



Medical Billing and Coding

STUDENT HANDBOOK

EFFECTIVE: July 2014

SouthWest Skill Center Medical Programs

- The SouthWest Skill Center Medical Billing and Coding Program does not discriminate on the basis of race, religion, color, national origin, sex, handicap/disability, sexual orientation, age, or Vietnam era/disabled veteran status in employment or in the application, admission, participation, access and treatment of persons in instructional or employment programs and activities.
- This Handbook prescribes standards of conduct for students enrolled in the SouthWest Skill Center Medical Billing and Coding Program. The standards are in addition to those prescribed for students under Maricopa Community College District policies and administrative regulations.
- Violation of any such standards may serve as grounds for program dismissal, suspension, or other discipline.
- The SouthWest Skill Center reserves the right to change, without notice, any materials, information, curriculum, requirements, and regulations in this publication.
- This document has been developed by The SouthWest Skill Center to identify the guidelines for the Medical Billing and Coding Program.

Important Phone Numbers

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Security	623-935-8915	Disabilities	623-935-8863

IN CASE OF AN EMERGENCY, MESSAGES FOR STUDENTS CAN BE LEFT WITH THE MEDICAL PROGRAMS ADMINISTRATIVE SECRETARY AT (623) 535-2726. ANY EMERGENCY MESSAGES WILL BE RELAYED TO THE STUDENT.

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SouthWest Skill Center Medical Programs

VISION

The SouthWest Skill Center Medical Billing and Coding Program (SWSC MBC Program) facilitates attainment of the skills necessary for graduates to obtain employment in the role of a Medical Biller or Coder. The SWSC MBC Program is committed to delivering the highest quality education for its students.

MISSION

The SWSC MBC Program is a healthcare career development center program dedicated to helping individuals of diverse backgrounds obtain successful employment as medical biller and coders through the provision of instructor supervision, modeling, and mentoring tailored to individual student's needs so that students can:

- Demonstrate knowledge and practice of behaviors that are legal, honest, ethical, and conducive to successful employment.
- Assist the community to fill Medical Billing and Coding positions in diverse healthcare environments.

VALUES

The SouthWest Skill Center Medical Billing and Coding Program has recognized the following values that are essential for Medical Billers and Coders:

- Service Orientation
- Active Listening
- Monitoring
- Critical Thinking

PROGRAM INFORMATION

Maricopa Community College District Governing Board has the authority for the operation of a group of publicly supported comprehensive community colleges within Maricopa County. The SouthWest Skill Center, a Division of Estrella Mountain Community College, offers a unique curriculum, philosophy, and conceptual framework.

The SouthWest Skill Center Medical Billing and Coding Program Manager reserves the right to make program changes as needed, and to change without notice any information requirements and regulations published in this document.

Maricopa Community Colleges are accredited by North Central Association of Colleges Commission on Institutions of Higher Education and are approved by Arizona State Board of Directors of Community Colleges.

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PROGRAM DESCRIPTION

The Medical Billing and Coding Program provides eligibility for students seeking certification as a Certified Professional Coder (CPC). Certification requirements are the exclusive responsibility of the certifying agency. American Academy of Professional Coders (AAPC) is the certifying agency the SWSC MBC completers can work with.

OCCUPATIONAL INFORMATION

Following completion of the medical billing and coding program of study, the student is eligible to apply and test for certification as a Certified Professional Coder (CPC). Medical billers and coders can work in a physician's office or clinic, for insurance companies, or for medical billing services. Medical billers and coders with advanced experience may work in a hospital. For salary information, visit the AAPC at <http://news.aapc.com/index.php/2011/10/2011-salary-survey-results/>.

PROGRAM OF STUDY

Medical Billing and Coding Block I		
Courses:	Hours	MBC Block I 390 hours
<input type="checkbox"/> SKOAS111AA Computer Keyboarding I	25	
<input type="checkbox"/> SKOAS118 10 Key by Touch	15	
<input type="checkbox"/> SKHCC130 Fundamentals in Health Care Delivery	71	
<input type="checkbox"/> SKHCC145 Medical Terminology for Health Care Workers	99	
<input type="checkbox"/> SKHCC204 Clinical Pathophysiology	140	
<input type="checkbox"/> SKHCC164 Pharmacology for Allied Health	40	
Medical Billing and Coding Block II		
Courses:	Hours	MBC Block II 415 hours
<input type="checkbox"/> SKHIM105 Health Record Documentation for Allied Health Professionals	30	
<input type="checkbox"/> SKHIM208 ICD-10-CM Diagnostic Coding	75	
<input type="checkbox"/> SKHIM212 CPT Coding I	95	
<input type="checkbox"/> SKHIM214 CPT Coding II	100	
<input type="checkbox"/> SKHIM180 Introduction to Medical Billing & Reimbursement	50	
<input type="checkbox"/> SKHIM181 Medical Claims Processing	60	
<input type="checkbox"/> SKBRC100 Examination Review	5	
	Total Hours	805

MEDICAL BILLING AND CODING COMPETENCIES

<u>CORE VALUES</u>	<u>MEDICAL BILLING AND CODING COMPETENCIES</u>
SERVICE ORIENTATION	Actively looking for ways to help people.
ACTIVE LISTENING	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
MONITORING	Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
CRITICAL THINKING	Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

LEGAL LIMITATIONS FOR CERTIFIED PROFESSIONAL CODER CERTIFICATION The SWSC MBC Program assumes the responsibility for making available to applicants of the SWSC MBC Program the following information regarding legal limitations for certification:

- Admission or graduation from the medical billing and coding program does not guarantee obtaining a Certified Professional Coder certification. Certification requirements and the subsequent procedures are the exclusive right and responsibility of the agency the students choose to work with independently of any college or school requirements for graduation.

GENERAL INFORMATION

ATTENDANCE GUIDELINES

Student Responsibilities:

- Arrive to class on time
 - Arrive from break / lunch on time
 - Stay for entire duration of class
 - Student understands that continued absences may be grounds for dismissal from the program
1. Students must be registered for the class and be current in financial obligations to the college in order to attend.
 2. Only persons who are registered for a class at any of the Maricopa Community Colleges may attend that class.

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3. Students are expected to attend no less than 90% of their scheduled program hours during the month. If a student fails to meet this minimum requirement of 90% of their scheduled hours, satisfactory attendance has not been met. Tardies count toward the total.
 - a. Upon the first offense the student will meet with their instructor to review the requirements as outlined in the Allied Health Student Handbook.
 - b. If a second offense occurs during the course of the student's program, the student will then be required to meet with the Program Manager to review attendance requirements.
 - c. If a third offense occurs during the student's program, the student will be required to meet with the SouthWest Skill Center Assistant Director/Director to discuss the failure to meet satisfactory attendance requirements which may result in the student being dismissed from their program.
4. Students are expected to attend all classes necessary to meet criteria of the course. If an absence occurs, the student is responsible to obtain class notes and assignments.
5. Students are to call the instructor prior to any class absence. The student will notify the specific instructor(s) before each absence in each class.
6. Written documentation to support a reported absence may be required upon return of the absence.
7. Students who fail to attend the first day of a session's classroom instruction must contact the instructor regarding the absence before the class meeting, and may at the option of the instructor / Program Manager, be withdrawn.
8. An employer expects his or her employee to be at work and on time everyday. Students may not arrive late or leave early as these behaviors disrupt the learning environment. An instructor has the right to deny entrance to the class if students arrive after the start of class and initiate disciplinary actions for students leaving class early.
9. Medical Assisting classes prepare students for safe patient care and instructor expects students to attend each class, laboratory, and externship session to develop the theoretical and practice components of the professional medical assisting role. It is the responsibility of the student to notify the instructor prior to an absence or anticipated late arrival. Laboratory hours are often not possible to make-up and students must not expect make-up time to be available. When an absence results in the inability of the student to develop and demonstrate clinical practice objectives and meet the required hours of the course necessary for credit, the student cannot receive a passing grade.
10. Students bear the responsibility of notifying the Medical Programs Program Manager and student services when they discontinue studies in a program at the skill center.
11. Medical Assistant Instructors, Medical Programs Department Administrative Secretary, and the Program Manager track absenteeism on a daily basis and report the total weekly hours to student services.
12. Special Circumstances: There are no provisions for an "excused absence" outside the following list as described in the college policies (see college catalog, Administrative Regulations, 2.3.2). All requests for an excused absence must meet the college policy and the request is sent directly to the Medical Programs Program Manager and the primary course instructor. Instructors may request a physician's release to return to school.
<http://www.maricopa.edu/publicstewardship/governance/adminregs/students/23.php#attencance>.
13. Official Absences, as described in the college catalog, are those that occur when students are involved in an official activity of the college. Students must present the official absence verification

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form to the instructor before the absence. Prior arrangements must be made with each instructor for makeup work. Appropriate documentation is required

Jury Duty

Event of death of an immediate family member

Religious Holidays-The student must provide a written statement including the date of the holiday and a reason why class attendance is impossible.

14. Students will be evaluated based on their performance on learning activities and testing. A student who is absent on the day of an exam, is expected to notify the instructor and Program Manager prior to the examination. It is the responsibility to meet with the instructor as soon as possible and arrange for a scheduled make-up exam to be taken within three (3) class days. This exam at the discretion of the instructor may be multiple-choice, short answer, essay, or a combination of these.
15. A student who arrives after a test has started will not be permitted to take the primary exam. The student will be directed to the computer commons area to wait until the test is completed. In this case, the student will make arrangements with the instructor to schedule a make-up exam. This make-up exam must be taken within three class days. (See Above)

WITHDRAWAL & READMISSION

1. Withdrawal: Students who exit the program for any reason--academic, financial, personal, disciplinary, or violation of attendance requirements must follow these steps:
 - a. Meet with MBC Program Manager who:
 - i. Documents the discussion or events.
 - ii. Reviews policies on readmission and provides upcoming entry dates if the student is eligible for re-entry into the program.
 - iii. Advises student that re-enrollment is dependent on space available and financial account being current.
 - iv. Lack of a timely exit interview (more than 5 days after last class attended) may preclude the student from reentry.
 - b. Student will:
 - i. Submit a letter of withdrawal to the Program Manager, stating the student's intent to withdraw and citing reasons for this action.
2. Readmission: It is the ultimate goal of the SWSC MBC Program to produce students who can perform accurate medical billing and coding work in a timely manner. The Program's ability to do that is dependent on regular attendance by students and demonstrated competence in the classroom.

READMISSION AFTER CLASS FAILURE OR WITHDRAWAL

1. One Class Failure or Withdrawal
 - a. The student will submit a letter requesting reentry into the program when he/she has determined that reentry is his or her intent. This letter must identify factors that resulted in the prior withdrawal and what the student has done to address those factors.

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- b. Upon submitting the letter of intent to reenter, the student will set up an interview with the Program Manager or designee to help determine/ensure the likelihood of success in the program after reentry. Reentry may be dictated by available class space.
 - c. The student will ensure that all documentation requirements for admission are updated prior to consideration for readmission.
 - d. If a student has been out of the program for more than 6 months and is attempting to reenter into Block II, the student will be required to successfully complete a placement test for competency at the level he or she wants to reenter prior to acceptance. Successful completion will be indicated by a percentage grade of 75 or greater. It is our policy to use the actual score without rounding. Therefore, a score of 74.9 would not be rounded up and would not be a passing grade. The test will be representative of information taught in levels the student has successfully completed prior to withdrawal from the program.
2. Two Class Failures or Withdrawals
- a. A student who has left the program for a second time (who has already be granted one reentry) may be allowed to reenter again on a case-by-case basis after a panel interview with program instructors and with sufficient proof of improved circumstances that will enhance the student's ability to be successful.
 - b. A student who exits the program after a second reentry will not be allowed to reenter the program.

METHODS OF TEACHING

Any or all of the following teaching methods may be used in this class:

- Lecture
- Videos and computer-assisted learning
- Case Studies
- Small and large group discussion
- Cooperative group learning
- Student group projects and oral presentations
- Written assignments
- Independent reading and study

METHODS OF EVALUATION

Testing Procedures:

1. Student exams will be multiple-choice exams completed on Scantron forms.
2. Make-up exam format will be at the instructor's discretion (see above).

Grading:

3. Students must pass each course with a grade of "75" or better before progressing to the next course.

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4. Methods of evaluation for grade calculation will be explained in each course syllabus.
5. Students must achieve a 75% total on all examinations to receive a passing grade in graded courses in the Medical Billing and Coding program. It is our policy to use the actual whole number numeric score on tests (decimal points are not considered) in order to calculate course grades.
6. In all classes, points available to the student in addition to test scores (i.e., homework credit, quizzes, presentations, papers) will not be considered unless the student has achieved a 75% or greater average overall **for all tests**. Once the student has obtained the minimum test average of 75%, points earned or lost from additional credit items (as identified in the course syllabus) will be added to determine the overall course grade. NOTE: This may **increase or decrease** the grade and may result in a failing grade (below 75%) and failure in the course even though test scores alone would have been adequate to pass the course.

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7. Medical Billing and Coding courses use the following grading scale.

GRADE SCALE (theory only, cumulative):

GRADE SCALE	
$\geq 75\%$	P = Passing
$\leq 74\%$	Z=Not Passing

No test can be retaken to improve score, nor will extra credit be given to improve a test score.

8. A standardized rubric is inserted below to assist the student in calculating his/her grades. This should allow the student to self assess progress during an individual course. Refer to course syllabus to determine the point distribution and weighting of grades. See your instructor for clarification on specifics of grading in each course.

Required Activity	Number of Exams	Percentage of Grade	Points Available
Proctored Exams	[# of proctored exams]	% of grade	[# points] points each
Comprehensive Final Exam	1	% of grade	[# points] points
Other Exams/Quizzes	[# of proctored quizzes]	% of grade	[# points] points
	Total Points for Exams	Add total exam points and divide by total points for course x 100 = percentage of grade for exams	[] points ***score of 75% required on overall exam scores in order to pass course
Assignments	[# of graded assignments]	% of grade	[] points total (10points each)
Other graded work	[# of other graded assignments]	% of grade	[] points total (5points each)
Group Project	[# of graded projects]	% of grade	[] points
	Total Points		[] points
Quizzes may be given at the discretion of the instructor			

EVALUATION OF THE PROGRAM

At the end of each block, students will complete electronic evaluations of their instructor. The evaluations are sent to the Office of Planning and Institutional Effectiveness (OPIE) and later anonymously shared with the instructors after final grades have been posted for the block. These evaluations assist the instructor to continuously improve instruction and the Medical Billing and Coding Program.

PROFESSIONAL APPEARANCE

We are very proud of the image of the SWSC MBC Program, particularly in the area of personal appearance. The following guidelines have been established to meet the dress requirements of the MBC Program classes:

1. Students are to wear scrubs at all times in the classroom.
2. Scrubs must be clean and neat without obvious wrinkles. Appropriate undergarments that cover the body are to be worn. No garments are to be worn over the uniform scrub top. A white T shirt, either short or long sleeved, can be worn under the uniform top.
3. Hair pulled back from face and out of the field of operation, in a professional standard style and if dyed, be of a "natural" hair color; (no blue, pink, purple, red streaking) If hair accessories, such as extenders, are worn they must be conservative and kept clean at all times
4. Neatly trimmed beards and mustaches are permitted. Sideburns are permissible to lower earlobe, non-flared.
5. No jewelry is to be worn with the uniform except wedding rings, engagement rings, and wristwatches.
6. One pair of small plain posts may be worn in pierced ears. No body piercing jewelry is to be visible. If the student has a tongue ring, the student may either remove it or wear a clear or flesh colored tongue ring during the clinical experiences.
7. Visible tattoos must be covered with the scrubs or a bandage.
8. Makeup should be subtle and in good taste.
9. Students will maintain personal hygiene. No offensive body odor or cigarette smell will be tolerated.
10. Cologne, after-shave, and perfumes or perfumed lotions are not permitted.
11. Picture ID badge is worn above the waist at all times.
12. White or black socks or neutral nylons must be worn with the uniform.
13. Clean closed toe tennis/running shoes, primarily white or black. Laces must be tied. No clogs or sandals.
14. Fingernails must be clean and at a length to function when using the keyboard.
15. No chewing gum while in uniform.
16. Phones, pagers and all electronic devices must be **turned off**. Checking of phone messages or pagers and response to phone messages or pagers must be done while on break and away from the classroom. Phone calls must be done outside the building and only while on break from the classroom.

STANDARDS OF PROFESSIONAL CONDUCT

The medical billing and coding instructors of the SWSC MBC Program believe that standards of professional conduct are an inherent part of professional socialization and expect students enrolled in the MBC program to adhere to the standards. These standards include:

- Confidentiality: Respects the privacy of clients and respects privileged information.
- Accountability: Being answerable for one's action; answers to self, the client, the profession, and the institution.

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- Responsibility: Executes duties associated with the medical billing and coder's particular role.
- Adherence to Agency's Policies and Procedures: Reads and adheres to the agency policies and procedures.
- Honesty: Practices fairness and straightforwardness of conduct, displays moral excellence and truthfulness.
- Punctuality and Promptness: Is on time for all classroom assignments.
- Dependability: Is trustworthy and reliable.
- Respect: Treats ALL others with consideration and courtesy.
- Professional Appearance: Adheres to established dress code in class.
- Ethical: Adheres to the Ethics taught in HCC130.
- Legal: Operates within the standards of care related to the Medical Billing and Coder's role.

ACADEMIC RESPONSIBILITY:

Adult behavior and professional demeanor is expected at all times, in all settings. Dishonesty will not be tolerated. This includes cheating on tests, copying partial or full assignments, plagiarizing from published sources, or allowing others to copy from you. All electronic assignments and communication between student and instructor must occur using official MCCC email accounts. Any communication sent by personal email account will be rejected or go unanswered and may incur late penalties if proper submission does not occur within deadline. All assignments are individual work unless specifically noted by the instructor to be a group assignment. Disciplinary action will be taken and may include permanent dismissal from the Medical Billing and Coding Program.

BEHAVIOR

Behaviors expected in classroom parallel behaviors expected in the workplace. The Medical Billing and Coding Instructor commits to provide an environment conducive to teaching and learning. Students can contribute to the effectiveness of the learning process and enhance their ability to succeed by following the guidelines set forth by the instructor and listed below:

CLASSROOM BEHAVIORS

1. No eating in any of the classrooms at any time (unless by special arrangement with the Program Manager). All liquids must be in closed containers with lids.
2. Chewing gum is not permitted
3. Attend all class sessions, stay for the full duration, and be punctual.
4. Exhibit respect for instructors, fellow students and the learning process.
5. Keep a positive attitude toward learning.
6. Read, understand, and follow the course syllabus.
7. Complete reading assignments prior to class.
8. Submit assignments on time.
9. Participate actively in class.
10. Evaluate your own progress continuously.
11. Seek assistance from your instructor if you are having difficulty with coursework. See your instructor early in the term for help.

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12. Meet with your instructor during office hours.
13. Make appropriate verbal contributions to class.
14. Maintain appropriate demeanor during class *for example*:
 - a. Remain in classroom until class is dismissed.
 - b. Return from breaks on time.
 - c. Eat and sleep before and after class.
 - d. Refrain from having side conversations.
 - e. Be attentive to the speaker during class time.
 - f. Allow others to hear and learn.
 - g. Computers are to be used for classwork during assigned computer time only.
15. **Turn off** cell phones and pagers (or other electronic devices), check for, and respond to messages during scheduled breaks outside the building. **No in-class electronic device activity will be tolerated unless preapproved by the instructor.**

CLASSROOM DISCIPLINE:

Classroom management: An infraction of the behavior code which results in a disruption of the learning environment will result in the following sequence of events:

1. Verbal warning.
2. Written warning with timeframe for correction and future plan.
3. Meeting with Program Manager, instructor and involved student to discuss and resolve issues; consequences up to and including mandatory withdrawal from the program.

An instructor may remove a student from class at any time for disciplinary reasons. The student will be given an “absent” for the class period. This time must be made up using a green assignment form which identifies assignment and date to be completed. In addition, the instructor will initiate a student-instructor communication form, which will be signed by the student and forwarded to the Program Manager for review. If the student refuses to sign the communication form, the process will still continue as outlined above. If an instructor removes a student for more than one class, he or she will notify the Program Manager in writing of the problem, action taken, and recommendations. If a resolution of the problem is not reached, the student may be removed permanently.

ZERO TOLERANCE POLICY FOR BEHAVIORS

The SWSC MBC Program supports a Zero Tolerance Policy for the behaviors listed below. An MBC Program student engaging in any of these behaviors is subject to immediate dismissal from MBC classes and disciplinary action as described in the Student Handbook of the college.

1. Intentionally or recklessly causing physical harm to any person on the campus, or intentionally or recklessly causing reasonable apprehension of such harm.
2. Disruption of the learning environment.
3. Use or possession of any weapon or explosive device on the campus.
4. Use, distribution, or possession for purposes of distribution of any controlled substance or illegal drug on the campus.

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5. Cheating on an examination, written work (plagiarism), and medical record documentation; falsifying, forging or altering college records or medical records. These behaviors include but are not limited to:
 - a. Copying from others during an examination.
 - b. Using any unauthorized assistance in taking quizzes, tests, or exams.
 - c. Depending on the aid of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, carrying out other assignments.
 - d. Communicating exam answers with another student during an examination.
 - e. Offering another person's work as one's own (plagiarism). Taking an examination for another student or having someone take an examination for you.
 - f. Sharing answers for a take-home examination or assignment unless specifically authorized by the instructor.
 - g. Tampering with an examination after it has been corrected, then returning it for more credit.
 - h. Using unauthorized materials, prepared answers, written notes, or information concealed in an exam or book or elsewhere during an examination.
 - i. Acquiring, without permission, tests, or other academic material belonging to a member of the college, instructor, or staff.
 - j. Removing tests from the classroom, duplicating, writing down, or copying questions or answers on another piece of paper during test review sessions.
 - k. Knowingly or intentionally helping another student to perform any of the above acts of cheating or plagiarism is subject to discipline for academic dishonesty.
 - l. Preparing of written materials for admission, classroom, or clinical work that is fraudulent and/or untruthful.
 - m. Plagiarizing, which includes but is not limited to the use of paraphrased or direct quotation of the published or unpublished work of another person without full and clear acknowledgment. It also includes the unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers or other academic materials.

SMOKE-FREE/TOBACCO-FREE ENVIRONMENT

The Maricopa County Community College District is dedicated to providing a healthy, comfortable, and educationally productive environment for students, employees, and visitors. In order to promote a healthy learning and work environment, the Chancellor has directed that the Maricopa County Community College District serve as a total smoke-free and tobacco-free environment, effective July 1, 2012. Smoking (including the use of "e-cigs") and all uses of tobacco shall be prohibited from all District owned and leased property and facilities, including but not limited to parking lots, rooftops, courtyards, plazas, entrance and exit ways, vehicles, sidewalks, common areas, grounds, athletic facilities, and libraries.

http://www.maricopa.edu/publicstewardship/governance/adminregs/auxiliary/4_12.php

STUDENT CONCERNS & INSTRUCTIONAL GRIEVANCE PROCESS

A student, who believes that he or she has been treated unfairly or unjustly by an instructor with regard to an academic process such as grading, testing, or assignments has the right to appeal according to

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approved procedures. (Please refer to EMCC Student Handbook) Briefly, the steps to be implemented are as follow:

1. Attempt to achieve resolution through discussion with the instructor.
2. If not resolved within 10 working days, the student may continue the process by filing a written complaint with the Medical Programs Program Manager.
3. Upon receipt of the written complaint, the Medical Programs Program Manager will work with the parties in an attempt to resolve the conflict. The Assistant Director of the SWSC will also participate when necessary to attempt resolution of the conflict.
4. If the grievance is not resolved at this level within ten days, the student should forward to the Vice-President of Academic Affairs or designee a copy of the original complaint and an explanation of action taken at each level in the process. This will be the final step for any grievances regarding grades.
5. If the grievance is not concerning grades and has not been resolved by the previous steps, it may be forwarded in writing to the President for final resolution. The President will issue a final written determination in the grievance process.

HEALTH AND SAFETY GUIDELINES

Health Declaration

It is essential that Medical Program students are able to sit and stand for a long period of time as associated with a normal office environment, additionally, manual dexterity is needed for using a computer keyboard. The Medical Billing and Coding Program experience places students under considerable mental and emotional stress as they undertake the program. Students must be able to demonstrate rational and appropriate behavior under stressful conditions. Individuals should give careful consideration to the mental and physical demands of the program prior to considering enrollment.

Health and Safety Requirements

The Medical Billing and Coding Program will provide applicants with the Health and Safety Requirements as a part of the admission process. Students must be in compliance with the following Health and Safety Requirements as a condition of enrollment in Medical Billing and Coding courses.

EXPLANATION OF HEALTH AND SAFETY REQUIREMENTS

1. Level-One Fingerprint Clearance Card

- a. A copy of an Arizona Department of Public Safety Level-One Fingerprint Clearance Card ("Card"). Students are required to pay the cost of applying for the Card. Cards that are NOT Level-One status will not be accepted
- b. At all times during enrollment in a Program, students must obtain and maintain a valid Level-One Fingerprint Clearance Card.

2. Health Care Provider Signature Form: Reviewed and signed by a licensed physician (M.D., D.O.), a nurse practitioner, or physician's assistant within the past six (6) months.

Disabilities

1. Students are expected to participate fully in activities required by the program.
2. Any student having a temporary medical condition inhibiting/restricting their activities must supply a written explanation from their physician. Should a student become unable to participate fully in the program's activities, they may be withdrawn.
3. Students with disabilities who believe that they may need accommodations in class must contact the Disability Resources and Services office (KOMB-119) at 623-935-8935, 623-935-8928 TTY or before the first class meeting.
4. Special accommodations for testing will be given only with appropriate documentation of special needs from EMCC Disability Resources and Services office. Individual instructors will not provide extra time, different environments, or dictionaries during testing without EMCC official documentation of disability.
5. Pregnancy Temporary Disability: Pregnant students may want to take special precautions due to the physical requirements and possible exposure to harmful diseases or substances. If the student has problems with the pregnancy, documentation from the attending physician will be required. Students will be expected to meet all program objectives/expectations. The Program will request a note from the attending physician for the student to verify that the Student may participate fully in clinical activities. Accommodations will be made if reasonable and possible. Following delivery, return to the program will require physician clearance.

Insurance

1. The student should carry healthcare insurance.
2. While students are participating in any academic learning experience, they have limited coverage by the student Accident Insurance Policy. They are not covered in any activity outside of school requirements. The cost of this policy is covered in the student lab fee. Student accident insurance coverage is secondary to the student's primary coverage.

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

All verbal, electronic, and written information relating to patients/clients and contracted agencies is considered confidential and is not to be copied or discussed with anyone. Information may be disclosed only as defined in HIPAA guidelines for educational purposes. A breach of confidentiality will result in disciplinary action, up to and including possible dismissal from the program and/or course.

FAMILY EDUCATION RIGHTS & PRIVACY ACT (FERPA)

The Family Education Rights and Privacy Act of 1974, commonly known as FERPA, is a federal law that protects the privacy of student education records. Students have specific, protected rights regarding the release of such records and FERPA requires that institutions adhere strictly to these guidelines. Therefore, students should refrain from having parents or significant others calling instructor or staff and inquiring about the students' performance, grades or status in any course classwork or status with the SWSC. Without prior written consent of the student or without the student present, no information can be given to any second party at any time.

SouthWest Skill Center Medical Programs

Student Withdrawal Procedures & Refund Policy Clock Hour Program/Class Effective July 1, 2014

Students who officially withdraw from clock hour programs or classes prior to the program or class start date will be refunded according to this policy. Never attending is not an allowable refund exemption or an excuse of the debt incurred through registration. Responsibility for withdrawing remains with the student.

Withdrawal from Program

A student may officially withdraw their program or classes by notifying the appropriate college personnel or office of their request to withdraw. The official date of withdraw is determined when college personnel or office is notified. Failure to attend does not guarantee being withdrawn.

Withdrawal of Financial Aid Students

In accordance with federal regulations (34CFR 668.22), a student may be required to repay federal financial aid funds if they completely withdraw or are withdrawn, or fail to earn a passing grade from all classes during a semester. Further information is available at the college Office of Student Financial Aid. This could affect a student's ability to receive Financial Aid in the future at any school.

Refund Policy for Clock Hour Tuition

Clock hour tuition is based and assessed on actual attendance of the student in the program or class; therefore no refund will be issued for clock hour tuition. Clock hour tuition charges will be assessed to the student for any actual attendance.

Refund Policy for Registration Fee

Registration fee will be refunded if the student officially withdraws prior to the program start date or prior to class start date.

Refund Policy for Course Fees

Course fees will be refunded if the student officially withdraws prior to the program start date or prior to the class start date.

Refund Policy for Associated Fees

Associated fees (material, kits, etc. not include in course fees) will be refunded if the student officially withdraws prior to the program start date.

**INFORMATION FOR MEDICAL BILLING AND CODING STUDENTS - SIGNATURE FORM
(Student Copy)**

ZERO TOLERANCE POLICY: The Estrella Mountain Community College SouthWest Skill Center Medical Billing and Coding Program supports a Zero Tolerance Policy for the following behaviors:

- Intentionally or recklessly causing physical harm to any person on the campus, or intentionally or recklessly causing reasonable apprehension of such harm.
- Unauthorized use or possession of any weapon or explosive device on the campus.
- Unauthorized use, distribution, or possession for purposes of distribution of any controlled substance or illegal drug on the campus.
- Medical Billing and Coding Program student engaging in this misconduct is subject to immediate dismissal from Medical Billing and Coding classes and disciplinary action as described in the Student Handbook of the college.

HEALTH DECLARATION: It is essential that Medical Billing and Coding Program students are able to sit and stand for a long period of time as associated with a normal office environment. Additionally, manual dexterity is needed for using a computer keyboard. The Medical Billing and Coding Program experience places students under considerable mental and emotional stress as they undertake the program. Students must be able to demonstrate rational and appropriate behavior under stressful conditions. Individuals should give careful consideration to the mental and physical demands of the program prior to considering enrollment.

All students placed in the SWSC MBC Program must provide documentation of compliance for safety. Only students providing documentation of compliance are permitted to enroll in medical billing and coding courses. Students will meet these requirements by providing the signed Health Declaration Form.

FINGERPRINTING REQUIREMENT: The Fingerprint Clearance Card is required for application and must be current to attend the program. Students must apply for new card before the expiration date.

WAIVER OF LICENSURE/CERTIFICATION GUARANTEE: Admission or graduation from the medical billing and coding program does not guarantee obtaining a Certified Professional Coder certification. Certification requirements and the subsequent procedures are the exclusive right and responsibility of the agency the students choose to work with independently of any college or school requirements for graduation.

I have read and understand the information presented on this form.

Signature: _____ **Date:** _____

SouthWest Skill Center Medical Programs

Receipt of Handbook (Student Copy)

This Handbook prescribes standards of conduct for students enrolled in the SouthWest Skill Center Medical Billing and Coding Program. The standards are in addition to those prescribed for students under Maricopa Community Colleges policies and administrative regulations. Violation of any such standard may serve as grounds for program dismissal, suspension, or other discipline.

Every student is expected to know and comply with all current policies, rules, and regulations as printed in the college catalog, class schedule, and the student handbook. Copies are available at many sites throughout the college.

I have received a copy of the Medical Billing and Coding Student Handbook. I understand this handbook contains information about the guidelines and procedures of the SWSC MBC Program. I also understand that I can find information about the general college policies in the College Catalog and the College Student Handbook. I can find information specific to each course in the course syllabus.

Print Name: _____

Signature: _____

Date: _____

SouthWest Skill Center Medical Programs

Voluntary Assumption of Risk and Release of Liability **(Student Copy)**

THIS IS A RELEASE OF LEGAL RIGHTS. READ AND UNDERSTAND IT BEFORE SIGNING.

The Maricopa Community Colleges are non-profit educational institutions. References to Maricopa Community Colleges include its officer, officials, employees, volunteers, students, agents, and assigns.

I (print your name) _____, freely choose to participate in the SouthWest Skill Center Medical Billing and Coding Program. In consideration of my voluntary participation in this program, I agree as follows:

Risks Involved in Program: I understand that the clinical training environment for this program in which I am enrolled through the SouthWest Skill Center contains exposures to risks inherent in activities of the program such as but not limited to bodily injury, communicable and infectious diseases, and property damage.

Health and Safety: I have been advised to consult with a medical doctor regarding my personal medical needs. I state that there are no health-related reasons or problems that preclude or restrict my participation in this program. I have obtained the required Fingerprint Clearance Card and other required documents. I recognize that the SouthWest Skill Center is not obligated to attend to any of my medical or medication needs, and I assume all risk and responsibility therein. In case of a medical emergency occurring during my participation in this program, I authorize in advance that a representative of The SouthWest Skill Center may (but is not obligated to) take any actions relating thereto and release The SouthWest Skill Center from any liability for any actions.

Assumption of Risk and Release of Liability: Knowing the risks described above, and in voluntary consideration of being permitted to participate in the program, I hereby knowingly assume all risks inherent in this activity and connected activities. I agree to release, indemnify, and defend The SouthWest Skill Center and their officers, employees, agents and volunteers from and against any and all claims, of whatsoever kind or nature, which I, the participant, my parents or legal guardian or any other person may have for any losses, damages or injuries arising out of or in connection with my participation in this program.

Students are strongly advised to carry their own health and accident insurance. Each student is personally liable for any illness or accident during or outside of school activities.

Students participating in a college-related activity have limited coverage by the Student Accident Insurance Policy (<http://www.maricopa.edu/legal/rmi/stuinsplans.html>). The cost of this policy is covered in the student activity fee. Student accident insurance coverage is secondary to the student's primary coverage.

Signature: I indicate by my signature below that I have read the terms and conditions of participation in this program and agree to abide by them. I have carefully read this Voluntary Assumption of Risk and Release of Liability and acknowledge that I understand it. No representation, statements, or inducements, oral or written, apart from the foregoing written statement, have been made. This Voluntary Assumption of Risk and Release of Liability shall be governed by the laws of the State of Arizona that shall be the forum for any lawsuits filed under or incident to this Form or to the Program. If any portion of this Form is held invalid, the rest of the document shall continue in full force and effect.

Signature

Date



MARICOPA COUNTY COMMUNITY COLLEGE DISTRICT

2411 West 14th Street, Tempe, AZ 85281-6942

PERMISSION TO BE PHOTOGRAPHED

(Student Copy)

I authorize the Maricopa Community Colleges (including its colleges and related entities) to photograph or video me and to use the photographs or videos for educational or promotional purposes in any type of media. The photographs or videos may not be used for profit without my express permission. I understand that I will not be paid or rewarded for providing this authorization.

Signature: _____

Printed Name: _____

Date: _____

Parent's Signature: _____