to Me**” process. This means that before you contact the instructor with a course-related question, you must have attempted to find the information in three other places. For instance, if you are unsure about the meaning of a term used in the course, you would attempt to locate this information in three places prior to asking the instructor. Hence, you might do a Google search for the term, ask a classmate, and refer to your textbook. Instructors will question you regarding what research methods you utilized to locate information on your own. This process is not meant to be a barrier to you, but instead to provide the following benefits:
 - Preparation for the workforce.
 - Increased research skills.
 - Instructors will have more time to provide feedback and interact with students.

Success Tips for Students:

Interaction Expectations: Because this is an online course, all of the weekly allotted time (at least 6 hours) for this course will be spent interacting with course content via Brightspace/D2L primarily by completing weekly quizzes, posting responses to discussion prompts or group case studies, and by reviewing the Learning Module content.

Additionally, this means students must take more initiative for their own learning and employ good time management and organizational skills. Students also need to take more initiative in asking questions about anything they do not understand about the course, the content or graded assignments.

Useful Websites:

- Student Resources: <https://www.com.edu/students>
- Library and Bookstore: <https://libguides.com.edu>
- Distance Education FAQs in Parature Knowledge Base: <https://com.parature.com>
- NetTutor: <https://www.com.edu/help-center>
- Disability Services: <https://www.com.edu/counseling/disability-services>
- Speaking, Reading, & Writing Center: <https://www.com.edu/srwc>

ACKNOWLEDGEMENT OF RECEIPT:

I, _____, acknowledge that I have received the syllabus for MDCA 1443-001CL Medical Insurance, and that my instructor has reviewed it with me.

Signature of Student **Date**

Signature of Witness **Date**