

**Medical Insurance
Billing & Coding
(STARTS AT ELEVEN A.M.
TODAY)**

**Simi Institute for Careers
Thomas Fitzsimmons, RHIT, CPC**



**Welcome to Week 1
Email if you have questions
Medicclaimclass@gmail.com**

- Be sure to Register for CONNECT through the textbook website.
- Check your CONNECT "TO DO" list often and work the exercises by the due dates.
- Zoom class sessions start at 11 a.m. on scheduled Saturdays. There will be lecture and question/answer sessions. This is a good time to interact with other students and with your instructor and get the practical explanations you need.
- For Zoom sessions, students should have their microphones off until they actually wish to ask a question.
- We will take frequent "breaks" so you should be ready to log in and our multiple times during a session.
- Technical issues should be addressed to your instructor.
- Don't be overwhelmed! The resources are to help you learn, so if you encounter obstacles, please email me for help.



**Your Instructor:
Thomas Fitzsimmons, CPC, RHIT**

- CPC stands for Certified Professional Coder. The CPC credential is primarily an outpatient or physician coding credential offered by the American Academy of Professional Coders (AAPC).
- AAPC offers the CPC to those with 2 or more years of full-time claims coding experience.
- AAPC has lots of resources for coders, whether or not you are a member. Membership gives access to AAPC's magazine and local member chapter meetings/presentations.



About your instructor

- 20+ years of medical claims/insurance experience.
- Completed degree in Health Information Management at Santa Barbara City College, and is a Registered Health Information Technician (RHIT) through American Health Information Management Association (AHIMA).



About your instructor (cont'd)

- Billing Instructor at Simi Adult since 2006.
- Former training specialist at Transamerica Occidental Medicare (Part B Carrier).
- Former faculty at Kaplan College and American Career College.
- Claims consultant and claims processing/coding at major insurers and providers such as Blue Cross, Blue Shield, Tenet Health, Ventura County Health, Kaiser Permanente, Motion Picture.
- Currently transitioning from in-person teaching to online instruction, please be patient as I am still learning, it's a lifelong process!




First-Level Certification

- Did you know that at the end of this course you can take the certification exam to be a Nationally Certified Insurance and Coding Specialist (NCICS)?
- The NCICS is NOT a mandatory certification for Medical Billers (but it can't hurt, it looks nice on a resume!). The NCICS is offered by the National Center for Competency Testing (nctinc.com). There is a cost of about \$150 if you desire to take this additional step. Please see "competency testing for medical personnel" in the Simi Adult School catalog for more information.
- As this is a timed and graded examination, you should be comfortable taking multiple choice tests and I recommend you take their practice test to see how well prepared you are before scheduling to take the exam.




ZOOM Cameras/Mics ON: Introduce Yourself!

- Please tell us:
 - Your NAME
 - What you would like to get out of this course
- Where you would be if you hadn't come here today.




About Attendance

- Zoom attendance is critical as we only meet once a week! If you miss a Zoom session you miss a whole week. I will drop you after two Zoom absences unless you email me and let me know the situation and request accommodation.
- Extra credit is offered, so DON'T EVER PANIC!



Books and Materials Needed

- The student store will provide you with a loose-leaf textbook and an online course CONNECT ACCESS CODE. You will need BOTH of these!
- Additionally, *you will need to buy CPT and ICD-10-CM codebooks used later in the course.* Used books may be acceptable depending on what edition they are.
- For help finding the right codebooks go to: <http://www.medicclaimclass.net/>



ASSIGNMENTS

- There will be homework exercises and quizzes on the Textbook CONNECT site. For coding, there will be additional exercises on Google Classroom.
- Graded tests will always be multiple choice and may either be on CONNECT or on Google Classroom. You will only have one attempt to do a test, so be sure you have your book and notes handy and some uninterrupted time online to complete a test.
- Open book testing means you will need to read ALL your materials and know the material, but you won't have to memorize as long as you understand and can locate information.
- Medical Billing changes constantly and RESEARCH skills are most important, and I will expect you to find information quickly, but will not demand memorizing information that may change anyway.




Getting Into CONNECT

- **ONLINE HOMEWORK PROJECTS SITE (CONNECT)**
This course is entirely online, so you will need reliable internet service and a computer (or compatible device). You will need to be able to attend the ZOOM video conference class sessions online and use the CONNECT system for your much of your homework (later on some homework will be on Google Classroom).

Here is a link to technical requirements for the course:
<http://www.medicclaimclass.net/resources/SPECS%20for%20CONNECT.pdf>

You should also use this diagnostic link to check to be sure your computer is configured properly for the online CONNECT Course:
<https://connect.mheducation.com/troubleshootWeb/troubleshoot.html>


- Here are instructions on how to create your CONNECT account:
<http://www.medicclaimclass.net/resources/StartingCONNECT.pdf>
- Here is THE link to use your access key to enter the online Connect course:
<https://connect.mheducation.com/class/t-fitzsimmons-online>



Homework Exercises & Chapter Reviews


- You are expected to complete all assigned homework by the due dates on CONNECT. Check your TO DO page.
- Your assignments on the CONNECT site could be DIFFERENT from this what is listed in this tentative calendar. If there is a discrepancy, CONNECT is supercedes this calendar.

GRADING: this course is being graded based on participation, which means you need to complete the homework assignments and attend the sessions and participate in the discussions. The course is "Pass/Fail" so the points on the work is to evaluate your progress, it doesn't not generate a letter grade so do your best but the main thing is to PARTICIPATE and COMPLETE everything.




**08/14/21: Week 1:
ZOOM Lab**

- Go to www.indeed.com (and/or other sites)
- Search the internet for several job listings with detailed job descriptions. You can search for:
 - Medical biller, Medical Insurance Biller, Insurance Biller
 - Medical Coder, Medical Insurance Coder (don't print CCS or RHIT required jobs, those are outside this class scope)
 - Medical Front Office, Medical Office Receptionist
 - Medical Collections, Medical Collector, Medical Accounts Receivable.
 - Insurance Specialist
 - Insurance Verification
 - Preauthorization/Precert Clerk
 - Claims Processor
 - Claims Examiner
 - And you may find titles as well!
- SHARE at least ONE job listing of interest with the class on ZOOM. Be sure the listing has a job description you can read to the class.




**08/14/21:
Job Search Discussion**

- Did you find jobs in your area?
- Did you find jobs showing pay?
- Did the pay rates vary significantly?
- Do all the jobs have the same duties or job descriptions?
- What do they all want?
- Remember, applying for a job is the only way to get a job – even if you aren't fully qualified you may be the best (or most cost-effective) applicant!
- Transferable Skills, Resume Preparation and Volunteering.




**08/14/21: Week 1
ZOOM Lecture Agenda**

Connect Powerpoint
Chapter 1 Powerpoint.
Student Goals Project
instructions.




**08/14/21: Week 1:
***HOMEWORK Assignments**

- Read textbook Chapter 1 – Introduction to the Medical Billing Cycle.
- Work your TO DO list on the CONNECT website.




**08/21/21: Week 2
ZOOM Lecture Agenda**

- Any problems ordering codebooks?
- The 20-Step Claim Cycle
- Making Appointments PowerPoint
- Chapter 3 PowerPoint
- Patient Registration – that "Clip Board"!
- Obtaining patient information, retaining patient information, confidentiality, ethics and privacy measures.
- Authorizations and Prudent Layperson situations.
- If insurance is not "Indemnity" the out of Network benefits (if any) are only dire emergencies (and possibly "Prudent Layperson" situations), more than 30 miles out of area and authorized referrals.




08/21/21 Week 2

- Discussion Topics:
 - "Do you take my insurance?" *What's the answer? What's the real question?*
 - A patient has made an appointment for next week to see the doctor. You verify insurance eligibility, and the insurance is no longer in effect. The patient hasn't seen the doctor yet and you don't know if they left their job or changed insurances or have some other problem. *What you would do?*




**08/21/21: Week 2
***Homework**

- **Read Chapter 3 – Patient Encounters and Billing Information.**
- **Work your TO DO list on the CONNECT website.**




**08/28/21: Welcome to Week 3
ZOOM Lab Agenda**

- Google search "HIPAA Violation" Locate two violation news stories and save as PDF and upload to the Connect project.
- Go to the website for the Office for Civil Rights (OCR) and review patient rights and method of complaint.
- Discussion: What kind of violations did you find and how do you think they could have been avoided?




08/28/21: Welcome to Week 3 ZOOM Discussion

- *A patient comes to you wheezing and wanting a refill on an asthma inhaler, they have an acute attack and are from out of state. Their insurance is an HMO and you are not their HMO provider.*
- Please explain, step by step what you would do to resolve this situation.




08/28/21: Week 3 ZOOM Lecture Agenda

- ROI Desk: The VALID request form required information elements.
- HIPAA Exceptions: Worker's Comp Conditions, and Requests for TPO: "Treatment" (Verified Continuity of Care Requests), "Payment" (Insurance Billing) and "Operations" (Quality Audits, Budget Planning, Accreditation).
- Prisoner records and Psych Notes are not released. A summary may be created, however.




08/28/21: Week 3 *HOMEWORK**

- **Read Textbook Chapter 2 – Electronic Records, HIPAA and HITECH.**
- Work your TO DO list on the CONNECT website.
- **FINISH EVERYTHING ON YOUR TO DO LIST, IF THERE'S A PROBLEM YOU MUST LET ME KNOW.**
- **NOTE: 09/04/21 is a HOLIDAY.**



09/11/21: Welcome to Week 4 ZOOM Discussion

- *A patient calls you, sounding upset, saying they believe their privacy has been compromised and they believe your office has released personal medical information to an unauthorized party, a brother-in-law.*
- Please explain, step by step, what you would do to resolve this situation.




**09/11/21: Week 4
ZOOM Lecture Agenda**

- Violations – articles and video.
- <https://youtu.be/kqzp8j7vsBk>
- HIPAA Privacy vs. Security
- HIPAA and Patient's Rights/Patient Requests.
- State VS. Federal Law and HIPAA.
- Penalties for non-compliance.
- HIPAA Review




09/11/21 HIPAA VIOLATIONS

- Please share your HIPAA violations from the internet.
- Were you surprised by some of the things that are violations?



**09/11/21: Week 4
***Homework**

- **Read Chapter 7**, the CMS-1500 Claim Form.
- Work your TO DO list on the CONNECT website.
- There should be a special claim form completion exercise on the TO DO list.



09/18/21 Claim Form Chapter Review Exercises 7.1-7.3

- Instructions for completing claim forms 7.2 and 7.3 is on Page 255. It gives you provider information under "Abstracting Insurance Information" and it specifically gives you the patient information ("from the patient information form") to put on the claim form's upper portion. The book has you fill the form out along the right side, but common practice is to do it along the left side (we will look at that in class).
- The information for the bottom half of the claim form is the information on the Encounter Form. The Doctor and NPI information is at the top of that form and the date, procedure and diagnosis are on the rest of the form. The information for the medical group and doctor are on page 267, so you may need to back up a page to fill out the forms. You will keep using the information on page 267 for all claim forms for all chapters!



09/18/21: Week 5 ZOOM Lecture Agenda

- PowerPoint on Insurance terminology and insurance basics for review.
- PowerPoint on Medicare Program.
- Types of Insurance:
 - Indemnity VS. Managed care
 - HMO VS. PPO
 - EPO VS. POS






09/18/21: Week 5 ZOOM Agenda

- Creating a Manual Ledger
- Accounts Receivables
- Charge transactions vs. payments or credits transactions.
- Charges add to balance.
- Payments and credits subtract from balance.







Raj Shah
1433 Third Ave
Cleveland, OH
RE Patient: Kalpesh Shah

Phone No. Birthdate: 11/21/2005
Insurance Co. Blue Cross of Antarctica Policy No. 3302112090X
Group: Q094
Patient: Kalpesh Shah

DATE	REFERENCE	DESCRIPTION	CHARGE	PAYMNT	ADJMTS	BALANCE
10/4/2029	90211	OV - simple	30.00			30.00
10/4/2029	69210	RT	63.00			93.00
10/4/2029	COPAY	CASH		10.00		83.00
10/6/2029	INS BILLED	Claim sent to Oxford Freedom PPO				83.00
11/1/2029	INS PYMT	Oxford Freedom PPO	16.00			67.00
11/1/2029	INS NOPAY	635 charge not authorized				67.00
11/2/2029	Billed PT Coins for \$4					67.00
11/5/2029	COINS PD by PT		4.00			63.00
11/5/2029	APPEAL SEND OXFORD PPO					63.00
11/30/2029	INS RECONSIDERATION PD		60.00		3.00	3.00
11/30/2029	Construct Write-off					0.00
MESSAGES: Your Insurance has paid only a portion of charges. We have submitted an appeal on your behalf.						
Thank you for your payment of \$4						
TOTAL BALANCE:			30 Days	60 Days	90 Days	120 Days
				\$0.00		




Make checks payable to: Valley Associates, PC, 1400 West Center Street, Toledo, OH 43601




09/18/21: Week 5 ***Homework


- Read Chapter 8 – Private Payers.
- Do Claim forms for Chapter 8.
- Work your TO DO list on the CONNECT website.




**09/25/21 Week 6
Zoom Discussion**

- You'll complete claim forms for chapter reviews that have them (7, 8, 10, 9, 11, 12).
- Claim form questions: did you check the NUCC manual? It's more accurate than your textbook (or me!)
- When do you think you would need to split your billed services onto more than one separate CMS 1500 claim form? Give at least three situations you think might require a separate form or a different type of forms or separate X12 837P claim submissions.




**09/25/21: Week 6
Lecture**

- Individual Ins. VS. Group Ins.
- Insurance VS. Self-Funded Plan
- Private Ins. VS. Government Coverage
- Medi-Cal program VS. Medicare Eligibility



**09/25/21 Week 6
Zoom Discussion 2**

- In California, Blue Cross and Blue Shield are different, competing insurance companies, while in most states, they work together as a single coverage. Each would have a separate provider network and billing address. But, when a person comes in with a card listing Blue Cross AND Blue Shield, this means they are either a government employee or their coverage is from where?



09/25/21: Homework


- Read Chapter 10 - Medicaid. Be aware this is general and doesn't describe Medi-Cal.
- Refer to **handout** on Medi-Cal.
- Medi-Cal IS the same as Medicaid.
- Refer to Medi-Cal website: <https://www.medi-cal.ca.gov/>
- Work your TO DO list on the CONNECT website.



10/02/21: Week 7 Discussion




- What does California call its Medicaid program?
- The “Obamacare” Medicaid expansion covers indigent people between 18 and 65. Google search: “Medicaid Expansion States. Currently 12 states opted out.
- 2021 Covid Stimulus extends “Obamacare” two years out and increases the SUBSIDY paid to private insurances for coverages.







From Last Week’s Homework

Code	Description	BCBS	United	Medicare
29871	Knee arthroscopy, surgical; for infection, lavage, and drain	\$ 908.95	\$1,179.12	\$485.06
29876	Knee arthroscopy, surgical; major synovectomy	\$1,097.78	\$1,356.58	\$684.21
29877	Knee arthroscopy, surgical; debridement	\$1,031.60	\$1,240.64	\$549.58
29880	Knee arthroscopy, surgical; with meniscectomy, medial AND lateral	\$1,167.23	\$1,385.82	\$621.21
29881	Knee arthroscopy, surgical; with meniscectomy, medial OR lateral	\$1,080.44	\$1,292.96	\$575.04




From Last Week’s Homework





- A patient with BCBS PPO coverage had surgical knee arthroscopy with medial and lateral meniscectomy. The plan has an 80-20 coinsurance, with no copayment for surgical procedures. The annual deductible is met. What will the plan pay, and what amount does the patient owe?
- A United patient has a high-deductible plan with a \$1,200 deductible for this year that has not been met and 75-25 coinsurance. He has surgical knee arthroscopy with debridement. What will the plan pay, and what amount does the patient owe?
- Another payer offers the practice a contract based on 115 percent of the Medicare Fee Schedule. What amounts are offered for the codes above?

10/02/21: Week 7 ZOOM Lecture Agenda





- Medicare Parts:
 - A (hospital),
 - B (medical),
 - D (drugs)
 Advantage. (sometimes called “Part C” is NOT a part, it REPLACES Medicare with a private insurance.)
- Eligibility for Medicare:
 - AGE (65+)
 - Disability (On Social Security Disab for 24+ Months)
 - Dialysis Status (End Stage Renal Disease/ESRD)
- Difference between Medicare and Medicaid.
- Medicare’s Advanced Beneficiary Notice and Medical Necessity vs. Statutory Denials.

**10/02/21: Week 7
Zoom Discussion**





- Medicare has two types of non-covered items and services: *statutory exclusion denial (never covered) and medical necessity denial (covered when Medicare determines necessary)*. Please check the internet and give an example of a statutory exclusion and a medical necessity denial. Which of these two can be billed to the patient without an ABN?
- Please have your answers ready for next week!

**10/02/21
MEDICARE MATH**





There is an "order of operations" to follow:

- 1) Billed charges are separated into "COVERED" and "NON-COVERED."
- 2) Non-Covered Charges are then sorted as "Statutory Denials" (never covered, patient pays) or "Medical Necessity Denials" (must write off as "freebie" if no valid ABN completed for the service).
- 3) Covered services are "Repriced" to come up with "ALLOWANCE" or allowed, covered, whatever they want to call it.


**10/02/21
MEDICARE MATH, Continued**

- 4) Allowed charge may be based on a "Fee Schedule" or on another pricing methodology. Participating providers have one fee schedule and non-participating providers have a "non-participating provider" fee schedule and a limiting charge fee schedule which is 115% of non-par fee schedule and their max amount they can ask from a Medicare patient.
Physician Fee Schedules on Medicare are based on the MFSDB (Medicare Fee Schedule Data Base) which was created in a Harvard Medical School study of the amount of "Work" and "malpractice expense" and "overhead" for each service, adjusted for regional cost differences using a GPCI (Geographical Practice Cost Index).


**10/02/21
MEDICARE MATH, Continued**

- 5) The allowed charge goes toward any unmet deductible. If there is an allowed amount of \$150.00 and \$50.00 remaining on the deductible, \$50 goes to deductible and the remaining \$100 moves on to payment process. Some services (clinical labs and flu shots) do not go to deductible.



10/02/21
MEDICARE MATH, Continued

6) Covered, allowed charges after the deductible are then paid at a percentage (remember if it's assigned the payment goes to the provider, non-assigned it goes to the PATIENT).
 100% for Clinical Labs and Flu Shots
 50% (80% of 62.5%) for mental health related
 80% for almost everything else.
 So our remaining \$100 of covered allowed charges on an assigned claim would be paid at 80% (\$80.00) to PROVIDER.
 If non-assigned the Patient would get a check and provider must collect no more than Medicare's LIMITING CHARGE.




10/02/21
MEDICARE MATH, Continued

7) Patient is responsible for our of pocket expenses, i.e.:
 Statutory Denials.
 Medical Necessity if ABN completed accepting cash risk.
 Deductible amounts applied.
 Coinsurance (the 20% or 50%)
 Coinsurance on our \$100.00 paid at 80% is \$20.00.


8) If non-participating, non-assigned (there's no such thing as participating non-assigned) the patient is responsible for the LIMITING CHARGE, usually cash up front. Medicare sends the PATIENT whatever reimbursement payment is made.

9) Remember COB rules, if there is other insurance (SUPPLEMENTAL, MEDIGAP, Medi-Cal) we bill the Medicare patient balances to those insurances. Or if Medicare is Secondary Payer (Group Health for Actively Employed patient or subscriber) we need to bill the primary insurance BEFORE we bill Medicare the patient balances.







10/02/21: Week 7
*****Homework**

- Read Chapter 9 – Medicare in your textbook.
- Refer to Medicare Website <https://www.cms.gov>
- Work your TO DO list on the CONNECT website, ESPECIALLY THE UPLOAD of answers to MEDICARE MATH.



10/09/21: Week 8
ZOOM Lecture Agenda

- When to apply an adjustment.
- The difference between billed amount and approved amount.
- Network discounts vs. out of pockets (OOPs).
- Reading Remittance Advice (R/A) fields.
- Patient Liability for charges: CO vs PR charges.

10/09/21: Week 8 ZOOM Lecture Agenda




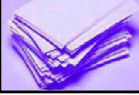
MEDICARE PART B
FORMULA # 10000442
CHECK/STY # 10000442

10/22/20

PAGE # 2 OF 3





PLAN	PLAN	DATE	DIS	MSG	ESOC	MOOD	BILLED	ALLOWED	DEDUCT	COINS	GRE/SC	AGE	ESOP	PD
11000000	1210	10/04/11	1	0000			110.00	99.19	0.00	10.00	CO-40	65	01	22.15
PT RESP 12.00														
CLAIM TOTALS 110.00 99.19 0.00 10.00 29.81 27.15														
CLM INFORMATION FORWARDED TO: WILMINGTON SERVICES COMPANY														
11000000	1210	10/04/11	1	0000			110.00	99.19	0.00	10.00	CO-40	65	01	22.15
PT RESP 12.00														
CLAIM TOTALS 110.00 99.19 0.00 10.00 29.81 27.15														
CLM INFORMATION FORWARDED TO: WILMINGTON SERVICES COMPANY														
11000000	1210	10/04/11	1	0000			110.00	99.19	0.00	10.00	CO-40	65	01	22.15
PT RESP 12.00														
CLAIM TOTALS 110.00 99.19 0.00 10.00 29.81 27.15														
CLM INFORMATION FORWARDED TO: WILMINGTON SERVICES COMPANY														

FIGURE 13.4 Medicare RA





10/09/21: Medicare Math HOMEWORK

- Refer to your homework answers for the FOUR Medicare Math examples from last time.
- Everybody needs to have submitted their answers and we need to go over the right answers (and why!) together!





10/09/21 Homework

- Read Chapter 13 – Payments (RA – EOB), Appeals and Secondary Insurance.
- Complete any questions you feel comfortable with in the chapter review.





10/16/21: Medicare Math HOMEWORK ANSWERS (Participating or Non-Participating)

- 1) Example
- Service | Billed | Allowed | Deductible |
- Surgery \$150 \$100 \$0
- **For an assigned claim:
- Q. What is the write-off amount?
- Q. How much will Medicare pay to the provider?
- Q. What will the patient's responsibility be?





10/16/21: Medicare Math ANSWERS
NON Participating/NON-Assigned

- 2) Example
- Service | Billed | Limit Chg | Deduct |
- Surgery \$150 \$100 \$0
- **For a NON-assigned, NON-participating provider claim:
- Q. How much will Medicare pay to the provider?
- Q. What determines the patient's total responsibility? (Instead of a dollar amount, give the Medicare "term" used!)

10/16/21: HOMEWORK
Lab Tests (always Assigned, clinical tests 100% payment)

- 3) Example
- Service | Billed | Allowed | Deductible |
- Lab Test \$50 \$10 \$0
- **For an assigned claim (labs paid at 100% and ALWAYS assigned, participating or non-participating):
- Q. What is the write-off amount?
- Q. How much will Medicare pay to the provider?
- Q. What will the patient's responsibility be?

10/16/21: HOMEWORK
Not Medically Necessary (ABN Issues)

- 4) Example
- Service | Billed | Allowed | Deductible |
- Surgery \$150 \$0 \$0
- **Not medically necessary surgery, ABN completed the day after surgery.
- Q. What is the write-off amount?
- Q. How much will Medicare pay to the provider?
- Q. What will the patient's responsibility be?






10/16/21: Welcome to Week 9 ZOOM Agenda

DEMO Medisoft: Applying an insurance payment from R/A.

- The check deposit process.
- Applying payments to patient accounts from the deposited money.
- Applying "write-off" adjustments.
- Printing a Statement or Ledger.
- COB Rules and Billing.




**10/16/21: Week 9
Intro to Military Plans**

- Military Health Plans, Tricare plans:
 - Prime
 - Select
 - For Life
- Tricare is for Active-Duty service persons and their dependants. It replaced CHAMPUS.
- Special terms include
- SPONSOR (subscriber/Insured),
- PCM/Primary Care Manager (same as a PCP)
- HCE/Healthcare Finder (someone who finds providers of service for Tricare members) and
- MTF/Military Treatment Facility (hospital or clinic designed for Tricare).




**10/16/21: Week 9
***HOMEWORK**

- **Read Chapter 11 – Tricare and CHAMPVA.**
- Refer to Tricare website <https://tricare.mil/Plans/HealthPlans>







**10/23/21: Week 10
ZOOM Lecture Agenda**

- Workers' Compensation: Illness or Injury related to work.
- When something is work-related.
- Forms used.
- State Programs, Federal Program and Private Carriers.
- Disability and Income Replacement.
- Medical-Legal issues. Approved WC treatment and Liens filed against appeals board.





10/23/21 Week 10 Homework

- **Read Chapter 12 – Workers' Compensation and Disability, complete chapter review questions.**
- Refer to the California W/C website: <http://www.dir.ca.gov/dwc/>
- Work your TO DO list on the CONNECT website. Upload the claim forms.

**10/30/21 Week 11
ZOOM Lecture**





- To balance bill or not to balance bill?
 - No patient balances on Work's Comp, Medi-Cal/Medicaid or HMO (other than Copays or non-covered).
 - Check for other insurance...review rules for COB and if there's a second insurance bill them for balances.
 - NEVER BILL PATIENTS FOR "WRITE OFF" amounts!
- Patient balances are collected in accord with the insurance plan or government plan rules and with state and federal collections laws.
- Regulation Z of the Truth in Lending Act.
- Collections dos and don'ts.
- California AB1455, Biller's Bill of Rights.







**10/30/21 Week 11
***Homework**

- **Read Chapter 14 – Patient Billing and Collections.**
- **Review California Medical Debt Regulations**
https://oag.ca.gov/consumers/general/collection_agencies10
- **Go to Google Classroom and watch brief video.**





**11/06/21: Week 12
ZOOM LAB Agenda**

- **Using the Internet to find ICD-10-CM codes and to crosswalk ICD-9-CM and ICD-10-CM.**
- <http://www.icd10codesearch.com/>
- <https://www.aapc.com/icd-10/codes/>
- **Start Working Google Classroom**





**11/06/21: Week 12
ZOOM Lecture Agenda**

- **Diagnosis Coding: Abstracting (capturing) medical information in codes for statistical and billing purposes.**
- **History of Diagnostic Coding.**
- **Overview of the ICD-10-CM codebook, organization and coding conventions.**
- **Index: Main term, Indented Subterm.**
- **Tabular: Category-level instructions.**
- **Excludes 1 vs. Excludes 2.**





11/06/21: Week 12
*****Homework**

- **Start Chapter 4** – Diagnostic Coding. Chapter Review is voluntary extra credit.
- Watch the videos on Google Classroom.
- Start to code the exercises in the **workbook exercises/Google Classroom**.





11/13/21: Week 13
ZOOM Lecture Agenda

- ICD-10-CM Coding Conventions.
- Multiple Code Scenarios vs Combo codes.
- Primary or First Listed Code.
- Symptoms Vs. Diagnosis.
- Rule out, possible, suspected conditions not coded on outpatient or physician claims, must use symptom if no diagnosis.
- Use of the Tables of Neoplasms and Drugs/Chemicals.





11/13/21: Week 13
*****Homework.**

- Watch the NEW videos on Google Classroom in the numbered order.
- Code the ICD exercises in the **workbook/exercises Google Classroom**. They should RELATE to the videos. There will be a LOT of them, please try all of them to the best of your ability.





11/20/21: Week 14
ZOOM Lecture Agenda

- ICD-10-CM Q&A
- Short CPT Book Walk-Through
- What is CPT for?
- **Completion of the Certificate Request form requires exact name to be typed on Certificate of completion as well as your MAILING address. Email this information to me THIS WEEK.**





11/20/21: Week 14
Homework:

- Complete the ICD-10-CM videos and exercises on the Google Classroom site.
- Start reading Chapter 5 on CPT.
- Chapter 5 review is optional extra credit.
- **Reminder: 11/27/21 is a HOLIDAY.**





12/04/21: Week 15.
ZOOM Lecture Agenda.

- Certificates of Completion
- Medical Advisory Committee
- Abstracting from Records
- CPT Book: Organization, structure, and how to find codes with Index OR with Tables of Contents for Sections.
- Section Guidelines for 6 major sections.
- Use of Index and Tables of Contents.
- HCPCS Level One (CPT) and Level TWO (National/Medicare).


12/04/21: Week 15
*****Homework**

- **Read Chapter 5** – Introduction to CPT Coding. Do chapter review (except HCPCS coding).
- Watch the Videos on Google Classroom.
- Start coding CPT **exercises in workbook/exercises Google Classroom.**

12/11/21: Week 16
ZOOM Lecture Agenda

- Section Guidelines.
- Code Bundling and Cascades.
- Modifiers for exceptions.
- NCCI edits, global services.
- Complete New Patient Vs. Established Patient exercises.
- The Key Components of an E/M service.
- Time as a component.



12/11/21: Week 16
*****Homework.**

- Read Chapter 6. Review questions are optional extra credit.
- Watch the videos on Google Classroom.
- Complete **workbook/exercises on Google Classroom.**




12/18/21: Week 17
ZOOM Lecture Agenda

Evaluation and Management (E/M) Visit coding rules.


- CPT guidelines –
- 1995 CMS rules.
- 1997 CMS rules.
- Hospital "rules."
- 2021 CPT Changes for Office or Other Outpatient. Use either total time OR level of Medical Decision-Making (only one key component).
- Tracking Reimbursement
- Appeals rules and strategies.
- AB1455

- **YOU WILL NEED TO DO YOUR RESUME AS A FINAL PROJECT**
- Resume Templates – Lotta Skills




12/18/21: Week 17
*****Homework**

- Watch the videos on Google Classroom.
- Complete **workbook/exercises on Google Classroom.**




12/18/21: Week 17
*****Homework: FINAL**

- Send me your resume as a PDF format as your "FINAL". You should be able to save your file as a pdf or even "print to pdf."
- Submit necessary remaining work AND your RESUME or you will receive an "incomplete" in the course.
- **NOTE: 12/25/21 and 1/01/22 are HOLIDAYS. Your FINAL DUE DATE FOR ALL WORK is 01/01/22. I will not accept work submitted after January first.**



01/08/21 : FINAL Week 18 ZOOM Lecture


- Career Center and Job Search updates, resumes and interviews.
- Professional Organization and Networks.
- **Certificates** of completion will be mailed.
- NCCT, CPC and other certifications in the future.
- Open Forum.



01/08/21: Week 18 ZOOM Lecture Agenda


Coding or Billing or Both?

- Coding may not be the entry level to a job and also may not be done in many billing departments.
- Many coders never do billing.
- Many billers never do coding. This can be a problem in some situations!




01/08/21: Welcome to Week 18 ZOOM LAB Agenda

- The Ncctinc.com website for NCICS test (optional).
- References on the AAPC and AHIMA websites.
- Go to the Medicare website's NCCI instructions.
<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/How-To-Use-NCCI-Tools.pdf>



01/08/21 ZOOM Graduation

- Final questions and catch-up.
- Please address the class and let us know your NAME and:
 - 1) *What did you learn that was helpful to you and what helped you most in the learning process?*
 - 2) *What would you like to have learned more about and/or what would have helped you learn or achieve proficiency?*
 - 3) *What are your future goals now that you have completed the course and created a resume? (Job search, promotion, personal growth, further education, etc.)*
- Everybody deserves applause and appreciation!



01/08/21: **HOMEWORK

- Contact me if you need information or assistance!
- The website should continue to be available for your reference!
- Continue your career development and have a peaceful and rewarding life!



HOLIDAYS (NO ZOOM)

- 09/04/21
- 11/27/21
- 12/25/21
- 01/01/21



**ZOOM Sessions
11 a.m. to 4 p.m.**

- 08/14/21
- 08/21/21
- 08/28/21
- 09/11/21
- 09/18/21
- 09/25/21
- 10/02/21
- 10/09/21
- 10/16/21
- 10/23/21
- 10/30/21
- 11/06/21
- 11/13/21
- 11/20/21
- 12/04/21
- 12/11/21
- 12/18/21
- 01/08/22