Walters State Community College Course Syllabus

Course Information

Course Number and Name: HIMT 1306 Medical Insurance Billing
Section ID: 80504.202380
Semester and Year: Fall 2023
Credit Hours: 3
Start Date: August 21, 2023
End Date: December 08, 2023
Course Format: WEB - Web Classes
Catalog Course Description: This course is designed to teach students legal issues affecting insurance claims and medical records, how to complete insurance claim forms and the basics of health insurance, electronic data interchange, tracing delinquent claims and insurance problem solving, collections strategies, health care payers including managed care systems, private insurance, Medicare, state programs, workers' comp, Tricare and CHAMPVA, and disability.Prerequisite or Corequisite Course(s): HIMT1303, HIMT 2301. **F**
Meeting Details: TBD
Course Drop Deadline: October 27, 2023

Instructor Information

Name: Eva Davis, MHA, RHIT
Office Location: TECH 106L (Morristown Campus)
Office Hours: Available by appointment Monday - Thursday
Office Phone: 423-318-2364
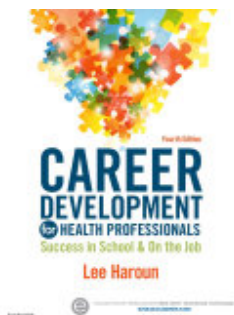**Email:** Eva.Davis@ws.edu
Supervisor Name: Gail Winkler, MHIIM, RHIA
Supervisor Phone: 423-585-6990
Secretary Phone: 423-585-6981

Required Textbook(s) and Materials

Career Development for Health Professionals
Authors: Lee Haroun
Publisher: Elsevier Health Sciences
Edition: 4th

Understanding Health Insurance: a Guide to Billing and Reimbursement -
Authors: Michelle Green
Publisher: Cengage
Edition: 2022
Additional Information
This course requires MindTap from Cengage. You should purchase Cengage Unlimited from Cengage.

Purchase a Cengage Unlimited plan for this course, which gives you access to all your Cengage materials for one price. **View this infographic** for step-by-step instructions. Visit **cengage.com/unlimited** to learn more.

Cengage Unlimited:

- 4-month access / 9780357700006; $124.99

- 12-month access / 9780357700013; $189.99

- 24-month access / 9780357700020; 249.99

Supplemental or Optional Materials

| Supplementary or Optional Materials | Online course management software otherwise known as eLearn (D2L) requires either Internet Explorer 8.0 or 9.0, Mozilla Firefox 25.0 or higher, or Chrome 30.0 or higher as the interface. You can use earlier versions but some features will not be available and you will most likely get errors. We recommend you us Internet Explorer 9.0. If you have Windows 8 you will not be able to use anything less than |

	Internet Explorer 10.0, therefore we recommend Mozilla Firefox 25.0 or higher or Chrome 30.0 or higher.
Prerequisite knowledge/competencies required for course	Students must be able to use Internet and computer to navigate course content.
Optional: Suggested apps for this course, list the apps and the platform	None
General Education Course Designation	None

Student Learning Outcomes/Objectives

- Course Outcomes

Course Outcomes
Students will be able to:

1. Accurately file insurance claims for reimbursement for the physician office or healthcare facility.

2. Accurately manage administrative procedures for claims follow-up.

3. Understand how to work with third party payers, Medicare, Medicaid/TennCare and other federal insurance payers regarding policies and procedure for filing claims, reimbursement and follow-up.

4. Understand how to maintain files and requirements from all payer types regarding proper code selection for reimbursement, compliance with documentation, confidentiality, audit and billing practices.

Course Objectives

1. The student will define and recall definitions of key insurance terms at a minimum of 75% accuracy.

2. The student will complete a CMS 1500 claims form either manually or electronically at a minimum of 75% accuracy.

3. The student will track delinquent claims and solve insurance problems at a minimum of 75% accuracy.

4. The student will interpret insurance guidelines for Medicare, Medicaid, private insurance, workers' comp, Tricare and CHAMPVA and disability and apply these guidelines to insurance claims filing at a minimum of 75% accuracy.

5. The student will complete HIPAA Training lessons at a minimum of 100% completion.

6. The student will begin construction of resume.

7. The student will improve writing skills and test taking skills by completion of career development activities and tests to improve output of information at a minimum of 75% accuracy.

8. The student will maximize learning to achieve the most benefits from clinical practicum experience in last semester of study.

Instructional Approach and Methods

Instructional and Evaluation Methods:

1. Reading

2. Homework

3. Case studies completing claim forms

4. Computerized exercises

5. Learning Labs

6. Discussions

7. Quizzes/Tests

Assessment, Evaluation and Testing Procedures

Testing Procedures:

1. Online

Assessment of Points by Type

Type of Assessment	Number	Value	Possible Points
Career Development Quizzes	3	Varies	50
HIPAA Training	3	20	60
Moss Learning Activities	3	Varies	21
Chapter Reviews	17	Varies	235

Chapter Quizzes	14	Varies	430
Learning Labs	11	Average	100
Sim Claim Case Studies	40	Average	100
Moss Software Assessments (Includes Capstone)	35	Average	100
Discussions	6	Varies	110
Final Exam	1	100	100
Total Points			**1306**

Grading Scale

A	1202 - 1306 points
B	1110 - 1201 points
C	980 - 1109 points
D	914 - 979 points
F	913 points or less

Assignments

Class Schedule

Due Date Thursday	Reading Assignment Understanding Health Insurance/ Career Development	Sim Claim Cases	Chapter Review/ Discussion/ Quizzes/Learning Labs
8/24/23 Zoom 6-8 pm	Review Syllabus and Class Schedule Watch Course Orientation in Cengage MindTap		**Cengage MindTap** Watch Getting Started Read: Medical Office Simulation Software (Moss) 3.0 User Guide Read: Sim Claim User Guide
8/31/23 Online	**Module 1** Chapter 1 - Health Insurance Specialist Career Chapter 2 - Introduction to Health Insurance and Managed Care		**MindTap** Chapter 1 Learning Lab Chapter Review 1.1 Chapter 1 Quiz Chapter Review 2.1 Chapter Review 2.3

Date	Module		Assignments
			Chapter 2.2 Quiz Moss Assessments - 2.1, 2.2
9/07/23 Online	**Module 2** Chapter 3 - Introduction to Revenue Management		**Elearn** Discussion 1-1 (extra discussion for 10 points) **MindTap** Moss Learning Activities Chapter 3 Chapter Review 3.1 Chapter 3 Quiz Moss Assessments 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7, 3.8, 3.9, 3.10, 3.11, 3.12, 3.13
9/14/23 Online	**Module 3** Chapter 4 - Revenue Management: Insurance Claims, Denied Claims and Appeals, and Credit Collections		**Elearn** Discussion 4-1 **MindTap** Moss Learning Activities Chapter Review 4.1 Chapter 4 Quiz Moss Assessments - 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 4.9, 4.10, 4.11, 4.12, 4.13, 4.14, 4.15, 4.16, 4.17
9/21/23 Online	**Module 4** Chapter 5 - Legal Aspects of Health Insurance and Reimbursement **HIPAA Training**		**Elearn** Discussion 5-5 **MindTap** Read Learning Lab: Legal and Regulatory Issues - Page 24 Revised before completing Chapter 5 Learning Lab Chapter 5 Learning Lab Chapter Review 5.1 Chapter 5.2 Quiz
9/28/23 Online	**Module 5** Chapter 9 - CMS Reimbursement Methodologies Career Development Chapter 2		**Elearn** Discussion 9-2 Career Development Chapter 2 Quiz **MindTap** Chapter 9 Learning Lab

Date	Module/Chapter	#	Assignments
			Chapter Review 9.2 Chapter 9 Quiz
10/05/23 Online	**Module 6** Chapter 10 - Coding Compliance Programs, Clinical Documentation Improvement, and Coding for Medical Necessity		**MindTap** Chapter 10 Learning Lab Chapter Review 10.1 Chapter Review 10.2 Chapter 10 Quiz
10/12/23 Online	**Module 7** Chapter 11 - CMS 1500 and UB-04 Claims		**Elearn** Discussion 11-2 **MindTap** Chapter 11 Learning Lab Chapter Review 11.1 Chapter 11 Quiz
10/19/23 Zoom 6 - 8 pm	**Module 8** Chapter 12 - Commercial Insurance	1-1 1-2 1-3 2-1 2-2 2-3	**MindTap** Moss Assessments 12.1 Training Chapter 12 Learning Lab Chapter 12 Review Chapter 12 Quiz Moss 12.1
10/26/23 Online	**Module 9** Chapter 13 - Blue Cross Blue Shield Career Development Chapter 9	1-4 1-5 1-6 1-10 2-4 2-5 2-20	**Elearn** Career Development Chapter 9 Quiz **MindTap** Chapter 13 Learning Lab Chapter 13 Review Chapter 13 Quiz Read Sim Claim Instruction Tables 13-1; 13-2; 13-3
11/02/23 Online	**Module 10** Chapter 14 - Medicare Career Development Chapter 10	1-7 1-8 1-9 1-11 1-12 2-6 2-7 2-8 2-9 2-10 2-19	**Elearn** Discussion 14-3 Career Development Chapter 10 Quiz **MindTap** Moss 14.1 Training Read Learning Lab: Medicare - Page 15 Revised Instruction before completing Chapter 14 Learning Lab Chapter 14 Learning Lab Chapter Review 14.1

			Chapter Review 14.2 Chapter 14 Quiz Moss 14.1
11/09/23 Online	**Module 11** Chapter 15 - Medicaid	1-13 2-11 2-12	**MindTap** Chapter 15 Learning Lab Chapter 15 Review Chapter 15 Quiz
11/16/23 Online	**Module 12** Chapter 16 - Tricare	1-14 1-15 1-16 1-17 2-13 2-14 2-17 2-18	**MindTap** Chapter 16 Learning Lab Chapter 16 Review Chapter 16 Quiz
11/23/23	**Happy Thanksgiving - No class**		
11/30/23 Online	**Module 13** Chapter 17 - Workers' Compensation	1-18 1-19 1-20 2-15 2-16	(This module opens 11/17/22 and ends 11:59 pm 12/02/22.) **MindTap** Chapter 17 Learning Lab Chapter 17 Review Chapter 17 Quiz Moss Billing Capstone
12/06/23 - 12/07/23 Online	**Final Exam**		**Elearn** Final Exam

Class Participation

Class Participation

Students will complete the assignments in sequence according to the class schedule. The class day for this course is **Thursday**. Quizzes, tests, and homework assignments are due on **Thursdays** throughout the semester.

- Quizzes/Tests/Homework are due on the due date.
- Due dates for quiz/test/homework are listed on class schedule.
- Assignments, reading and study activities must be completed to prepare you to take quizzes and tests.

- Remember to click "save" for each question when taking a quiz or test.

- Tests/quizzes will not be reset for you because you forgot to save answers.

- Career Development Quizzes are to be completed after studying the assigned chapter.

- Orientation Quiz and Orientation homework do not count toward grade.

Course and Class Policies/Procedures

Punctuality

Being punctual and attending class in an online environment is just as important as being punctual and attending class in person. Online absences will hurt your grade just as an absence for a physical class will hurt your grade.

- Quizzes/Tests – students have 7 calendar days from the due date to complete a quiz or test if not completed on the due date (If quiz or test is not completed within that time period, student will receive a score of zero (0) for that quiz or test.)

- Homework - students have until 11:59 pm on the next class date after an assignment is due to submit homework if not submitted on the due date or receive a zero (0) for the assignment.

Program Specific Policies

Please note: Some quizzes/tests are stated in the course as being worth a certain number of points. Quizzes/tests may create the opportunity to earn additional points on the exam and be worth more than the stated amount of points.

Cheating is construed as attempting to deceive or mislead which includes, but is not limited to:

1. Utilizing old tests, lab reports, or projects, notes or written papers, etc.
2. Copying and pasting someone else's homework into your file and putting your name on their work
3. Providing information to a fellow student during an exam
4. Procuring information in an unacceptable manner during an exam (crib-sheet, verbal exchange, looking at another person's paper, utilizing headphones, using your textbook when the quiz/test is not an open book test/quiz, etc.)
5. Consulting with a classmate or anyone else when taking a computerized test
6. Disregarding other specific policies and procedures outlined for a particular class

Syllabus Changes

Students will be notified of any necessary changes to the course syllabus or class schedule by email in elearn for the course. Students are responsible for reading emails in a timely manner.

Online/Web-Enhanced Course Supplementary Information

Virtual Office Hours	Available throughout the day Monday-Thursday. I will respond to emails within 48 hours. If availability changes during the week students will be notified in elearn.
Library Information	Students can access the library online at https://library.ws.edu/c.php?g=181040&p=1191972. Online databases, e-books, reference librarian, card catalog, periodicals, and e-resources can all be access through the web site as well as in person.
Technical Support	If you are having problems with your Walters State account or elearn contact the HelpDesk. Always contact your instructor when you have technical problems
Web Addresses/Resources	https://www.thima.org/ https://ahima.org/ https://my.ahima.org/careermap
Guidelines for Communication: Email, Discussion Posts, Chat	Emails should always include a subject line. Use correct grammar and punctuation and spelling in emails just as you would in a letter or memo. Use standard fonts that are easy to read. These rules apply to the discussion function as well.

Academic Honesty

Faculty expect all students to refrain from acts of academic misconduct including but not limited to:

1. Plagiarism - refers to using another person's ideas or writing without giving proper credit to the original source. Indulging in this type of conduct will subject the student to disciplinary sanctions, which may be imposed through the regular institutional procedures of Walters State Community College as outlined in the Student Handbook. Plagiarism will result in a grade of "0" for the paper/exam/presentation. Student Conduct and Disciplinary Sanctions contained in the college Catalog/Student Handbook apply (see policy 04:18:02 Disciplinary Sanctions). Plagiarism includes, but is not limited to the following:
   a. Using cut/paste tool from original document with no references given.
   b. Copying another student's work and submitting it as one's own.
   c. Forging or otherwise altering signatures.
   d. Giving or falsifying academic documents or materials.

2. Cheating - construed as attempting to deceive or mislead which includes, but is not limited to the following:
   a. Utilizing old tests, projects, notes or written papers.
   b. Providing unauthorized information to a fellow student about exam content.
   c. Receiving unauthorized aid from any source with quizzes, examinations, or other assignments.
   d. Seeking information in an unacceptable manner during/preceding an exam or other assigned work (cheat sheet, verbal exchange, looking at another person's paper or electronic device, utilizing headphones, using textbook when the test/quiz is not an open book test/quiz, using textbook test bank etc.).
   e. Consulting with a classmate or others when taking a computerized test.
   f. Disregarding other specific policies and procedures outlined for a particular class.
   g. Utilizing unapproved technology/electronic equipment during testing (i.e.: mobile devices such as cell phones, smart devices, or tablets, etc.).
   h. Using the same Internet Protocol network address (IP address) as another student for testing without approval from the course faculty.

3. The use of any generative artificial intelligence (AI) tool, such as OpenAI's ChatGPT, Google's Bard, or any other pre-trained language model (commonly referred to as "chatbot"), must be cited for any assignment where it has been used and may not be used unless specifically allowed by your instructor. Please see your instructor or the course policies within the syllabus if you have questions.

Student Resources

TUTORING SERVICES

Students in need of tutoring assistance are encouraged to contact the Office of Student Tutoring located as follows:

- Morristown Campus - Student Services Building Room L107 - (423) 585-6920
- Niswonger Campus - GRNV 226 - (423) 798-7982
- Sevierville Campus - MMH Room 210 - (865) 286-2787
- Claiborne Campus - Room 123A - (423) 851-4761

Specific tutoring assistance in mathematics and writing is available in-person and online as follows:

- Morristown Campus - English Learning Lab - HUM 120 - (423) 585-6970

  [Walters State English Learning Lab (opens in new window)](ws.edu/academics/humanities/writing-lab)
  ws.edu/academics/humanities/writing-lab

- Morristown Campus - Mathematics Lab - MBSS 222 - (423) 585-6872

  [Walters State Mathematics Learning Lab (opens in new window)](ws.edu/academics/mathematics/learning-lab)
  ws.edu/academics/mathematics/learning-lab

TECHNOLOGY SUPPORT

Students who need assistance with computing and technology issues should contact the IET Helpdesk by phone at Morristown: (423) 318-2742; Niswonger: (423) 798-8186; or Sevierville: (865) 286-2789 or on-line access.

[Walters State Helpdesk (opens in new window)](helpdesk.ws.edu)
helpdesk.ws.edu

STUDENTS WITH DISABILITIES SUPPORT SERVICES

Students with disabilities must register with Student Support Services each semester in the Student Services Building, Room U134 (phone (423) 585-6892) if they need any special facilities, services, or consideration.

[Walters State Student Support Services (opens in new window)](ws.edu/student-services/disability/)
ws.edu/student-services/disability/

SUICIDE PREVENTION STATEMENT

Walters State is committed to and cares about all students. Support services are available for any person at Walters State who is experiencing feelings of being overwhelmed, hopelessness, depression, thinking about dying by suicide, or is otherwise in need of assistance. For immediate help, contact the National Suicide Prevention Lifeline by calling or texting 9-8-8 or the Trevor Lifeline

at 1-866-488-7386. Veterans may also contact the Veterans Crisis Line at 1-800-273-8255 (press 1) or Text 838255.

Walters State has a relationship in place with the following community agencies to provide services (may include crisis referral services, prevention screenings, etc.):

- Cherokee Health Systems 423-586-5032
- Frontier Health 423-467-3600

College Policies

STUDENTS HANDBOOK AS OFFICIAL GOVERNING DOCUMENT

This class is governed by the policies and procedures stated in the current Walters State Community College Student Handbook. All students attending Walters State Community College, regardless of the time, location, or format of the class, must abide by the rules and regulations outlined in the current Walters State Catalog/Student Handbook and the current Walters State Timetable of Classes.

[Walters State Catalog (opens in new window)](catalog.ws.edu/)
catalog.ws.edu/

[Walters State Timetable of Classes (opens in new window)](ws.edu/admissions/registration/)
ws.edu/admissions/registration/

PURPOSE, LIMITATIONS AND MODIFICATION OF SYLLABUS

This syllabus sets forth the expectations for the course content, work, and grading as well as expectations for student performance and conduct. The syllabus does not constitute a contract between the student and the instructor or the College. The information contained here is subject to change at any time. The instructor reserves the right to modify this syllabus at any time with written notification to the students. Though changes are possible, it is expected that the course will be conducted as described in this syllabus for the semester/year specified in the Course Information section of the syllabus. This syllabus is only valid for the semester/year specified and course requirements are not guaranteed for future semesters.

COURSE GROUND RULES

- Students must attend the first day of on-ground class or contact the instructor prior to the first class. Failure to do this may result in being dropped from the class. Excessive absences may substantially lower the course grade.
- Regular class attendance is a student's obligation for any course regardless of format. (See the Walters State Catalog/Student Handbook). If a student misses class, it is his or her

responsibility to contact the instructor regarding missed assignments and/or activities and to be prepared for the next class assignment.

- Students enrolled in web courses must follow the course attendance policy defined for online attendance during the first week of class and throughout the term. Failure to do this may result in being dropped from the class during week one OR may result in the accrual of absences which may negatively impact the student's grade in the course.

- Students who have not paid fees on time and/or are not correctly registered for this class and whose names do not appear on official class rolls generated by the Walters State student information system (MyWS) will not be allowed to remain in class or receive credit for this course.

- Electronic devices must not disrupt the instructional process or college-sponsored academic activity. Use of electronic devices is prohibited unless use of the device is relevant to the activity and use is sanctioned by the faculty member in charge. Electronic devices that are not relevant to the activity or sanctioned by the faculty member in charge should be set so that they will not produce an audible sound during classroom instruction or other college-sponsored academic activity.

FINANCIAL AID

Students receiving any type of financial aid or scholarship should contact the Financial Aid Office before making any changes to their schedule. Schedule changes without prior approval may result in loss of award for the current term and future terms.

All forms of student Financial Aid may be jeopardized or lost due to the lack of Satisfactory Academic Progress in one or multiple courses. Lack of Satisfactory Academic Progress may negatively impact a student's degree/certificate completion pace and further jeopardize Financial Aid eligibility.

CANCELLATION OF CLASSES AND ACADEMIC CONTINUITY

For information related to the cancellation of classes due to inclement weather or other events, please check the Senators Emergency Text system or the college's Web site at:

Walters State Homepage (opens in new window)
ws.edu/home/

Walters State Facebook page (opens in new window)
https://www.facebook.com/WaltersState/

Walters State Twitter page (opens in new window)
https://twitter.com/waltersstate

or call the college's student information line, 1-800-225-4770, option 1; the Sevier County Campus, (865) 774-5800, option 7; the Niswonger Campus (423) 798-7940, option 7; or the Claiborne County Campus, 423-636-6200, option 7. Also, please monitor local TV and radio stations for further announcements.

When an event or disaster interrupts the scheduled operations of the college and the ability to proceed with the academic course activities as planned, the college and your instructor may alter the course plan outlined in the syllabus. Should an event occur, students should refer to their course e-Learn pages and/or class materials previously delivered to receive guidance from their instructor. Students should continue to monitor the official college channels of communication listed in the above paragraph. If you would like to sign up for the Senators Emergency Text system, please go to the following Web site:

[Senator Emergency Text System (opens in new window)](ws.edu/set/)
[ws.edu/set/](ws.edu/set/)

Dual Enrollment students attending on a high school campus should refer to the high school inclement weather cancellations.

LEARNING MANAGEMENT SYSTEM

Brightspace (commonly known as eLearn or D2L) is the college's Learning Management System (LMS).

Brightspace is committed to accessibility by "deliver[ing] a learning experience that meets the needs of all people, regardless of age or ability." [Brightspace Accessibility Standard (opens in new window)](#)

Brightspace is also committed to guarding student data and privacy. [Brightspace Privacy Policy (opens in new window)](#)