



TEXAS A&M
UNIVERSITY
KINGSVILLE

CENTER FOR CONTINUING EDUCATION

Medical Administrative Assistant with Billing and Coding (CMAA, CBCS)

690 hours/6 months/Instructor-Facilitated/Certificate Program

Course Code: **AHP-MAA07**

TP#: MAA07 Course Cost: **\$ 3,995.00**



Texas A&M University-Kingsville
In partnership with 360training.com
700 University Blvd
Kingsville, TX 78363-8202
<http://www.tamuk.edu/continuinged/>
(866)-991-3921 or (361) 593-2861

OVERVIEW

The Medical Administrative Assistant's role involves managing the daily operations of a medical/healthcare facility. This course introduces you to the overall business operations of a medical administrative assistant. You will learn the specifics of the role of a medical assistant. These include personnel management, vendor management, front office management, as well as billing and payment management. You will also learn about medical records and the importance of the computerization of a medical assistant. This course is valuable for all those preparing for a career as a medical administrative assistant. Through scenarios and interactivities, this course provides you with ample opportunity to apply and practice the concepts learned and prepares you for your role as a professional in the medical industry. Additionally, you will use a universally recognized coding system and ensure correct coding in compliance with federal regulations and insurance requirements.

OBJECTIVES

This program prepares students for and includes vouchers for the Medical Administrative Assistant (CMAA) Exam and the Certified Billing and Coding Specialist (CBCS) Exam through the National Healthcareer Association (NHA).

Learning Objectives:

- Medical Terminology introduces students to medical terminology used by healthcare professionals. This course would be valuable for anyone preparing for a career in the medical profession.
- Medical Coding introduces students to the four types of coding systems used in health care: ICD-9 CM, ICD-10-CM, CPT, and HCPCS. This course would be valuable for anyone preparing for a career in medical coding and related professions.
- Medical Billing introduces students to the complexities required by professionals to understand the reimbursement process. This course introduces you to the fundamentals of medical billing, which include forms preparation, processing, and follow-up for reimbursement. In addition, you will learn about the evolution of medical reimbursement, reimbursement methodologies, legal and regulatory issues, national diagnosis systems, and procedure coding systems.
- Medical Administrative Assistant program introduces students to overall business operations of a medical assistant. Students will learn about personnel and front office management, as well as billing and payment management. In addition, students will learn about medical records and computerization of a medical assistant. This course would be valuable for anyone preparing for a career as a medical administrative assistant.

STUDENT SERVICES

STUDENT SUPPORT SERVICES	INSTRUCTOR SERVICES	CAREER SERVICES
Study Groups	Answer Questions	Time Management Assistance
Student Success Calls	Mentoring	Labor Market Information
Study Schedules	24-hour Reply Time	National Certification Information
Technical Support	Industry Information	Externships
Extensions	Exam Reviews and Feedback	Check-in Emails
Leave of Absence	Write Recommendations	Student Feedback Surveys
Transcript Requests	On the Spot Test Results	
Completion Certificates	Progress Emails/Phone Calls	
Student Feedback Surveys	Student Feedback Surveys	

PROGRAM OUTLINE:

Medical Administrative Assistant with Billing and Coding

Medical Terminology

Module 1: Introduction to Medical Terminology

- Describe the origin of medical terms.
- Define the four-word parts and the combining vowel.
- Define medical terms from word parts.
- Identify types of medical terms not built from word parts.
- Identify common medical references.
- Use a medical dictionary.

Module 2: Body Structure, Color and Oncology

- Define the four types of human tissues.
- Identify the body cavities.
- Define the word parts defining color.
- Define, pronounce, and spell oncology terms and abbreviations.

Module 3: Directional Terms, Planes, Positions, Regions, and Quadrants

- Describe the anatomical position and anatomic planes.
- Define, pronounce, and spell the body positions.
- Define, pronounce, and spell the abdominopelvic regions.
- Interpret meaning of abbreviations related to directional terms and quadrants.

Module 4: Integumentary System

- Identify and define the anatomy of the integumentary system.
- Define and spell word parts related to the integumentary system.
- Define, pronounce, and spell disease and disorder terms related to the integumentary system.
- Define, pronounce, and spell surgical and complementary terms related to the integumentary system.
- Interpret the meaning of abbreviations related to the integumentary system.

Module 5: Respiratory System

- Identify and define the anatomy of the respiratory system.
- Define and spell word parts related to the respiratory system.
- Define, pronounce, and spell disease and disorder terms related to the respiratory system.
- Define, pronounce, and spell surgical, diagnostic, and complementary terms related to the respiratory system.
- Interpret the meaning of abbreviations related to the respiratory system.

Module 6: Urinary System

- Identify and define the anatomy of the urinary system.
- Define, pronounce, & spell disease & disorder terms related to urinary system.
- Define and spell word parts related to the urinary system.

- Define, pronounce, and spell surgical, diagnostic, and complementary terms related to the urinary system.
- Interpret the meaning of abbreviations related to the urinary system.

Module 7: Male Reproductive System

- Identify and define the anatomy of the male reproductive system.
- Define and spell word parts relating to the male reproductive system.
- Define, pronounce, and spell disease and disorder terms related to the male reproductive system.
- Define, pronounce, and spell surgical, diagnostic and complementary terms related to the male reproductive system.
- Interpret the meaning of abbreviations related to the male reproductive system.

Module 8: Female Reproductive System

- Identify and define the anatomy of the female reproductive system.
- Define and spell word parts related to the female reproductive system.
- Define, pronounce, and spell disease and disorder terms related to the female reproductive system.
- Define, pronounce, and spell surgical, diagnostic and complementary terms related to the female reproductive system.
- Interpret the meaning of abbreviations related to female reproductive system.

Module 9: Obstetrics and Neonatology

- Identify and define the anatomy as related to obstetrics & neonatology.
- Define and spell word parts related to obstetrics & neonatology.
- Define, pronounce, and spell disease and disorder terms related to obstetrics and neonatology.
- Define, pronounce, and spell surgical, diagnostic, and complementary terms related to obstetrics & neonatology.
- Interpret the meaning of abbreviations related to obstetrics & neonatology.

Module 10: Cardiovascular and Lymphatic Systems and Blood

- Identify and define the anatomy of the cardiovascular and lymphatic systems and blood.
- Define and spell word parts related to the cardiovascular and lymphatic systems and blood.
- Define, pronounce, and spell disease and disorder terms related to the cardiovascular and lymphatic systems and blood.
- Define, pronounce, and spell surgical, diagnostic and complementary terms related to the cardiovascular system, lymphatic system and blood.
- Interpret the meaning of abbreviations related to the cardiovascular and lymphatic systems and blood.

Module 11: Digestive System

- Identify and define the anatomy of the digestive system.
- Define and spell word parts relating to the digestive system.
- Define, pronounce, and spell disease and disorder terms related to the digestive system.
- Define, pronounce, and spell surgical, diagnostic and complementary terms related to the digestive system.
- Interpret the meaning of abbreviations related to the digestive system.

Module 12: Eye

- Identify and define the anatomy of the eye.
- Define and spell word parts relating to the eye.
- Define, pronounce, and spell disease and disorder terms related to the eye.
- Define, pronounce, and spell surgical, diagnostic, and complementary terms related to the eye.
- Interpret the meaning of abbreviations related to the eye.

Module 13: Ear

- Identify and define the anatomy of the ear.
- Define and spell word parts related to the ear.
- Define, pronounce, and spell disease and disorder terms related to the ear.
- Define, pronounce, and spell surgical, diagnostic and complementary terms related to the ear.
- Interpret the meaning of abbreviations related to the ear.

Module 14: Musculoskeletal System

- Identify and define the anatomy of the musculoskeletal system.
- Define and spell word parts relating to the musculoskeletal system.
- Define, pronounce, and spell disease and disorder terms related to the musculoskeletal system.
- Define, pronounce, and spell surgical, diagnostic, and complementary terms related to the musculoskeletal system.
- Interpret the meaning of abbreviations related to the musculoskeletal system.

Module 15: Nervous System and Behavioral Health

- Identify and define the anatomy of the nervous system.
- Define and spell word parts relating to the nervous system.
- Define, pronounce, and spell disease and disorder terms related to the nervous system.
- Define, pronounce, and spell surgical, diagnostic, and complementary terms related to the nervous system.
- Define, pronounce, and spell behavioral health terms.
- Interpret the meaning of abbreviations related to the nervous system.

Module 16: Endocrine System

- Identify and the anatomy of the endocrine system.
- Define and spell word parts relating to the endocrine system.
- Define, pronounce, and spell disease and disorder terms related to the endocrine system.

- Define, pronounce, and spell surgical, diagnostic, and complementary terms related to the endocrine system.
- Interpret the meaning of abbreviations related to the endocrine

Medical Coding**Module 1: Health Insurance Specialist Career**

- Introduction to Health Insurance
- Key Terms Related to Health Insurance
- Health Insurance Specialist Job Description
- Professionalism and the Health Insurance Specialist

Module 2: Managed Healthcare

- Healthcare vs. Medical Care
- Evolution of Healthcare Reimbursement
- Medical Documentation
- EHR
- Managed Care
- Effects of Managed Care on Physician's Practice

Module 3: Processing an Insurance Claim

- Insurance Claim
- New Patient vs. Established Patient
- Insurance Claims Lifecycle
- Organization and Maintenance of Insurance Claim Files

Module 4: Legal and Regulatory Issues

- Uses of the Federal Register
- HIPAA for Health Insurance Claim
- HIPAA Title II—Preventing Health Care Fraud and Abuse
- Medicare Integrity Program
- Recovery Audit Contractor Program
- HIPAA Security Rule
- HIPAA Privacy Rule

Module 5: Medical Coding Systems

- Introduction to Medical Coding
- ICD-9-CM Coding System
- CPT Coding System
- HCPCS Level II National Codes

Module 6: CMS Reimbursement Methodologies

- Evolution of CMS Reimbursement Systems
- CMS Payment Systems
- Chargemaster
- Revenue Cycle Management
- UB-04 Claim Form

Module 7: Coding for Medical Necessity

- Introduction to Coding for Medical Necessity
- Applying Coding Guidelines
- Medical Record Documentation
- Coding from Various Patient Reports

Module 8: Essential CMS-1500 Claim Instructions

- General Insurance Billing Guidelines
- Optical Scanning Guidelines
- CMS-1500 Claims Completion Instructions
- Common Errors that Delay Payment
- Processing Claims

Module 9: Commercial Insurance

- Introduction to Commercial Health Insurance and Types of Health Insurance Plans
- Automobile Insurance vs. Disability Insurance vs. Liability Insurance
- Primary Insurance vs. Secondary Insurance
- Commercial Claims Completion Instructions

Module 10: Blue Cross and Blue Shield Plans

- Evolution of Blue Cross Blue Shield
- Blue Cross Blue Shield Plans
- Notes for Completing a Blue Cross Blue Shield Billing Claim
- Blue Cross Blue Shield Claims Completion Instructions

Module 11: Medicare

- Medicare Eligibility and Enrollment
- Types of Medicare Coverage
- Participating vs. Nonparticipating Providers
- Surgical Disclosure Notice and Advance Beneficiary Notice
- Medicare—Primary Payer vs. Secondary Payer
- Notes for Completing a Medicare Billing Claim
- Claims Completion Instructions for Medicare Payers

Module 12: Medicaid

- Medicaid Eligibility
- Medicaid Covered Services
- Notes for Completing a Medicaid Billing Claim
- Claims Completion Instructions for Medicaid Claims

Module 13: TRICARE

- Evolution of TRICARE
- Administration of TRICARE
- Administration of CHAMPVA
- Notes for Completing a TRICARE Billing Claim
- TRICARE Claim Completion Instructions

Module 14: Workers' Compensation

- Federal Workers' Compensation Programs
- State Workers' Compensation Coverage
- Eligibility Coverage and Classification of Workers' Compensation Cases
- First Report of Injury Form and Progress Reports
- Notes for Completing a Workers' Compensation Billing Claim
- Workers' Compensation Claim Completion Instructions

Medical Billing**Module 1: Today's Healthcare Environment**

- Introduction to Healthcare Management
- Types of Medical Practice Ownership
- Types of Physicians
- Specialty Care Practices
- Role of a Medical Office Manager

Module 2: Communications in a Medical Office

- Verbal Communication
- Written Communication
- Composing Patient Letters
- Using Memos
- Policy for E-mail Exchange with Patients
- Nonverbal Communication
- Importance of Proper Communication in a Medical Office

Module 3: Legal and Ethical Issues in Managing a Medical Office

- Standard of Care for a Medical Office
- Credentialing Documents Needed in a Personnel File
- Physician Malpractice
- Physician-Patient Relationships
- Medical Ethics
- Medical Treatment of Minors

Module 4: Personnel Management

- Management Styles and Their Impact
- Hiring a New Employee
- Orientation and Training Plan
- Timeline for Conducting Employee Evaluations
- Disciplining and Terminating Employees
- Sexual Harassment in the Workplace

Module 5: Managing the Front Office

- Telephone Etiquette
- Prioritizing Telephone Calls
- Dealing with Difficult Callers
- Importance of Documenting Telephone Calls
- Purpose and Function of Answering Services
- Maintaining the Reception Area
- Customer Service in the Front Office

Module 6: Appointment Scheduling

- Scheduling New Patient Appointments
- Importance of Appointment Time Management
- Appointment Schedule as a Legal Document
- Scheduling Hospital Services and Admissions

Module 7: Medical Records Management

- Purpose of a Medical Record
- Medical Record Formats
- Retaining and Disposing Medical Records
- Release of Information

Module 8: Regulatory Compliance in a Healthcare Setting

- Impact of HIPAA Legislation on Patient Care
- Function of HIPAA Business Associate Agreement
- Purpose of the Red Flags Rule
- Need for Corporate Compliance Plans
- Compliance with The Joint Commission, OSHA, and CLIA
- Fraud and Abuse in Health care
- Impact of the Healthcare Reform Act

Module 9: Duties of a Medical Office Manager

- Management vs. Supervision
- Responsibilities
- Leadership Styles
- Ordering and Processing Medical Supplies

Module 10: Use of Computers in a Medical Office

- Basic Components of a Computer
- Maintaining Computer Equipment
- Computer Software in a Medical Office
- Ensuring Computer Security
- Electronic Medical Records
- Prescription Management Software
- Ergonomics in a Medical Office

Module 11: Office Policies and Procedures

- Personnel Manual
- Medical Office Policies
- Medical Office Procedures

Module 12: Accounting and Payroll in a Medical Office

- Managerial Accounting
- Budgeting
- Payroll Process
- Accounts Payable

Module 13: Billing and Collecting

- Creating Fee Schedules
- Participating Provider Agreements
- Credit and Collections Policies
- Managing Accounts Receivable
- Processing Overpayments

Module 14: Health Insurance**Medical Administrative Assistant****Module 1: Today's Healthcare Environment**

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- Creating Fee Schedules
- Participating Provider Agreements
- Credit and Collections Policies
- Managing Accounts Receivable
- Processing Overpayments

Module 14: Health Insurance

- Introduction to Health Insurance
- Health Insurance Terminology
- Health Insurance Plans
- Medicare Coverage
- Medicaid for Medical Care
- Processing Insurance Claims
- Reconciling Payments and Rejections

Module 15: Procedural and Diagnostic Coding

- CPT Coding
- Procedure Coding
- Using Evaluation and Management Codes
- Using Surgery Codes
- Using Anesthesia, Radiology and Medicine Codes
- HCPCS
- Diagnosis Coding using ICD-9-CM

Module 16: Quality Improvement and Risk Management

- Issues for Quality Improvement Review
- Common Risk Management Issues
- Managing Employee Safety

NATIONAL CERTIFICATION DETAILS

The Medical Administrative Assistant (CMAA) Exam and Coding and Billing Specialist (CBCS) Exam requirements are: Possess a high school diploma, or equivalent and have successfully completed a related training program such as TAMUK's Medical Administrative Assistant with Billing and Coding program.



NATIONAL AMERICAN UNIVERSITY

Transfer Agreement:

Upon successful completion of the Medical Administrative Assistant with Billing and Coding Program, students are eligible to receive 22.5 credits toward National American University's Associate of Applied Science in Management Degree. Ask your admissions advisor to review the Articulation Transfer document.

National American University
CAMPUS:

MANAGEMENT
Associate of Applied Science Degree

ARTICULATION TRANSFER
Meditec - Medical Administrative Assistant
Certificate (CMAA or CBCS) to AAS
Management

90 Credits

STUDENT NAME _____ Date **1.16.19**
(Last) (First)

STUDENT I.D. NO. _____ HIGH SCHOOL _____ TRANSFER CREDITS **22.5**

Meditec	22.5				
COLLEGE	TRN	OFFICIAL	COLLEGE	TRN	OFFICIAL
COLLEGE	TRN	OFFICIAL	COLLEGE	TRN	OFFICIAL

MAJOR CORE (28.5)

CAT NO		PREREQ	CR	EARNED	CODE
AC2760	Financial Accounting for Managers	CS1301 & MT1050	4.5		
EC2050	Macroeconomics	(MA1500 [^] or MA2000) & MT1050	4.5		
EC2100	Microeconomics	MT1050	4.5		
MG3000	Marketing	MT2050	4.5		
MT1050	Introduction to Business		4.5		
MT2050	Principles of Management	MT1050	4.5		
MT3651	Business Management Capstone **	①	1.5		

GEN ED CORE (39)

COMMUNICATIONS (13.5)

CAT NO		PREREQ	CR	EARNED	CODE
EN1150	Composition I	EN1000 [^]	4.5		
EN1300	Composition II	EN1150	4.5		
EN2100 OR EN2150	Speech OR Interpersonal Professional Communication	EN1150 (EN2150 Only)	4.5		

SCIENCE (4.5)

			4.5		
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SPECIALTY/TECHNICAL/VOCATIONAL CORE (22.5)

Maximum 22.5/Minimum 13.5 credits

If the maximum 22.5 credits are not met in the Specialty Core, the

difference must be made up by choosing business/accounting/CI electives

	Medical Administrative Assistant Certificate	CR	EARNED	CODE
			22.5	
	x		x	
	x		x	
	x		x	
	x		x	

MATHEMATICS (4.5)

MA2000	Quantitative Reasoning	CS1301	4.5		
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HUMANITIES/BEHAVIORAL/SOCIAL SCIENCE (4.5)

		<	4.5		
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GENERAL EDUCATION (12)

CS1201 [‡]	Juggling College, Life, and Career: Set up for Success!		5		
CS1301 [‡]	Do the Numbers! Achieving College and Career Success		5		
CS2086	Career Path Planning	Sophomore Status	2		

[‡]Transfer students with an associate degree or 60 or more quarter credits are not required to complete CS1201 and CS1301. CS1410 or CS1420 may serve in place of either course or as an open elective.

BUSINESS/ACCOUNTING/CI ELECTIVES

Business electives include EC, FN, LA, MG, MT, OL, and OM courses

		4.5		
		4.5		

[^] Or placement recommendation

① Completion of all other Major Core courses

** Capstone course (minimum "c" grade required)

Graduation Requirements--

A minimum 2.0 GPA is required overall and in Major Core

See catalog for additional graduation requirements

NAU residency requirements apply.

UPDATED:

SS226-16

EFFECTIVE 9/16

PREREQUISITE COURSES (if applicable)				
EN1000			4.5	

Residents of the state of MN or students attending any MN campus:

< must take a Humanities elective

The university reserves the right to correct clerical errors



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