Program Orientation (1 Hour)
- Identify the elements, expectations, and requirements of the program.
- Navigate the program using the pages, menus, and buttons provided.
- Use the program tools, including the study planner, gradebook, and completion report and be able to contact Career Step via phone, email, forums, chat rooms, and social media.
- Identify and use program-specific resources.

Computer Fundamentals (7 Hours)
- Identify basic computer hardware and interpret system requirements.
- Navigate a Windows operating system environment as well as install and operate basic software utilities.
- Navigate between websites in multiple tabs or windows, send and receive email, and access search engines to find information and troubleshoot basic computer problems.
- Recognize basic technologies related to an office environment.

Medical Word Building (15 Hours)
- Identify common medical prefixes, roots, and suffixes.
- Identify and properly combine word parts to create medical terms.

Healthcare Structure and Organization (25 Hours)
- Identify the involvement of everyone in the healthcare system, including consumers, providers, government and regulatory agencies, third-party payers, vendors, and trade associations.
- Identify and describe patient rights and responsibilities.
- Identify the responsibilities of healthcare-related government agencies.
- Identify third-party payers and appropriately use the associated terminology in a healthcare documentation context.

Documentation and Confidentiality (20 Hours)
- Identify basic types of medical records, including work types, components, formatting, and documentation standards.
- Define HIPAA compliance and other related regulations as well as the role of healthcare documentation workers in preserving patient confidentiality and managing risk.

Mastering Medical Language (23 Hours)
- Pluralize common medical words.
- Define common medical slang, jargon, and foreign terms.
- Distinguish between common similar medical words and word parts.
- Recognize common medical abbreviations and their meanings.

Medical Coding Basics (20 Hours)
- Describe the roles and responsibilities of medical coders and medical billers.
- State the basics of the ICD-10-CM diagnostic classification system, including its history, current purposes, and future implications on healthcare finance in the United States.
- State the basics of the ICD-10-PCS, CPT®, and HCPCS procedural classification systems, including their history, current purposes, and future implications on healthcare finance in the United States.
- Recognize ICD-10-CM diagnosis codes, and use code reference books to verify their appropriate use.
- Recognize ICD-10-PCS, CPT, and HCPCS procedure codes and use code reference books to verify their appropriate use.

Exploring Healthcare Reimbursement (30 Hours)
- Calculate and bill for reimbursement for medical services.
- Identify various sources and types of insurance coverage and the differences between them.
LEARNING OBJECTIVES

• Follow the process for creation, submission, and collection of a claim for medical services as well as appeal denied claims.

• Identify the processes for auditing claims, both internal and external, and be able to state the difference between proactive and reactive audits.

• Identify Medicare Severity Diagnostic Related Groups (MS-DRG), what factors influence their assignment, and how the facilities payment is calculated based on the MS-DRG.

Patient Billing and Collection (18 Hours)

• Describe the payment process and manage payments, including explanations to patients about insurance basics, fee schedules, billing, and adjustments.

• Identify effective and appropriate communication techniques when dealing with patients, physicians, coworkers, and third-party payers.

• Describe the basic functions and uses of medical office software, including patient records, payments, entering diagnosis and procedural codes, and reviewing superbills.

Claim Form Completion (20 Hour)

• Understand and accurately fill out CMS-1500 claim forms.

• Understand and accurately fill out UB-04 claim forms.

Final Exam Preparation (1 Hour)

• Identify the steps needed to be eligible and prepared for the final exam and understand how it is accessed.

• Identify the format, restrictions, and policies of final exams, including scoring, retakes, allowed resources, and time limits.