MEDICAL
CODING & BILLING
FOR OUTPATIENT SERVICES

Help Healthcare
Providers Focus on
their Patients

New Horizons®
Learn What Earns

A Better Way to Learn

Traditional education isn't for everyone. Curriculums are broad, schedules are rigid, and the commitment is a huge time-suck, taking years (and years) to complete. Oh, and it's expensive, too, leaving students drowning in debt. **That's why we're dedicated to providing better options.**

6 years

The time most people take to earn a four-year college degree.*
*NPR

33%

Percentage of underemployed college graduates in 2020.*
*Federal Reserve Bank of New York

213%

Increase in college tuition over the past three decades.*
*CNBC.com

$26,900

Average student debt from four-year public schools in 2018.*
*CNBC.com

Our Passion:

Because we've walked a mile (or two) in your shoes. We know what it feels like to drag tired feet across the unforgiving floor of a dead-end job. We understand the pressure to provide for a family. And we believe you deserve better. That's why we've spent the last 25+ years doing everything we can to improve eLearning and develop the most comprehensive healthcare training programs on the market. And we won't stop until you succeed—until you become a better version of yourself. And that's a promise.

Medical Coding & Billing for Outpatient Services

INDUSTRY FACTS

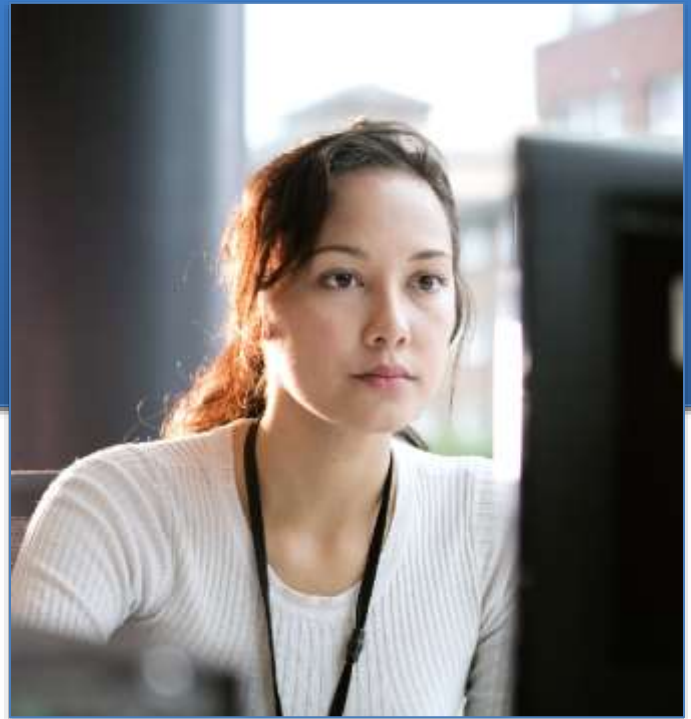### What do medical coding and billing professionals do?

Medical coding and billing professionals translate medical records into standardized codes used to bill patients and third-party payers such as insurance companies and Medicare. The comprehensive Professional Medical Coding and Billing program will teach you to use all of these codes—CPT, HCPCS, and ICD-10 including an optional PCS procedural code set.

Where do they work?

Medical coding and billing professionals usually work on-site at a healthcare facility. Positions can be found in physicians' offices, clinics, hospitals, insurance companies, large coding outsourcing companies, and other healthcare facilities.

How much do they earn?

This career offers an established career path for advancement, especially in large hospital networks, and leading industry organizations report that, on average, medical coding and billing professionals with one credential earn over $52,000 a year. Medical coding and billing professionals can also increase their earning potential by earning additional industry certifications.

How's the job outlook?

The U.S. Department of Labor estimates job growth to increase by 13% by 2026. That's a significant number of professionals needed in the field to code patients' records; act as liaisons between healthcare facilities, insurance companies, and other establishments; and manage the responsibilities associated with electronic health records.

Medical Coding & Billing for Outpatient Services

PROGRAM DETAILS

Improve Your Life

When it comes to career training, you'll find a lot of fakers out there. Con artists that'll try to impress you with fancy hyperbole. But through all the noise, the distinct sound of success can be heard. Your success. All it takes is a little push in the right direction—and your whole life could change. New doors opened. New worlds discovered. And new opportunities explored. With New Horizons of Wisconsin, anything is possible.

Prepare for a Better Job

You'll play a vital role in the healthcare ecosystem, helping to ensure that third-party payers are billed correctly so healthcare providers can get reimbursed. You'll review and manage patients' electronic medical records and assign codes to diagnoses and procedures that have been performed. And you'll be the liaison between healthcare facilities and billing offices.

Learn Your Way

Online training minimizes the challenges of taking time out to return to school. The online training format offers distinct advantages:

- **Study on a schedule that fits your life**
- **Progress at a pace that matches your learning style**
- **Adjust the time and effort you devote to your coursework each day**

Receive Coaching and Guidance

When you train with New Horizons of Wisconsin, we back you every step of the way—from sign-up through course completion.

- **Learner support**
- **Technical support**

Get Certified

We'll prepare you to take nationally recognized exams so you can explore greater opportunities in your area.

- **Certified Professional Coder (CPC®)**
- **Certified Outpatient Coder (COC™)**
- **Certified Billing and Coding Specialist (CBCS)**
- **Certified Coding Specialist-Physician-Based (CCS-P)**

Program Outline

Course
Program Orientation
Computer Fundamentals
Comprehensive Medical Terminology
Medical Billing
Law, Liability and Ethics for Healthcare
Introduction to Healthcare
Comprehensive Electronic Health Records
Anatomy and Physiology
Comprehensive Pharmacology
Outpatient Coding
Health Information Management
Federal Qualified Health Centers (FQHC)
Telehealth for Coding Professionals
Career Success in Healthcare

TOTAL WEEKS: 20 Coursework, Simulations, and Experiential

TOTAL COST: $6,480 (All Inclusive)

Medical Coding & Billing for Outpatient Services

LEARNING OBJECTIVES

Developed by professionals in the field and packed with relevant, interactive content, our skills-focused program will teach you the must-have skills employers expect from medical coding and billing experts. It's focused. It's Current. And it'll have you job-ready in as little as 12 months. You'll also receive one voucher to sit for the CBCS, CPC, COC, or CCS-P certification exams.

Program Orientation: Medical Coding and Billing for Outpatient Services

- Initiate the Medical Billing and Coding for Outpatient Services program.

Computer Fundamentals

- Identify basic computer hardware and interpret system requirements.
- Navigate a Windows operating system environment, as well as install and operate basic software utilities.
- Use a web browser to navigate between websites in multiple tabs or windows, send and receive email, and access search engines to find information and troubleshoot basic computer problems.
- Recognize basic technologies related to an office environment.

Comprehensive Medical Terminology

- Analyze how medical terms are built using common word parts.
- Properly spell, define, and pronounce medical terms associated with each of the major body systems.
- Identify and define the word parts most frequently associated with the major body systems.
- Interpret common abbreviations used in medical terminology and cautions to remember when using them.

Medical Billing

- Explain health insurance careers, opportunities, and expectations.
- Differentiate between major health insurance programs, government-sponsored health benefit programs, and related federal health care legislation.
- Explain revenue cycle management.
- Demonstrate basic principles of national diagnosis and procedure/service coding and compliance systems.

- Explain Impact of coding compliance, clinical documentation improvement (CDI), and coding for medical necessity in health care settings.
- Complete CMS-1500 and UB-04 claims and payer-specific claims.

Law, Liability, and Ethics for Healthcare

- Describe the structure of the healthcare industry and how it relates to the medical office profession.
- Identify law and regulations related to the health care workplace.
- Describe how law flows from the constitution to the courtroom
- Identify criminal acts and intentional torts
- Recognize what makes a contract and who can contract.
- Identify medical malpractice and other lawsuits.
- Explain the characteristics, ownership, and confidentiality of the health record.
- Recognize the importance of the laws and ethics of patient confidentiality.
- Explain professional ethics and how they apply to patients.
- Recognize ethical issues surrounding the beginning of life.
- Recognize ethical issues surrounding death and dying.

Introduction to Healthcare

- Identify health information management concepts common to allied health professionals.
- Describe characteristics of health care delivery and settings in the United States.
- Delineate career opportunities for health information management professionals.

Medical Coding & Billing for Outpatient Services

LEARNING OBJECTIVES

Comprehensive Electronic Health Records

- Demonstrate how patient records are used and regulated.
- Complete tasks required for scheduling a patient.
- Review clinical information reporting.
- Explore revenue cycle and financial reporting.

Anatomy and Physiology

- Identify the structures, locations, and functions of major body systems and the organs that comprise them.
- Explain how the organs of the major body systems interact and maintain homeostasis.
- Compare various risk factors leading to high mortality and morbidity.
- Describe the components of cell structure and their functions.
- Summarize how infectious agents affect cellular growth and function.
- Define basic anatomical terms.

Comprehensive Pharmacology

- Define basic pharmacology terminology.
- Identify U.S. drug laws and explain their importance in patient care and health services documentation.
- Differentiate among drug classifications, routes of entry, mechanisms of action, and therapeutic treatments related to specific body systems and disease conditions..
- Identify medication side effects, precautions, contraindications, and interactions.
- Identify major drug standards, legislation, legal responsibilities of the health care practitioner when dispensing medications.
- Identify the major drug classification systems and differentiate among the various types of drug names with examples.
- Evaluate the standard and online pharmacological references in use today.
- Classify the sources of drugs, examine their pharmacokinetic processes, and analyze the variables that affect drug actions and effects.
- Analyze various drug forms, routes of delivery, and the supplies and techniques necessary for safe and appropriate administration.
- Identify commonly used medications and their characteristics.
- Identify the sources, mechanism of action, and indications for specific drug therapies.
- Analyze the side effects, precautions, contraindications, and interactions for specific medications.
- Assess the factors that influence the absorption and effectiveness of drugs.
- Analyze the physiological effects of prolonged drug use and discuss the responsibilities of a health care practitioner in addressing and treating drug abuse.
- Investigate recent actions taken by the government and by manufacturers for specific drugs.
- Identify the key factors involved in considering drug therapies for older adults.

Outpatient Coding

- Accurately assign and sequence ICD-10-CM diagnostic codes for inpatient, outpatient, and physician services according to the official coding guidelines.
- Differentiate reimbursement systems for various programs, including private insurance and contracts, managed care, Medicare, Medicaid, Workers' Compensation, and other disabilities.
- Understand the difference between CPT, ICD, and HCPCS coding systems and identify their appropriate use in health records
- Describe the key elements of the Healthcare Insurance Portability and Accountability Act (HIPAA) and its impact on healthcare professionals
- Explain the Inpatient Prospective Payment System (IPPS) and the Outpatient Prospective Payment System (OPPS)

Health Information Management

- Identify data sources by describing types of medical records and the information found in each record.
- Describe the role medical records take in coding and billing.
- Describe the structure and use of health information.

Medical Coding & Billing for Outpatient Services

LEARNING OBJECTIVES

- Identify record data collection tools.
- Discuss healthcare data sets.
- Discuss appropriate health record documentation.
- Describe data quality and integrity.
- Discuss health information systems, including specialty coding systems.
- Describe the archival, retrieval, and imaging systems used in health information.
- Identify data retrieval, maintenance, security, and integrity processes.
- Discuss the evolution of the electronic health record (EHR) and the personal health record (PHR).

Federal Qualified Health Centers (FQHC)

- Provide an introduction to the services provided by FQHCs and RHCs.
- Differentiate between FQHC and RHC policies and regulations.
- Identify FQHC and RHC Staff and Learn FQHC and RHC requirements.
- Describe services applicable to FQHC and RHC.
- Understand the Medical Record requirements for FQHC and RHC.
- Identify services included in Care Management in both programs.
- Describe shared resources of FQHC and RHC clinics.
- Understand Advanced Care Planning and how to code appropriately.
- Describe and discuss virtual communication services for FQHC and RHC clinics.
- Differentiate the billing process for FQHC and RHC from traditional billing.
- Discuss Telehealth Billing for FQHC and RHC services.
- Explain COVID-19 Vaccines billing processes.

Telehealth for Coding Professionals

- Understand the origins of telemedicine.
- Discuss methods and models of telehealth.
- Understand telehealth requirements.
- Discuss protected patient health information.
- Explain telehealth reimbursement.

Why are Power Skills Important?

Our hiring partners —health systems of all sizes across the country—tell us they weigh power skills with just as much emphasis as technical skills. And your capacity to develop in these areas could be what helps you stand out in a competitive job market.

It's true when we say employers are struggling to keep their facilities fully staffed. And with 15% job growth in the industry, it might be tough to believe you'd ever have a difficult time landing a job.

"We find a lot of candidates lack the professionalism we expect of our hires, which makes filling specific roles incredibly difficult. Unfortunately, teaching these skills is too time-consuming for us to take a risk on the wrong applicant."

–Courtney; RN and Clinical Education Coordinator with Grace Health

But the hard truth here is that health systems aren't looking for just any substandard hire—they're looking for professionals who are trained, knowledgeable, and ready to get to work.

Which means competition is heating up for workers with the right blend of power and technical skills.

So, what are your takeaways?

First, the most desirable skills vary based on the requirements of the job, but there's still a noticeable amount of crossover—giving more weight to the idea that these power skills are transferable across the industry.

Second, strong communication is non-negotiable for health employers, coming in at number one in five of the six roles we analyzed.

And that's why these skills are so important.

Because the majority of hiring managers we work with say that candidates with the right power skills are few and far between. Because professionalism is necessary. And because power skills in the workplace will always matter—regardless of the industry.

We genuinely believe power skills are primary indicators of professional potential and success, particularly in a healthcare setting. That's why we've worked hard to create courses that focus specifically on career readiness—walking learners through the specifics of how to develop in critical areas relevant to their career path.

If you're ready to jump right in and start sharpening your skills today, check out the next page for our full listing of POWER SKILLS that you will learn!

Power Skills Library

Program Title	Content Type	Duration
01. Problem Solving: Introduction to Problem Solving	interactive	4 Minutes
02. Problem Solving: Define the Problem	interactive	6 Minutes
03. Problem Solving: Determine the Root Cause	interactive	4 Minutes
04. Problem Solving: Generate Solutions	interactive	4 Minutes
05. Problem Solving: Evaluate and Select Solutions	interactive	4 Minutes
06. Problem Solving: Implement Solutions	interactive	5 Minutes
07. Problem Solving: Monitor the Resolution	interactive	4 Minutes
12 Rules For Life	interactive	15 Minutes
13 Things Mentally Strong People Don't Do	interactive	15 Minutes
A Guide to Great Goal Setting	interactive	10 Minutes
Adapting Your Communication Style	interactive	10 Minutes
Appropriate Use of Social Media	course	14 Minutes
Assertive communication	interactive	17 Minutes
Atomic Habits	interactive	15 Minutes
Basics of Written Communication	interactive	16 Minutes
Becoming a Good Business Writer	interactive	15 Minutes
Best Practice Customer Service face to face	course	4 Minutes
Build Resilience Through Perseverance	interactive	5 Minutes
Build Resilience With An Adaptive Mindset	interactive	51 Minutes
Business Communication Skills	interactive	15 Minutes
Business Email Etiquette	interactive	30 Minutes
Business Writing	course	264 Minutes
Call me – How to level up your phone skills	interactive	5 Minutes
Can I be blunt? – How to use tact when speaking your mind	interactive	5 Minutes
Career Development Bundle	course	72 Minutes
Celebrate When You Achieve Your Goal	interactive	5 Minutes
Code of Conduct and Ethics	interactive	30 Minutes
Communication 101 from Mind Tools for Business (Emerald Works)	interactive	60 Minutes
Confidence Hacks	interactive	10 Minutes
Conflict Resolution	interactive	15 Minutes
Coping with Uncertainty	interactive	10 Minutes
Creative Problem Solving	interactive	25 Minutes
Customer Service 101 from Mind Tools for Business (Emerald Works)	interactive	60 Minutes
Dealing with change	interactive	9 Minutes
Dealing with complaints: Customer Service	interactive	10 Minutes
Developing Trust	course	23 Minutes
Effective Listening	course	21 Minutes
Email Management	course	20 Minutes
Ethics for Everyone	interactive	9 Minutes
Flexible thinking	interactive	8 Minutes
Interpersonal Effectiveness	interactive	15 Minutes
Interpersonal Relationships	interactive	15 Minutes
Interviewing Skills	interactive	15 Minutes
Manage Time And Overcome Stress	interactive	44 Minutes
Networking and Building Relationships	interactive	15 Minutes
Organise yourself at work	interactive	17 Minutes
Present a Professional Appearance	interactive	5 Minutes
Problem solving	interactive	10 Minutes
Relationship-Building with Colleagues	interactive	4 Minutes
Relationship-Building with Your Supervisor	interactive	7 Minutes
Review of Grammatical Principles	interactive	15 Minutes
Setting Up Your Desk For Work	interactive	10 Minutes
Social Media & Digital Marketing	interactive	60 Minutes
Social media in the workplace	interactive	8 Minutes
Strengthen Your Writing Today	interactive	15 Minutes
The Power of Goal Setting	interactive	5 Minutes
The Power of Habit	interactive	15 Minutes
Time Management	interactive	15 Minutes
Tiny Habits	interactive	15 Minutes
Using email effectively	interactive	10 Minutes
Microsoft Teams - Introduction	course	240 Minutes
PowerPoint 365 Beginner	interactive	278 Minutes
Excel 365 Beginner	interactive	286 Minutes
Microsoft Office 365 - Basic	course	80 Minutes
Outlook 365 Beginner	interactive	222 Minutes
Windows 10 End User Essentials Beginner	interactive	283 Minutes
Word 365 Beginner	interactive	262 Minutes

FAQ's

- **How do I get to classes (zoom, email link, special website)?**
  - We manage a "Classroom in the Cloud", and all the student needs is a PC with an internet connection to attend our LIVE training, led by certified instructors. We have our own proprietary LMS (Learning Management System) that the student logs into, and they quickly find themselves in their class. It's extremely easy.
- **How long is each class session?**
  - Our classes generally run from 8:30 to 4, Monday to Friday. We also have options that are available at night for some class titles.
- **How many days long are your courses?**
  - Generally speaking, each class is a 5-day class, but some are 3 days. The days run consecutively. This is "Boot Camp" style learning, which has proven to be very effective for young adult and adult learners.
- **How much homework do I receive for your classes?**
  - This will vary depending on the title and whether you are going for an industry certification and the complexity of the subject matter. If you are planning on sitting for a certification exam, you can plan on 2 hours of study for each hour of class time as a rule of thumb. That is why we provide you with certification prep materials, practice exams, access to your classes' recordings and even the ability to sit the entire class again live if you want. Your advisor will help you through the process one-on-one, so you are never on your own.
- **Are these beginner classes or is this for those that already work in the industry?**
  - Great question. We have programs that appeal to career beginners, career changers and career enhancers, so we can meet you wherever you are in your career journey. If you are just graduating from high school, we have programs specially designed for you, if you are looking to change careers at 40 years old, we have programs for you too. It just depends on your needs. That is why our career development team is so important in the process. They will be with you every step of the way and make sure you are enrolled in the right program.
- **What capabilities does a computer/laptop need for this class?**
  - You need to be running Windows (Chromebooks don't work), and have a reliable internet connection. Other than that, any PC made in the last 5 years or so will work fine. Our classes are in the cloud and available to you through the internet so nothing is really required from your local equipment to learn your new skills. Also, our Learning Centers are always available as a quiet, private place to come and learn (and get hot, fresh cookies!).
- **How long has New Horizons been offering these classes?**
  - We have been offering computer training for 40 years nationally, and 13 years locally in Wisconsin. We have learning centers in Appleton, Madison and Milwaukee and have helped thousands of Wisconsinites gain valuable new skills. We are certified partners with dozens of the biggest names in technology and medicine, offer a 100% certified curriculum, live training on your schedule and for the first time in 2022, we expanded our marketplace to high school graduates as a faster, cost-effective option to the traditional college experience to enter the professional workplace in weeks, not years.
- **How much does it cost?**
  - Each programs cost is clearly detailed in the booklet. Work with your advisor to determine the best way for you to pay for your education. We accept a variety of payment methods from credit cards, student loans, personal loans, and we can help work with government programs to see if you are eligible for financial assistance as well.

THE GLOBAL LEADER IN CAREER TRAINING

Our students are looking to move forward, **fast.** New Horizons training— through vendor-authorized courses and certifications and award-winning learning methods— is the vehicle that will be the pathway to the better job, the higher salary, the more fulfilling life.

Immersive, Live Student Experience

We take the traditional learning experience and <u>add</u> the benefit of technology, while providing **fully live interaction** and **24/7 virtual access** to the actual technology we are training in your own personalized lab environment. Unlike the old model of learning, your experience is recorded, and available to you post-class.
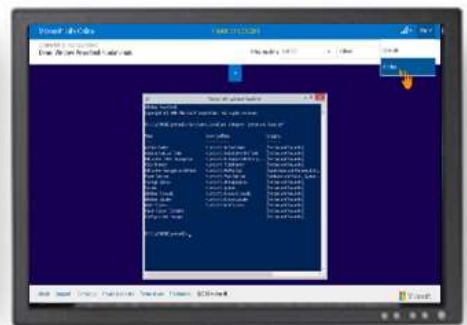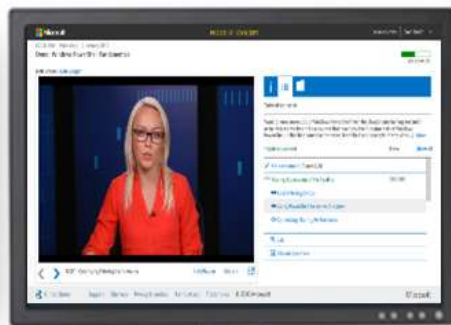
Editable, Digital Courseware ✔   Live Communications Module ✔   Virtual "Sandbox" Lab ✔

Your New Career Starts Today!

newhorizonswi.com/career-development