

## SYLLABUS

- Name of Course:** CPP-436 – Front Office Procedures
- Length of Course:** 33 hours, 3 units
- Course Description:** This class will focus on starting or purchasing a practice, working as an associate or independent contractor, hiring staff, employee manual, mandated HIPAA and Informed Consent forms, insurance billing and coding, and costs associated with starting and running a practice. Evaluation will be based on Quizzes, homework assignments and the completion of a final project.
- Prerequisites:** CPP-319
- Course Offered by:** Department of Chiropractic Philosophy and Principles
- Required Text:** **Note Packet from bookstore called “Front Office Procedures”**
- Recommended Text:** *Into Practice*, 2007, by Dr. Michael Meyers, D.C.  
*Just Tell Me Where to Start*, by Dr. Lona Cook, D.C.,
- Materials:** Required Note Packet for Front Office Procedures.
- Method of Instruction:** Lecture, classroom exercises and activities as well as some take home exercises.

**Grading Procedure:** – Based on College Policies

A Superior work	90 - 100%
B Above average work	80 - 89%
C Average work	70 - 79%
F Failure – must repeat	69% or below

**PLEASE NOTE:** There is NO midterm or final exam for this class (*subject to change*). The course grade is based on the completion of assigned homework, quizzes, and a final project (assigned by instructor). A passing grade of C or better must be achieved in order to pass this class. There is currently no extra credit.

Grades and the Grading System Final Grades are available online through the CAMS student portal. If there are any questions on grading procedures, computation of grade point average, or the accuracy of the grade report, please contact the Registrar’s Office or the Office of Academic Affairs. Grades will be reported and evaluation will be based on the Academic Policies, Procedures, & Services. Please refer to Evaluation Policy (**Policy ID: OAA.0007**)

In order to maintain **Satisfactory Academic Progress**, a student must maintain a 2.0 GPA or better in each and every course. **Any grade less than a C must be remedied by repeating the class.** Please refer to Satisfactory Academic Progress (**Policy ID: OAA.0006**)

**Attendance:** Please refer to Attendance Policy (**Policy ID: OAA.0002**)

**Conduct and**

**Responsibilities:** Please refer to the Personal Conduct, Responsibility and Academic Responsibility Policy (**Policy ID: OAA.0003**)

**Make-up Exams:** Please refer to Make-up Assessment Policy (**Policy ID: OAA.0001**)

**Request for**

**Special Testing:** Please refer to Request for Special Testing (**Policy ID: OAA.0004**)

**Accommodation**

**for Students with Disabilities:**

If you have approved accommodations, please make an appointment to meet with your instructor as soon as possible. If you believe you require an accommodation, but do not have an approved accommodation letter, please see the Academic Counselor Lori Pino in the Office of Academic Affairs. Contact info: [Lpino@lifewest.edu](mailto:Lpino@lifewest.edu) or 510-780-4500 ext. 2061. Please refer to Service for Students with Disabilities Policy (**Policy ID: OAA.0005**)

**Electronic Course Management:**

**Canvas** is LCCW's Learning Management System (LMS). Canvas will be used throughout the quarter during this course. Lectures, reminders, and messages will be posted. In addition, documents such as the course syllabus and helpful information about the class project will be posted. Students are expected to check Canvas at least once a week in order to keep updated. The website address for Canvas is <https://lifewest.instructure.com/login/canvas> Please refer to the Educational Technologies Policy (**Policy ID: OAA.0009**)

**Course Goals:** The purpose of this course is to guide the student in a general understanding of how to go into business, how to run the front office and back office of their future practice, understanding best practices for taking insurances, and how to implement HIPAA and Informed Consent.

**Curricular Objectives:** [Council of Chiropractic Education (CCE) and LCCW Mapping]

1. Create and maintain accurate, appropriate and legible records. [CCE: 4C]
2. Apply knowledge of applicable health care laws and regulations. [CCE: 5B]
3. Apply knowledge of ethical principles and boundaries. [CCE: 5A]
4. Comply with regulatory standards and responsibilities for patient and business records. [CCE: 4D]
5. Explain health risk factors, leading health indicators and public health issues to patients. [CCE: 3B]
6. Explain and evaluate the business skills and attitudes necessary to open and operate an on-going business concern. [LCCW: 9.0]

**Weekly Learning Objectives:** Course outline and guest events are subject to change.

**Week 1:** Review of Syllabus, Quizzes, & required front desk observation hours. Begin class note packet with Time Management, Business Insurances (business liability, malpractice, disability, workers comp for employees), EDD Number.

**Week 2:** [Quiz #1]. Hiring a CA, Employee Manual, Payroll, Flow of the office, New Patient Call in information, and New Patient Intake. HIPAA & Informed Consent in brief, elective new patient forms. Release of X-rays & Release of Medical Records. Mandated HIPAA and Informed Consent in detail.

**Week 3:** Introduction to General Insurance (in vs. out of network), Deductibles & Super Bills, Insurance Verification, ChiroCode Book, Insurance Definitions, [Quiz #2], CPT codes General Insurance.

**Week 4:** DX's (ICD-10), Using DX & CPT codes together, DX Pointing, Evaluation & Management codes & documentation requirements, [Quiz #3], How to time and bill PT codes, procedure modifiers, Documentation of PT procedures.

**Week 5:** Flex Spending, HSA's, California law regarding discounting services, patient account write-offs, Prompt Pay Discounts, Cash Plans. (*possible speaker from ChiroHealth USA regarding cash plans and discounting*).

**Week 6:** Financial Hardship explanation & application, Finance contracts, [Quiz #4], Expedited Agreements & other scams, IRS W9 form use.

**Week 7:** Introduction to Personal Injury, Assignment of Benefits, Doctor's Lien, PI intake form, PI DX's (ICD-10), medical reports, and Outcome Assessments. [Quiz #5]

**Week 8:** Federal Medicare insurance, definitions, modifiers, diagnosing, documentation requirements, Fee Schedule (for California), and the mandated ABN form. Medicare FAQ's. [Quiz #6]

**Week 9:** Selling products in your office. How to obtain a sales license and file taxes with the State Board of Equalization (in California). Merchant services. Business Stats (the Monthly Growth Record). (*possible speaker from an outside Insurance Billing company*)

**Week 10:** Patient education materials and supplies. Mentoring and Practice Management, example of Health Talk, Report of Findings.

**Student Learning Outcomes (SLO):** At the completion of the CPP-436 course, a student should be able to:

1. Apply knowledge of health care law as it applies to Federal and State mandated Informed Consent and HIPAA. [PLO: 4,5,9]
2. Apply knowledge of health care law as it applies to the ethical and legal dimensions of Insurance and Non-Insurance practices. [PLO: 5,9]
3. Clinically apply knowledge of diagnostic and billing codes in compliance with Federal and State law. [PLO: 1,2,4,5,9]

**Program Learning Outcomes (PLO):** Students graduating with a Doctor of Chiropractic degree will be proficient in the following:

1. **ASSESSMENT AND DIAGNOSIS:** An assessment and diagnosis requires developed clinical reasoning skills. Clinical reasoning consists of data gathering and interpretation, hypothesis generation and testing, and critical evaluation of diagnostic strategies. It is a dynamic process that occurs before, during, and after the collection of data through history, physical examination, imaging, laboratory tests and case-related clinical services.
2. **MANAGEMENT PLAN:** Management involves the development, implementation and documentation of a patient care plan for positively impacting a patient's health and well-being, including specific therapeutic goals and prognoses. It may include case follow-up, referral, and/or collaborative care.
3. **HEALTH PROMOTION AND DISEASE PREVENTION:** Health promotion and disease prevention requires an understanding and application of epidemiological principles regarding the nature and identification of health issues in diverse populations and recognizes the impact of biological, chemical, behavioral, structural, psychosocial and environmental factors on general health.
4. **COMMUNICATION AND RECORD KEEPING:** Effective communication includes oral, written and nonverbal skills with appropriate sensitivity, clarity and control for a wide range of healthcare related activities, to include patient care, professional communication, health education, and record keeping and reporting.
5. **PROFESSIONAL ETHICS AND JURISPRUDENCE:** Professionals comply with the law and exhibit ethical behavior.
6. **INFORMATION AND TECHNOLOGY LITERACY:** Information literacy is a set of abilities, including the use of technology, to locate, evaluate and integrate research and other types of evidence to manage patient care.
7. **CHIROPRACTIC ADJUSTMENT/MANIPULATION:** Doctors of chiropractic employ the adjustment/manipulation to address joint and neurophysiologic dysfunction. The adjustment/manipulation is a precise procedure requiring the discrimination and identification of dysfunction, interpretation and application of clinical knowledge; and, the use of cognitive and psychomotor skills.
8. **INTERPROFESSIONAL EDUCATION:** Students have the knowledge, skills and values necessary to function as part of an inter-professional team to provide patient-centered collaborative care. Inter-professional teamwork may be demonstrated in didactic, clinical or simulated learning environments.
9. **BUSINESS:** Assessing personal skills and attributes, developing leadership skills, leveraging talents and strengths that provide an achievable expectation for graduate success. Adopting a systems-based approach to business operations. Networking with practitioners in associated fields with chiropractic, alternative medicine and allopathic medicine. Experiencing and acquiring the hard business skills required to open and operate an on-going business concern. Participating in practical, real time events that promote business building and quantifiable marketing research outcomes
10. **PHILOSOPHY:** Demonstrates an ability to incorporate a philosophically based Chiropractic paradigm in approach to patient care. Demonstrates an understanding of both traditional and contemporary Chiropractic philosophic concepts and principles. Demonstrates an understanding of the concepts of philosophy, science, and art in chiropractic principles and their importance to chiropractic practice.