

Health Care Business Services

Program Code 101601

Associate Degree - Two Years

Offered at the Green Bay campus. For information: (920) 498-5444. Visit the [club web site](#).
Toll-free: (800) 422-NWTC, ext. 5444.

Program Description

Health Care Business Services prepares a student to work in the business office of medical and dental clinics, hospitals, nursing homes, related healthcare facilities, and health insurance settings in administrative, financial, and customer service roles.

Students who have an interest in the business and information aspects of healthcare, but are unsure of their preferences in this growing field, have a special opportunity to explore their options. The Health Information Technology and Health Care Business Services programs share many courses throughout the curriculum. This allows students to explore opportunities in both fields. This is a unique opportunity within the College.

Program Outcomes

- Follow federal, state, and local laws and regulations.
- Identify marketing methods and benefits for healthcare facilities.
- Use service and managed care contracts.
- Process patient accounts receivables.
- Schedule patient appointments.
- Use medical terminology.
- Use a financial calculator.
- Use ICD 9 and CPT 4 coding.
- Complete and process health insurance claim forms.
- Process medical records release and storage procedures.
- Identify components of the U.S. Health Care Delivery System.
- Balance a checkbook to a bank statement.
- Apply computer skills specific to healthcare and health insurance.
- Process supply inventory.
- Record accounting and financial transactions in a medical setting.
- Use a computer keyboard.
- Use effective telephone techniques.
- Use stress management techniques.
- Participate in an employment interview.

Internship

Students will be required to pay for liability insurance, provide their own transportation to internship sites, and cover any other expenses related to internship experiences. Students may be expected to travel distances to internships.

Students will be required to complete a TB test and Caregiver Background Check prior to their internship. Students may be required by the internship site to complete a physical examination and/or provide proof of immunizations prior to interning.

NWTC is required to comply with the Wisconsin Caregiver Law (1997 WISCONSIN ACT 27.) The completion of a caregiver background check includes the review of criminal records for convictions of serious crimes or a history of improper behavior. Students accepted into health programs must complete a background information form disclosing any acts, crimes, or convictions prior to program entry. The information provided in the background information form must be truthful and match any findings on the criminal record check. Students with a criminal history may be denied access to clinical placement at the discretion of the clinical site. Consequently, should a student have a history of convictions of serious crimes or a history of improper behaviors, NWTC cannot guarantee clinical placement, or guarantee graduation within typical program timing.

Internship continued...

Students are required to petition for an internship assignment. Students may petition by submitting a "Petition to Enter Internship" form to the Health Sciences Division office according to the following schedule:

- Spring semester internship deadline is September 30.
- Fall semester internship deadline is February 28.

NWTC will make every effort to place students in the semester they request. However, NWTC cannot guarantee an internship site assignment in the semester being requested.

Employment Potential

A graduate of this program will have the potential for employment as:

- Medical Accountant/Bookkeeper
- Admitting Representative
- Appointment Secretary
- Claims Analyst
- Insurance Billing Specialist
- Medical Records Associate
- Patient Services Representative
- Patient Accounts Associate
- Provider Relations Associate
- Financial Services Representative
- Medical and Insurance Customer Service Representative

With additional education and/or work experience, graduates may find other opportunities for employment.

- Clinic Office Supervisor or Manager
- Hospital Administrative Assistant
- Medical Credit Manager
- Nursing Home Administrator
- Nursing Home Administrative Assistant
- Patient Accounts Supervisor
- Health Insurance Supervisor/Trainer
- Certified-coding Specialist
- Health Insurance Provider Contract Analyst
- Physician Relations Administrator

Requirements For Program Admission

- Completed application.
- High school transcript or equivalent (such as an HSED or GED® Transcript).
- Academic Skills Assessment or ACT assessment taken within the last three years.
- Typing proficiency of 30 words per minute (mandatory preadmission typing test to be taken at the NWTC Assessment Center).

Requirements for Program Entry

- It is strongly recommended that candidates meet the program Academic Skills Assessment benchmarks prior to beginning coursework, **or** achieve a score of 20 on ACT. Proof of remediation may be demonstrated by an Academic Skills Assessment post-test **or** completion of an approved course in the content requiring remediation.
- Attend mandatory spring program orientation.

Flexible Learning Options

Part-time and on-line options exist for the Health Care Business Services program.

Curriculum

The Health Care Business Services Associate Degree is a two-year, four-semester program. Upon graduation, a student will have completed 66 credits.

First Semester

Catalog No.	Description	Credits
10-103-111	Micro: Windows-Intro	1
10-103-121	Micro: Word-Intro	1
10-501-101	Medical Terminology	3
* 10-530-172	Healthcare Delivery Systems	2
* 10-530-176	Health Data Management	2
* 10-530-181	Intro to Health Record	1
10-801-195	Written Communication	3
* 10-806-189	Basic Anatomy	3
Semester Total		16

Second Semester

10-103-131	Micro: Excel-Intro	1
10-103-151	Micro: PowerPoint-Intro	1
* 10-160-161	Insurance Health Principles	3
* 10-530-155	Diagnostic/Procedure Coding	3
* 10-530-178	Healthcare Legal & Ethic Issue	2
10-801-196	Oral/Interpersonal Comm	3
10-804-123	Math w Business Apps	3
Semester Total		16

Third Semester

10-101-110	Accounting 1	4
10-103-141	Micro: Access-Intro	1
10-104-191	Customer Service Mgmt	3
* 10-160-143	Medical Practice Proc	3
* 10-160-151	Healthcare Relations	2
* 10-530-120	Medical Transcription	1
10-809-198	Intro to Psychology	3
Semester Total		17

Fourth Semester

* 10-160-140	HCBS Internship	3
* 10-160-165	HCBS Organizational Resources	2
* 10-160-166	Medical Billing Processes	3
10-809-172	Race Ethnic & Diversity	3
10-809-195	Economics	3
10-809-196	Intro to Sociology	3
Semester Total		17
Total Credits		66

* No final grade lower than a "C" is acceptable in any of the courses marked with an asterisk. A student who withdraws or receives a grade lower than a "C" in a program course may apply for re-entry into the program. Consideration for re-entry will be at the discretion of the re-entry team and will be dependent on clinical availability.

Notes

- A candidate who does not meet the requirements for program entry should meet with an NWTC counselor to develop a learning plan to make up any deficiencies through testing or course work.
- It is recommended that students interested in pursuing a degree in Health Information Technology should take ICD-9-CM (10-530-183) and CPT Coding (10-530-184) in place of Diagnostic/Procedure Coding (10-530-155).

This program is fully eligible for financial aid.

Please Note

- Some courses have prerequisites (listed at the end of each course description, if applicable) that need to be taken prior to enrolling in those courses.
- Many courses are offered via our Flexible Learning Options (online, accelerated, ITV, video, weekend, and self-paced) and may be taken in any order as long as prerequisites are met. To find out which program courses are offered through Flexible Learning Options, go to www.nwtc.edu or consult a counselor, (920) 498-5444.
- Descriptions of courses not found on this page can be found in the back of this catalog.

Course Descriptions

These courses provide an opportunity for students to develop the knowledge, skills, and understanding required for employment in this field.

10-101-110 ACCOUNTING 1 ...accounting principles, financial statements, business transactions, accounting cycles/systems, specialized journals, accounting for cash and receivables for sole proprietorships in service or merchandising businesses.

10-103-111 MICRO: WINDOWS-INTRODUCTION ...Windows desktop elements, help features, document management (create, open, save, print), folder and file management (create, delete, move, find file), Web features, search strategies, shortcuts, screen capture, My Computer/Explorer.

10-103-121 MICRO: WORD-INTRODUCTION ...word processing basics including creating, revising, formatting, and printing; sections, tabs, multiple-page numbering; manipulating text; creating headers/footers; creating and formatting tables, graphics, creating charts; applying styles; and merging documents. Requires Windows experience.

10-103-131 MICRO: EXCEL-INTRODUCTION ...creating a worksheet, enhancing worksheet appearance, moving and copying data, using formulas and functions, creating charts and using clip art. Requires Windows experience.

10-103-141 MICRO: ACCESS-INTRODUCTION ...creating and modifying database tables, compacting a database, managing records, defining table relationships, creating queries, calculations, and aggregate functions, sorting, and using form and report wizards. Requires Windows experience.

10-103-151 MICRO: POWERPOINT-INTRODUCTION ...presentation development skills such as: graphics, tables, diagrams, shapes, design themes, sounds, animations, slide transitions, and integration with other software. Requires Windows and MS Word experience.

10-104-191 CUSTOMER SERVICE MANAGEMENT ...develop professional telephone etiquette, explore customer service work environments, identify and analyze customer service failures, resolve problems cost effectively, set complaint policies, and develop communication techniques to handle complaining customers.

10-160-140 HEALTHCARE BUSINESS SERVICES INTERNSHIP ...career planning, resumes, interviews, search strategy, actual health care work experience, applied workplace improvements and ethical model. (Prerequisites: Accepted in the Health Care Business Services Program; 10-530-155, Diagnostic/Procedure Coding; Corequisite: 10-160-166, Medical Billing Processes)

10-160-143 MEDICAL PRACTICE PROCEDURES ...professional duties, medical scheduling, admissions, medical office software, 10-key, third-party payer processes, managed care procedures, empathy, diversity, medical records, confidentiality, information systems, regulation, office medical administration. (Prerequisite: 10-103-111, Micro: Windows Intro; 10-103-121, Micro: Word-Intro; 10-530-176, Health Data Management)

10-160-151 HEALTHCARE RELATIONS ...financing of healthcare, managed care participants and products, integrated systems, organizational structure, provider networks, purchasers, cost containment, quality of care, regulation, and accountability. (Prerequisite: 10-160-161, Insurance Health Principles)

10-160-161 INSURANCE HEALTH PRINCIPLES ...risk management, private health insurance, dental insurance, worker's compensation, malpractice issues, government plans: Medicare, Medicaid, Champus, TriCare, managed care, benefit plan design, provider contracts and insurance for health care facilities. (Corequisite: 10-530-172, Healthcare Delivery Systems)

10-160-165 HCBS ORGANIZATIONAL RESOURCES ...a study of the principles of management to include planning, organizing, human resource management, directing, and controlling as related to the health information department. (Corequisite: 10-160-143, Medical Practice Procedures)

10-160-166 MEDICAL BILLING PROCESSES ...optimizing key billing and collection processes, breaking down the billing and collection process; granting credit in a medical facility; examine expected performance outcomes and advanced billing practices. (Prerequisites: 10-101-110, Accounting 1; 10-160-143, Medical Practice Procedures)

10-501-101 MEDICAL TERMINOLOGY ...focuses on the component parts of medical terms: Prefixes, suffixes, and root words. Students practice formation, analysis and reconstruction of terms. Emphasis on spelling, definition and pronunciation. Introduction to operative, diagnostic, therapeutic and symptomatic terminology of all body systems, as well as systemic and surgical terminology.

10-530-120 MEDICAL TRANSCRIPTION ...transcription process for medical dictation in a health care facility; transcription techniques; practice transcribing physicians' dictated reports; and apply grammar, punctuation, spelling, and technical rules. (Prerequisites: 10-501-101, Medical Terminology; 10-103-121, Micro: Word Introduction)

10-530-155 DIAGNOSTIC/PROCEDURE CODING ...the International Classification of Diseases and Current Procedural Terminology with emphasis on coding skills, use of this classification system in health care settings, its application for statistical and reimbursement purposes. (Prerequisites: 10-501-101, Medical Terminology; 10-806-189, Basic Anatomy)

10-530-172 HEALTHCARE DELIVERY SYSTEMS ...examines the organization, financing, regulation, and delivery of health care services. Includes the study of healthcare professionals.

10-530-176 HEALTH DATA MANAGEMENT ...introduces the use and structure of health care data elements, data sets, data standards, their relationships to primary and secondary record systems and health information processing. (Corequisites: 10-530-181, Intro to Health Record; 10-530-172, Healthcare Delivery Systems)

10-530-178 HEALTHCARE LEGAL & ETHICAL ISSUES ...examines regulations for the content, use, confidentiality, disclosure, and retention of health information. An overview of the legal system and ethical issues are addressed. (Prerequisite: 10-530-176, Health Data Management)

10-530-181 INTRO TO THE HEALTH RECORD ...illustrate the flow of health information in various health care delivery systems and within the health information department; retrieve data from health records; professional ethics; confidentiality and security of information.