

# **NORTHWESTERN CONNECTICUT COMMUNITY COLLEGE**

## **COURSE SYLLABUS**

**Course Title:** Healthcare Insurance

**Course #:** MED\* 113

**Course Description:** 2 credits

This course presents an overview of healthcare insurance and is designed to introduce the student to the basics of healthcare insurance theories and practices. Course material and discussions will focus on the different types of insurance and health care plans. Government programs, federal and state regulations and the impact of HIPAA regulations will be explored. The practices of the commercial insurance companies, insurance terminology, referrals and prior authorizations will be discussed. Manual and electronic recordkeeping and billing practices will be compared through the use of healthcare claims processing and medical office accounting practices.

**Pre-requisite/Co-requisite:** Prerequisite: MED\* 125, CSA 105 Co-requisite MED 111

**Goals:**

1. To develop the administrative competencies necessary to be a knowledgeable Medical Assistant.
2. To apply logical, critical and analytical processes in identifying problems and alternate solutions related to insurance in the healthcare environment.
3. To recognize different types of insurance plans and the policies and regulations unique to each.
4. To develop verbal and nonverbal communication skills that reflect effective strategies that may be used with diverse patient and healthcare provider populations.

**Outcomes:** With the successful completion of this course, the student will be able to relate the following outcomes as they apply to the healthcare environment:

### **ENTRY LEVEL COMPETENCIES FOR MEDICAL ASSISTANT**

Taken from the 2008 *Standards and Guidelines for the Medical Assisting Educational Programs*

**This course includes the following competencies:**

- Explain basic bookkeeping computations VI.C.1
- Differentiate between bookkeeping and accounting VI.C.2
- Describe banking procedures VI.C.3
- Discuss precautions for accepting checks VI.C.4
- Compare types of endorsement VI.C.5
- Differentiate between accounts payable and accounts receivable VI.C.6
- Compare manual and computerized bookkeeping systems used in ambulatory healthcare VI.C.7
- Describe common periodic financial reports VI.C.8
- Explain both billing and payment options VI.C.9
- Perform accounts receivable procedures, including: VI.P.2
  - o Post entries on a daysheet
  - o Perform billing procedures

- Identify types of insurance plans VII.C.1
- Identify models of managed care VII.C.2
- Discuss workers' compensation as it applies to patients VII.C.3

Describe procedures for implementing both managed care and insurance plans VII.C.4  
Discuss utilization review principles VII.C.5  
Discuss referral process for patients in a managed care program VII.C.6  
Describe how guidelines are used in processing an insurance claim VII.C.7  
Compare processes for filing insurance claims both manually and electronically VII.C.8  
Describe guidelines for third-party claims VII.C.9  
Discuss types of physician fee schedules VII.C.10  
Describe the concept of RBRVS VII.C.11  
Define Diagnosis – Related Groups (DRGs) VII.C.12  
Apply both managed care policies and procedures VII.P.1  
Apply third party guidelines VII.P.2  
Complete insurance claim forms VII.P.3  
Obtain precertification, including documentation VII.P.4  
Obtain preauthorization, including documentation VII.P.5  
Verify eligibility for managed care services VII.P.6  
Demonstrate assertive communication with managed care and/or insurance providers  
VII.A.1  
Demonstrate sensitivity in communicating with both providers and patients  
VII.A.2  
Communicate in language the patient can understand regarding managed care and insurance plans VII.A.3  
Identify legal and ethical considerations with emphasis on confidentiality and federal requirements  
    Maintain both manual and electronic medical billing systems

\*(Roman Numeral after outcome is CAAHEP competency number)

## **College Policies**

**Plagiarism:** Plagiarism and Academic Dishonesty are not tolerated at Northwestern Connecticut Community College. Violators of this policy will be subject to sanctions ranging from failure of the assignment (receiving a zero), failing the course, being removed/expelled from the program and/or the College. Please refer to your “Student Handbook” under “Policy on Student Rights,” the Section entitled “Student Discipline,” or the College catalog for additional information.

**Americans with Disabilities Act (ADA):** The College will make reasonable accommodations for persons with documented learning, physical, or psychiatric disabilities. Students should notify Dr. Christine Woodcock, the Counselor for Students with Disabilities. She is located at Green Woods Hall, in the Center for Student Development. Her phone number is 860-738-6318 and her email is [cwoodcock@nwcc.edu](mailto:cwoodcock@nwcc.edu).

**School Cancellations:** If snowy or icy driving conditions cause the postponement or cancellation of classes, announcements will be made on local radio and television stations and posted on the College’s website at [www.nwcc.edu](http://www.nwcc.edu). Students may also call the College directly at **(860) 738-6464** to hear a recorded message concerning any inclement weather closings. Students are urged to exercise their own judgment if road conditions in their localities are hazardous.

**Use of Electronic Devices:** Some course content as presented in Blackboard Learn is not fully supported on mobile devices at this time. While mobile devices provide convenient access to check in and read information about your courses, they should not be used to perform work such as taking tests, quizzes, completing assignments, or submitting substantive discussion posts.

**Sexual Assault and Intimate Partner Violence Resource Team:** NCCC is committed to creating a community that is safe and supportive of people of all gender and sexual identities. This pertains to the entire campus community, whether on ground or virtual, students, faculty, or staff.

Sexual assault and intimate partner violence is an affront to our national conscience, and one we cannot ignore. It is our hope that no one within our campus community will become a victim of these crimes. However, if it occurs, NCCC has created the SART Team - Sexual Assault and Intimate Partner Violence Resource Team - to meet the victim's needs.

SART is a campus and community based team that is fully trained to provide trauma-informed compassionate service and referrals for comprehensive care. The team works in partnership with The Susan B. Anthony Project to extend services 24 hours a day, 7 days a week throughout the year.

The NCCC team members are:

Ruth Gonzalez, Ph.D.	860-738-6315	Green Woods Hall Room 207
Susan Berg	860-738-6342	Green Woods Hall Room 223
Kathleen Chapman	860-738-6344	Green Woods Hall Room 110
Michael Emanuel	860-738-6389	Founders Hall Annex Room 308
Seth Kershner	860-738-6481	Library
Jane O'Grady	860-738-6393	Founders Hall Annex Room 212
Robin Orloski	860-738-6416	Business Office Room 201
Patricia Bouffard, Ex-Officio	860-738-6319	Founders Hall Room 103
Savannah Schmitt		Student Representative

At NCCC we care about our students, staff and faculty and their well-being. It is our intention to facilitate the resources needed to help achieve both physical and emotional health.