

## MOA183 : Introduction to Health Insurance & Reimbursement

### General Information

Author:	<ul style="list-style-type: none"><li>Sophia Possidon</li><li>Perera, Sonali</li></ul>
Attachments:	DE Addendum_MOA_183 (CE) COR_2:28:2024 CoDE_3:26:2024.pdf
Course Code (CB01) :	MOA183
Course Title (CB02) :	Introduction to Health Insurance & Reimbursement
Department:	MOA
Proposal Start:	Spring 2026
TOP Code (CB03) :	(0514.20) Medical Office Technology
CIP Code:	(51.0716) Medical Administrative/Executive Assistant and Medical Secretary.
SAM Code (CB09) :	Clearly Occupational
Distance Education Approved:	Yes
Will this course be taught asynchronously?:	Yes
Course Control Number (CB00) :	CCC000579617
Curriculum Committee Approval Date:	02/26/2025
Board of Trustees Approval Date:	04/22/2025
Last Cyclical Review Date:	02/26/2025
Course Description and Course Note:	MOA 183 familiarizes students with the tools necessary to understand the process of medical billing, coding, insurance and reimbursement in a medical setting. Students explore various health insurance companies, policies and regulations, the relationship between single payer, Medicare and medical insurance providers, and private health insurance providers. Students also learn various coding standards and the medical claims submission process to support physicians with appropriate reimbursement for their services
Justification:	Mandatory Revision
Academic Career:	<ul style="list-style-type: none"><li>Credit</li></ul>
Mode of Delivery:	<ul style="list-style-type: none"><li>Online</li></ul>
Author:	<ul style="list-style-type: none"><li>Perera, Sonali</li></ul>
Course Family:	No value

### Academic Senate Discipline

Primary Discipline:	<ul style="list-style-type: none"><li>Office Technologies (Secretarial skills, office systems, word processing, computer applications, automated office training)</li></ul>
Alternate Discipline:	No value
Alternate Discipline:	No value

## Course Development

### Basic Skill Status (CB08)

Course is not a basic skills course.

Allow Students to Gain Credit by Exam/Challenge

### Course Special Class Status (CB13)

Course is not a special class.

### Pre-Collegiate Level (CB21)

Not applicable.

### Grading Basis

- Grade with Pass / No-Pass Option

### Course Support Course Status (CB26)

Course is not a support course

## General Education and C-ID

### General Education Status (CB25)

Not Applicable

### Transferability

Transferable to CSU only

### Transferability Status

Approved

## Units and Hours

### Summary

<b>Minimum Credit Units (CB07)</b>	4
<b>Maximum Credit Units (CB06)</b>	4
<b>Total Course In-Class (Contact) Hours</b>	72
<b>Total Course Out-of-Class Hours</b>	144
<b>Total Student Learning Hours</b>	216

### Credit / Non-Credit Options

#### Course Type (CB04)

Credit - Degree Applicable

#### Noncredit Course Category (CB22)

Credit Course.

#### Noncredit Special Characteristics

No Value

#### Course Classification Code (CB11)

Credit Course.

Variable Credit Course

#### Funding Agency Category (CB23)

Not Applicable.

Cooperative Work Experience Education Status (CB10)

### Weekly Student Hours

	In Class	Out of Class
Lecture Hours	4	8
Laboratory Hours	0	0
Studio Hours	0	0

### Course Student Hours

<b>Course Duration (Weeks)</b>	18
<b>Hours per unit divisor</b>	0
<b>Course In-Class (Contact) Hours</b>	
Lecture	72

Laboratory	0
Studio	0
<b>Total</b>	72

**Course Out-of-Class Hours**

Lecture	144
Laboratory	0
Studio	0
<b>Total</b>	144

**Time Commitment Notes for Students**

No value

**Units and Hours - Weekly Specialty Hours**

Activity Name	Type	In Class	Out of Class
No Value	No Value	No Value	No Value

**Prerequisites, Corequisites, Recommended Corequisites, and Recommended Preparation**

No Value

**Entry Standards**

Entry Standards	Description
No value	No value

**Course Limitations**

Cross Listed or Equivalent Course	Description
No value	No value

**Specifications**

## Methods of Instruction

Methods of Instruction Collaborative Learning

Methods of Instruction Multimedia

Methods of Instruction Lecture

Methods of Instruction Demonstrations

## Out of Class Assignments

- Written assignments (e.g. coding electronic medical charts)

## Methods of Evaluation

### Rationale

Exam/Quiz/Test

Quizzes

Exam/Quiz/Test

Midterm examination

Exam/Quiz/Test

Final examination

## Textbook Rationale

No Value

## Textbooks

Author	Title	Publisher	Date	ISBN
Deborah Vines, Ann Braceland, Elizabeth Rollins, Susan Miller	Comprehensive Health Insurance Billing Coding Reimbursement 3e	Pearson	2020	9780134458779

## Other Instructional Materials (i.e. OER, handouts)

No Value

## Learning Outcomes

Course Objectives

Complete insurance reimbursement forms for patients.

Describe legal, ethical, and fraud issues related to medical insurance and reimbursement.

Discuss comprehensive patient medical benefits in the application of insurance reimbursements.

Identify various types of health care: Preferred Provider Organization (PPO), Health Maintenance Organization (HMO), and indemnity plans.

## SLOs

**Differentiate between basic comprehensive and major medical benefits for large medical insurance companies.** Expected Outcome Performance: 70.0

MOA Medical Front Office Certificate	Achieve a minimum speed of 25 words per minute
MOA Medical Front Office A.S. Degree	Achieve a minimum speed of 25 words per minute
ILOs Core ILOs	Analyze and solve problems using critical, logical, and creative thinking; ask questions, pursue a line of inquiry, and derive conclusions; cultivate creativity that leads to innovative ideas.
MOA Healthcare Administration Certificate	Be prepared for a career in the healthcare industry
MOA Healthcare Administration A.S. Degree	Be prepared for a career in the healthcare industry
MOA Administrative Medical Assistant A.S. Degree	Communicate effectively with patients, physicians, and co-workers and serve as a liaison between the physician and others
	Communicate effectively with patients, physicians, and co-workers and serve as a liaison between the physician and others
	Educate patients in general office policies, with reference to insurance, reimbursement, billing and coding
	Educate patients in general office policies, with reference to insurance, reimbursement, billing and coding
MOA ADMINISTRATIVE MEDICAL ASSISTANT A.S. Degree Major	Educate patients in general office policies, with reference to insurance, reimbursement, billing and coding.
	Identify knowledge of Medical terminology within the human body system
MOA ADMINISTRATIVE MEDICAL ASSISTANT - Certificate	Educate patients in general office policies, with reference to insurance, reimbursement, billing and coding.
	Identify knowledge of medical terminology within the body system
MOA Medical Assistant Certificate	Explain health data and clinical documentation principles, standards and guidelines
MOA Medical Coding Assistant A.S. Degree	Gain competencies in the application of biomedical knowledge and legal, ethical, and medical standards, the communication and analysis of statistical data and in planning and implementation of clinical informational and data systems
MOA Medical Coding Assistant Certificate	Gain competencies in the application of biomedical knowledge and legal, ethical, and medical standards, the communication and analysis of statistical data and in planning and implementation of clinical informational and data systems

MOA  
Medical Front Office - Certificate Learn the specialized medical terminologies needed to complete appropriate forms in preparing, maintaining/filing, and charting medical records including insurance claims.

**Describe coordination of benefits as it relates to Preferred Provider Organization, Health Management Organization, and Worker's Compensation, and Medicare and Medicaid.** Expected Outcome Performance: 70.0

MOA  
Medical Front Office A.S. Degree Achieve a minimum speed of 25 words per minute

Earn the specialized medical terminologies needed to complete appropriate forms in preparing, maintaining/filing, and charting medical records including insurance claims

Use appropriate computer programs to key basic documents and to navigate the Internet

MOA  
Medical Front Office Certificate Achieve a minimum speed of 25 words per minute

Earn the specialized medical terminologies needed to complete appropriate forms in preparing, maintaining/filing, and charting medical records including insurance claims

Use appropriate computer programs to key basic documents and to navigate the Internet

ILOs  
Core ILOs Communicate clearly, ethically, and creatively; listen actively and engage respectfully with others; consider situational, cultural, and personal contexts within or across multiple modes of communication.

MOA  
Administrative Medical Assistant A.S. Degree Communicate effectively with patients, physicians, and co-workers and serve as a liaison between the physician and others

Communicate effectively with patients, physicians, and co-workers and serve as a liaison between the physician and others

Educate patients in general office policies, with reference to insurance, reimbursement, billing and coding

Educate patients in general office policies, with reference to insurance, reimbursement, billing and coding

MOA  
ADMINISTRATIVE MEDICAL ASSISTANT A.S. Degree Major Communicate effectively with patients, physicians, and co-workers and serve as a liaison between the physician and others.

Identify knowledge of Medical terminology within the human body system

MOA  
ADMINISTRATIVE MEDICAL ASSISTANT - Certificate Communicate effectively with patients, physicians, and co-workers and serve as a liaison between the physician and others.

Identify knowledge of medical terminology within the body system

MOA  
Medical Assistant Certificate Describe the duties, processes, and procedures in managing the medical front and back office

Explain health data and clinical documentation principles, standards and guidelines

MOA  
Healthcare Administration Certificate Describe the value of personal and professional development, health and community service, and life-long learning in healthcare management

MOA  
Healthcare Administration A.S. Degree Describe the value of personal and professional development, health and community service, and life-long learning in healthcare management

MOA  
Medical Coding Assistant A.S. Degree Ensure that valid codes are applied to medical diagnoses and procedures per coding classification guidelines

MOA  
Medical Coding Assistant Certificate Ensure that valid codes are applied to medical diagnoses and procedures per coding classification guidelines

MOA  
Medical Front Office - Certificate Learn the specialized medical terminologies needed to complete appropriate forms in preparing, maintaining/filing, and charting medical records including insurance claims.

**Complete billing and coding forms for patients.** Expected Outcome Performance: 70.0

<p>MOA Medical Front Office Certificate</p>	<p>Acquire basic communication skills</p> <hr/> <p>Earn the specialized medical terminologies needed to complete appropriate forms in preparing, maintaining/filing, and charting medical records including insurance claims</p> <hr/> <p>Use appropriate computer programs to key basic documents and to navigate the Internet</p>
<p>MOA Medical Front Office A.S. Degree</p>	<p>Acquire basic communication skills</p> <hr/> <p>Earn the specialized medical terminologies needed to complete appropriate forms in preparing, maintaining/filing, and charting medical records including insurance claims</p> <hr/> <p>Use appropriate computer programs to key basic documents and to navigate the Internet</p>
<p>MOA Healthcare Administration Certificate</p>	<p>Analyze the impact of healthcare administration on healthcare delivery within the community</p> <hr/> <p>Describe the value of personal and professional development, health and community service, and life-long learning in healthcare management</p>
<p>MOA ADMINISTRATIVE MEDICAL ASSISTANT A.S. Degree Major</p>	<p>Apply HIPAA rules in regard to privacy and display ethical, responsible, and professional behavior.</p> <hr/> <p>Communicate effectively with patients, physicians, and co-workers and serve as a liaison between the physician and others.</p> <hr/> <p>Educate patients in general office policies, with reference to insurance, reimbursement, billing and coding.</p> <hr/> <p>Perform administrative duties such as scheduling appointments, maintaining patient records (paper and electronic), and utilization of computer software.</p>
<p>MOA ADMINISTRATIVE MEDICAL ASSISTANT - Certificate</p>	<p>Apply HIPAA rules in regard to privacy and display ethical, responsible, and professional behavior.</p> <hr/> <p>Communicate effectively with patients, physicians, and co-workers and serve as a liaison between the physician and others.</p> <hr/> <p>Educate patients in general office policies, with reference to insurance, reimbursement, billing and coding.</p> <hr/> <p>Perform administrative duties such as scheduling appointments, maintaining patient records (paper and electronic), and utilization of computer software.</p>
<p>MOA Administrative Medical Assistant A.S. Degree</p>	<p>Communicate effectively with patients, physicians, and co-workers and serve as a liaison between the physician and others</p> <hr/> <p>Communicate effectively with patients, physicians, and co-workers and serve as a liaison between the physician and others</p> <hr/> <p>Educate patients in general office policies, with reference to insurance, reimbursement, billing and coding</p> <hr/> <p>Educate patients in general office policies, with reference to insurance, reimbursement, billing and coding</p> <hr/> <p>Perform administrative duties such as scheduling appointments, maintaining patient records (paper and electronic), and utilization of computer software</p> <hr/> <p>Perform administrative duties such as scheduling appointments, maintaining patient records (paper and electronic), and utilization of computer software</p>
<p>ILOs Core ILOs</p>	<p>Demonstrate depth of knowledge in a course, discipline, or vocation by applying practical knowledge, skills, abilities, theories, or methodologies to solve unique problems.</p>
<p>MOA Medical Assistant Certificate</p>	<p>Describe the duties, processes, and procedures in managing the medical front and back office</p> <hr/> <p>Explain health data and clinical documentation principles, standards and guidelines</p>

MOA Healthcare Administration A.S. Degree	Describe the value of personal and professional development, health and community service, and life-long learning in healthcare management
MOA Medical Coding Assistant Certificate	Facilitate reimbursement, analyze patient outcomes, and medical research  Gain competencies in the application of biomedical knowledge and legal, ethical, and medical standards, the communication and analysis of statistical data and in planning and implementation of clinical informational and data systems
MOA Medical Coding Assistant A.S. Degree	Facilitate reimbursement, analyze patient outcomes, and medical research  Gain competencies in the application of biomedical knowledge and legal, ethical, and medical standards, the communication and analysis of statistical data and in planning and implementation of clinical informational and data systems
MOA Medical Front Office - Certificate	Learn the specialized medical terminologies needed to complete appropriate forms in preparing, maintaining/filing, and charting medical records including insurance claims.

## Additional SLO Information

**Does this proposal include revisions that might improve student attainment of course learning outcomes?**

No

**Is this proposal submitted in response to learning outcomes assessment data?**

No

**If yes was selected in either of the above questions for learning outcomes, explain and attach evidence of discussions about learning outcomes.**

No Value

**SLO Evidence**

No Value

## Course Content

### Lecture Content

#### **Introduction to Medical Billing and Coding Careers (12 hours)**

- Opportunities in the medical field
- Professional qualifications
- Medical ethics and conduct (hour
- Opportunities for advancement
- Discuss local and national certification

#### **Introduction to Health Insurance and Reimbursement (12 hours)**

- Overview of health insurance and relevant terminology
- History and impact of managed care
- Types of insurance plans
- Reimbursement methodologies
- Medical claims and billing

#### **Introduction to various types of Medical claims and Billing (12 hours)**

- Physician medical billing
- Hospital medical billing

- Medicare medical billing
- Medicaid medical billing
- Tricare & workers compensation billing

**Insurance Compliance & Auditing (12 hours)**

- Fraudulent claims
- Types of audits and audit tools
- Compliance programs
- Payer regulations
- Government investigation and advise

**Explanation of benefits and payment adjudication (12 hours)**

- Understand evidence of coverage
- Benefits and payment plans
- Determine reimbursement factors
- Payer policies
- Methods of receiving funds

**Reimbursement, refunds, follow-up and appeals (12 hours)**

- Claims rejection
- Refund guidelines
- Denied or delayed payments
- Claims rejection appeal
- Appeals and customer service

**Total Hours: 72**

**Additional Information**

**Repeatability**

Not Repeatable

**Justification (if repeatable was chosen above)**

No Value

**Is it possible this course will have a material fee?**

No Value

**I have contacted my library liaison (<https://campusguides.glendale.edu/faculty/liaisons>):**

No Value

**What term(s) will this course be offered?**

No Value

**Will any additional resources be needed for this course? (Click all that apply)**

No Value

**If additional resources are needed, add a brief description and cost in the box provided.**

No Value

## Resources

Did you contact your departmental library liaison?

No

If yes, who is your departmental library liaison?

Aisha Conner-Gaten (Business, ESL-Credit)

Did you contact the DEIA liaison?

Yes

Were there any DEIA changes made to this outline?

No

If yes, in what areas were these changes made:

No Value

Will any additional resources be needed for this course? (Click all that apply)

- No

If additional resources are needed, add a brief description and cost in the box provided.

No Value