



9000 Overland Ave., Culver City, CA 90230

## Medical Insurance Billing & Coding Program Fall 2017/Winter 2018 Syllabus

<p><b>OFFICE:</b> east end of parking lot 5</p> <p><b>OFFICE HOURS:</b> Noon-5pm M-F Additional evening &amp; weekend hours as per brochure &amp; website</p> <p><b>OFFICE PHONE:</b> 310-287-4475</p> <p><b>OFFICE EMAIL:</b> <a href="mailto:westside@wlac.edu">westside@wlac.edu</a></p> <p><b>WEB PAGE:</b> <a href="http://westside.wlac.edu">westside.wlac.edu</a></p>	<p><b>CLASSES:</b> approx. every other Saturday; see schedule</p> <p><b>CLASS HOURS:</b> 9am-4pm</p> <p><b>CLASS LOCATION:</b> West L.A. College (various classrooms)</p> <p><b>INSTRUCTORS:</b> Penny Williams, MBA, CPC Xochitl Perez, MBA Daphne Benson Gowans, MPH</p>
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## Welcome!

Welcome to Westside Extension's Medical Insurance Billing & Coding Certificate Program! We have wonderful instructors who work in the healthcare industry in several different capacities. You are starting on a journey that has many possibilities.

Even if you haven't been a formal student for a while, you learn every day – whether it's a new version of email, a new phone, a new health insurance plan, or a new cooking technique – so know that you can learn this too, and help each other.

Peer-to-peer and cohort learning are highly effective.  
Just set aside study time each week and you'll be fine.

## **Program Objectives**

Prepare participants for a career in healthcare by providing knowledge and skills related to medical coding and billing and an understanding of the many healthcare office jobs that use such knowledge.

## **Program Description**

Healthcare is one of the most job-secure fields of the next few decades and knowledge of coding and billing can open lots of doors. Our certificate program will give you such knowledge and skills. The program consists of 10 required classes, totaling more than 80 hours of class time, plus plenty of take-home practice. Developed by professionals in the field, it can be completed in about six months. Participation in the certificate program is not required. Individual classes may be taken as long as you meet prerequisites. However, students who successfully complete all 10 required classes and pass the final exam with 70% or better can earn our program certificate.

The 10 required classes for the program certificate are:

1. Body Systems & Terminology for Billers & Coders
2. Health Insurance & Managed Care, Part 1
3. ICD Coding
4. CPT/ HCPCS Coding
5. Claims Processing
6. Computer Billing, Part 1
7. Computer Billing, Part 2
8. Advanced Coding
9. Hospital Billing
10. Health Insurance & Managed Care, Part 2

## **Grades and Certificate:**

Westside Extension is the not-for-credit program at West Los Angeles College and no grades are issued. Classes carry no units and do not matriculate. However, this program can end in a certificate for those who complete all 10 classes and pass our final exam with 70% or better. ONLY THOSE WHO COMPLETE ALL 10 CLASSES ARE ELIGIBLE FOR THE PROGRAM CERTIFICATE.

### **Program Payment Options:**

Westside Extension is a self-supporting (not funded by taxpayers) program and no student can be enrolled in a class without payment of the class fee. You must pay class fees before attending; only those enrolled can be admitted to class.

For your convenience, classes can be paid-as-you-go, one at a time – but please sign up at least a week in advance of each so we have enough seats and materials. You can sign up online by putting classes in your cart.

You can save \$20 by purchasing four classes all at once; simply click *View Course Series* under any of the classes online. You'll get another chance to purchase a class bundle in the winter, for another \$20 savings. If you need assistance with any registration or have questions, call the Westside Extension office at 310-287-4475; hours are on the inside back cover of the brochure and on our website.

We work with EDD, Department of Rehab, Horizons, and some other payment programs. Please contact the office for details.

Returned checks may be subject to a \$20 handling charge.

### **Cancellation Policy**

Refunds and transfers must be processed by the Extension office – you cannot do it yourself online. Requests for refund, transfer, or credit can be granted **ONLY** if you notify the Westside Extension Office **AT LEAST 5 DAYS BEFORE CLASS BEGINS**. Refunds and credits **WILL NOT** be issued for absences or late registrations. Notification of cancellation may be done by phone, in person, by mail, or by email. If you purchased a package/series, refunds for individual classes will be based on the discounted amount. A \$10 processing charge will be deducted for each cancellation, except for classes cancelled by Westside Extension. In the event that Westside Extension cancels a class, full refunds will be issued. If you paid by credit card, your account will be credited. If you paid by cash, check or money order, you will receive a check refund (allow 3 weeks for processing) via our business office. A credit toward other Westside Extension classes may be issued in lieu of a refund if you wish.

## **Required Books:**

You will need to purchase all of these in the Fall half of the program, but don't need to purchase all at once. New and used are both fine **EXCEPT for Understanding Health Insurance, which should be new to ensure you have valid access codes for SimClaim and EncoderPro.** Last year's coding manuals will be a bargain and are perfectly fine for learning. However, if you take a coding certification exam, you will only be allowed the current year's manuals, or the year before. See pages 5 and 6 of syllabus for which books to bring to each class. Books are listed in the order needed.

### **for October 7 & December 16**

- **Understanding Health Insurance, 13th Edition**

by Green & Rowell

ISBN# 978-1305-64742-8

**Do NOT use software access codes until told to do so by the instructors or emailed by the office. The programs are trial versions, only good for 60 days - so they could expire while you still need them, if you activate them too early.**

**NOTE: If code is 'out of date' when you are instructed to activate, contact Optum360 Customer Service at (800) 464-3649 to get a new code.**

### **for October 21 & 28**

- **Medical Terminology: Get Connected! (2nd Edition)** by Frucht  
ISBN# 978-0134-31813-4
- **(optional) An inexpensive pocket medical dictionary.**

### **for November 11**

- **ICD10**  
**2018 ISBN# 978-1-62202-604-3 OR 2017 (ISBN# 978-1-62202-404-9)**

### **for December 2**

- **CPT (Current Procedural Terminology)**  
**2018 ISBN# 978-1-62202-600-5 OR 2017 (ISBN# 978-1-62202-400-1)**
- **HCPCS (Healthcare Common Procedure Coding System)**  
**2018 ISBN# 978-1-62202-612-8 OR 2017 (ISBN# 978-1-62202-411-7)**

**WEST L.A. COLLEGE BOOKSTORE** has ordered a limited number of books for this program. You can purchase online at [http://onlinestore.wlac.edu/buy\\_courselisting.asp](http://onlinestore.wlac.edu/buy_courselisting.asp) or in the bookstore Monday – Thursday 9:30am -7:00pm, & Friday 8:30am – 2:00pm. Bookstore is closed Saturdays, and campus is closed Sundays. If you wish to pick up books on Saturday, you can order online and then pick up at the PAWS snack shop in Building B6 (PAWS is open 8:30am - 1:30pm on Saturdays). For Saturday pick-up, make sure to order books online by Noon on the Thursday before, to allow time to get the books over to PAWS.

Also check online at places like Amazon, eBay, DealOz, etc. You can also try medical school bookstores as well.

## FALL 2017 PROGRAM CALENDAR

DATE	CLASS	TO DO
Oct. 7	Health Insurance & Managed Care, Part 1 (Perez & Gowans)	<u>Bring to Class:</u> <i>Understanding Health Insurance (UHI)</i>  <u>After Class:</u> complete assigned chapters
Oct. 21	Body Systems & Terminology, Day 1 (Williams)	<u>Bring to Class:</u> <i>Medical Terminology: Get Connected! (MTGC!)</i> medical dictionary if you desire  <u>After Class:</u> do MTGC! exercises for chapters covered
Oct. 28	Body Systems & Terminology, Day 2 (Williams)	<u>Bring to Class:</u> <i>Medical Terminology: Get Connected! (MTGC!)</i> medical dictionary if you desire  <u>After Class:</u> do MTGC! exercises for chapters covered

Nov. 11	ICD-10 Coding (Williams)	<u>Bring to Class:</u> <i>UHI</i> , ICD10-CM, medical dictionary op. <u>After Class:</u> read chapter 6 in <i>Understanding Health Insurance</i> , do exercises at the end of the chapter
Dec. 2	CPT/HCPCS Coding (Williams)	<u>Bring to Class:</u> <i>UHI</i> , CPT and HCPCS, plus a medical dictionary if you desire <u>After Class:</u> read chapters 7 and 8 in <i>Understanding Health Insurance</i> ; do exercises at end of chapter
Dec. 16	Claims Processing (Williams)	<u>Before Class:</u> read Chapter 4 in <i>Understanding Health Insurance</i> ; study key terms. <u>Bring to Class:</u> <i>Understanding Health Insurance</i> <u>After Class:</u> Do Chapter 4 homework in <i>Understanding Health Insurance</i> .

**Winter Class Dates will be announced as soon as possible but no later than December 15. Final Exam will be in March 2018.**

### Expectations of Participants

**What you get out of this program will be in direct proportion to what you put into it.**

Some other programs meet (and therefore charge you for) upwards of 700 hours of class time. You can get just as much information and practice in our program, but you can choose when to do it. You only pay for structured class time a few Saturdays a month, when your instructors lay the foundation for your learning; you carve out time that works for you each week to read, study, and practice. If you are able to do this, you take advantage of flexibility/less in-class time, and *much* lower cost.

Cohort and peer-to-peer learning have been shown to be highly effective, so take advantage and form study groups, even if your group meets via Skype, phone, or email. You need to be tech savvy to work in this field, so experiment! If you are not comfortable with a computer keyboard and Excel, it is highly recommended that you become so by the midpoint of the program.

You also need to reflect on and take stock of your existing skills and experience so that, as you learn, you can identify areas in which those skills and knowledge are of value to an employer.

As you identify areas/jobs that interest you, research job opportunities to learn more about them. Additionally, it is a good idea to work or volunteer in a healthcare setting if you are able; all hospitals have volunteer programs and many clinics can also find work for volunteers.

### **Attendance**

Remember that **only those who complete all 10 classes can earn our program certificate.** *You are responsible for signing in and out of each class so that there is a record of your hours.*

If you have a legitimate reason for missing a class, we will try to arrange a “make-up” for a \$50 charge. This means “make-ups” cost the regular class fee *plus* the *additional* \$50 make-up fee. Once you pay the \$50 fee to the office, the appropriate instructor is emailed and will get in touch with you to arrange a time that works for both of you. This allows you to complete the program with your cohort and within six months. Be aware, however, that some classes are pre-requisite to others and instructors do have busy schedules, so you may find yourself behind and having to finish up in the next cohort (about six months later). You *must* finish the program within two years of starting and there is a limit of two make-ups.

### **Classroom Conduct**

Westside Extension instructors are committed to building and maintaining an optimal learning environment. An instructor and students form a learning community for the duration of the class/program and all members should conduct themselves in a way that respects others’ investment of time and money. Adhering to the following policies help create a positive learning experience for everyone.

- Be on time and remain in class for the entire time in order to get all pertinent info and get attendance credit for the class in order to be eligible for our program certificate. Instructors may exclude latecomers and early leavers at their discretion. Anyone not enrolled – including children – is not permitted in the classroom. Please make arrangements in advance to have reliable childcare.
- Bring needed books and supplies to each class. Stay on schedule with class work. Use the limited class time wisely and please do not talk during lecture unless you are asking relevant questions. It is distracting and rude to the instructor and your classmates.

- Keep your cell phone in vibrate mode and out of sight. Laptops or tablets may be used in class for taking notes or looking up materials for the class. Do not send text messages or emails during class. If you must answer an emergency call, please step out of the classroom. Remember that the instructor cannot hold up the rest of the class to catch you up, so a prolonged absence from the classroom may hurt your learning experience.
- Tape recording of lectures and discussions is permitted only with the consent of your instructor. If you require special accommodations, please discuss your situation with the Westside Extension office well in advance of your class.
- We love our classrooms and need to keep them nice. No food or beverage – except water – is permitted in classrooms. No chewing of gum is allowed inside the classroom. Please use the receptacles to dispose of trash and recycle whenever possible. Smoking is not permitted in any classroom, building or other enclosed facility.
- Any activity that is disruptive or threatening to others, or that weakens the opportunity for others to learn, is unacceptable. Students whose conduct is detrimental to learning (including but not limited to dishonesty, disrespect, theft, property damage, and willful disobedience) may be removed from class without refund and/or denied enrollment.

Dress comfortably, always bring note-taking materials, and HAVE A GOOD BREAKFAST!

### **Emergencies**

The Los Angeles Community College District contracts with L.A. County Sheriff's Department for campus security and enforcement. Their local office is located at the west end of parking lot 5 and their phone number is 310-287-4314. There are also emergency call "boxes" (square blue poles) throughout the campus; when the button is pushed, the light on top will activate and the call goes to sheriffs as a 911 call.

*We make every effort to stick to the plan, but of course this syllabus is subject to change if necessary.*