

**SEPTEMBER 1, 2024**



**1440 ROCKSIDE ROAD, #113, PARMA, OHIO 44134**

**PROGRAM CATALOG - THIRD EDITION ©**

## Table of Contents

General Information	2
About <i>The Medical Biller Academy</i>	2
Mission and Vision Statement	2
Catalog, Catalog Changes, and Revisions	2
Welcome From and About the office of the Executive Director	3
Program Calendar	4-5
Non-Discrimination Policy	5-6
Loss and Liability	6
Accreditation, Approvals, and Partnerships	6
Admission	7
Admission Requirements	7
Late Enrollment	7
Student Academic Responsibility	7
Standards of Satisfactory Academic Progress	7-8
Student Progress Policy	8
Grading Criteria	8
Grading System	8
Repeat Classes and Incomplete Grades	9
Cumulative Grade Point Average	9
Reenrollment/Reentry	9
Course Repetition	9
Course Incompletes	9-10
Graduation Requirements	10
Tuition, Fees, and Refund Policy	10
Tuition and Fee Changes	10
Billing and Payments	10
Refund Policy	10
Tuition Refund Schedule	11
Student Financial Responsibility	11
Attendance Policy	11-12
Non-Attendance Policy	12
Withdrawal Policy	12
Student Code of Conduct and Dismissal Policy	12
Grievance Procedure	13
Scheduled Class Hours	13
Books and Supplies	13
Dress Code and Personal Hygiene	13-14
Medical Billing Program Sequence	14
Medical Billing Program Course Description	15-16
Medical Coding Program Sequence	17-18
Medical Coding Program Course Description	18
Medical Administrative Program Sequence	19
Medical Administrative Program Course Description	21
Internship	22
Certification	22
Transfer Credits	22
State and Federal Tuition Assistance	22
Scholarships and Grants	22
Placement Assistance	22
Faculty Members	23

## **General Information**

### **About The Medical Biller Academy**

Founded in 2023, The Medical Biller Academy (MBA) was created to equip individuals with the education and training to gain permanent employment in the field of health care through the instruction of concepts, theory, and firsthand practice of medical billing through our Medical Billing Program.

In July 2024, the Ohio Board of Career Colleges and Schools approved us to offer our Medical Administrative Assistant Program. Demonstrating exceptional customer service is essential in any industry. Our program not only offers various courses, but an Office Communications and Management course, aiding in the development of various communication and leadership skills, along with accurate medical billing and medical coding to ensure timely claim submission and prompt reimbursement for services provided by clinicians, groups, hospitals, etc. While success is generated, not only are operations continued and cash flow consistent, but “YOU” as a Medical Administrative Assistant, Medical Biller or Medical Coder experience fulfillment and gratification, reflecting an achievement of a both a personal and professional goal! **AND OUR GOAL!!!!**

Designed to be completed in only thirteen (13) and seventeen (17) weeks, MBA also offers a guaranteed 40-hour internship with ResolvaBill Medical Billing Services, LLC and Silver Light Adult Day Center, LLC to gain firsthand experience, further supplying students with the skillset needed to secure a long-lasting, fun, and exciting career. Students can become a member and Certified Professional Biller (CPB) with AAPC (American Academy of Professional Coders), or a Certified Medical Administrative Assistant (CMAA) and/or Certified Billing and Coding Specialist (CBCS), one of the world’s largest training and credentialing organizations in the world for the business of healthcare or NHA (National Healthcareer Association), the largest allied health certification agency in the U.S.

### **Mission Statement**

The mission of The Medical Biller Academy is to prepare adult learners with the essential skills and training to secure gainful employment in the field of healthcare through the delivery of quality instruction and support by cultivating an engaging and inspired learning environment.

### **Vision Statement**

The vision of The Medical Biller Academy is to assist adult learners gain and transfer their increased talents into securing permanent employment in high demand roles reaching their personal, educational and career goals while creating a positive impact on the community.

### **Catalog, Catalog Changes, and Revisions**

Statements in this catalog are for information purposes only. The provision of this catalog does not form a contract between the student and the Academy. The Medical Biller Academy retains the right to revise courses outlined in the program, hours of classes, the Academy calendar, and any other information listed in this catalog or herein attached or inserted. Changing conditions and requirements may dictate such changes at any time. Changes will not alter the overall objectives of The Medical Biller Academy or increase the requirements needed to complete the program.

## Welcome From and About the Executive Director

Welcome to *The Medical Biller Academy*!!! My name is Jamilya 'J' Ashley-Newell. I am the Executive Director and Lead Instructor for the Medical Billing and Medical Coding Programs. I would like to thank you for enrolling into the program and trusting us to assist you on your career journey towards securing gainful employment!

Just to give you a bit of my background, I carry over 25 years of combined comprehensive firsthand administrative, clinical, and instructional experience in healthcare. I hold a Bachelor of Science in Health Administration (BSHA) and Associates of Applied Business in Business (AAB), along with several certifications which include Allied Health Instructor (AHI), Certified Billing and Coding Specialist (CBCS), Certified Clinical Medical Assistant (CCMA), Certified Medical Administrative Assistant (CMAA), Certified Professional Biller (CPB), and Certified Professional Biller-Instructor (CPB-I)/Licensed AAPC Approved Instructor. I've always found and continue to find the health care industry fascinating, and I absolutely enjoy working in this rewarding and fulfilling field.

My goal is to ensure students are provided with an engaging and rewarding learning experience, along with guidance and support at the beginning and on your journey toward completion of the program. In addition, prepared to sit for and pass the exam to become a Certified Professional Biller (CPB) offered by AAPC and/or the Certified Billing and Coding Specialist (CBCS) and Certified Medical Administrative Assistant (CMAA) offered through NHA. But it takes a considerable time commitment from you. My hope is that you spend at least 10 hours per week working on the provided class material. While there is a significant amount of reading, I have worked to make it all enjoyable. It is for this reason; I say the course will take at least 10 hours per week.

Lastly, please contact me directly via email at [themedicalbilleracademy@gmail.com](mailto:themedicalbilleracademy@gmail.com) if you have any questions about the program. My goal is to respond to messages between the hours of 9 am and 7 pm on Mondays, and 9 am to 6 pm Tuesday through Friday. However, it is a goal, and unforeseen circumstances can arise. If you do not receive a response back within this timeframe, send me a nudge as it may have gotten lost in cyberspace or I may have forgotten to respond, but I will make the effort to reply timely.

I'm excited and look forward to meeting our future Medical Billers, Medical Coders, and Medical Administrative Assistants, along with the opportunity to learn and grow together, while witnessing your journey to making a positive impact not only on your community, but "YOU" as an individual through completion of the program and the securing of permanent employment!

Respectfully,

*Jamilya 'J' Ashley-Newell*

Jamilya 'J' Ashley-Newell, BSHA, AAB, AHI, CBCS, CCMA, CMAA, CPB, CPB-I  
Executive Director

## Program Calendar for The Medical Biller Academy

Fall 2024 – Fall 2025

Fall Quarter – October 1, 2024, to December 31, 2024

Winter Quarter – January 1, 2025, to March 31, 2025

Spring Quarter – April 1, 2025, to June 30, 2025

Summer Quarter – July 1, 2025, to September 30, 2025

Fall Quarter – October 1, 2025, to December 31, 2025

<i>Quarter</i>	<i>Orientation</i>	<i>Class Start Date</i>	<i>Last Day to Withdraw from Program for Full Refund</i>	<i>Last Day to Enroll</i>	<i>Make-Up Days</i>	<i>Observed Holidays and Breaks – No Classes</i>
<i>Fall</i>	<i>Sep 28, 2024</i>	<i>Sep 30, 2024</i>	<i>Oct 4, 2024</i>	<i>Oct 11, 2024</i>	<i>Oct 11, 2024 Oct 25, 2024 Nov 1, 2024 Nov 15, 2024 Dec 6, 2024 Dec 20, 2024</i>	<i>Oct 31, 2024 (Halloween) Nov 28-29, 2024 (Thanksgiving and the Day After) Dec 25, 2024 (Christmas) Dec 26 – Jan 1, 2025 (Winter Break)</i>
<i>Winter</i>	<i>Jan 4, 2025</i>	<i>Jan 6, 2025</i>	<i>Jan 10, 2025</i>	<i>Jan 17, 2025</i>	<i>Jan 10, 2025 Jan 24, 2025 Feb 7, 2025 Feb 21, 2025 Mar 7, 2025 Mar 28, 2025</i>	<i>Jan 1, 2025 (New Year's Day) Jan 20, 2025 (Martin Luther King, Jr. Day) Feb 17, 2025 (President's Day)</i>
<i>Spring</i>	<i>Apr 5, 2025</i>	<i>Apr 7, 2025</i>	<i>Apr 11, 2025</i>	<i>Apr 18, 2025</i>	<i>Apr 11, 2025 Apr 25, 2025</i>	<i>May 26, 2025 (Memorial Day) Jun 19, 2025 (Juneteenth)</i>

					May 9, 2025 May 23, 2025 Jun 6, 2025 Jun 20, 2025	
<b>Summer</b>	<b>Jul 5, 2025</b>	<b>Jul 7, 2025</b>	<b>Jul 11, 2025</b>	<b>Jul 18, 2025</b>	Jul 11, 2025 Jul 25, 2025 Aug 8, 2025 Aug 22, 2025 Sep 5, 2025 Sep 19, 2025	Jul 4, 2025 (Independence Day) Sep 1, 2025 (Labor Day)
<b>Fall</b>	<b>Oct 4, 2025</b>	<b>Oct 6, 2025</b>	<b>Oct 10, 2025</b>	<b>Oct 17, 2025</b>	Oct 3, 2025 Oct 17, 2025 Oct 31, 2025 Nov 7, 2025 Nov 21, 2025 Dec 5, 2025 Dec 19, 2025	Oct 13, 2025 (Indigenous People Day) Oct 31, 2025 (Halloween) Nov 11, 2025 (Veteran's Day) Nov 27-28, 2025 (Thanksgiving and the Day After) Dec 25, 2025 (Christmas) Dec 26 – Jan 2, 2026 (Winter Break)

### Non-Discrimination Policy

The Medical Biller Academy does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, the appointment to and termination from its Board of Directors, hiring and firing of staff or contractors, selection of volunteers, selection of vendors, and providing of services.

The Medical Biller Academy is an equal opportunity employer. We shall not discriminate and will not discriminate in employment, recruitment, Board membership, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, or for any other discriminatory reasons.

### **Loss and Liability**

The Medical Biller Academy is not responsible for loss of individual property whether the loss is incurred by theft, fire, or other causes. Students are cautioned to keep personal possessions either in sight or in their possession. The release of liability policy is an effect as stated on the back of the Enrollment Agreement.

### **Accreditation, Approvals, and Partnerships**

#### **Approvals**

State Board of Career Colleges and Schools  
30 East Broad Street, 24<sup>th</sup> Floor, Suite 2481  
Columbus, Ohio 43215  
Phone: 614.466.2752  
Toll Free: 877.275.4219  
Website: <http://www.state.oh.us.scr/>  
School Registration Number: 2264

#### **Partnerships**

City of Cleveland/Cuyahoga County Department  
of Workforce Development and  
OhioMeansJobs/Cleveland-Cuyahoga County  
1910 Carnegie Avenue  
Cleveland, Ohio 44115  
Phone: 216.777.8200  
Website: [Home \(omjcc.us\)](http://Home(omjcc.us))

AAPC  
2233 S Presidents Drive, Suite F  
Salt Lake City, Utah 84120  
Phone: 800-626-2633  
<https://www.aapc.com>

Ohio Work Experience Program  
1641 Payne Avenue, Room 120A  
Cleveland, Ohio 44114  
Phone: 216.987.6383  
Email: [ohwep@maximus.com](mailto:ohwep@maximus.com)  
Website: <https://ohwepmaximus.com>

National Healthcareer Association (NHA)  
11161 Overbrook Road  
Leawood, Kansas 66211  
Phone: 400-499-9092  
<https://www.nhanow.com>

## Admission

### Admission Requirements

Admission Requirements for The Medical Biller Academy:

- Completion of the Student Registration Form
- Requires an applicant for enrollment in the certificate program either to be a high school graduate or to have a GED certificate. As proof, an applicant must provide acceptable documentation in the form of:
  - An official high school transcript or diploma
  - An official GED transcript
- Successful completion of BCI and FBI background check
- Current, Government Issued Photo ID
- Students attending high school may be admitted to The Medical Biller Academy provided written permission from their parents/guardians and principal or guidance counselor.
- A personal interview will be conducted with all interested applicants during which the Program Coordinator will discuss the Academy's program, courses, etc., in relation to the applicant's career goals, individual motivation, and potential success in both training and subsequent employment.
- Sign the Enrollment Form and Enrollment Agreement and pay the application fee. The Medical Biller Academy accepts cash, major credit and debit cards, and cashier checks only.
- ***Documentation must be received by the Academy within thirty (30) days from the start of the program. If the appropriate documentation is not received by the Academy within thirty (30) days, the student will be withdrawn from the program.***
- The Medical Biller Academy is open to all applicants, without discrimination on the basis of race, religion, national origin, age, sex, or handicap.

The Medical Biller Academy offers enrollment prior to the start of a course, but the Academy does reserve the right to deny admission to applicants who are deemed to not have the minimum academic ability to successfully complete course requirement or who may put the Academy, its staff, or students at risk.

### Late Enrollment

Late Enrollment for students is permitted during the first ten (10) days of the program start date with the Executive Director and Program Coordinators approval.

### Student Academic Responsibility

The duration of the program is based upon the student taking, completing, and passing each course at the time of the offered course. Failure of a course, withdrawal from a course, and/or leaves of absence will increase the length of time necessary to complete the program and therefore increase the cost of attendance.

### Standards of Satisfactory Academic Progress

Students are expected to meet specific standards of satisfactory academic progress (SAP) while working toward completing the certificate program and The Medical Biller Academy. Students who meet the SAP



standards are considered in “good standing.” A record of grades and other appropriate information is kept in each student’s permanent record. Students who fall below the minimum will be reviewed by the Program Coordinator and provided assistance if the need is determined. For students who continue below the minimum standard one of the following actions will be taken:

1. Modify the student’s program.
2. Provide academic assistance.
3. Academic dismissal.

### **Student Progress Policy**

Evaluation sessions are part of each program schedule. Instructors use a variety of methods, including observation, interviewing, and testing to determine student progress. Students receive number (100 per cent or less) grades on the course assignments and exams. Grading criteria includes exams, written and practical assignments, direct skills and class participation, and attendance. A minimum of 70% is required to successfully complete each course. Assignments or exams missed or failed must be made up within seven (7) days. Students making unsatisfactory progress are given options to improve skills. Options include attendance during a day or evening class, tutorials, and practice supervision.

### **Grading Criteria**

A student at The Medical Biller Academy receives grades on classroom participation, laboratory and project work, written examinations, and homework. Final exams are given in week twelve (12) for both day and evening classes. All final grades are given at the end of each course in all subjects taken by the student. Any student challenging a grade must do so, in writing to the Program Coordinator, no later than the first week of the next program start date.

### **Grading System**

A 2.0 cumulative grade point average/qualitive measure is required for graduation from the Academy. The following grading scales are used for the Academy.

<b>Code</b>	<b>Description</b>	<b>Applies to CGPA</b>
GR	Graduate Refresher	NO
RD	Refresher Drop	NO
SR	Satisfactory Repeat	Highest Grade
FR	Failed Repeat	Highest Grade
CO	Complete	YES
IC	Incomplete	YES
WD	Withdrawal	NO

<b>Letter Grade</b>	<b>Definition</b>	<b>Quality Points</b>
<b>A</b>	<b>90-100%</b>	<b>4.0</b>
<b>B</b>	<b>80-89%</b>	<b>3.0</b>
<b>C</b>	<b>70-79%</b>	<b>2.0</b>
<b>D</b>	<b>60-69%</b>	<b>1.0</b>
<b>F</b>	<b>0-59%</b>	<b>0.0</b>
<b>IC</b>	<b>Incomplete</b>	

## **Repeat Classes and Incomplete Grades**

Grades of “A,” “B,” and “C” indicate the student successfully completed that specific course. The policy on repeating courses is as follows:

- Students who receive a grade of “D,” “F,” or “WD” must successfully repeat that course prior to:
  - 1) Taking any course to which, the failed course is a prerequisite; and
  - 2) Graduation
- Students who received a grade of “F” or “WD,” once the course is repeated, the highest grade earned will be counted in the CGPA calculation.
- When a failed course is repeated the previous grade will become an “FR” or *Failed Repeat* on the transcript.
- When a previously passed course is repeated the lowest grade becomes an SR on the transcript.
- Students will be able to repeat any previously failed courses no more than two (2) times unless approved by the Program Coordinator and Executive Director.

## **Cumulative Grade Point Average (CGPA)**

All students are required to maintain a specific grade point average based on the number of clock hours attempted in relation to the required Cumulative Grade Point Average (CGPA) in order to maintain enrollment in the academy.

## **Readmission/Reentry**

A student who has withdrawn from the program for more than one (1) quarter must reapply and enroll in the program under the current curriculum. The student must understand that when he or she reenters, sequence classes may not be immediately available. A student reentering will return under the designated student status (ex. Good Standing (GS), Academic Warning (AW), Academic Probation (AP), Final Warning (FW), and Fully Terminated (FT),).

A student who has withdrawn from the program for more than six (6) months must reapply, pay all applicable fees, and complete the current assessment.

A student terminated from the program for academic reasons (not maintaining designated student status), may re-enter under an academic appeal approval.

A student dismissed for reasons other than academic (See Student Code of Conduct and Dismissal from Academy under Academic Policies) must apply for reentry in writing to the Program Coordinator and show just cause for reenrollment to The Medical Biller Academy.

## **Course Repetitions**

A student must repeat any course in which the student fails to meet the requirements of that course (s). Repeated courses that are satisfactorily completed may have that grade replace the previous failed grade and the hours counted as earned. Full fees must be paid for each individual course repeated.

## **Course Incompletes**

A student who does not fulfill the requirements of a course by the end of the quarter in which they are enrolled will be given an incomplete (IC) on their transcript.

### **Graduation Requirements**

The successful candidate for the certificate of completion must meet the following requirements:

1. Complete and pass all practical and written exams.
2. Complete documented work and course work within the Academy guidelines.
  - a. A grade of "C" or higher is required for all exams and course work.
3. Completion of the 20-hour internship
4. Payment in full of tuition and all other fees incurred.

### **Tuition, Fees, and Refund Policy**

#### **Medical Billing Program - Tuition and Fees for Current Term:**

Enrollment Fee .....	\$25.00
Background Check .....	\$60.00
Books and Supplies Fee.....	\$365.00
Exam .....	\$850.00
Tuition .....	<u>\$6,199.00</u>
<b>Total Cost .....</b>	<b>\$7,499.00</b>

#### **Medical Coding Program - Tuition and Fees for Current Term:**

Enrollment Fee .....	\$25.00
Background Check .....	\$75.00
Books and Supplies Fee.....	\$700.00
Exam .....	\$500.00
Tuition .....	<u>\$6,199.00</u>
<b>Total Cost .....</b>	<b>\$7,499.00</b>

**TOTAL COST OF PROGRAMS: \$7,499.00**

#### **Medical Administrative Assistant - Tuition and Fees for Current Term:**

Enrollment Fee .....	\$25.00
Background Check .....	\$75.00
Books and Supplies Fee.....	\$700.00
Exam .....	\$200.00
Tuition .....	<u>\$6,499.00</u>
<b>Total Cost .....</b>	<b>\$7,499.00</b>

**TOTAL COST OF PROGRAM: \$7,499.00**

### **Tuition and Fee Changes**

The Medical Biller Academy reserves the right to change the tuition and fee charges listed in this catalog. A student will not be subject to any increase announced after the date of that student's enrollment. Current costs are available from the Academy upon request.

## **Billing and Payments**

Tuition is due by the first day of class, unless on a payment plan and/or financing.

### **Refund Policy (Ohio Administrative Rule 3332-1-10)**

Students are charged tuition and fees upon enrollment into The Medical Biller Academy. All refunds are calculated based on the tuition and fees. The refund policy for students enrolled in the academy who incur financial obligation for a period of twelve (12) weeks or less is as follows:

- If the enrollment application is not approved, all payments to the academy will be refunded.
- Applicants who cancel their enrollment within five (5) days of signing the agreement will have all fees refunded. Students who cancel after five (5) days but prior to attendance will be refunded all but \$25 of the enrollment fee. Once the student has started the program, the registration fee is not refundable.
- If a student withdraws the date of withdrawal shall be the last date of records attendance.
- The enrollment fee and the cost of any books or supplies purchased are not refundable once the student begins the program.
- Refunds shall be made within 30 days of official withdrawal or 30 days of the determination of withdrawal if the student does not officially withdraw.
- A tuition refund is based upon the payment of the full amount of the tuition fee.
- If a student withdraws during a term, partial refunds of tuition will be made on a declining basis, depending on the length of time a student has remained enrolled. The following schedule of refunds applied to tuition charged only:

### **Tuition Refund Schedule (Ohio Administrative Rule 3332-1-10-6B)**

- A. A student who starts class and withdraws before the academic term is fifteen per cent completed will be obligated for twenty-five percent of the tuition plus the registration fee.
- B. A student who starts class and withdraws after the academic term is fifteen per cent completed but before the academic term is twenty-five per cent completed will be obligated for fifty per cent of the tuition plus the registration fee.
- C. A student who starts class and withdraws after the academic term is twenty-five per cent completed but before the academic term is forty per cent completed will be obligated for seventy-five per cent of the tuition plus the registration fee.
- D. A student who starts class and withdraws after the academic term is forty per cent complete will not be entitled to a refund of the tuition and fees.

## **Student Financial Responsibility**

Students are responsible for any financial obligations incurred while attending The Medical Biller Academy. No certificate of completion will be issued to any student who owes tuition or any other fees to The Medical Biller Academy.

## **Attendance Policy**

At The Medical Biller Academy, attendance is taken at each class. Students are expected to attend all classes. The Medical Biller Academy does not distinguish between excused and unexcused absences. Each class missed counts as an absence, including any scheduled make up classes.

Absence at more than 5% of the regularly scheduled course sessions will result in the student receiving an incomplete in that course, until such time as the material missing has been satisfactorily completed. We will work with students at The Medical Biller Academy to accommodate schedule problems, including providing make-up options. Tardiness is also documented. Excessive tardiness or absences are the cause for dismissal from the academy. Leave of absence not granted.

### **Non-Attendance Policy**

Any student who misses four (4) consecutive class sessions is considered to have officially withdrawn from The Medical Biller Academy.

### **Withdrawal Policy**

Should a student wish to withdraw from The Medical Biller Academy, they must provide a written statement of intent to the Program Coordinator. If withdrawing up to three dates prior to the beginning of a program start date a full refund is issued, less any non-refundable enrollment fees. The Medical Biller Academy will withdraw students due to excessive absences. **Refer to the Attendance Policy.**

### **Student Code of Conduct and Dismissal Policy**

Any student who fails to comply with policy and procedure statements as outlined in this catalog may result in a student's dismissal from the program. Each student who attends The Medical Biller Academy is an adult and is expected to behave appropriately. Recommendations for employment through the Program Coordinator are based on scholastic records, attendance, and conduct.

The Medical Biller Academy reserves the right to permanently dismiss any student for any of the following reason or any other reason as determined by the Executive Director to protect the interest of all students, staff, and property:

- Academic dishonesty including, but not limited to, plagiarism and academic cheating.
- Poor academic progress.
- Recurring attendance or tardiness problems.
- All acts of hazing, bullying, and cyberbullying are not prohibited.
- Forgery, alteration, or misuse of academy documents, records, or identification.
- Knowingly furnishing false information to The Medical Biller Academy.
- Obstruction or disruption of academy authorized activities on academy property
- Physical or violent verbal abuse of any person on the Academy property, or at functions sponsored or supervised by The Medical Biller Academy.
- Any act involving sexual harassment, violence, coercion, and intimidation. This specifically includes offense of domestic violence, dating violence, sexual assault, and physical or cyber stalking.
- Theft or intentional damage to private property on premises owned or controlled by The Medical Biller Academy.
- Unauthorized entry of The Medical Biller Academy.
- Speech and/or language that is intended to insult or stigmatize an individual or a small number of individuals on any basis including but not limited to their sex, race, color, handicap, religion, sexual orientation, or national or ethnic origin.

- Use, possession, sale, or distribution of marijuana, alcohol, narcotics, or any dangerous drugs, except expressly permitted by law, on the academy property at any time.
- Drunken or disorderly conduct on Academy property or at functions sponsored by The Medical Biller Academy.
- Intimidating behavior, including use of social media, directed toward any student, staff member, or administrator.
- Unauthorized possession or use of firearms, other dangerous weapons, explosives, or fireworks on the Academy property or functions sponsored or supervised by The Medical Biller Academy.
- Giving false testimony or evidence at any official Academy hearing that threatens or endangers the security of The Medical Biller Academy or the community.
- Violation of academy policies and procedures.
- Nonpayment of school fees.

### **Grievance Procedure**

To ensure that due process is achieved a good faith dispute resolution environment will be provided, if a student has any problems or concerns regarding his or her classes or instructors, the student is urged to speak with the instructor first. If the problem is not resolved, the student should discuss the issue with the Program Coordinator. If the issue is still unresolved, then the student should make an appointment with the Executive Director for further assistance, if required. The reason for the grievance policy is to resolve any complaints at the Academy level. Should these conferences come to an impasse, the student may contact the Executive Director of the State Board of Career Colleges and Schools. The address is 30 East Broad Street, 24<sup>th</sup> Floor, Suite 2481, Columbus, Ohio 43215. The telephone number is (614) 466-2752 or (877) 275-4219.

### **Scheduled Class Hours**

Day class hours begin at 9:00am and end at 1:00pm. Evening class hours begin at 6:00pm and end at 10:00pm. Both day and evening classes are Monday – Thursday, with make-up days scheduled on Fridays at the same time. Hours for the program may vary within these times and will be provided to students during enrollment. The Academy reserves the right to change scheduled hours upon written notice.

### **Books and Supplies**

All course materials (books, supplies and exam fees) for the Medical Billing program are included in the *Books and Supplies Fee*. Students participating in remote instruction are required to have a laptop, desktop, or tablet with a front facing camera and access to the internet to complete assignments, quizzes, and exams. Charges for fees are itemized in the *Tuition and Fees* for review. Book and supply fees are charged in accordance with the terms of each individual enrollment agreement.

### **Dress Code and Personal Hygiene**

The Medical Biller Academy's dress code for the Medical Billing program is designed to meet professional appearance standards acceptable in medical offices, hospitals, clinics, any other outpatient, or inpatient settings to comply with OSHA (Occupational Safety and Health Administration) and infection control regulations pertaining to those offices and locations.

The Academy understand and fully supports students' right to self-expression, yet the Academy does have an obligation to create a living and learning environment where all members of the community are comfortable and not offended by inappropriate dress. Attention should be given to personal cleanliness and hygiene conducive to the student's well-being and the well-being of other students.

As TMBA strives to assist in preparing students to make important and appropriate decisions regarding attire for the professional workplace, examples of appropriate and inappropriate dress and/or appearance are listed below.

**Appropriate:**

- Students are required to be in uniform listed below and student ID Badge, while on campus at all times and internship sites unless otherwise expressed during intern assignment.
  - Navy Blue Scrubs
  - Shoes with laces must be tied; slip-on style shoes must have a back – no backless clog styles, open-toed shoes, sandals, or heeled shoes.
- A neat, well-groomed appearance is considered acceptable.
- Hair is to be kept neat and clean, always kept out of student's face and eyes. Beards and mustaches must be clean and trimmed.
- Jewelry must be kept to a minimum: wedding bands and smooth rings are acceptable.
- Daily body and oral hygiene are expected.

**Inappropriate:**

- Do rags, stocking caps, hair wraps, bandanas, skull caps, baseball caps or hoods.
- Clothing which allows undergarments to be visibly observed including sagging pants and short shorts.
- Sports bras, bathing suit tops, undergarments, pajamas, midriffs or halters, mesh or netted shorts, tube tops, cut-off t-shirts, or muscle shirts.
- Attire that displays obscene, profane, lewd, illegal, or offensive images or words.
- Footwear not made for outside wear.

MEDICAL BILLING PROGRAM				
Course Code	Course Name	Clock Hours/Lecture	Lab	Internship
INTRC	Introduction to the Revenue Cycle	4	20	
MDTRM	Medical Terminology	3	13	
ANTPH	Anatomy and Physiology	10	30	
CODNG	Coding (ICD-10-CM, CPT, HCPCS, and Modifiers)	4	20	
BLHCP	Billing and Healthcare Claims Processing	4	26	
MDINS	Medical Insurance	4	22	
REPFC	Reimbursement and Practice Financials	4	20	
CARDV	Career Development	2	6	
INTRN	Internship			40

**TOTAL CLOCK HOURS ..... 232**

**Program Objective:**

Upon completion of the Medical Billing Program, graduates will possess the knowledge and skillset to become a Medical Biller, Medical Billing Specialist, Revenue Cycle Representative/Specialist, and in doctor's offices, clinics, hospitals, diagnostic labs, inpatient and outpatient centers, and other medical facilities.

**Program Description:**

The Medical Billing program is designed to train students how to create, review and submit healthcare claims to payers and equip individuals with the education and training to gain permanent employment in the field of health care through the instruction of concepts, theory, and firsthand practice of medical billing. Students will demonstrate knowledge of applying appropriate billing procedures, policies, and regulations to ensure proper and timely claim submission to ensure and maintain reimbursement as provided to function as a Medical Biller and/or Medical Billing Specialist.

**Program Timeline:**

The Medical Billing Program is designed for both day and evening students to complete in 13 weeks, which includes a 40-hour (1 week) internship.

Medical Billing Program Course Names and Descriptions
<b>Introduction to the Revenue Cycle (INTRC)</b> This course introduces students to the healthcare revenue cycle. Students will review and explain the ten steps in the revenue cycle. Students will be able to identify covered and noncovered services, define three types of medical insurance payers, and explain managed care approaches to health plan organizations. Students will analyze how professionalism, ethics, and etiquette contribute to career success. The course explains the importance of accurate documentation, HIPAA, HITECH, and ACA rules and laws. Students will be able to explain various transactions and code set, along with how the standards influence electronic exchange of health information.
<b>Medical Terminology (MDTRM)</b> This course helps students analyze and interpret root words, prefixes, and suffixes with an emphasis on spelling, pronunciation, definition, and use of medical terms. As part of the learning process, students explore the basic anatomy, physiology, pathology of disease and clinical procedures.
<b>Anatomy and Physiology (ANTPH)</b> This course introduces students to anatomy and physiology of the human body. Students will learn cells, tissues, the body, and its various systems. The course reviews medical terminology, pathologies, and applicable medications related to the specific body system.
<b>Coding (CODNG)</b> <b>Students will learn the various coding concepts below:</b> <b>Introduction to ICD-10-CM</b>



This course provides an overview of the ICD-10-CM layout. Students review ICD-10-CM conventions, Students gain an understanding of official ICD-10-CM coding guidelines. Students learn how to look up and assign an ICD-10-CM code(s) through an assigned practicum.

#### **CPT Concepts**

This course provides an overview of the CPT (Current Procedural Terminology) Coding Book. Students review CPT Category's, Sections, and Modifiers. Students gain an understanding of official CPT coding guidelines. Students learn how to look up and assign CPT code(s) through an assigned practicum.

#### **HCPCS Level II Concepts**

This course provides an overview of the HCPCS (Health Care Procedural Coding System) Level II book. Students list the commonly used HCPCS Level II modifiers. Students are able to explain how to report discarded drugs and medication. Students learn how to look up and assign HCPCS code(s) through an assigned practicum.

#### **Modifiers**

This course provides an overview of coding modifiers. Students will learn the various modifiers associated with coding. Students will be able to apply the appropriate modifier for a service or procedure performed or altered by a specific circumstance but does not change the meaning.

#### **Medical Insurance (MDINS)**

This course is designed to help students understand government carriers (Medicare, Medicaid, Veterans Administration, and Tricare), private/commercial plans, health maintenance organizations (HMO) and models, along with eligibility and requirements and various parts. Students will be able to list and describe the various types of managed care organizations (MCO. Students will also be able to identify and explain consumer driven health plans (CDHP). Students learn how to explain how and what information is laid out on an insurance card. The course also explains the purpose and scope of Workers' compensation. Students learn about coverage and provider reimbursement and claims completion.

#### **Billing and Healthcare Claims Processing (BLHCP)**

This course introduces students to the types of providers who use the CMS-1500 claim form and providers who use the UB-04 claim form. Students understand how to complete the CMS-1500 form and UB-04 claim form. How to define a physician fee schedule is reviewed. Students review processes to avoid delinquent claims. Students discuss accounts receivable deposit balancing. Students understand electronic claims submissions. Students discuss professional and institutional billing practices. Students can compare and contrast the process completing and transmitting insurance claims using both hardcopy and electronic methods.

#### **Reimbursement and Practice Financials (REPF)**

This course introduces students to reimbursement practices and practice financials. Students will recognize and calculate charges for medical services and process patient statements based on the patient encounter form and the physician's fee schedule. This course reviews the structure of a typical financial policy. Students will be able to describe the purpose and contents of patients' statements and the procedure for working them. The processes and method used to collect outstanding balances are also reviewed.

#### **Career Development (CARDV)**

This course outlines the various aspects of career planning. Students are prepared in the areas needed to effectively find and secure a position in their desired area of specialty of healthcare. Students develop a cover letter, resume, and list of references. Students practice interviewing using skills learned in the course and program of study.

**Internship (INTRN)**

This course provides students with direct experience applying the administrative and technical skills presented throughout their program. The supervised unpaid internship includes 40 hours in the field.

**Prerequisite:** Successful completion of all courses of the Medical Administrative Assistant Program. Have obtained CPR Certification and First Aid Training prior to continuing into the internship.

## MEDICAL CODING PROGRAM

Course Code	Course Name	Clock Hours/Lecture	Lab	Internship
INTRC	Introduction to the Revenue Cycle	3	5	
MDTRM	Medical Terminology	3	5	
ANTPH	Anatomy and Physiology	13	13	
CODNG	Coding (ICD-10-CM, CPT, HCPCS & Modifiers)	4	22	
CARDV	Career Development	1	3	
INTRN	Internship			40

**TOTAL CLOCK HOURS** ..... **112**

### Medical Coding Program Course Names and Descriptions

**Introduction to the Revenue Cycle (INTRC)**

This course introduces students to the healthcare revenue cycle. Students will review and explain the ten steps in the revenue cycle. Students will be able to identify covered and noncovered services, define three types of medical insurance payers, and explain managed care approaches to health plan organizations. Students will analyze how professionalism, ethics, and etiquette contribute to career success. The course explains the importance of accurate documentation, HIPAA, HITECH, and ACA rules and laws. Students will be able to explain various transactions and code set, along with how the standards influence electronic exchange of health information.

**Medical Terminology (MDTRM)**

This course helps students analyze and interpret root words, prefixes, and suffixes with an emphasis on spelling, pronunciation, definition, and use of medical terms. As part of the learning process, students explore the basic anatomy, physiology, pathology of disease and clinical procedures.

**Anatomy and Physiology (ANTPH)**

This course introduces students to anatomy and physiology of the human body. Students will learn cells, tissues, the body, and its various systems. The course reviews medical terminology, pathologies, and applicable medications related to the specific body system.

**Coding (CODNG)**

**Students will learn the various coding concepts below:**

**Introduction to ICD-10-CM**

This course provides an overview of the ICD-10-CM layout. Students review ICD-10-CM conventions, Students gain an understanding of official ICD-10-CM coding guidelines. Students learn how to look up and assign an ICD-10-CM code(s) through an assigned practicum.

**CPT Concepts**

This course provides an overview of the CPT (Current Procedural Terminology) Coding Book. Students review CPT Category's, Sections, and Modifiers. Students gain an understanding of official CPT coding guidelines. Students learn how to look up and assign CPT code(s) through an assigned practicum.

**HCPCS Level II Concepts**

This course provides an overview of the HCPCS (Health Care Procedural Coding System) Level II book. Students list the commonly used HCPCS Level II modifiers. Students are able to explain how to report discarded drugs and medication. Students learn how to look up and assign HCPCS code(s) through an assigned practicum.

**Modifiers**

This course provides an overview of coding modifiers. Students will learn the various modifiers associated with coding. Students will be able to apply the appropriate modifier for a service or procedure performed or altered by a specific circumstance but does not change the meaning.

**Career Development (CARDV)**

This course outlines the various aspects of career planning. Students are prepared in the areas needed to effectively find and secure a position in their desired area of specialty of healthcare. Students develop a cover letter, resume, and list of references. Students practice interviewing using skills learned in the course and program of study.

**Internship (INTRN)**

This course provides students with direct experience applying the administrative and technical skills presented throughout their program. The supervised unpaid internship includes 40 hours in the field.  
**Prerequisite:** Successful completion of all courses of the Medical Coding Program. Have obtained CPR Certification and First Aid Training prior to continuing into the internship.

## MEDICAL ADMINISTRATIVE ASSISTANT PROGRAM

Course Code	Course Name	Clock Hours/Lecture	Lab	Internship
MEDOP	Medical Office Procedures	2	12	
MDLEC	Medical Law, Ethics, and Compliance	2	12	
OFFCM	Office Communications and Management	4	28	
MDTRM	Medical Terminology	3	5	
ANTPH	Anatomy and Physiology	13	13	
CODNG	Coding (ICD-10-cm, CPT, HCPCS, and Modifiers)	4	20	
INTBR	Introduction to Billing and Reimbursement	2	18	
MDIPF	Medical Insurance and Practice Financials	2	18	
CARDV	Career Development	1	3	
INTRN	Internship			40

**TOTAL CLOCK HOURS** ..... **202**

**Program Objective:**

Upon completion of the Medical Administrative Assistant Program, graduates will possess the knowledge and skillset to become a Medical Administrative Assistant, Medical Office Assistant, Patient Service Representative, and/or an Administrative Coordinator in doctor's offices, clinics, hospitals, diagnostic labs, inpatient and outpatient centers, and other medical facilities.

**Program Description:**

The Medical Administrative Assistant program is designed to train students in how to provide clerical support to internal and external clinical staff, vendors, and other health professionals. Students will be introduced to the healthcare system and its background, analyze, and interpret words parts that create medical terms to gain an understanding of the universal language used in the field of healthcare, the various body systems, and coding. Students will demonstrate knowledge of patient registration, appointment scheduling, filing documents, preparing reports, answering phone, and assisting with billing tasks function as a Medical Administrative Assistant.

**Program Timeline:**

The Medical Administrative Assistant Program is designed for both day and evening students to complete in 13 weeks, which includes a 40-hour (1 week) internship.

Medical Administrative Assistant Program Course Names and Descriptions
<b>Medical Office Procedures (MEDOP)</b> This course introduces students to medical office procedures to include patient registration, insurance verification, and scheduling. Students identify patient types for registration purposes. Students will learn how to properly register patients and ensure appropriate data capture. Students list demographic and insurance information required for the registration process. The process of verifying insurance coverage is reviewed. Students complete a practicum using software for completing a patient registration to include the process of verifying insurance coverage, and scheduling for an office visit.
<b>Medical Law, Ethics, and Compliance (MDLEC)</b> This course introduces students to the healthcare system and its background. Students review principal institutions and participants in the healthcare industry and federal regulations. It will provide an overview of HIPAA (standards and transactions). The course explains the difference between fraud and abuse. Students will be able to identify how the False Claims Act (FCA) impacts billing practices and understand how the Truth in Lending Act affects collection efforts.
<b>Office Communications and Management (OFFCM)</b> This course introduces students to sending, receiving, and understanding the message or information when communicating with patients, caregivers, providers, and other personnel, along with third-party payers. Students will discuss and demonstrate how to manage challenging/difficult customer service occurrences, and patient interactions. The course explains how to adapt verbal and nonverbal communication to diverse audiences and individuals with special considerations. Barriers to communication, professionalism, and when and how to escalate problem situations and conflict resolution.

**Medical Terminology (MDTRM)**

This course helps students analyze and interpret root words, prefixes, and suffixes with an emphasis on spelling, pronunciation, definition, and use of medical terms. As part of the learning process, students explore the basic anatomy, physiology, pathology of disease and clinical procedures.

**Anatomy and Physiology (ANTPH)**

This course introduces students to anatomy and physiology of the human body. Students will learn cells, tissues, the body, and its various systems. The course reviews medical terminology, pathologies, and applicable medications related to the specific body system.

**Coding (CODNG)**

**Students will learn the various coding concepts below:**

**Introduction to ICD-10-CM**

This course provides an overview of the ICD-10-CM layout. Students review ICD-10-CM conventions. Students gain an understanding of official ICD-10-CM coding guidelines. Students learn how to look up and assign an ICD-10-CM code(s) through an assigned practicum.

**CPT Concepts**

This course provides an overview of the CPT (Current Procedural Terminology) Coding Book. Students review CPT Category's, Sections, and Modifiers. Students gain an understanding of official CPT coding guidelines. Students learn how to look up and assign CPT code(s) through an assigned practicum.

**HCPCS Level II Concepts**

This course provides an overview of the HCPCS (Health Care Procedural Coding System) Level II book. Students list the commonly used HCPCS Level II modifiers. Students are able to explain how to report discarded drugs and medication. Students learn how to look up and assign HCPCS code(s) through an assigned practicum.

**Modifiers**

This course provides an overview of coding modifiers. Students will learn the various modifiers associated with coding. Students will be able to apply the appropriate modifier for a service or procedure performed or altered by a specific circumstance but doesn't change the meaning.

**Introduction to Billing and Reimbursement (INTBR)**

This course introduces students to the types of providers who use the CMS-1500 claim form and providers who use the UB-04 claim form. Students understand how to complete the CMS-1500 form and UB-04 claim form. How to define a physician fee schedule is reviewed. Students review processes to avoid delinquent claims. Students discuss accounts receivable deposit balancing. Students understand electronic claims submissions. Students discuss facility billing.

**Insurance and Practice Financials (INSPR)**

This course introduces students to the adjudication process of billing. Students will be able to describe the procedures for following interpretation of remittance advice (RA). and reimbursement practices. Students will recognize and calculate charges for medical services and process patient statements based on the patient encounter form and the physician's fee schedule. Students can compare and contrast the process completing and transmitting insurance claims using both hardcopy and electronic methods.

**Career Development (CARDV)**

This course outlines the various aspects of career planning. Students are prepared in the areas needed to effectively find and secure a position in their desired area of specialty of healthcare. Students develop a cover letter, resume, and list of references. Students practice interviewing using skills learned in the course and program of study.

**Internship (INTRN)**

This course provides students with direct experience applying the administrative and technical skills presented throughout their program. The supervised unpaid internship includes 40 hours in the field.

**Prerequisite:** Successful completion of all courses of the Medical Administrative Assistant Program. Have obtained CPR Certification and First Aid Training prior to continuing into the internship.

**Internship**

Students enrolled in the Medical Billing and Medical Coding Programs at the Academy will complete the internship at ResolvaBill Medical Billing Services, LLC and Silver Light Adult Day Center, LLC. Upon completion of the 12- or 16-week program, students are required to complete 70% of the 40-hour internship at ResolvaBill Medical Billing Services, LLC. With the Academy located inside of ResolvaBill, an affiliation agreement is not required for either in-person or remote students. The Program Coordinator will coordinate with the Supervisor at ResolvaBill, who is designated as the point of contact, to create a schedule around the student's availability to complete their internship, but within ResolvaBill operating hours of Monday – Friday from 8am – 5pm, with occasional Saturdays from 8am – 1pm. Both the Program Coordinator and Supervisor at ResolvaBill will also assess satisfactory completion by reviewing and completing the student's internship documentation. As the program grows, the goal is to secure an affiliation agreement with private practices, hospitals, clinics, etc., giving the student an opportunity to complete their internship at various locations.

**Certification**

Students who have completed the program and internship are considered eligible to sit for and become a Certified Professional Biller (CPB) with AAPC and/or a Certified Billing and Coding Specialist (CBCS) with NHA. To become a CPB or CBCS, additional testing is required through an exam formed by AAPC and NHA. Students interested in becoming a CPB and CBCS are advised to contact the Program Coordinator for scheduling to take the proctored exam. AAPC and NHA will notify students via email that the exam has been graded and results are ready for review under exams in the respective account. Students who passed the exam(s) will receive a Certificate Diploma via USPS. Students who did not pass the exam are eligible to sit for a retake at no cost. It is the student's responsibility to pay for any additional exam(s) if certification is not obtained after the second attempt. Assistance is provided to students by the Program Coordinator upon request.

**Transfer Credits**

The Medical Biller Academy does not accept transfer credits, nor grant credits for previous experience.

**State and Federal Tuition Assistance**

The Medical Biller Academy currently does not accept state or federal aid.

**Scholarships and Grants**

The Medical Biller Academy currently does not award scholarships or grants.

**Placement Assistance**

Employment is not guaranteed for any student. However, The Medical Biller Academy does provide its graduates assistance in seeking employment. Assistance for graduates will include the Career Development course and the following:

- Cover Letter and Resume Preparation
- Job Search Training
- Interview Preparation

### **Faculty Members**

Jamilya 'J' Ashley-Newell, BSHA, AAB, AHI, CBCS, CCMA, CMAA, CPB, CPB-I  
Executive Director/Lead Instructor, All Programs

Kimberly Payne, CMAA  
Program Coordinator, All Programs