HIGHLAND
COMMUNITY COLLEGE
WWW.HIGHLANDCC.EDU
606 W. MAIN, HIGHLAND, KS 66035

MOA 132 Medical Administrative Aspects
Prerequisite: None
4 Credit Hours (Lecture)

Department:

Medical Office Assistant

Course Description:

This course covers administrative skills needed as a healthcare team member. The course will focus on specialized patient appointment scheduling, electronic medical records, referrals, and the financial responsibilities of medical office assistants for posting charges and payments and balancing day sheets.

Course Competencies:

Upon completion of the course, the student should be able to:

1. Perform advanced administrative medical assisting functions.
2. Work within legal and ethical boundaries.
3. Project a professional image.
4. Maintain confidentiality.
5. Treat all patients compassionately with respect to diversity.
6. Recognize and respond effectively to verbal, nonverbal, and written communications.
7. Use medical terminology appropriately.
8. Schedule, coordinate, and monitor inpatient and outpatient appointments, admissions, and procedures.
9. Provide accurate documentation.
10. Follow an employer's established policies dealing with the healthcare contract.
11. Serve as a liaison between patients and the healthcare professional.
12. Work effectively and efficiently with electronic medical records.
13. Describe the billing cycle in a medical office.
14. List various types of health insurance providers.
15. Apply basic accounting principles.
16. Explain the difference between procedure and diagnosis coding.
17. Process insurance claims and explain the importance of clean claims.
18. Enter patient demographic and clinical data.
19. Determine when to use an existing case or create a new case.
20. Enter charges and payments from patients.
21. Post deposits, payments, and adjustments from third party payers.
22. Create and print patient statements.
23. Create and analyze reports.
24. Schedule appointments.
25. Explain and use various claim forms (e.g. CMS1500, HIPAA 837P).

Syllabus

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Course Content:

A. Introduction To Medical Assisting
   1. The profession of medical assisting
   2. Types of medical practice
   3. Legal and ethical issues
B. Administrative Medical Assisting
   1. Using and maintaining office equipment
   2. Using computers in the office
   3. Managing correspondence and mail
   4. Telephone techniques
   5. Scheduling appointments and maintaining the physician's schedule
C. Clinical Medical Assisting
   1. Principles of asepsis
   2. Infection control techniques
   3. HIV, hepatitis, and other blood-borne pathogens
D. Entering Insurance, Account, and Condition Information
   1. Working with cases
   2. Creating a new case for a new patient
E. Entering Charge Transactions and Patient Payments
   1. Transaction entry overview
   2. Patient account information
   3. Charge transactions
   4. Payment and adjusting transactions
   5. Third-party reimbursement overview
   6. Remittance advice processing
   7. Entering insurance carrier payments to charges
   8. Creating statements
   9. Editing statements
   10. Printing statements
F. Printing Reports
   1. Reports in the medical office
   2. Using Report Designer

Learning Assessments:

Course competencies will be assessed by quizzes, tests, assigned projects, demonstrations, instructor observations, regular assignments, and written papers.

Instructional Materials:

Medical Assisting Administrative and Clinical Procedures Including Anatomy and Physiology, Booth, et al., 3rd Ed., McGraw-Hill. ISBN: 978-0-07-352083-4
Computers in the Medical Office, Sanderson, 6th Ed., McGraw-Hill. ISBN: 9780073401997

Syllabus

**Guidelines for Requesting Accommodations Based on
Documented Disability or Medical Condition**

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

In order to begin the process all students **must** complete the "Disabilities Self-Identification Form" at this link: https://highlandcc.edu/pages/disability-services.

This form can also be accessed at the Highland Community College homepage under Students Services/Student Resources/Disability Service or by contacting the Disabilities Coordinator.

Syllabus