

## COURSE OUTLINE

### **Medical Office Administration 187 Dental Front Office/Dental Billing and Coding**

#### **Catalog Statement**

MOA 187 offers an introduction to the dental office with emphasis on maintaining a dental office, including career guidelines and professional qualifications; compliance with legal and ethical issues; public relations; courteous and effective handling of patients, dentists, and co-workers; preparation and care of dental records; correspondence; financial records; insurance; and general management of a dental facility. The course is designed to familiarize students with the tools necessary to complete billing and coding procedures in a dental setting. Students will learn to use the Current Dental Terminology Reference Book CDT reference books approved by the American Dental Association (ADA) and will be given hands-on experience with ADA Dental Claim Forms.

Total Lecture Units: 3.0

Total Laboratory Units: 1.0

**Total Course Units: 4.0**

Total Lecture/Demonstration Hours: 48.0

Total Laboratory Hours: 48.0

**Total Faculty Contact Hours: 96.0**

Recommended Preparation: Eligibility for ENGL 120, ESL 151, or BUSAD 106 or equivalent and MOA 185

#### **Course Entry Expectations**

Prior to enrolling in the course, the student should be able to:

- demonstrate the tasks and responsibilities of working as a receptionist in the front office;
- evaluate compositions for unity, sufficiency of development, evidence, coherence, and variety of sentence structure;
- comprehend multi-paragraph reading passages in textbooks;
- use terminology related to business documents.

#### **Course Exit Standards**

Upon successful completion of the required coursework, the student will be able to:

- identify the parts of the tooth and supporting structures, teeth by number and location, and the difference between primary and permanent teeth;
- interpret the meaning of dental terms, including prefixes, suffixes, and root words;

- identify types of services rendered and different types of dental services performed by a dentist;
- demonstrate the processing of dental claims, applying and identifying all contractual provisions, dental conversion factors, limitations, and exclusions;
- demonstrate an understanding of the CDT reference book sections, the relevant data included on a patient's chart to locate the CDT code, and the breakdown and use of specified codes;
- complete billing and coding forms that comply with the industry-based American Dental Association (ADA) claim form using CDT codes;
- identify the vital role coders play in translating dentists' diagnoses into accurate dental codes for insurance companies to reimburse providers for services rendered to patients in a timely manner;
- apply knowledge of Health Insurance Portability and Accountability Act (HIPAA) regulations and compliance procedures as it relates to dental billing;
- discuss the importance of follow-up procedures, and research contract liability and utilization review with providers to insure proper processing of claims;
- examine legal, ethical, and fraud issues related to dental billing and coding;
- calculate customary and reasonable allowances;
- utilize effective and professional verbal and written business communication skills to ensure proper reimbursement of paid benefits;
- explain coordination of benefits, eligibility, and terms of coverage for preferred provider organizations (PPOs), health maintenance organizations (HMOs), Worker's Compensation, Consolidated Omnibus Budget Reconciliation Act (COBRA), and Medicare, and the impact that privatization has had in the health care industry;
- demonstrate customer service skills such as telephone etiquette, handling patients in distress, communicating with providers, and scheduling appointments.

**Course Content**

**Total Faculty Contact Hours = 96.0**

**Introduction to Dental Billing and Coding Careers (6 hours)**

- Opportunities in the dental field
- Professional qualifications
- Dental code of ethics and conduct
- Opportunities for advancement

**Overview of health care and health insurance and relevant terminology (4 hours)**

**Introduction to and applications from the CDT (4 hours)**

- Locate proper diagnostic and procedural codes
- Coding of dental procedures
- Abstraction

**Revision Book: International Classification of Diseases (ICD-9) (8 hours)**

- Locate proper diagnostic and procedural codes
- Coding of illnesses, diseases, and injuries
- Abstraction

**Introduction to Coding, Billing, and Scheduling (6 hours)**

**Introduction to Evaluation and Management Codes (6 hours)**

- Evaluation of Medicare, Blue Cross, Blue Shield, Delta Dental, Aetna, Kaiser

Evaluation of other third-party payers  
Professional Qualifications, Conduct, and Legal Relationships (**5 hours**)  
Communications and Soft Skills in the Dental Office (**20 hours**)

As a dental receptionist

Appointment and time receptionist  
Telephone techniques  
Office efficiency  
Public relations  
Communications—written and oral

As a dental secretary

Preparation, understanding and care of medical records  
Filing and color coding  
Correspondence and communications—written and oral  
Dental vocabulary and terms; abbreviation and jargon

Processing Financial Records and Claims in the Dental Office (**15 hours**)

Accounts receivable

Billing  
Maintenance and care of records  
Collections

Office accounts

Keeping tax records  
Payroll  
Accounts payable

Insurance claims

Understanding types of insurance and information necessary to billing  
Preparation of claims for all types of insurance, including Workers' Compensation, disability, dentists' reports, insurance examinations, private and government claims including welfare, Medicare, and MediCal  
Collection of benefits  
Communicating with patients regarding their policies

Management of the Dental Office (**6 hours**)

Maintenance  
Housekeeping  
Supplies  
Office equipment

Supervised Laboratory Projects, Forms, Reports, and other Correspondence (**16 hours**)

### **Methods of Instruction**

The following methods of instruction may be used in the course:

- lecture;
- demonstration;
- group activities (e.g. role playing);
- hands-on activities and assignments;
- online.

### **Out of Class Assignments**

The following out of class assignments may be used in the course:

- written assignments (e.g. reports, coding, claim forms, letters, and charts).

### **Methods of Evaluation**

The following methods of evaluation may be used in the course:

- quizzes;
- midterm examination;
- final examination.

### **Textbooks**

Young-Adams, Alexandra Patricia. *Kinn's the Administrative Medical Assistant with ICD-10 Supplement: An Applied Learning Approach*. 8th ed. Philadelphia: Saunders, 2013. Print. 11th Grade Textbook Reading Level. ISBN: 978-0323289740.

### **Student Learning Outcome**

Upon successful completion of the required coursework, the student will be able to:

- demonstrate knowledge of the responsibilities of working as a dental receptionist or secretary in the front office;
- prepare dental records and demonstrate how to care for these records properly;
- process insurance claims, filing, charting, billing, coding, and bookkeeping responsibilities.