

MEDICAL OFFICE BILLING CERTIFICATE

For programming & scheduling
details, please contact the
Office of Continuing Education
at 718.631.6343
or visit the website at
www.qcc.cuny.edu/conted

**The Office of Continuing Education
Queensborough Community College**

THE CITY UNIVERSITY OF NEW YORK
222-05 56th Ave., Bayside, NY 11364-1497



In response to a growing demand for competent people to handle the administrative challenges of healthcare facilities, this program will inform, train, and support individuals interested in making this a career path. Although the healthcare system has undergone significant change in recent years, one aspect remains constant: the function and importance of billing personnel. The success of a medical practice or institution depends to a great extent on the knowledge, organization, and dedication of its administrative staff, especially today when the risk of medical liability is high. Enhance your abilities in this industry or gain skills to re-enter the workforce or change careers.

A program certificate is awarded for satisfying all program requirements. Completion of 6 required and 2 elective courses are needed to obtain a program certificate:

6 REQUIRED COURSES Intro to Medical Office Billing • Medical Terminology and Systems I & II combined (2 course credits) • CPT Coding • ICD9 Coding • Computer Medical Practice Management

2 ELECTIVES REQUIRED Medical Claims Problem Solving • Medical Billing/Mental Health Facilities • Medical Office Management • In-Patient/Out-Patient Hospital Billing • Hospice Patient Care Billing • Workers' Compensation • Managed Care Contracts • Third Party Audit & Refund • Basic First Aid • Pharmacology • Medical Law & Ethics • Job Search Preparation • Using Microsoft Word to Personalize Your Medical Practice

REQUIRED COURSES

As foundation for program, recommend taking required courses in sequential order per listing on this page. Other required and elective courses can be added per your schedule.

Introduction to Medical Office Billing

Simulate an on-the-job setting and learn basic knowledge of health care facility procedures. Topics: medical history, patient financial records, insurance claims with emphasis on coding, federal and state regulatory insurance requirements, successful follow-up and collection strategies.

MBX-100

Medical Terminology and Systems I & II

Incorporates system-related pathology and drug highlights, diagnostic/laboratory tests. Required textbook: *Essentials of Medical Terminology (3rd Edition)*, available at the QCC Bookstore.

MBX-126

Computer Medical Practice Management

Using the Medisoft Advanced Patient Accounting software, enter medical/regulatory data, bill third party payers, schedule, post charges and payment to patient accounts, run management reports. Recommended: provide your own USB 2.0 "thumb drive" device and "flash key drive" to upload work for practice on home computer. *Prerequisite: basic computer knowledge.*

MBX-105

CPT Coding

Covers the universal medical coding system. Learn to select the correct procedural code(s) when submitting bills for maximum reimbursement. Required textbook: CPT Coding Book for 2008/2009 (American Medical Association) and a medical dictionary available at the QCC Bookstore.

MBX-103

ICD9 Coding

Focus on diagnostic coding through use of the International Classification of Diseases, Ninth Revision, Clinical Modification (ICD-9-CM) system. Course completion in conjunction with the CPT coding course (MBX-103) enables obtaining maximum reimbursements on claims.

MBX-104

ELECTIVE COURSES

Hospital Billing

Introduction to hospital billing and payment cycles, including those aspects of hospital services which can impact and contribute to the billing of services. Comprehensive overview of all elements when billing for hospital services, ranging from standard to contracted requirements; skills for claim resolution and follow-up, and; team approach for revenue cycle.

MBX-111

Medical Claims Problem Solving

A “must” for healthcare facilities as the link between the medical provider and the insurance carrier. Learn to recognize and prevent common reasons claim payment is delayed, reduced, or denied, and proper strategies to resolve disputes.

MBX-120

Hospice Patient Care & Billing

Hospice care provides a wide range of services to enhance the quality of life for seriously ill patients and their families, requiring trained professionals and billing specialists. Client eligibility and provider requirements, specific billing and reimbursement procedures discussed.

MBX-122

Medical Office Management

The day-to-day activities in a medical office can often be defined as managed chaos, requiring a manager with a high degree of flexibility and versatility. This course introduces the student to what (s)he can expect in this chosen profession. Required textbook will be offered for purchase at the start of class.

MBX-116

NYS Workers Compensation & No Fault Insurance

Gearred to new and established medical office managers, physicians, coders, and entry-level employees to gain better understanding of the rules and regulations of the NYS Workers' Compensation (WC) program. Learn key provisions of the NYS WC law, including how to enroll, payment process of WC Fee Schedule, procedures to file claims promptly and tracking, properly challenge claim denials, arbitration and legal WC issues, reporting requirements, and impact of recent court decisions/legislation on the business practice.

MBX-118

ELECTIVE COURSES

Third Party Insurer Audit & Refund Demand Process

Designed for physicians, coders, and entry-level students to understand claims and charting audits. Learn proactive strategies to respond to audits and protect your practice, including 3rd party insurer, and types of Medicare, managed care, and private insurer audit process. Discern how to respond to audits and resources available in this process.

MBX-119

Managed Care

Designed for new physicians, coders and entry-level students to understand the pitfalls associated with managed care agreements. Learn key contract clauses in managed care and terminology, payment and policy process, contract analysis, and laws governing NYS antitrust, prompt payment, and external appeals.

MBX-121

Job Search Preparation

Determine your professional marketing objectives; prepare a top-notch resumé and effective cover letter; learn proper interviewing techniques, including appropriate mannerisms and attire, interview follow-up, how salary is determined, and strategies for your on-the-job success. Acquire computer-based resumé development.

MBX-130

Start a Home-Based Medical Billing Service

Most medical practices require personnel services to manage accounts receivables and claims processing. Learn how to start such a service and obtain hardware and software inexpensively, what services to offer, how to market your business, and what to charge. NYS tax requirements and how to register your business will be discussed. **Optional materials fee of \$45 will be payable to instructor. Note: This is not part of the Medical Office Biller Certificate program.**

MBX-112

Many ways to register:

FAX-IN ▶ 718.281.5538

Fax registrations are accepted 24 hours a day. Use Registration form with your signed MasterCard or VISA authorization.

MAIL-IN

Send registration form to address indicated — with your check or money order payable to Queensborough Community College, or your credit card number. Note: Personal checks not accepted after November 1.

PHONE-IN ▶ 718.631.6343

It takes just 3 or 4 minutes using MasterCard or VISA. Please be patient if placed on hold due to volume of calls. Have all information from the form ready for EACH student.

WALK-IN ▶ in Library Bldg, Rm 118P

Office hours:

Monday thru Friday, 9 am to 4:45 pm

(skip Oct 13; Nov 27, 28; Dec 24, 25, 31; Jan 1).

Friday, 9 am to 4 pm.

Saturday, 9 am to 12 noon (only Sept 27 & Oct 4).

Evenings, Monday—Thursday, 5-7 pm

(Sept 22, 24, 29, 30 - Oct 12).

CASH ▶ accepted only at the Bursar's

Office, Room L-118P For schedule of hours, call

718.631.6265.

NEW! ONLINE REGISTRATION

cep.qcc.cuny.edu

Link to our programs to register and pay through credit card directly. Simple step-by-step process to register at any time, any place, 365 – 24/7. Discounted Registration Fee!

Note: Only accepts credit card payments. For discounts, cash & check, money order, and voucher programs, please contact office directly at 718.631.6343 to register

WEB-DOWNLOAD

Visit our website (www.qcc.cuny.edu/ContEd)

and download the registration form in the Bulletin.

Then just fax or mail-in per above!

PURCHASE ORDER & VOUCHERS

The business-like way — Organizations enrolling staff for training and development purposes will be invoiced if a purchase order number is quoted.

LOCATION

Office of Continuing Education, Room L-118P
Queensborough Community College
222-05 56th Ave. (near Springfield Blvd.), Bayside, NY
Telephone: 718.631.6343
Fax: 718.281.5538

DIRECTIONS TO THE COLLEGE

The campus is easily accessible by car from all parts of Queens and Long Island. It is just a few blocks north of the Springfield Boulevard exit on the Long Island Expressway, and immediately south of the Northern Boulevard exit on the Cross Island Parkway.

Subway and Bus Routes to Queensborough:

From Flushing: Take Main Street Flushing Line (No. 7) to Main Street Flushing Station. Take Q27* bus to Springfield Blvd. and 56th Ave. Walk east to campus.

From Jamaica: Take F train to 169th St. and Hillside Ave., then the Q30 bus via Horace Harding Blvd. to Springfield Blvd. Walk north to 56th Ave. and turn right to campus. You can also take the E, J, or Z trains to Sutphin/Archer station, then the Q30 bus from there.

From the Bronx: Take the Q44 bus to Main Street, Flushing. Transfer to the Q27* bus and proceed to Springfield Blvd. and 56th Ave.

From Nassau County: The N-20, N-21 bus line from Nassau County stops at the corner of Northern Blvd. and 223rd St. (Cloverdale Blvd.). The bus makes stops in the towns of Glen Cove, Roslyn, Manhasset and Great Neck.

Via City Bus from Queens high schools:

- From Francis Lewis H.S., take Q30 to Springfield Blvd.
- From Bayside H.S., take Q31 to 48th Ave. and transfer to Q27*.
- From Van Buren H.S., take Q27* along Springfield Blvd.
- From John Bowne H.S., take Q88 to 73rd Ave. and Springfield Blvd., and transfer to Q27*.

* The Q27 bus stops on the campus on weekdays only (Mon. - Fri.)

QCC CONTINUING EDUCATION REGISTRATION FORM

First Name: Male Female

Last Name: _____

Birth Date: _____

Address: _____

Zip: _____

State: _____

City: _____

E-mail: _____

Day Phone: () _____

Evening Phone: () _____

COURSE	Session Letter(s)	Title	Tuition
_____	_____	_____	\$ _____
_____	_____	_____	\$ _____
		Registration Fee	\$ 15.00*

Make checks payable to: Queensborough Community College
and Mail to: Office of Continuing Education, Room I-118P
 Queensborough Community College, Bayside, NY 11364-1497

* Payable one time per semester. \$25 Late Registration Fee
 within 3 Full Business Days of course start date.

PAYMENT METHOD: Cash is processed by the Bursar's Office. To expedite registration, please use other payment methods.

Check Bank Check or Money Order Check # _____
 VISA MasterCard AMEX Discover Card # _____ Exp. Date: _____

Please include extra numbers found on back of card

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