



**Grande Prairie Regional College**

**Unit Clerk Certificate Program**

**Department of Nursing Education & Health Studies**

**UNIT CLERK 1206**

**HEALTH CARE BILLING**

**A2**

**FALL 2010 COURSE OUTLINE**

Originally developed by Louise Rawluk RN, BScN, MN for the Unit Clerk program

Revised by Louise Rawluk, September 2010

Department of Nursing Education and Health Studies  
Course Outline – Fall 2010  
Unit Clerk Health Care Billing 1.5 (1.5-0-0) 23 hours

**COURSE INSTRUCTOR:**

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**Instructor:** Louise Rawluk RN, BScN, MN

**Phone:** 539-2037 (office)

**Office:** H230

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**OFFICE HOURS:**

Office hours vary. Please consult the individual instructor for details.

**PREREQUISITE/COREQUISITE:**

No prerequisite or corequisite required.

**REQUIRED TEXT:**

No required text needed.

**RESOURCE MATERIALS:**

Thompson, V. D. (2005). *Administrative and Clinical Procedures for the Health Office Professional* (First ed.). Toronto: Pearson Prentice Hall.

**CALENDAR STATEMENT:**  
**UC 1206 1.5 (1.5-0-0) 23 Hours**

This course covers the information required for unit clerks to work in medical office environment. Topics covered include basic Alberta Health Care billing, third party, and direct billing, business functions related to the medical office, booking and scheduling and a look at the different branches of medicine and related specialties.

**CREDIT:**

UC 1206 1.5 (1.5-0-0)

**CONTACT HOURS:**

UC 1206 consists of 190 minutes of instructional time per week. Additional hours for independent study and practice required.



**Fall Semester:**

**Course Schedule: October 25 – December 10, 2010**

**Classes are scheduled for: Wednesdays 1:00 – 2:20 pm and Fridays 1:00 – 2:50pm**

**Classroom location: A313**

**Required Resources: All course resources will be provided by the Instructor or posted on Moodle.**

## **DELIVERY MODES:**

The course work includes lectures, individual work, and in-class practice exercises.

Students will participate in a number of activities to assist in meeting the objectives of the course:

### **1. Class Attendance**

The purpose of the class time is to develop the student's ability to understand health care billing. In class, basic Alberta Health Care billing, third party, and direct billing concepts and techniques will be discussed.

### **2. Individual Practice Work**

The purpose of this activity is to provide students with an opportunity to practice Alberta Health Care Billing strategies and techniques in class under the guidance and supervision of the course instructor. The instructor will provide regular practice exercises which the students are asked to complete. Students are expected to complete each practice exercise and answer the questions as provided by the course instructor. Students are encouraged to work individually to complete their practice exercises.

## **COURSE OBJECTIVES:**

*Upon successful completion of this course, the student will be able to:*

1. Demonstrate a working knowledge of Alberta Health Care billing.
2. Demonstrate an understanding of the Alberta Health Care bill.
3. Demonstrate an understanding of a personal health number (PHN) of a service recipient.
4. Demonstrate an understanding of a PRAC ID number of a service provider.
5. Demonstrate a working knowledge of Health Service Codes.
6. Demonstrate a working knowledge of Diagnostic Codes.

7. Demonstrate a working knowledge of fee modifiers and their definitions.
8. Demonstrate a working knowledge of facility codes, functional centers and location codes.
9. Demonstrate a working knowledge of billing for:
  - a. Common General Physician's office.
  - b. Admissions from the physician's office.
  - c. Hospital in-patients.
  - d. Emergency department.
  - e. Workers compensation.
  - f. Out of province.
  - g. Good faith billing.
  - h. Third party billing.
  - i. Diagnostic and therapeutic procedures.
  - j. Consultations.
  - k. Home visits.
  - l. Chronic care visit for a long term care patient.
  - m. Maternity and gynecology
  - n. Royal Canadian Mounted Police (RCMP).
  - o. Canadian Forces Personnel.
10. Demonstrate a working knowledge of special call backs.
11. Acquire a basic understanding of Alberta Health Care Submissions.
12. Acquire a basic understanding of Alberta Health Care Reconciliations.

**GRADING CRITERIA:****Course Evaluation Components:**

**1) Class participation and attendance will be worth 10% of the final grade.**

**2) First Examination worth 30% of the final grade.**

This exam is scheduled during the third week of classes.

This examination will be a combination of multiple choice, matching and short answer questions testing the content covered in weeks one and two.

One hour will be provided for writing this examination.

**3) Mid-Term Examination worth 30% of the final grade.**

This exam is scheduled during the fifth week of classes.

This examination will be a combination of multiple choice, matching and short answer questions testing the content covered in weeks one, two, three and four with emphasis on content covered during weeks three and four.

One hour will be provided for writing this examination.

**4) Final Examination worth 30% of the final grade.**

To be scheduled during GPRC exam week. The exact date, time and location of the final exam will be announced by the course instructor during class.

This examination will include a combination of multiple choice, matching, short answer and a written portion. This examination will test content covered in weeks one, two, three, four, five, six, and seven.

Three hours will be provided for writing this examination.

**Note: Failure to complete any course examination will result in a grade “0” for that examination. The Instructor must be notified prior to the examination in cases of illness or extenuating circumstances and special arrangements will be made in order to accommodate these students.**

Grades will be assigned based on the Letter Grading System:

<i>GRANDE PRAIRIE REGIONAL COLLEGE</i>			
<i>GRADING CONVERSION CHART</i>			
<i>Alpha Grade</i>	<i>4-point Equivalent</i>	<i>Percentage Guidelines</i>	<i>Designation</i>
<i>A<sup>+</sup></i>	<i>4.0</i>	<i>90 – 100</i>	<i>EXCELLENT</i>
<i>A</i>	<i>4.0</i>	<i>85 – 89</i>	
<i>A<sup>-</sup></i>	<i>3.7</i>	<i>80 – 84</i>	<i>VERY GOOD FIRST CLASS STANDING</i>
<i>B<sup>+</sup></i>	<i>3.3</i>	<i>77 – 79</i>	
<i>B</i>	<i>3.0</i>	<i>73 – 76</i>	<i>GOOD</i>
<i>B<sup>-</sup></i>	<i>2.7</i>	<i>70 – 72</i>	
<i>C<sup>+</sup></i>	<i>2.3</i>	<i>67 – 69</i>	<i>SATISFACTORY</i>
<i>C</i>	<i>2.0</i>	<i>63 – 66</i>	
<i>C<sup>-</sup></i>	<i>1.7</i>	<i>60 – 62</i>	

These are considered passing grades in Unit Clerk courses.

These are NOT considered passing grades in Unit Clerk courses.

<i>D<sup>+</sup></i>	<i>1.3</i>	<i>55 – 59</i>	<i>POOR</i>
<i>D</i>	<i>1.0</i>	<i>50 – 54</i>	<i>MINIMAL PASS</i>
<i>F</i>	<i>0.0</i>	<i>0 – 49</i>	<i>FAIL</i>
<i>WF</i>	<i>0.0</i>	<i>0</i>	<i>FAIL, withdrawal after the deadline</i>

**Note: In order to pass UC 1206:**

**The student must achieve a final overall average of 60% (C-) or higher.**

## **EXAMINATIONS:**

This course includes a first exam, a mid-term examination and a final examination.

## **STUDENT RESPONSIBILITIES AND IMPORTANT POLICIES:**

### **Important Dates:**

Information about last day to change registrations and dropping courses are available on the GPRC website.

### **Policies**

Please refer to the *Grande Prairie Regional College* calendar 2010-2011 for specific policies that may pertain to this course.

## **STATEMENT ON PLAGIARISM AND CHEATING:**

**We expect honesty from our students.** This demands that the contribution of others be acknowledged (GPRC Calendar, 2010-2011). Penalties will be given according to the degree of the plagiarism or cheating. If you are unsure whether an action is plagiarism or not, please consult your course instructor.

Cheating refers to dishonest conduct such as speaking during an exam, bringing written material not authorized by the course instructor, tampering with grades, or consciously aiding another student to cheat.

Please refer to your rights and responsibilities in the Grande Prairie Regional College 2010-2011 Calendar.



## **COURSE SCHEDULE:**

### ***Week One***

Introduction to the Canada Health Act.

Introduction to Alberta Health Care.

Introduction to the Alberta Health Care Insurance Plan.

- Eligibility
- Dependents.
- Registering for Alberta Health Care.
- “Opting-out”.
- Alberta Health Care Cards.
- Moving.

Introduction to the basic principles of Alberta Health Care Billing.

Parts of an Alberta Health Care Bill.

- Definitions and terms used.
- Pracid numbers.
- Personal Health Numbers (PHN) and Unique Lifetime Identifiers (ULI numbers).

Introduction to the EZ bill Alberta Health Care billing program.

- Registering a patient.

### ***Week Two***

Introduction to General Physician’s office billing.

Confidentiality.

Introduction to diagnostic codes.

Billing for comprehensive visits:

- Adult
- Child
- Pediatric
- Drivers Medical.

Injections

- Allergy, Influenza.
- Depo-Provera
- Vitamin B12
- Depo-Medrol.

***Week Three***

Introduction to fee modifiers and their definitions.

Hospital admissions and their modifiers.

- From physician office.
- From emergency department.

Billing for hospital in-patients.

Emergency Department Billing.

- Physician billing codes while on call.
- Physician billing codes while not on call.
- Emergency billing modifiers.
- Emergency billing diagnostic codes.

Workers Compensation Billing.

RCMP Billing

Military Personnel Billing

***Week Four***

Out of province billing.

Good faith billing.

Third party billing.

- Patients without Alberta Health Care coverage.
- Special billing for the Province of Quebec.
- Patients outside of Canada.
- Insurance medicals and special forms.
- Non-covered medical billing.

Billings of Diagnostic and therapeutic procedures:

- Laceration of the body, Laceration of the face.
- Suture removal, Excision of toenail/wedge resection.
- Mole removal, Warts, Removal of foreign body, Hemorrhoids.
- Sigmoidoscopies, Endometrial biopsy, Excisional biopsy.
- Incisional abscess, Insertion or removal of IUD.
- Cautery of epistaxis, debridement of a wound, wound or burn dressing.
- Others.

***Week Five***

## Consultation billing:

- Physician to physician.
- Telehealth consult with homecare.
- Telehealth consult with mental health.

## Home visits

- First patient, second and subsequent patients.
- OTHR

## Hospital in-patient billing.

Periodic chronic care visit for a long term care patient.

## Maternity and Gynecology billing:

- Pre-natal visits.
- Vaginal delivery, management of labour and attempted delivery.
- Post-partum visits (six week check-up).
- Care of a healthy newborn while in hospital.
- Newborn office billing – single and multiple births.

***Week Six***

## Special Call Backs:

- For hospital in-patients when physician called from home or office.
- To closed physician office.
- Special call back to hospital emergency department, out-patient department when called from home or physician office.
- For long-term patient in a long term facility.

***Week Seven***

## Alberta Health Care Submissions.

- Importance of keeping a paper trail.

## Alberta Health Care Reconciliations:

- How to do Alberta Health Care Reconciliations.
- Correcting errors in Alberta Health Care billing.
- How to use action codes: A, C, R, D.
- Utilizing Alberta Health Care help lines.

## Review

Practice Alberta Health Care billing